

	Page	Table	Title	Base Description	Base
●	1	2	QB1. In the last year , have you...	Base : All participants	6160
●	7	3	QB2. Are you...?	Base : All participants	6160
●	13	4	QB3b. Which of the following bands best describe your age?	Base : All participants	6160
●	19	5	QB4. What best describes the occupation of the main income earner in your household?	Base : All participants	6160
●	25	6	QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?	Base : Main income earner in the household is now retired on an occupational pension	885
●	31	7	QB4/QB5. What best describes the occupation of the main income earner in your household (inc retired participants)?	Base : All participants	6160
●	37	8	QB6. Where do you live?	Base : All participants	6160
●	43	9	QB6b. Which of the following best describes where you live?	Base : All Participants	6160
●	49	10	QB7. Are you unable to leave your home without help?	Base : All participants	6160
●	55	25	QC2_1. By which method would you most prefer to receive communications from - Your bank / building society	Base : All participants	6160
●	61	26	QC2_2. By which method would you most prefer to receive communications from - Your gas / electricity provider	Base : All participants	6160
●	67	27	QC2_3. By which method would you most prefer to receive communications from - Your local council or tax office	Base : All participants	6160
●	73	28	QC2_4. By which method would you most prefer to receive communications from - Your GP / medical or healthcare professional	Base : All participants	6160
●	79	30	QC2_6. By which method would you most prefer to receive communications from - Your landline/mobile phone provider	Base : All participants	6160
●	85	31	QC2_7. By which method would you most prefer to receive communications from - Your paid TV provider	Base : All participants	6160
●	91	32	QC2_8. By which method would you most prefer to receive communications from - Your broadband provider	Base : All participants	6160
●	97	34	QC2_1. By which method would you most prefer to receive communications from - Post Summary	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	103	35	QC2_2. By which method would you most prefer to receive communications from - Phone call Summary	Base : All participants	6160
●	109	36	QC2_3. By which method would you most prefer to receive communications from - Text message Summary	Base : All participants	6160
●	115	37	QC2_4. By which method would you most prefer to receive communications from - Email Summary	Base : All participants	6160
●	121	38	QC2_5. By which method would you most prefer to receive communications from - Social media (e.g. Facebook, X, etc) Summary	Base : All participants	6160
●	127	39	QC2_6. By which method would you most prefer to receive communications from - Video calling (e.g. Skype, FaceTime, etc) Summary	Base : All participants	6160
●	133	40	QC2_7. By which method would you most prefer to receive communications from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) Summary	Base : All participants	6160
●	139	41	QC2_8. By which method would you most prefer to receive communications from - Other Summary	Base : All participants	6160
●	145	42	QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send emails rather than letters whenever possible	Base : All participants	6160
●	151	43	QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	Base : All participants	6160
●	157	44	QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative	Base : All participants	6160
●	163	45	QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would feel cut off from society if I couldn't send or receive post	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	169	46	QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post to send greetings cards	Base : All participants	6160
●	175	47	QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I send fewer letters by post now due to the cost	Base : All participants	6160
●	181	48	QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post	Base : All participants	6160
●	187	49	QC3_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	Base : All participants	6160
●	193	50	QC3_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	Base : All participants	6160
●	199	51	QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary	Base : All participants	6160
●	205	52	QC3_NET_DISAGREE Sending and receiving post - Agreement - Disagree Summary	Base : All participants	6160
●	211	53	QC3_Mean Sending and receiving post - Agreement - Mean Summary	Base : All participants	6160
●	217	54	QC4_1. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Post	Base : All participants	6160
●	223	55	QC4_2. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Phone calls	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	229	56	QC4_4. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Text messages	Base : All participants	6160
●	235	57	QC4_5. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Email	Base : All participants	6160
●	241	58	QC4_6. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Social media (e.g. Facebook, X, etc)	Base : All participants	6160
●	247	59	QC4_7. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)	Base : All participants	6160
●	253	60	QC4_8. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	Base : All participants	6160
●	259	61	QC4_9. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Other ways of communicating over the internet	Base : All participants	6160
●	265	62	QC4_NET_ESSENTIAL. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Essential/Fairly important Summary	Base : All participants	6160
●	271	63	QC4_NET_IRRELEVANT. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Irrelevant/Not very important Summary	Base : All participants	6160
●	277	64	QC4_MEAN. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Mean Summary	Base : All participants	6160
●	283	65	QD1_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	289	66	QD1_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels	Base : All participants	6160
●	295	67	QD1_NET_RELIAANT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary	Base : All participants	6160
●	301	68	QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary	Base : All participants	6160
●	307	69	QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary	Base : All participants	6160
●	313	70	QD2. How would you rate your overall satisfaction with Royal Mail?	Base : All participants	6160
●	319	71	QD3_1. How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	Base : All participants	6160
●	325	72	QD3_2. How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination	Base : All participants	6160
●	331	73	QD3_3. How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged	Base : All participants	6160
●	337	74	QD3_4. How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery	Base : All participants	6160
●	343	75	QD3_5. How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes	Base : All participants	6160
●	349	76	QD3_6. How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches	Base : All participants	6160
●	355	77	QD3_7. How satisfied are you with the following aspects of Royal Mail's service? Cost of postage	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	361	78	QD3_8. How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services	Base : All participants	6160
●	367	79	QD3_9. How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures	Base : All participants	6160
●	373	80	QD3_10. How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation	Base : All participants	6160
●	379	81	QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary	Base : All participants	6160
●	385	82	QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary	Base : All participants	6160
●	391	83	QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary	Base : All participants	6160
●	397	84	QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels. Which of the following statements best describes your awareness or use of this app before today?	Base : All participants	6160
●	403	85	QD6. What features of the Royal Mail smartphone app have you used?	Base : All who use the app	848
●	409	86	QE1_1. Approximately how many of the following have you personally received in the last week through the post? Invitations, greetings cards and postcards / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159
●	415	87	QE1_2. Approximately how many of the following have you personally received in the last week through the post? Personal letters (e.g. from a friend or relative) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159

	Page	Table	Title	Base Description	Base
●	421	88	QE1_3. Approximately how many of the following have you personally received in the last week through the post? Letters from organisations that you have a relationship with / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159
●	427	89	QE1_4. Approximately how many of the following have you personally received in the last week through the post? Bills/ invoices/ statements / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159
●	433	90	QE1_5. Approximately how many of the following have you personally received in the last week through the post? Smaller parcels - that fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159
●	439	91	QE1_6. Approximately how many of the following have you personally received in the last week through the post? Larger parcels - that do not fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159
●	445	92	QE1_7. Approximately how many of the following have you personally received in the last week through the post? Newsletters, leaflets and promotions from organisations that you have a relationship with / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159
●	451	93	QE1_8. Approximately how many of the following have you personally received in the last week through the post? Addressed direct mail from organisations that you don't have a relationship with / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159
●	457	94	QE1_9. Approximately how many of the following have you personally received in the last week through the post? Catalogues and brochures / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	463	95	QE1_10. Approximately how many of the following have you personally received in the last week through the post? Magazines you subscribe to / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159
●	469	96	QE1_11. Approximately how many of the following have you personally received in the last week through the post? Items requiring a signature / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159
●	475	97	QE1_12. Approximately how many of the following have you personally received in the last week through the post? Other important items which involve postal or delivery services / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6159
●	481	98	QE1_Post. Approximately how many of the following have you personally received in the last week through the post? All Post / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6160
●	487	99	QE1_Letters. Approximately how many of the following have you personally received in the last week through the post? All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6160
●	493	100	QE1_Parcels. Approximately how many of the following have you personally received in the last week through the post? Small and Large Parcels Combined / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6160
●	499	101	QE1_Doordrop. Approximately how many of the following have you personally received in the last week through the post? All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	505	102	QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary	Base : All participants	6160
●	511	103	QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary	Base : All participants	6160
●	517	104	QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary	Base : All receiving at least one of each type of post	6160
●	523	105	QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards	Base : All participants	6160
●	529	106	QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend)	Base : All participants	6160
●	535	107	QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with	Base : All participants	6160
●	541	108	QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements	Base : All participants	6160
●	547	109	QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels - that fit through a letterbox	Base : All participants	6160
●	553	110	QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels - that do not fit through a letterbox	Base : All participants	6160
●	559	111	QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	565	112	QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with	Base : All participants	6160
●	571	113	QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures	Base : All participants	6160
●	577	114	QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to	Base : All participants	6160
●	583	115	QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature	Base : All participants	6160
●	589	116	QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary	Base : All participants	6160
●	595	117	QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants	6160
●	601	118	QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants	6160
●	607	119	QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants	6160
●	613	120	QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	619	121	QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Low cost	Base : Have had to decide on a postal/delivery option in the last month	2490
●	625	122	QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Free delivery	Base : Have had to decide on a postal/delivery option in the last month	2490
●	631	123	QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Inclusion of insurance	Base : Have had to decide on a postal/delivery option in the last month	2490
●	637	124	QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive on time	Base : Have had to decide on a postal/delivery option in the last month	2490
●	643	125	QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to see where my delivery is at any point in time	Base : Have had to decide on a postal/delivery option in the last month	2490
●	649	126	QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to choose an express or next day service	Base : Have had to decide on a postal/delivery option in the last month	2490

	Page	Table	Title	Base Description	Base
●	655	127	QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to select a specific date/time for delivery	Base : Have had to decide on a postal/delivery option in the last month	2490
●	661	128	QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Fast delivery	Base : Have had to decide on a postal/delivery option in the last month	2490
●	667	129	QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Convenient options for me to accept the delivery	Base : Have had to decide on a postal/delivery option in the last month	2490
●	673	130	QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to select an evening/weekend delivery	Base : Have had to decide on a postal/delivery option in the last month	2490
●	679	131	QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof of postage/dispatch	Base : Have had to decide on a postal/delivery option in the last month	2490
●	685	132	QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	Base : Have had to decide on a postal/delivery option in the last month	2490

	Page	Table	Title	Base Description	Base
●	691	133	QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Option to reschedule if I am unable to take the delivery	Base : Have had to decide on a postal/delivery option in the last month	2490
●	697	134	QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to provide a specific time slot or SMS notification of delivery time	Base : Have had to decide on a postal/delivery option in the last month	2490
●	703	135	QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me	Base : Have had to decide on a postal/delivery option in the last month	2490
●	709	137	QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Parcel provider operates in an environmentally responsible way	Base : Have had to decide on a postal/delivery option in the last month	2490
●	715	138	QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	Base : Have had to decide on a postal/delivery option in the last month	2490
●	721	139	QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to the sender	Base : Have had to decide on a postal/delivery option in the last month	2490

	Page	Table	Title	Base Description	Base
●	727	140	QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary	Base : Have had to decide on a postal/delivery option in the last month	2490
●	733	141	QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary	Base : Have had to decide on a postal/delivery option in the last month	2490
●	739	142	QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary	Base : Have had to decide on a postal/delivery option in the last month	2490
●	745	143	QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?	Base : All participants	6160
●	751	144	QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?	Base : All those experiencing problems	2704
●	757	146	QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?	Base : All participants	6160
●	763	147	QF3. Where did you find information about how to make a complaint, or did you not need this information?	Base : Those making a complaint to the Royal Mail	857
●	769	148	QF4. How easy or difficult did you find it to make a complaint about Royal Mail?	Base : Those making a complaint to the Royal Mail	857
●	775	149	QF5. What was difficult about making the complaint to Royal Mail?	Base : Those finding it difficult to make a complaint to the Royal Mail	170
●	781	150	QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled	Base : Those making a complaint to the Royal Mail	857
●	787	151	QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint	Base : Those making a complaint to the Royal Mail	857

	Page	Table	Title	Base Description	Base
●	793	152	QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint	Base : Those making a complaint to the Royal Mail	857
●	799	153	QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary	Base : Those making a complaint to the Royal Mail	857
●	805	154	QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary	Base : Those making a complaint to the Royal Mail	857
●	811	155	QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary	Base : Those making a complaint to the Royal Mail	857
●	817	156	QF7. Why didn't you make a complaint to Royal Mail?	Base : Those who had cause but did not make a complaint to the Royal Mail	1907
●	823	158	QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?	Base : All participants	6160
●	829	159	QG1_1. Approximately how many of the following have you sent in the last month? Invitations, greetings cards and postcards / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6159
●	835	160	QG1_2. Approximately how many of the following have you sent in the last month? Personal letters (e.g. to a friend or relative) / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6160
●	841	161	QG1_3. Approximately how many of the following have you sent in the last month? Formal letters to organisations or individuals / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6159
●	847	162	QG1_4. Approximately how many of the following have you sent in the last month? Payments for Bills/ invoices/ statements / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	853	163	QG1_5. Approximately how many of the following have you sent in the last month? Smaller parcels - that will fit through a letterbox / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6159
●	859	164	QG1_6. Approximately how many of the following have you sent in the last month? Larger parcels - that will not fit through a letterbox / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6159
●	865	165	QG1_7. Approximately how many of the following have you sent in the last month? Items requiring a signature / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6159
●	871	166	QG1_8. Approximately how many of the following have you sent in the last month? Other important items which involve postal or delivery services / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6158
●	877	167	QG1_Post. Approximately how many of the following have you sent in the last month? All Post / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6160
●	883	168	QG1_Services. Approximately how many of the following have you sent in the last month? All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements) / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6160
●	889	169	QG1_Parcels. Approximately how many of the following have you sent in the last month? Small & Large Parcels Combined / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	6160
●	895	170	QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	901	171	QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary	Base : All participants	6160
●	907	172	QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary	Base : All sending at least one of each type of post	6160
●	913	175	QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?	Base : All participants	6160
	919	176	QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials? BY QG2_3 Reduce the number of parcels you send so that you can afford essentials?	Base : All participants	6160
	920	177	QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials? BY QG2B_1 Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?	Base : All participants	6160
●	921	178	QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?	Base : All participants	6160
	927	179	QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards? BY QG2_4 Cut back on essentials so that you can afford to send the same number of parcels?	Base : All participants	6160
	928	180	QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards? BY QG2B_2 Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?	Base : All participants	6160
●	929	181	QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?	Base : All participants	6160
●	935	182	QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	941	183	QG2_NET. In the last three months have you had to... - NET: Yes	Base : All participants	6160
●	947	184	QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?	Base : All participants	6160
●	954	185	QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?	Base : All participants	6160
●	960	186	QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards	Base : All participants	6160
●	966	187	QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Personal letters (e.g. to a friend or relative)	Base : All participants	6160
●	972	188	QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Formal letters to organisations or individuals	Base : All participants	6160
●	978	189	QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Payments for bills/ invoices/ statements	Base : All participants	6160
●	984	190	QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Smaller parcels - that will fit through a letterbox	Base : All participants	6160
●	990	191	QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Larger parcels - that will not fit through a letterbox	Base : All participants	6160
●	996	192	QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Items requiring a signature	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	1002	193	QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Tracked post, e.g. items that you can track where they are in the delivery process	Base : All participants	6160
●	1008	195	QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary	Base : All participants	6160
●	1014	196	QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants	6160
●	1020	197	QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants	6160
●	1026	198	QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants	6160
●	1032	199	QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month	Base : Sent any letters in the last month	3729
●	1038	200	QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month	Base : All Participants	6160
●	1044	201	QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost	Base : All participants	6160
●	1050	202	QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery	Base : All participants	6160
●	1056	203	QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option	Base : All participants	6160
●	1062	204	QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	1068	205	QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)	Base : All participants	6160
●	1074	206	QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK	Base : All participants	6160
●	1080	207	QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door	Base : All participants	6160
●	1086	208	QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service	Base : All participants	6160
●	1092	209	QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way	Base : All participants	6160
●	1098	210	QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary	Base : All participants	6160
●	1104	211	QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary	Base : All participants	6160
●	1110	212	QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary	Base : All participants	6160
●	1116	213	QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?	Base : All participants	6160
●	1122	214	QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?	Base : All participants	6160
●	1128	215	QH5. We can tell you that a first class stamp for a standard letter currently costs £1.35* . How would you rate Royal Mail's first class service in terms of value for money?	Base : All participants	6160
●	1134	216	QH6. We can tell you that a second class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's second class service in terms of value for money?	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	1140	217	QH7. It currently costs £2.50 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?	Base : Northern Ireland participants	781
●	1146	218	QH8. When sending letters or cards, which service do you tend to use?	Base : All participants	6160
●	1152	220	QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?	Base : Use 1st or 2nd class stamps	5638
●	1158	221	QH10. In the last year, in which of these locations have you purchased postage stamps?	Base : Use 1st or 2nd class stamps	5638
●	1164	222	QI1. Thinking of the parcels that you've sent in the last month , how was the postage paid for?	Base : Sent any parcels in the last month	2791
●	1170	223	QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?	Base : Paid for parcel postage in the last month	1924
●	1176	224	QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?	Base : All participants	6160
●	1182	225	QH1/I2. Combined spend on letters and parcels in the last month	Base : All those who have sent a letter OR paid for parcel postage in the last month	4129
●	1188	226	QH1/I2. Combined spend on letters and parcels in the last month	Base : All participants	6160
●	1194	227	QI3. How did you send the parcels you've sent in the last month?	Base : Sent any parcels in the last month	2754
●	1200	229	QI4. Which, if any of these Royal Mail products have you used to send parcels in the last month?	Base : If used a Royal Mail method to send parcels in the last month	2117
●	1206	230	QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Base : Used Non-Royal Mail services to send parcels	1016
●	1212	231	QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail	Base : Didn't use Royal Mail services to send parcels	536
●	1218	232	QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Base : Used Royal Mail and Non-Royal Mail services to send parcels	480

	Page	Table	Title	Base Description	Base
●	1224	251	QI6_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Low cost	Base : All participants	6160
●	1230	252	QI6_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Guarantee that the parcel will arrive on time	Base : All participants	6160
●	1236	253	QI6_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Ability to track the delivery	Base : All participants	6160
●	1242	254	QI6_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Ability to choose an express or next day service	Base : All participants	6160
●	1248	255	QI6_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Ability to select a specific date/time for delivery	Base : All participants	6160
●	1254	256	QI6_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Fast delivery	Base : All participants	6160
●	1260	257	QI6_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Convenient options for me to drop the parcel off	Base : All participants	6160
●	1266	258	QI6_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Convenient options for the operator to pick the parcel up from me	Base : All participants	6160
●	1272	259	QI6_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Convenient options for the recipient to accept the delivery	Base : All participants	6160
●	1278	260	QI6_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Insurance against damage or loss	Base : All participants	6160
●	1284	261	QI6_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Same price to send to anywhere within the UK	Base : All participants	6160
●	1290	262	QI6_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Proof of postage/dispatch	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	1296	263	QI6_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Proof of receipt/delivery	Base : All participants	6160
●	1302	264	QI6_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Delivery to recipient's door	Base : All participants	6160
●	1308	265	QI6_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Daily collection service	Base : All participants	6160
●	1314	266	QI6_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Parcel provider operates in an environmentally responsible way	Base : All participants	6160
●	1320	267	QI6_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	Base : All participants	6160
●	1326	268	QI6_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability	Base : All participants	6160
●	1332	269	QI6_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary	Base : All participants	6160
●	1338	270	QI6_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary	Base : All participants	6160
●	1344	271	QI6_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary	Base : All Participants	6160
●	1350	272	QI7_1. How much do you agree or disagree with the following statements I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	Base : All participants	6160
●	1356	273	QI7_2. How much do you agree or disagree with the following statements I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	1362	274	QI7_3. How much do you agree or disagree with the following statements I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	Base : All participants	6160
●	1368	275	QI7_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary	Base : All participants	6160
●	1374	276	QI7_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree strongly Summary	Base : All participants	6160
●	1380	277	QI7_MEAN. . How much do you agree or disagree with the following statements - Mean Summary	Base : All participants	6160
●	1386	278	QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail	Base : All participants	6160
●	1392	280	QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +	Base : All participants	6160
●	1398	281	QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL	Base : All participants	6160
●	1404	282	QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx	Base : All participants	6160
●	1410	283	QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	1416	285	QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD	Base : All participants	6160
●	1422	286	QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce	Base : All participants	6160
●	1428	287	QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT	Base : All participants	6160
●	1434	289	QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS	Base : All participants	6160
●	1440	290	QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail	Base : All participants	4125
●	1446	292	QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel	Base : All participants	6160
●	1452	293	QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics	Base : All participants	6160
●	1458	294	QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	1464	295	QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send	Base : All participants	6160
●	1470	296	QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered	Base : All participants	6160
●	1476	297	QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage	Base : All participants	6160
●	1482	298	QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware	Base : All participants	6160
●	1488	299	QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Royal Mail	Base : Sent via - Royal Mail	3283
●	1494	301	QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Collect +	Base : Sent via - Collect +	421
●	1500	302	QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... DHL	Base : Sent via - DHL	411
●	1506	303	QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... FedEx	Base : Sent via - FedEx	304

	Page	Table	Title	Base Description	Base
●	1512	304	QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Evri	Base : Sent via - Evri	1278
●	1518	306	QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... DPD	Base : Sent via - DPD	511
●	1524	307	QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Parcelforce	Base : Sent via - Parcelforce	789
●	1530	308	QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... TNT	Base : Sent via - TNT	157
●	1536	310	QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... UPS	Base : Sent via - UPS	281
●	1542	311	QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... UK Mail	Base : Sent via - UK Mail	228
●	1548	313	QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Yodel	Base : Sent via - Yodel	571
●	1554	314	QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Amazon Delivery Service/ Logistics	Base : Sent via - Amazon Delivery Service/ Logistics	869
●	1560	315	QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Other Postal Service	Base : Sent via - Other Postal Service	208

	Page	Table	Title	Base Description	Base
●	1566	316	QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Royal Mail	Base : All participants	6160
●	1572	318	QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Collect +	Base : All participants	6160
●	1578	319	QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... DHL	Base : All participants	6160
●	1584	320	QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... FedEx	Base : All participants	6160
●	1590	321	QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Evri	Base : All participants	6160
●	1596	323	QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... DPD	Base : All participants	6160
●	1602	324	QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Parcelforce	Base : All participants	6160
●	1608	325	QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... TNT	Base : All participants	6160
●	1614	327	QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... UPS	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	1620	328	QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... UK Mail	Base : All participants	6160
●	1626	330	QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Yodel	Base : All participants	6160
●	1632	331	QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Amazon Delivery Service/ Logistics	Base : All participants	6160
●	1638	332	QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Other Postal Service	Base : All participants	6160
●	1644	333	QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ... - Lost mail	Base : All participants	6160
●	1650	334	QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ... - Damaged mail	Base : All participants	6160
●	1656	335	QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ... - Delayed mail	Base : All participants	6160
●	1662	336	QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ... - Mis-delivered mail	Base : All participants	6160
●	1668	337	QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ... - Mail that has been tampered with	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	1674	338	QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ... - Didn't allow sufficient time for the recipient to answer the door	Base : All participants	6160
●	1680	339	QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ... - The courier collecting the parcel from me didn't allow enough time for me to answer the door	Base : All participants	6160
●	1686	340	QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ... - Other problems	Base : All participants	6160
●	1692	341	QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ... - No - there have been no problems	Base : All participants	6160
●	1698	342	QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ... - Any problems	Base : All participants	6160
●	1704	343	QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Royal Mail	Base : Sent via - Royal Mail	3283
●	1710	345	QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Collect +	Base : Sent via - Collect +	421
●	1716	346	QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? DHL	Base : Sent via - DHL	411
●	1722	347	QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? FedEx	Base : Sent via - FedEx	304
●	1728	348	QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Evri	Base : Sent via - Evri	1278

	Page	Table	Title	Base Description	Base
●	1734	350	QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? DPD	Base : Sent via - DPD	511
●	1740	351	QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Parcelforce	Base : Sent via - Parcelforce	789
●	1746	352	QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? TNT	Base : Sent via - TNT	157
●	1752	354	QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? UPS	Base : Sent via - UPS	281
●	1758	355	QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? UK Mail	Base : Sent via - UK Mail	228
●	1764	357	QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Yodel	Base : Sent via - Yodel	571
●	1770	358	QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Amazon Delivery Service/ Logistics	Base : Sent via - Amazon Delivery Service/ Logistics	869
●	1776	359	QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Other Postal Service	Base : Sent via - Other Postal Service	208
●	1782	360	QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? NET: Any complaint	Base : All participants	6160
●	1788	361	QJ_1. Competitive landscape - Royal Mail	Base : All participants	6160
●	1794	363	QJ_3. Competitive landscape - Collect +	Base : All participants	6160
●	1800	364	QJ_4. Competitive landscape - DHL	Base : All participants	6160
●	1806	365	QJ_5. Competitive landscape - FedEx	Base : All participants	6160
●	1812	366	QJ_6. Competitive landscape - Evri	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	1818	368	QJ_8. Competitive landscape - DPD	Base : All participants	6160
●	1824	369	QJ_9. Competitive landscape - Parcelforce	Base : All participants	6160
●	1830	370	QJ_10. Competitive landscape - TNT	Base : All participants	6160
●	1836	372	QJ_12. Competitive landscape - UPS	Base : All participants	6160
●	1842	373	QJ_13. Competitive landscape - UK Mail	Base : All participants	6160
●	1848	375	QJ_15. Competitive landscape - Yodel	Base : All participants	6160
●	1854	376	QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics	Base : All participants	6160
●	1860	377	QJ_97. Competitive landscape - Other Postal Service	Base : All participants	6160
●	1866	378	QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail	Base : Made a complaint about Royal Mail	435
	1872	379	QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +	Base : Made a complaint about Collect +	103
●	1878	380	QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL	Base : Made a complaint about DHL	131
	1884	381	QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx	Base : Made a complaint about FedEx	116
●	1890	382	QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri	Base : Made a complaint about Evri	248
●	1896	383	QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD	Base : Made a complaint about DPD	118
●	1902	384	QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce	Base : Made a complaint about Parcelforce	124
●	1908	385	QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel	Base : Made a complaint about Yodel	129
●	1914	386	QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics	Base : Made a complaint about Amazon Delivery Service/ Logistics	193

	Page	Table	Title	Base Description	Base
●	1920	387	QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail	Base : Made a complaint about Royal Mail	435
	1926	388	QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +	Base : Made a complaint about Collect +	103
●	1932	389	QJ5_4. How easy or difficult did you find it to make a complaint about - DHL	Base : Made a complaint about DHL	131
	1938	390	QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx	Base : Made a complaint about FedEx	116
●	1944	391	QJ5_6. How easy or difficult did you find it to make a complaint about - Evri	Base : Made a complaint about Evri	248
●	1950	392	QJ5_8. How easy or difficult did you find it to make a complaint about - DPD	Base : Made a complaint about DPD	118
●	1956	393	QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce	Base : Made a complaint about Parcelforce	124
●	1962	394	QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel	Base : Made a complaint about Yodel	129
●	1968	395	QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics	Base : Made a complaint about Amazon Delivery Service/ Logistics	193
●	1974	396	QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary	Base : Made a complaint about provider	831
●	1980	397	QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary	Base : Made a complaint about provider	831
●	1986	398	QJ5_Mean Making complaint - Difficulty - Mean Summary	Base : Made a complaint about provider	831
●	1992	399	QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Royal Mail	435
	1998	400	QJ7_3_1. Thinking of Collect +'s response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Collect +	103
●	2004	401	QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about DHL	131

	Page	Table	Title	Base Description	Base
●	2010	402	QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about FedEx	116
●	2016	403	QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Evri	248
●	2022	404	QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about DPD	118
	2028	405	QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Parcelforce	124
●	2034	406	QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Yodel	129
●	2040	407	QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Amazon Delivery Service/ Logistics	193
●	2046	408	QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary	Base : Made a complaint about provider	831
●	2052	409	QJ7_NET DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary	Base : Made a complaint about provider	831
●	2058	410	QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary	Base : Made a complaint about provider	831
●	2064	411	QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Royal Mail	435
	2070	412	QJ7_3_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Collect +	103
●	2076	413	QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about DHL	131
●	2082	414	QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about FedEx	116
●	2088	415	QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Evri	248
●	2094	416	QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about DPD	118

	Page	Table	Title	Base Description	Base
●	2100	417	QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Parcelforce	124
●	2106	418	QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Yodel	129
●	2112	419	QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Amazon Delivery Service/ Logistics	193
●	2118	420	QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary	Base : Made a complaint about provider	831
●	2124	421	QJ7_NET DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary	Base : Made a complaint about provider	831
●	2130	422	QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary	Base : Made a complaint about provider	831
●	2136	423	QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Royal Mail	435
	2142	424	QJ7_3_3. Thinking of Collect +'s response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Collect +	103
●	2148	425	QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about DHL	131
●	2154	426	QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about FedEx	116
●	2160	427	QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Evri	248
●	2166	428	QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about DPD	118
	2172	429	QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Parcelforce	124
●	2178	430	QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Yodel	129

	Page	Table	Title	Base Description	Base
●	2184	431	QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Amazon Delivery Service/ Logistics	193
●	2190	432	QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary	Base : Made a complaint about provider	831
●	2196	433	QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary	Base : Made a complaint about provider	831
●	2202	434	QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary	Base : Made a complaint about provider	831
●	2208	435	QJ8_1. Why didn't you make a complaint to ... - Royal Mail	Base : If did not make a complaint about Royal Mail but had cause to	574
	2214	436	QJ8_6. Why didn't you make a complaint to ... - Evri	Base : If did not make a complaint about Evri but had cause to	125
●	2220	437	QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail	Base : Sent via - Royal Mail	3283
●	2226	438	QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +	Base : Sent via - Collect +	421
●	2232	439	QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL	Base : Sent via - DHL	411
●	2238	440	QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx	Base : Sent via - FedEx	304
●	2244	441	QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri	Base : Sent via - Evri	1278
●	2250	442	QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD	Base : Sent via - DPD	511
●	2256	443	QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce	Base : Sent via - Parcelforce	789

	Page	Table	Title	Base Description	Base
●	2262	444	QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT	Base : Sent via - TNT	157
●	2268	445	QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS	Base : Sent via - UPS	281
●	2274	446	QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail	Base : Sent via - UK Mail	228
●	2280	447	QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel	Base : Sent via - Yodel	571
●	2286	448	QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics	Base : Sent via - Amazon Delivery Service/ Logistics	869
●	2292	449	QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other	Base : Sent via - Other	208
●	2298	450	QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary	Base : Sent via provider	6160
●	2304	451	QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary	Base : All participants	6160
●	2310	452	QZ1. What is your working status?	Base : All participants	6160
●	2316	454	QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?	Base : All participants	6160
●	2322	455	QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc	Base : All participants	6160
●	2328	456	QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself	Base : All participants	6160
●	2334	457	QZ4_2. How many adults and children live in your household? - Children (less than 18 years)	Base : All participants	6160

	Page	Table	Title	Base Description	Base
●	2340	458	QZ4_T. How many adults and children live in your household? - All people in household	Base : All participants	6160
●	2346	459	QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?	Base : All participants	6160
●	2352	460	QZ6. Which of the following best describes you?	Base : All participants	6160
●	2358	461	QZ7. What is your annual household income (from all sources, before tax)?	Base : All participants	6160
●	2364	462	QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?	Base : Did not declare an annual household income	681
●	2370	463	QZ7/QZ8. Household Income - Combined	Base : All participants	6160
●	2376	464	QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?	Base : All respondents	6160

QB1. In the last year , have you...

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4573	875	3699	554	4020	2129	2437	438	543	756	618	963	680	575	981	1375	2218	1255	4023	520
74%	74%	71%	72%a	70%	72%a	71%	70%a	53%	63%g	67%g	74%ghi	65%ghj	69%ghk	62%ghl	58%	70%a	68%ao	69%ao	78%a	55%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	5362	1126	4226	642	4709	2566	2777	629	684	944	721	1049	721	604	1313	1665	2374	1325	4683	723
67%	67%	63%a	66%	61%	65%a	60%	63%a	76%	79%	84%gh	64%gh	63%gh	63%gh	63%gh	72%	63%a	64%ao	64%ao	63%a	77%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3720	757	2963	626	3094	1691	2022	490	560	700	530	672	434	333	1050	1230	1439	767	3127	554
60%	60%	61%	60%	78%g	58%	56%	64%a	60%	65%hm	62%hm	64%hm	59%hm	57%	53%	62%ao	62%ao	57%	55%	61%	59%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	5224	1027	4197	634	4590	2530	2686	708	729	934	713	982	651	506	1437	1647	2140	1158	4394	783
85%	85%	83%	85%	80%	85%a	84%	86%	63%gh	64%	83%	86%	87%gh	86%	81%	85%	84%	85%	83%	85%	83%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	5263	1033	4220	691	4562	2489	2757	603	701	915	715	1024	709	586	1304	1630	2319	1295	4605	700
85%	85%	84%	86%	80%	85%a	83%	85%a	73%	81%g	85%g	86%gh	84%gh	85%gh	83%gh	77%	83%a	82%ao	82%ao	82%a	74%
NET: Received	6920	1197	4723	736	5184	2869	3041	776	811	1061	805	1110	743	616	1587	1965	2468	1358	4981	884
96%	96%	97%	96%	93%	97%a	95%	97%a	94%	93%	95%	97%h	96%gh	96%gh	96%gh	94%	95%	96%ao	96%ao	97%a	94%

QB1. In the last year , have you...

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4673	843	1487	1020	1222	2330	2241	2624	1898	358	536	1107	1248	819	2851	368	3895	882	3432	199
74%	74%	74%	82% _{ab}	74%	71%	82% _{ab}	72%	72%	82% _{ab}	70%	73%	74%	82% _{ab}	74%	82% _{ab}	69%	82% _{ab}	69%	82% _{ab}	69%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	8352	978	1090	1199	1477	2674	2676	3113	2168	434	641	1305	1387	956	3333	449	4519	1069	4020	243
87%	87%	86%	89% _{ab}	87%	86%	88%	86%	85%	90% _{ab}	84%	87%	87%	88%	87%	87%	84%	87%	85%	89% _{ab}	84%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3720	804	1185	853	877	1988	1730	2383	1297	244	379	862	1058	793	2299	250	3227	682	2867	171
60%	60%	77% _{cd}	82% _{cd}	82% _{cd}	51%	69% _{cd}	56%	65% _{cd}	54%	47%	52%	61% _{cd}	67% _{cd} _{ab}	72% _{cd} _{ab}	60% _{cd}	47%	62% _{cd}	53%	62% _{cd}	59%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	8224	978	1648	1171	1426	2626	2597	3133	2012	409	579	1268	1381	985	3229	422	4439	1034	3859	231
85%	85%	86%	93% _{ab}	85%	83%	84% _{ab}	84%	85%	84%	79%	79%	87% _{ab}	87% _{ab}	87% _{ab} _{ab}	87% _{ab}	79%	87% _{ab}	81%	93% _{ab}	80%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	8253	1002	1702	1173	1375	2704	2548	3120	2066	403	609	1260	1411	983	3291	419	4472	1013	4003	237
85%	85%	89% _{ab}	89% _{ab}	88% _{ab}	80%	89% _{ab}	82%	85%	86%	78%	83%	87% _{ab}	89% _{ab} _{ab}	89% _{ab} _{ab}	89% _{ab}	77%	88% _{ab}	79%	87% _{ab}	82%
NET: Received	8920	1094	1837	1330	1657	2932	2986	3509	2323	492	702	1444	1526	1062	3671	509	4982	1214	4438	268
96%	96%	96%	96%	96%	96%	96%	96%	96%	97% _{ab}	95%	96%	96%	96%	97%	96%	95%	96%	95%	97% _{ab}	93%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QB1. In the last year, have you...

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4181	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4673	3863	710	138	3885	357	215	116	179	505	386	354	399	452	555	641	416	54	304		
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	74%	73%	85%a	87%a	73%ab	69%	73%	68%	77%	82%a	79%ab	81%ab	73%	82%ab	69%	83%ab	75%ab	69%	67%		
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	83%	87%	86%	89%	87%	87%	91%ab	88%	87%	82%	86%	88%ab	88%ab	92%ab	81%	88%ab	81%ab	85%	87%ab		
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3720	3159	561	112	3114	324	177	104	130	422	306	289	305	331	517	487	328	39	285		
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	60%	60%	69%a	67%	60%	63%	60%	61%	52%	62%ab	60%ab	64%ab	56%	58%	66%ab	58%	62%ab	56%	63%ab		
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	82%	85%	84%	89%	83%	86%	84%	87%	82%	85%	81%	87%ab	81%	88%	89%	85%	86%	86%	83%		
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
NET: Sent	85%	84%	89%a	90%a	86%ab	82%	84%	81%	80%	87%a	87%ab	89%ab	85%	87%ab	84%	85%	87%a	83%	82%		
NET: Received	89%	86%	97%	98%	96%	96%	97%	95%	97%a	94%	95%	97%ab	97%ab	96%	95%	96%	98%ab	96%	96%		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QB1. In the last year, have you...

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1926	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4573	1784	1310	2611	2638	1784	101	622	1310	172	910	1716	1868	605	353	90	3612	442	2019	1673	484	261	118	3592	379	1077	3495		
74%	74%	74%	84%ac	75%	81%ac	74%lt	63%	81%ap	84%	87%	87%	89%amopq	76%amopq	83%ac	80%ac	36%	80%amopq	83%ac	77%astv	73%	71%	73%	67%	80%ac	77%	77%	75%y		
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	5382	2061	1970	3004	2912	2061	133	681	1970	190	965	1868	2163	647	465	187	4032	652	2327	1954	573	309	161	4281	470	1225	4127		
87%	87%	85%	91%ac	86%	89%ac	85%	83%	89%ac	91%	90%	89%ac	92%amopq	87%amopq	81%	80%	76%	80%amopq	79%	89%ac	85%	84%	86%	91%	87%ac	88%	81%	89%y		
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3720	1492	1338	2176	2022	1492	73	422	1338	113	575	1200	1490	439	357	126	2780	483	1789	1406	301	157	56	3194	213	942	2778		
60%	60%	62%	62%	62%	62%	62%lt	45%	55%	62%lt	53%	55%	64%amopq	60%amopq	55%	61%ac	57%	62%amopq	58%	63%astv	61%ac	61%ac	64%ac	35%	63%astv	40%	62%	60%		
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	5224	2012	1853	2933	2774	2012	122	643	1853	172	878	1732	2094	668	492	221	3826	713	2352	1988	488	269	102	4340	372	1157	4067		
85%	85%	83%	86%	84%	85%	83%	76%	84%lt	86%	87%	84%	86%	84%	83%	84%	90%	85%	86%	90%astv	86%ac	72%ac	76%ac	58%	88%astv	89%ac	76%	85%y		
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
NET: Sent	5253	2072	1985	3004	2917	2072	117	675	1985	186	958	1834	2162	618	464	161	3996	625	2293	1962	550	298	131	4254	429	1273	3980		
85%	85%	86%	92%ac	86%	89%ac	86%lt	73%	89%lt	92%	87%	91%	91%amopq	87%amopq	77%ac	85%ac	65%	89%amopq	79%ac	89%astv	86%ac	81%	83%ac	74%	87%ac	80%	84%	86%		
NET: Received	5920	2303	2095	3342	3134	2303	154	729	2095	203	1028	1954	2374	768	557	241	4328	797	2621	2216	633	344	171	4738	516	1398	4522		
96%	96%	95%	87%ac	95%	96%	95%	96%	95%	97%	96%	96%	97%	95%	96%	95%	98%	96%	96%	97%ac	96%ac	93%	96%	96%	87%ac	96%	92%	91%y		

QB1. In the last year, have you...

Base : All participants

	Housebound				Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4573	258	4289	26	1234	3122	212	4407	65	43	44	4516	13
74%		77%	74%	63%	74%	75% ^f	68%	73% ^h	58%	79% ^h	67%	74% ^h	61%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	5352	289	5026	37	1469	3632	251	5134	97	49	63	5280	8
87%		86%	87%	91%	86% ^f	87% ^f	81%	87%	83%	85%	95%	87%	39%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3720	180	3523	17	936	2615	169	3626	59	18	8	3703	9
60%		54%	61% ^h	41%	55%	63% ^h	54%	61% ^h	50%	61% ^h	12%	63% ^h	46%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	5224	262	4933	28	1385	3611	228	5095	62	31	22	5188	14
85%		78%	85% ^h	69%	82% ^f	87% ^h	73%	86% ^h	53%	54%	34%	85% ^h	64%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	5253	281	4943	30	1382	3617	255	5055	89	46	46	5190	17
85%		84%	85% ^h	72%	82%	87% ^h	82%	86% ^h	76%	80%	70%	85% ^h	77%
NET: Received	5920	311	5568	40	1601	4037	282	5685	107	50	63	5841	16
96%		93%	96% ^h	98%	90% ^f	93% ^f	91%	90% ^h	91%	87%	98%	94% ^h	71%

Proportions/Means: Columns Tested (5% risk level) - a:b:c - d:e:f - g:h:i:j:k:l
 * small base, ** very small base (under 30) ineligible for sig testing

QB1. In the last year , have you...

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4673	1167	1136	1149	1121	379	405	383	387	385	365	399	392	358	373	378	369
	74%	75%	74%	75%	73%	77%	76%	73%	73%	76%	74%	77%	76%	71%	74%	74%	71%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	6362	1343	1340	1341	1327	419	473	451	468	439	433	457	459	425	447	427	454
	87%	87%	87%	87%	86%	85%	89% 	86%	88%	87%	87%	88%	89%	85%	89% 	83%	87%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3720	946	950	890	922	294	313	339	318	328	316	320	294	277	312	317	283
	60%	61%	62% 	58%	60%	60%	59%	64% 	60%	63% 	64% 	62%	57%	55%	62%	62%	56%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	6224	1324	1298	1281	1320	421	458	445	440	433	425	442	435	404	450	432	439
	85%	85%	85%	83%	86%	86%	86%	85%	83%	85%	86%	85%	84%	80%	89% 	84%	84%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	6263	1342	1307	1307	1298	429	453	460	434	441	432	444	442	421	429	439	429
	85%	87%	85%	85%	85%	87%	85%	87% 	82%	87%	87%	86%	85%	84%	85%	86%	82%
NET: Received	6920	1501	1474	1471	1474	473	516	509	513	484	477	500	503	468	493	483	468
	86%	87%	85%	85%	85%	97% 	97% 	97% 	96%	95%	96%	96%	97% 	93%	98% 	94%	96%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QB2. Are you...?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
A man	3010	571	2439	388	2621	3010	-	420	425	566	389	576	366	268	845	955	1210	634	2467	516
49%		49%	49%	49%	49%	100%	-	51%	49%	50%	47%	51%	48%	43%	50%	49%	48%	48%	48%	58%
A woman	3160	681	2479	399	2741	-	3160	397	442	552	443	552	394	359	839	986	1305	753	2653	425
51%		51%	51%	51%	51%	-	100%	48%	51%	49%	53%	49%	52%	57%	50%	51%	52%	51%	52%	45%
Prefer to use another term (please type here)	10	-	10	2	8	-	-	5	-	3	-	1	-	-	6	3	1	-	8	2
Prefer not to say	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

QB2. Are you...?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	667	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
A man	3010	607	907	727	769	1514	1496	1929	1030	222	323	726	800	627	1849	230	2600	573	2313	123
49%		63% _{ab}	47%	63% _{ab}	45%	50%	49%	63% _{ab}	43%	43%	44%	48%	50%	63% _{ab}	49%	43%	62% _{ab}	45%	62% _{ab}	43%
A woman	3140	529	1005	655	950	1534	1605	1737	1361	292	409	770	785	473	1964	301	2570	706	2271	164
51%		47%	62% _{ab}	47%	66% _{ab}	50%	52%	47%	67% _{ab}	67% _{ab}	66% _{ab}	61% _{ab}	60% _{ab}	43%	61% _{ab}	67% _{ab}	50%	66% _{ab}	49%	67% _{ab}
Prefer to use another term (please type here)	10	1	1	3	6	2	8	4	6	2	*	5	-	-	6	2	6	5	5	*
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

QB2. Are you...?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
A man	3010	2615	395	61	2534	249	144	83	127	332	262	221	269	268	409	401	248	27	222
49%		62%	64%	36%	49%	48%	49%	49%	51%	49%	52%	49%	50%	47%	50%	49%	46%	41%	49%
A woman	3140	2674	466	106	2637	265	150	87	123	342	244	227	273	305	400	442	281	40	226
51%		50%	54%	64%	51%	51%	51%	51%	49%	51%	48%	51%	50%	53%	49%	52%	53%	59%	50%
Prefer to use another term (please type here)	10	10	*	*	6	3	1	*	-	-	1	-	1	-	2	-	2	-	3
	*	*	*	*	*	5%	*	*	-	-	*	-	*	-	*	-	*	-	1%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QB2. Are you...?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
A man	3010	1261	941	1792	1472	1261	85	343	941	70	409	911	1209	434	295	152	2120	448	1209	1103	300	178	112	2312	260	731	2279		
		49%	63%	49%	61%	49%	53%	49%	44%	33%	39%	45%	49%	63%	51%	62%	47%	64%	46%	48%	63%	50%	63%	47%	64%	48%	49%		
A woman	3140	1149	1217	1707	1774	1149	75	418	1217	141	637	1104	1273	362	288	95	2377	383	1395	1196	290	178	66	2590	244	784	2356		
	51%	46%	60%	49%	60%	48%	47%	60%	56%	60%	61%	60%	61%	48%	49%	38%	63%	46%	64%	60%	43%	60%	37%	63%	46%	52%	51%		
Prefer to use another term (please type here)	10	3	5	3	6	3	-	2	5	3	3	2	3	4	-	-	6	-	3	5	1	1	-	7	1	5	5		
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

QB2. Are you...?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
A man	3010	137	2857	16	813	2055	142	2877	58	32	31	2967	12
	49%	41%	47%	38%	49%	49%	46%	49%	49%	55%	47%	49%	54%
A woman	3140	199	2916	26	855	2117	167	3010	60	26	35	3096	10
	51%	59%	50%	62%	51%	51%	54%	51%	51%	45%	53%	51%	46%
Prefer to use another term (please type here)	10	-	10	-	7	1	2	10	-	-	-	10	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QB2. Are you...?
Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
A man	3018	757	749	753	751	233	257	268	264	247	238	259	252	242	248	242	261				
	49%	49%	49%	49%	49%	47%	48%	51%	50%	49%	48%	50%	49%	48%	49%	47%	50%				
A woman	3140	788	782	786	784	258	273	257	268	258	256	259	266	260	255	270	260				
	51%	51%	51%	51%	51%	53%	51%	49%	50%	51%	52%	50%	51%	52%	51%	53%	50%				
Prefer to use another term (please type here)	10	5	4	*	1	-	3	2	-	3	1	-	-	*	*	*	*				
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				

QB3b. Which of the following bands best describe your age?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3195	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
16-24	822	147	675	180	643	420	397	822	-	-	-	-	-	-	822	-	-	-	553	261	
25-34	867	158	709	165	702	425	442	-	867	-	-	-	-	-	-	-	-	-	609	254	
35-44	1122	232	889	191	930	596	552	-	-	1122	-	-	-	-	-	1122	-	-	859	235	
45-54	832	199	633	82	751	389	443	-	-	-	832	-	-	-	-	832	-	-	723	102	
55-64	1130	203	926	95	1035	576	745	-	-	-	-	1130	-	-	-	1130	-	-	1052	65	
65-74	760	151	609	54	706	366	394	-	-	-	-	-	760	-	-	760	760	735	20	20	
75+	627	142	485	23	504	268	359	-	-	-	-	-	-	627	-	627	627	622	5	7%	
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: 16-34	1690	305	1384	345	1345	845	839	822	867	-	-	-	-	-	1690	-	-	-	1163	515	
NET: 35-54	1954	431	1523	273	1681	955	996	-	-	1122	832	-	-	-	-	1954	-	-	1582	340	
NET: 55+	2517	496	2020	172	2345	1210	1305	-	-	-	-	1130	760	627	-	2517	1387	2413	88	9%	
NET: 65+	1387	293	1094	77	1310	634	753	-	-	-	-	-	760	627	-	1387	1387	1357	25	3%	
Mean	48.42	49.40	48.18	39.95	48.85	47.81	48.06	21.22	30.10g	38.47gh	48.27ghj	59.75ghj	68.02ghij	78.29ghijl	25.82	43.88n	67.18no	73.24noq	59.8%	35.06	
Std Dev.	18.30	18.48	18.25	16.35	18.25	18.14	18.43	2.35	2.78	2.84	2.97	2.87	2.92	3.30	5.14	5.69	6.10	5.56	18.12	12.88	
Std Error	0.23	0.59	0.26	0.58	0.25	0.34	0.33	0.08	0.10	0.08	0.11	0.08	0.10	0.13	0.13	0.13	0.16	0.15	0.25	0.51	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QB3b. Which of the following bands best describe your age?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	822	272	267	134	149	539	283	525	280	77	79	164	183	176	426	80	666	144	622	56
25-34	867	154	278	215	221	432	436	701	153	55	76	218	258	168	551	115	764	207	618	42
35-44	1122	225	316	285	295	541	581	907	196	65	97	283	349	252	728	67	1009	274	796	51
45-54	832	116	298	193	225	413	419	688	139	61	86	171	225	200	481	62	705	174	625	33
55-64	1130	144	367	277	341	512	618	669	449	120	154	252	272	193	678	124	908	225	863	52
65-74	760	107	223	175	254	331	429	158	591	89	116	226	170	80	513	69	621	122	610	27
75+	627	118	164	105	239	282	344	26	590	68	125	188	128	30	442	74	503	137	465	26
Prefer not to say	100%	10%	9%	8%	14%	9%	11%	1%	29%	1%	1%	1%	1%	3%	12%	1%	10%	1%	10%	9%
NET: 16-34	1690	426	545	349	370	971	719	1225	432	132	155	382	441	344	977	138	1430	351	1240	99
NET: 35-54	1994	340	614	470	521	964	1000	1593	335	129	182	453	573	433	1209	129	1713	449	1421	84
NET: 55+	2517	370	755	557	834	1125	1391	851	1630	257	396	666	570	303	1632	267	2032	484	1928	105
NET: 65+	1937	226	387	260	493	613	773	182	1181	139	242	414	299	110	554	143	1124	259	1075	54
Mean	48.42	44.48	47.75	48.39	51.72	46.54	50.25	42.07	59.20	50.65	53.69	50.12	47.93	43.33	49.91	48.00	47.59	48.79	46.10	
Std Dev	18.30	19.58	17.99	17.13	18.13	18.66	17.76	13.96	19.75	19.47	18.98	18.42	17.20	15.58	18.19	19.59	18.01	17.80	18.37	19.29
Std Error	0.23	0.51	0.42	0.49	0.45	0.33	0.33	0.24	0.38	0.84	0.70	0.48	0.43	0.47	0.30	0.84	0.25	0.48	0.27	1.16

QB3b. Which of the following bands best describe your age?

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	8160	4161	1999	901	3269	1144	969	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	8160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
16-24	822	751	71	13	690	68	40	24	21	96	47	51	68	60	163	124	61	2	66		
25-34	867	769	98	16	739	76	30	22	24	118	59	62	85	75	140	108	67	5	71		
35-44	1122	999	123	19	945	86	56	34	41	117	87	69	110	114	153	147	77	3	84		
45-54	832	695	137	30	695	74	36	26	40	102	78	75	72	74	104	79	70	17	57		
55-64	1130	947	183	30	945	97	58	29	54	98	125	76	103	114	111	166	96	18	80		
65-74	760	632	127	32	634	65	41	19	45	81	61	59	67	70	69	110	73	9	56		
75+	627	505	123	28	529	50	33	16	24	61	51	55	38	65	40	110	84	12	37		
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
NET: 16-34	1690	1520	169	28	1430	144	70	46	45	215	106	113	153	135	304	232	128	7	137		
NET: 35-54	2775	2395	209	71	2395	209	145	80	182	219	165	145	182	188	260	226	148	20	140		
NET: 55+	2517	2084	433	90	2107	212	133	65	123	241	237	190	208	250	220	385	253	39	173		
NET: 65+	1387	1137	250	60	1163	115	74	35	69	142	112	114	102	130	108	219	157	21	93		
Mean	48.42	47.74	52.61*	54.65*	48.34	48.65	48.66	47.85	52.51100*	49.72*	50.7100*	50.1600*	47.21*	48.7200*	42.52	49.5400*	61.1700*	57.7100*	47.300*		
Std Dev	18.30	18.26	18.03	17.63	18.30	18.24	18.61	18.13	17.64	17.94	17.45	18.31	17.41	18.19	16.98	19.36	18.89	14.90	18.33		
Std Error	0.23	0.28	0.41	0.59	0.32	0.54	0.60	0.65	0.95	0.93	0.92	0.97	0.91	0.97	0.90	1.01	0.99	1.15	0.59		

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QB3b. Which of the following bands best describe your age?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - almost of the time (a)	2nd class - almost of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class almost of the time (e)	Use 1st class almost of the time and Net income <£11.5 (f)	Use 1st class almost of the time and Not Working (g)	Use 2nd class almost of the time (h)	Use 2nd class almost of the time and Net income <£11.5 (i)	Use 2nd class almost of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
16-24	822	289	192	463	367	289	30	79	192	17	70	188	331	144	105	47	518	152	328	358	74	37	16	686	54	308	514	
		12%a	9%	13%b	11%b	12%	10%	9%	9%	8%	7%	9%	13%a	10%a	10%a	10%a	10%a	10%a	13%	16%b	11%b	10%	9%	14%b	10%	20%a	11%	
25-34	187	408	194	600	506	408	21	64	194	13	32	207	362	141	107	43	571	150	337	337	130	37	19	674	57	314	553	
		40%	19%	60%	51%	41%	13%	6%	19%	4%	3%	20%	36%	14%	11%	4%	57%	15%	33%	33%	13%	10%	17%	67%	57%	31%	55%	
		12%a	9%	13%b	11%b	12%	10%	9%	9%	8%	7%	9%	13%a	10%a	10%a	10%a	10%a	10%a	13%	16%b	11%b	10%	9%	14%b	10%	20%a	11%	
35-44	1122	521	299	725	502	521	28	82	299	22	61	329	489	152	99	51	818	150	487	470	104	36	21	956	57	308	814	
	18%	24%	16%	24%b	15%	22%a	17%	11%	14%	10%	6%	16%	20%	19%	17%	21%	18%	18%	15%	16%	15%	10%	12%	19%	15%	17%	18%	
45-54	832	375	270	510	405	375	29	66	270	17	37	289	331	105	90	35	599	125	360	322	66	59	22	682	80	197	635	
	12%	13%	12%	14%	11%	13%	10%	6%	12%	7%	4%	13%	16%	13%	10%	14%	15%	14%	13%	12%	10%	9%	4%	12%	12%	12%	12%	
55-64	1030	439	375	602	436	439	31	169	439	31	169	410	439	148	108	94	33	849	363	363	152	79	36	862	115	216	820	
	18%	22%a	17%	20%	18%	19%	22%	22%	20%	20%	20%	20%	20%	18%	16%	14%	19%	15%	18%	16%	16%	22%a	22%	20%	18%	21%a	20%	
65-74	760	231	160	389	348	231	16	163	386	64	322	313	393	269	64	54	29	613	83	337	246	82	52	38	583	87	141	649
	12%	12%	10%	14%	12%	12%	10%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	16%	
75+	627	150	349	255	455	150	7	142	349	47	326	302	233	46	35	7	535	42	259	208	73	57	28	466	85	72	555	
	10%	6%	12%	7%	14%	6%	4%	19%	16%	22%	31%	12%	10%	6%	6%	3%	12%	5%	10%	9%	11%	12%	10%	9%	12%	5%	12%	
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: 16-34	1690	697	386	1063	752	697	50	143	386	29	102	395	695	285	212	90	1090	302	665	695	204	75	36	1360	110	622	1067	
	27%	29%b	16%	30%b	22%b	29%a	17%	14%	10%	10%	10%	20%	20%	20%	20%	20%	20%	20%	26%	20%	20%	21%	20%	20%	20%	21%	41%	23%
NET: 35-54	1954	895	569	1234	907	895	55	148	569	39	98	597	820	257	189	86	1417	275	846	792	169	95	42	1638	137	505	1449	
	32%	33%b	26%	39%b	29%b	32%a	18%	16%	16%	16%	16%	31%	32%	32%	32%	32%	32%	32%	31%	30%	30%	29%	29%	29%	29%	33%	33%	
NET: 55+	2517	820	1208	1205	1593	820	53	473	1208	145	850	1025	971	258	182	70	1997	253	1095	817	308	188	89	1912	288	393	2124	
	41%	34%	40%	40%	49%	34%	33%	51%	56%	60%	61%	61%	61%	32%	31%	28%	64%	30%	42%	35%	44%	63%	64%	39%	84%	36%	46%	
NET: 65+	1387	381	735	603	957	381	23	304	735	81	648	615	532	110	89	37	1147	126	595	453	156	109	64	1050	172	183	1204	
	23%	16%	17%	16%	24%	16%	14%	39%	19%	23%	23%	23%	23%	11%	10%	5%	23%	15%	23%	23%	23%	23%	23%	23%	23%	23%	23%	
Mean	48.42	46.18	54.28	46.19	51.69	46.18	44.86	55.30	54.28	57.53	63.63	52.78	61.00	44.13	44.37	43.09	56.03	44.00	48.89	46.54	49.62	53.84	54.37	47.76	53.99	41.88	50.96	
Std Dev.	18.30	16.76	18.10	17.38	18.69	16.76	17.32	19.13	18.10	17.88	16.80	18.22	16.07	17.51	17.79	17.17	18.30	17.60	17.96	18.11	18.82	18.73	18.84	18.06	18.75	17.09	18.18	
Std Error	0.23	0.35	0.39	0.30	0.33	0.35	1.29	0.85	0.39	1.24	0.50	0.40	0.37	0.62	0.75	1.07	0.27	0.62	0.34	0.38	0.75	1.04	1.51	0.26	0.86	0.45	0.27	

QB3b. Which of the following bands best describe your age?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	822	24	790	8	232	532	57	784	23	11	*	818	4
25-34	867	45	816	7	200	606	61	826	33	8	*	869	1
35-44	1122	34	1076	11	251	806	64	1092	17	5	1	1113	8
45-54	1832	63	1765	5	154	1628	50	1813	8	3	5	1824	4
55-64	1130	72	1050	8	351	742	38	1097	11	11	9	1119	2
65-74	780	48	711	-	229	598	26	714	6	17	23	737	3
75+	627	50	576	2	281	351	15	572	20	4	32	595	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1690	68	1606	16	433	1139	118	1610	56	18	*	1683	6
NET: 35-54	1964	97	1841	16	405	1434	115	1905	24	7	5	1937	12
NET: 55+	2817	171	2337	9	838	1800	79	2383	37	32	60	2452	5
NET: 65+	1387	98	1287	2	487	859	41	1286	26	21	51	1333	3
Mean	48.42	32.91b	48.21	41.06	91.23cd	47.70f	42.73	48.21	44.48	51.86	72.80ghij	48.17	43.86
Std Dev.	18.30	18.29	18.28	16.24	19.68	17.66	16.91	18.08	21.22	21.39	12.01	18.19	16.94
Std Error	0.23	0.94	0.24	2.37	0.46	0.28	0.99	0.24	2.03	2.88	1.48	0.23	3.70

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QB3b. Which of the following bands best describe your age?

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	822	207	206	205	204	69	66	71	69	76	62	81	63	60	65	71	68
	13%	13%	13%	13%	13%	14%	12%	14%	13%	15%	13%	16%	12%	12%	13%	14%	13%
25-34	867	210	202	215	240	71	79	61	73	59	70	73	72	69	86	79	75
	14%	14%	13%	14%	16%	14%	15%	12%	14%	12%	14%	14%	14%	14%	17%	15%	14%
35-44	1122	292	293	282	255	87	105	100	102	103	88	93	90	100	80	80	96
	18%	19%	19%	18%	17%	18%	20%	19%	19%	20%	18%	18%	17%	20%	16%	16%	18%
45-54	832	196	188	234	213	57	68	71	68	52	69	72	91	71	70	71	72
	14%	13%	12%	15%	14%	12%	13%	14%	13%	10%	14%	14%	18%	14%	14%	14%	14%
55-64	1130	298	300	255	276	94	105	98	97	105	96	77	87	93	98	93	85
	19%	19%	20%	17%	18%	19%	20%	19%	18%	21%	19%	15%	17%	19%	19%	18%	16%
65-74	760	191	189	190	190	64	61	67	64	63	62	66	62	62	55	66	69
	12%	12%	12%	12%	12%	13%	11%	13%	12%	12%	13%	13%	12%	12%	11%	13%	13%
75+	627	156	157	158	157	50	48	58	59	49	48	57	53	48	49	51	57
	10%	10%	10%	10%	10%	10%	9%	11%	11%	10%	10%	11%	10%	10%	10%	10%	11%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1690	417	409	419	445	140	145	132	142	134	133	154	135	130	151	150	143
	27%	27%	27%	27%	29%	29%	27%	25%	27%	26%	27%	30%	26%	26%	30%	29%	27%
NET: 35-54	1954	488	481	516	469	143	174	171	169	155	157	165	181	170	150	152	167
	32%	31%	31%	34%	31%	29%	33%	32%	32%	31%	32%	32%	35%	34%	30%	30%	32%
NET: 55+	2517	645	645	604	623	208	214	224	221	218	206	199	202	203	202	210	210
	41%	42%	42%	39%	41%	42%	46%	42%	41%	43%	42%	39%	40%	40%	40%	41%	40%
NET: 65+	1387	347	345	348	347	114	108	125	123	112	111	123	115	110	104	117	125
	23%	22%	23%	23%	23%	23%	20%	24%	23%	22%	22%	24%	22%	22%	21%	23%	24%
Mean	46.42	48.39	48.76	48.20	48.32	48.40	47.74	49.04	49.00	48.32	48.95	47.91	48.23	48.45	48.18	48.36	48.41
Std Dev	18.30	18.29	18.48	18.25	18.22	18.73	17.68	18.48	18.48	18.76	18.22	18.82	17.93	18.01	17.85	18.38	18.44
Std Error	0.23	0.47	0.47	0.47	0.47	0.82	0.78	0.83	0.81	0.84	0.82	0.83	0.79	0.81	0.79	0.81	0.83

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	Methodology		Online business/hobby		Gender		Age									Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	609		1608	1839	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	508	508	681	486	701	474	363		1014	1167	1536	836	3182	511
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	276	62	214	77	199	149	127	102	35	59	29	24	16	11		137	88	51	27	214	60
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	4%	5%	4%	19%	4%	5%	4%	12%hijlm	4%	6%klm	3%	2%	2%	2%		9%opq	9%opq	2%	2%	4%	6%
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	698	205	490	137	559	377	319	170	110	150	84	84	45	31		268	249	159	76	506	174
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	17%	17%	10%	17%	10%	13%	10%	21%hijlm	14%klm	15%klm	10%lm	7%	6%	5%		17%opq	10%opq	6%	5%	10%	16%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	1489	329	1160	193	1296	691	799	186	269	309	294	297	86	48		455	604	431	134	1205	268
Housewife / househusband	24%	27%	24%	24%	24%	23%	25%	22%lm	31%opq	26%opq	30%qklm	20%lm	11%	8%		27%opq	24%opq	17%lm	10%	23%	28%
Unemployed	1214	197	1017	184	1030	637	574	134	215	283	189	248	88	48		349	471	394	146	1028	177
Student	20%	16%	21%	23%	19%	21%	18%	16%lm	25%opq	25%opq	23%opq	22%opq	13%lm	8%		24%opq	24%opq	16%lm	11%	20%	19%
Retired and living on an occupational pension	798	129	667	88	708	379	413	103	142	180	147	169	47	9		244	327	225	56	651	141
Retired and living on a state pension	12%	11%	14%	17%	13%	13%	13%	12%lm	16%lm	16%lm	16%opq	10%lm	6%lm	1%		14%opq	17%opq	9%lm	4%	13%	15%
NET: Retired	107	41	66	9	98	10	97	4	22	29	12	32	5	3		26	41	40	9	90	17
NET: AB	2%	3%	1%	1%	2%	*	3%	1%	3%lm	3%lm	1%	2%lm	1%	1%		2%	2%	2%	1%	2%	2%
NET: C1	345	80	264	24	321	184	159	38	51	78	57	114	5	2		89	135	121	7	298	46
NET: C2	4%	7%	5%	3%	6%	6%	5%	6%lm	6%lm	6%lm	6%lm	10%opq	1%	*		6%lm	6%opq	3%lm	1%	6%	5%
NET: DE	89	20	69	17	72	45	43	81	5	2	-	-	-	-		86	2	-	-	58	28
NET: ABC1	732	94	638	33	609	379	353	1	7	8	11	141	202	272		8	19	705	561	710	20
NET: C2DE	12%	8%	13%	4%	13%	12%	11%	*	1%	1%	1%	1%	-	-		*	1%	2%lm	4%lm	4%	2%
NET: C2DE	417	73	343	27	389	160	257	4	4	9	9	21	166	203		8	18	390	369	390	15
NET: C2DE	7%	6%	7%	3%	7%	5%	6%	*	*	1%	1%	2%	22%opq	32%opq		*	1%	10%lm	27%opq	6%	2%
NET: C2DE	1149	198	951	60	1008	539	610	5	11	17	20	160	450	475		16	37	1096	931	1108	34
NET: C2DE	18%	14%	23%	8%	23%	16%	19%	1%	1%	2%	2%	14%opq	66%opq	70%opq		1%	2%	4%lm	67%opq	21%	4%
NET: C2DE	972	268	704	214	758	525	446	271	153	224	113	108	60	42		425	337	210	102	720	234
NET: C2DE	16%	22%	14%	27%	14%	16%	14%	31%hijlm	15%klm	20%klm	14%klm	10%	8%	7%		26%opq	17%lm	8%	7%	14%	28%
NET: C2DE	1678	349	1229	210	1308	735	842	267	274	312	294	297	86	48		541	606	431	134	1262	255
NET: C2DE	26%	28%	25%	27%	25%	24%	27%	32%klm	32%klm	32%klm	32%klm	29%lm	11%	8%		32%opq	31%opq	17%lm	10%	24%	31%
NET: C2DE	1214	197	1017	184	1030	637	574	134	215	283	189	248	88	48		349	471	394	146	1028	177
NET: C2DE	20%	16%	24%	23%	19%	21%	18%	16%lm	25%opq	25%opq	23%opq	22%opq	13%lm	8%		24%opq	24%opq	16%lm	11%	20%	19%
NET: C2DE	1249	251	997	122	1129	573	659	145	214	295	216	315	57	14		359	502	389	71	1039	203
NET: C2DE	20%	20%	20%	15%	21%	19%	21%	16%lm	25%opq	25%opq	24%opq	23%opq	13%lm	2%		24%opq	26%opq	10%lm	5%	20%	22%
NET: C2DE	2590	617	1933	424	2126	1261	1287	539	427	536	407	405	146	90		955	943	641	236	1982	529
NET: C2DE	41%	36%	39%	24%	40%	42%	41%	33%opq	43%opq	43%opq	40%klm	39%lm	19%	14%		37%opq	39%opq	23%lm	17%	38%	50%
NET: C2DE	2462	448	2014	305	2157	1210	1243	273	429	550	405	563	155	62		703	974	730	217	2067	380
NET: C2DE	40%	36%	41%	39%	40%	40%	40%	34%lm	49%opq	51%opq	49%opq	50%opq	20%lm	10%		42%opq	50%opq	31%lm	16%	40%	40%

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	276	276	-	-	-	276	-	217	55	1	8	15	65	146	88	1	254	38	228	11
4%	4%	4%	4%	4%	4%	4%	4%	4%	2%	-	1%	1%	6%	13%	8%	-	3%	3%	2%	-
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	696	696	-	-	-	696	-	563	123	9	19	94	220	266	333	9	637	63	594	39
17%	17%	84%	-	-	-	23%	-	18%	5%	2%	3%	8%	14%	24%	9%	2%	12%	5%	12%	12%
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1489	-	1489	-	-	1489	-	1245	227	23	113	405	480	317	997	23	1373	187	1247	55
24%	24%	-	71%	-	-	49%	-	65%	9%	4%	13%	23%	30%	24%	25%	4%	24%	15%	27%	19%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1214	-	-	1214	-	-	1214	933	271	41	91	293	406	253	790	43	1085	178	987	49
20%	20%	-	-	66%	-	-	59%	23%	11%	8%	12%	24%	28%	23%	21%	8%	11%	14%	22%	17%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	796	-	-	-	796	-	796	645	140	87	138	279	180	43	576	90	652	227	523	46
13%	13%	-	-	-	46%	-	28%	19%	6%	17%	18%	19%	19%	4%	18%	13%	16%	11%	16%	16%
Housewife / househusband	107	-	-	-	107	-	107	6	99	25	36	18	11	-	68	25	71	71	23	13
2%	2%	-	-	-	6%	-	3%	4%	1%	1%	3%	1%	1%	-	2%	1%	1%	5%	3%	2%
Unemployed	345	-	-	-	345	-	345	11	321	157	39	53	11	6	141	162	164	263	59	32
6%	6%	-	-	-	20%	-	6%	11%	1%	12%	13%	13%	7%	1%	4%	30%	3%	20%	1%	6%
Student	89	-	89	-	-	89	-	26	60	28	11	5	14	8	30	26	44	9	73	7
9%	9%	-	9%	-	-	-	-	1%	2%	1%	2%	7%	1%	1%	2%	1%	1%	2%	2%	2%
Retired and living on an occupational pension	732	165	335	170	60	500	231	17	700	31	102	250	186	55	537	37	621	85	620	27
12%	12%	14%	18%	12%	3%	16%	7%	-	2%	6%	14%	17%	12%	5%	14%	7%	12%	7%	14%	9%
Retired and living on a state pension	417	-	-	-	417	-	417	6	401	113	137	90	32	5	269	110	273	162	235	19
7%	7%	-	-	-	24%	-	13%	1%	14%	22%	13%	14%	7%	-	23%	9%	13%	9%	7%	7%
NET: Retired	1149	165	335	170	477	500	647	23	1101	144	239	339	218	60	796	153	894	247	855	46
19%	19%	14%	18%	12%	28%	16%	21%	1%	46%	28%	33%	23%	14%	5%	21%	29%	17%	19%	19%	16%
NET: AB	972	972	-	-	-	972	-	780	178	10	27	110	285	413	422	10	892	101	822	49
14%	14%	16%	-	-	-	12%	-	7%	1%	2%	4%	7%	11%	13%	30%	11%	12%	8%	11%	11%
NET: C1	1578	-	1578	-	-	1578	-	1271	287	51	124	410	494	325	1027	51	1417	196	1320	82
26%	26%	-	52%	-	-	52%	-	30%	12%	10%	17%	27%	31%	36%	27%	10%	27%	15%	29%	22%
NET: C2	1214	-	-	1214	-	-	1214	933	271	41	91	293	406	253	790	43	1085	178	987	49
20%	20%	-	-	68%	-	-	59%	23%	11%	8%	12%	24%	28%	23%	21%	8%	11%	14%	22%	17%
NET: DE	1248	-	-	-	1248	-	1248	663	560	269	292	349	182	50	783	277	887	561	605	82
20%	20%	-	-	72%	-	49%	18%	23%	18%	52%	54%	22%	11%	5%	21%	82%	17%	44%	13%	28%
NET: ABC1	2590	972	1578	-	-	2590	-	2051	465	61	151	519	779	738	1449	61	2309	297	2141	112
41%	41%	14%	18%	12%	3%	16%	7%	1%	19%	12%	13%	13%	7%	5%	14%	7%	12%	7%	14%	9%
NET: C2DE	2462	-	-	1214	1248	-	2462	1595	831	310	343	643	588	302	1574	319	1972	740	1592	130
40%	40%	-	-	88%	72%	-	79%	42%	35%	8%	17%	42%	37%	27%	41%	38%	37%	35%	46%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	643	529	67*	450
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	276	217	59	12	218	36	10	11	6	21	9	23	29	18	52	32	27	3	33
	4%	4%	3%	7%	4%	7%	4%	7%	2%	3%	2%	3%	3%	3%	3%	4%	3%	5%	7%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	696	600	96	31	511	105	51	29	19	65	37	29	33	70	125	83	49	12	93
	11%	11%	11%	19%	10%	20%	17%	17%	8%	10%	7%	7%	6%	12%	16%	10%	9%	17%	21%
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1489	1292	197	26	1255	118	79	38	49	184	115	96	123	142	228	197	121	10	108
	24%	24%	25%	15%	24%	23%	27%	22%	20%	26%	23%	21%	23%	25%	26%	23%	23%	14%	24%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1214	1040	174	23	1074	76	44	21	51	153	98	123	128	124	136	162	100	12	62
	20%	20%	20%	14%	21%	14%	15%	12%	8%	21%	19%	19%	20%	20%	17%	19%	19%	19%	14%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	796	721	76	15	699	51	28	18	41	88	89	55	84	53	101	119	68	5	46
	13%	14%	9%	9%	12%	10%	10%	17%	12%	13%	18%	12%	15%	9%	12%	14%	13%	8%	10%
Housewife / househusband	107	98	9	2	92	6	5	4	9	16	7	3	16	10	8	13	10	2	4
	2%	2%	1%	1%	2%	1%	2%	2%	1%	2%	1%	1%	2%	2%	1%	2%	2%	2%	1%
Unemployed	345	311	34	8	305	21	9	10	12	36	43	23	35	32	51	44	30	4	17
	6%	6%	4%	5%	6%	4%	3%	6%	5%	5%	9%	5%	6%	6%	6%	5%	6%	7%	4%
Student	89	81	7	1	58	18	9	3	3	6	3	2	8	1	12	17	6	-	18
	1%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	2%	2%	1%	-	2%
Retired and living on an occupational pension	732	592	140	31	601	63	39	29	40	60	70	64	53	79	49	103	83	12	51
	12%	11%	16%	19%	12%	12%	13%	17%	10%	14%	14%	14%	10%	14%	8%	12%	16%	16%	11%
Retired and living on a state pension	417	348	70	20	365	24	20	8	21	44	35	29	34	44	50	73	34	7	18
	7%	7%	8%	12%	6%	5%	7%	4%	5%	7%	7%	7%	6%	6%	6%	6%	6%	4%	4%
NET: Retired	1149	938	210	51	965	87	59	36	61	104	106	93	87	123	98	175	117	19	69
	19%	18%	24%	30%	19%	17%	20%	21%	24%	15%	21%	21%	16%	21%	12%	21%	22%	28%	15%
NET: AB	972	817	155	43	729	141	61	41	25	86	46	53	62	89	177	115	77	15	126
	16%	15%	19%	25%	14%	27%	23%	24%	10%	13%	9%	12%	11%	15%	17%	14%	13%	22%	16%
NET: C1	1578	1373	204	26	1313	136	88	41	52	190	119	98	131	143	240	214	127	10	126
	26%	26%	24%	16%	25%	26%	26%	24%	21%	28%	23%	22%	24%	25%	26%	25%	24%	14%	28%
NET: C2	1214	1040	174	23	1074	76	44	21	51	153	98	123	128	124	136	162	100	12	62
	20%	20%	20%	14%	21%	14%	15%	12%	8%	21%	19%	19%	20%	20%	17%	19%	19%	19%	14%
NET: DE	1248	1130	118	24	1095	78	42	32	62	141	140	81	135	94	159	178	108	11	67
	20%	21%	14%	15%	21%	15%	14%	19%	25%	21%	28%	18%	25%	16%	20%	21%	20%	17%	15%
NET: ABC1	2590	2191	359	69	2042	277	150	81	77	276	164	151	193	232	416	330	204	24	252
	41%	41%	42%	41%	39%	45%	43%	45%	31%	41%	32%	34%	35%	40%	45%	43%	37%	37%	43%
NET: C2DE	2462	2169	293	48	2170	153	86	53	112	264	238	204	263	218	298	338	207	24	129
	40%	41%	34%	28%	42%	30%	29%	31%	45%	44%	47%	46%	48%	48%	49%	49%	49%	33%	29%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	328	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	2163	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	276	113	67	205	120	143	1	24	97	-	14	80	125	21	37	13	205	49	112	114	28	20	4	227	24	93	183
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	696	259	197	442	340	299	2	31	197	5	56	203	313	66	79	32	516	111	310	280	43	35	23	589	58	182	514
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1488	582	533	846	797	582	8	64	533	11	102	445	609	218	151	62	1054	213	853	556	155	87	29	1200	116	374	1115
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1214	525	380	711	595	525	22	104	380	14	94	392	495	157	126	28	892	154	509	468	140	69	24	977	92	319	895
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	796	319	235	471	387	319	23	43	235	35	64	244	299	128	81	43	543	125	338	281	102	48	23	619	71	238	558
Housewife / househusband	107	47	33	67	52	47	9	44	33	11	28	43	35	16	6	7	78	13	54	30	15	3	4	85	7	36	72
Unemployed	345	138	97	191	150	138	57	128	97	47	93	105	114	70	30	25	219	55	130	136	47	15	15	266	31	92	252
Student	89	33	14	48	31	33	8	19	14	40	10	14	40	18	6	9	54	15	37	37	10	4	74	4	37	51	
Retired and living on an occupational pension	732	230	377	335	482	230	10	217	377	20	365	298	284	79	47	21	582	68	286	271	94	46	30	557	76	71	661
Retired and living on a state pension	417	96	230	154	299	96	17	69	230	64	223	182	171	30	20	7	359	27	176	130	51	34	22	306	56	77	339
NET: Retired	1149	326	607	489	781	326	28	306	607	84	588	486	455	109	67	27	941	95	462	401	145	81	52	864	132	148	1000
NET: AB	972	442	254	539	469	442	3	55	254	5	70	284	436	67	115	45	722	100	422	354	68	55	27	616	82	226	698
NET: C1	1578	615	547	896	828	615	17	83	547	16	112	458	650	236	157	71	1108	228	690	593	165	87	33	1283	120	412	1166
NET: C2	1214	525	380	711	595	525	22	104	380	14	94	392	495	157	126	28	892	154	509	468	140	69	24	977	92	319	895
NET: DE	1248	504	365	729	590	504	365	216	365	93	185	392	448	211	117	75	840	193	623	447	163	66	43	970	108	368	882
NET: ABC1	2850	1057	811	1534	1287	1057	21	138	811	21	182	742	1088	323	222	116	1830	389	1112	987	233	143	60	2099	202	687	1862
NET: C2DE	2462	1030	745	1469	1185	1030	112	320	745	107	279	789	943	368	243	103	1732	347	1032	916	303	135	66	1947	201	685	1777
40%		67.1%	34%	46.1%	38%	43%	7.1%	42%	34%	9.7%	27%	39%	38%	44.1%	42%	42%	38%	42%	40%	40%	45%	38%	37%	40%	38%	47.1%	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	278	15	260	-	64	200	11	271	3	3	-	276	-	
	4%	5%	4%	1%	-	5%	4%	5%	3%	2%	-	5%	1%	
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	696	26	666	3	134	538	24	664	21	3	5	688	4	
	71%	8%	12%	8%	8%	131%	8%	66%	18%	5%	7%	11%	7%	
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1488	59	1419	12	274	1144	72	1448	19	15	6	1482	2	
	24%	17%	20%	29%	16%	274%	234%	20%	16%	20%	8%	24%	9%	
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1214	50	1159	8	290	866	58	1159	29	14	9	1202	3	
	20%	15%	20%	20%	17%	214%	19%	20%	24%	24%	13%	20%	15%	
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	796	37	754	5	193	532	71	759	20	7%	6	783	7	
	53%	17%	13%	1%	12%	13%	23%	13%	17%	7%	10%	13%	32%	
Housewife / househusband	107	14	91	2	27	50	10	99	8	*	*	107	-	
	2%	4%	2%	4%	1%	1%	9%	2%	8%	-	1%	2%	-	
Unemployed	346	50	288	7	215	109	21	322	6	6	8	334	3	
	4%	13%	5%	2%	3%	3%	2%	5%	6%	6%	12%	6%	14%	
Student	89	4	83	2	27	57	3	84	4	*	-	88	*	
	1%	1%	1%	4%	2%	1%	2%	1%	3%	-	-	1%	1%	
Retired and living on an occupational pension	732	47	684	1	242	460	30	706	3	12	10	720	2	
	12%	14%	12%	2%	11%	11%	10%	12%	2%	13%	13%	11%	11%	
Retired and living on a state pension	417	35	380	2	191	217	9	385	5	3	23	393	*	
	7%	10%	7%	4%	11%	5%	3%	5%	6%	3%	3%	6%	2%	
NET: Retired	1149	81	1065	2	433	677	39	1090	8	15	32	1113	3	
	19%	8%	18%	6%	23%	12%	16%	17%	7%	13%	23%	13%	13%	
NET: AB	972	41	927	4	198	729	35	935	24	4	5	963	4	
	16%	12%	16%	4%	12%	16%	11%	16%	20%	7%	5%	16%	14%	
NET: C1	1578	63	1502	14	300	1201	77	1532	23	15	6	1570	2	
	20%	19%	18%	10%	19%	23%	12%	20%	23%	15	8%	20%	18%	
NET: C2	1214	50	1159	8	290	866	58	1159	29	14	9	1202	3	
	20%	15%	20%	20%	17%	214%	19%	20%	24%	24%	13%	20%	15%	
NET: DE	1248	101	1134	13	455	691	102	1180	34	10	14	1224	10	
	20%	30%	20%	32%	23%	17%	33%	20%	29%	17%	22%	20%	4%	
NET: ABC1	2850	104	2428	17	498	1939	112	2468	47	19	10	2533	6	
	41%	31%	42%	42%	30%	23%	36%	42%	33%	18%	15%	42%	27%	
NET: C2DE	2462	151	2290	21	745	1557	160	2340	63	24	23	2426	13	
	40%	45%	42%	42%	44%	37%	61%	40%	37%	41%	35%	40%	60%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
High managerial, administrative or professional - e.g. director (50+ people), judge, surgeon, school headmaster etc.	276	69	65	71	72	25	26	18	33	23	9	23	29	18	22	29	20				
	4%	4%	4%	5%	5%	5%	5%	3%	6%	4%	2%	4%	6%	4%	4%	6%	4%				
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	696	210	162	162	162	67	80	64	33	74	65	67	54	51	49	64	68				
	11%	13%	11%	11%	11%	14%	15%	12%	6%	15%	13%	13%	10%	10%	10%	13%	11%				
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1489	378	359	384	369	103	148	127	121	117	121	130	120	134	108	140	120				
	24%	24%	23%	25%	24%	21%	28%	24%	23%	23%	24%	25%	23%	27%	22%	27%	23%				
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1214	301	297	299	317	83	103	114	114	87	96	107	96	96	117	89	110				
	20%	19%	19%	19%	21%	17%	19%	22%	21%	17%	19%	21%	19%	19%	23%	17%	21%				
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	796	173	215	212	196	67	45	61	75	74	67	65	80	68	73	63	61				
	13%	11%	14%	14%	13%	14%	8%	12%	19%	19%	19%	12%	19%	19%	19%	12%	12%				
Housewife / househusband	107	35	28	18	26	8	15	13	14	10	4	6	4	7	10	6	10				
	2%	2%	1%	2%	2%	2%	3%	2%	3%	2%	1%	1%	1%	1%	2%	1%	2%				
Unemployed	345	63	103	92	87	21	18	24	36	30	37	33	34	25	30	31	26				
	6%	4%	7%	6%	6%	4%	3%	5%	7%	6%	7%	6%	7%	5%	6%	6%	6%				
Student	89	16	17	34	21	1	7	8	10	5	3	14	8	12	6	6	9				
	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	3%	2%	2%	1%	1%	2%				
Retired and living on an occupational pension	732	198	184	172	177	82	58	58	66	46	73	45	61	66	59	58	60				
	12%	13%	12%	11%	12%	13%	11%	11%	12%	9%	15%	9%	12%	13%	12%	11%	12%				
Retired and living on a state pension	417	106	105	95	110	34	33	40	32	42	31	38	33	24	29	35	48				
	7%	7%	7%	6%	7%	5%	5%	6%	6%	8%	6%	7%	6%	6%	6%	7%	9%				
NET: Retired	1149	305	290	267	287	117	90	98	98	88	104	83	94	91	89	93	106				
	19%	20%	19%	17%	19%	16%	15%	16%	17%	16%	21%	16%	18%	18%	18%	18%	20%				
NET: AB	972	279	227	233	233	92	106	82	65	97	65	80	83	70	71	84	78				
	16%	18%	15%	15%	15%	15%	19%	16%	12%	19%	13%	15%	16%	14%	14%	16%	15%				
NET: C1	1678	394	376	418	390	104	155	135	131	121	123	145	128	146	114	145	130				
	20%	25%	24%	27%	25%	21%	29%	25%	25%	24%	25%	29%	25%	29%	22%	29%	25%				
NET: C2	1214	301	297	299	317	83	103	114	114	87	96	107	96	96	117	89	110				
	20%	19%	19%	19%	21%	17%	19%	22%	21%	17%	19%	21%	19%	19%	23%	17%	21%				
NET: DE	1248	271	346	322	309	96	77	98	124	113	108	104	118	100	112	100	97				
	20%	17%	23%	21%	20%	17%	19%	19%	29%	29%	29%	29%	29%	29%	29%	29%	19%				
NET: ABC1	2550	673	602	651	623	195	261	217	196	218	188	225	211	215	185	230	208				
	47%	43%	39%	42%	41%	40%	49%	41%	37%	43%	38%	47%	47%	43%	37%	49%	40%				
NET: C2DE	2462	572	643	621	626	179	181	212	238	201	204	211	214	197	230	190	207				
	40%	37%	41%	40%	41%	36%	34%	40%	47%	40%	47%	47%	47%	39%	47%	37%	40%				

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Table 6

Base : Main income earner in the household is now retired on an occupational pension

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	885	82	803	43	842	549	336	3	7	14	14	177	363	307	10	28	847	670	863	16
Weighted Base	732	94*	638	33**	699	379	353	1**	7**	8**	11**	141	292	272	8**	19**	705	564	710	20**
Effective Base	601	60	442	22	479	301	211	2	4	9	9	104	204	174	5	17	480	377	488	12
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	43	6	37	*	43	25	18	1	-	-	-	10	11	22	1	*	42	32	42	1
6%	6%	7%	6%	1%	6%	7%	5%	91%	-	-	2%	7%	4%	8%	11%	1%	6%	6%	6%	3%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	122	24	97	5	116	57	65	-	1	1	2	27	36	55	1	3	118	91	116	5
17%	17%	28%	15%	16%	17%	15%	16%	-	8%	13%	21%	19%	12%	20%	7%	18%	17%	16%	16%	25%
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	335	33	302	14	322	171	164	*	4	4	4	71	137	116	4	8	324	253	327	8
46%	46%	35%	47%	41%	46%	45%	46%	9%	56%	53%	34%	50%	47%	43%	50%	42%	46%	45%	46%	43%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	170	23	148	10	160	90	80	-	-	3	5	29	77	57	-	7	163	134	167	1
23%	23%	24%	23%	30%	23%	24%	23%	-	-	34%	44%	21%	26%	21%	-	40%	23%	24%	23%	7%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	57	7	50	4	53	35	22	-	3	-	-	3	31	20	3	-	54	51	53	4
8%	8%	7%	8%	11%	8%	9%	6%	-	36%	-	-	2%	11%	7%	32%	-	8%	9%	7%	21%
Housewife / househusband	2	-	2	-	2	1	2	-	-	-	-	1	-	2	-	-	2	2	2	-
Unemployed	1	-	1	-	1	1	-	-	-	-	-	1	-	*	-	-	1	*	1	-
Student	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
Prefer not to say	1	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	1	1	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	166	30	134	6	159	82	83	1	1	1	2	36	47	76	1	3	160	123	159	6
22%	22%	32%	21%	17%	23%	22%	23%	91%	8%	13%	22%	28%	16%	28%	18%	18%	23%	22%	22%	29%
NET: C1	335	33	302	14	322	171	164	*	4	4	4	71	137	116	4	8	324	253	327	8
46%	46%	35%	47%	41%	46%	45%	46%	9%	56%	53%	34%	50%	47%	43%	50%	42%	46%	45%	46%	43%
NET: C2	170	23	148	10	160	90	80	-	-	3	5	29	77	57	-	7	163	134	167	1
23%	23%	24%	23%	30%	23%	24%	23%	-	-	34%	44%	21%	26%	21%	-	40%	23%	24%	23%	7%
NET: DE	60	7	54	4	57	36	24	-	3	-	-	5	31	22	3	-	58	53	56	4
8%	8%	7%	8%	11%	8%	10%	7%	-	36%	-	-	3%	11%	8%	32%	-	8%	9%	8%	21%
NET: ABC1	500	64	436	19	481	253	247	1	5	5	6	107	184	192	6	11	483	376	488	14
68%	68%	67%	68%	59%	69%	67%	70%	100%	64%	66%	56%	76%	63%	71%	68%	60%	69%	67%	68%	72%
NET: C2DE	231	29	201	14	217	126	104	-	3	3	5	34	108	79	3	7	221	187	223	6
32%	32%	31%	32%	41%	31%	33%	30%	-	36%	34%	44%	24%	37%	29%	32%	40%	31%	33%	31%	28%

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - n/opq - rs
 * small base, ** very small base (under 30) ineligible for sig testing

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Table 6

Base : Main income earner in the household is now retired on an occupational pension

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	885	328	343	157	56	671	213	18	853	37	109	289	241	106	639	43	775	105	749	31
Weighted Base	732	165	335	170	60*	500	231	17**	700	31**	102*	250	186	55*	537	37**	621	85*	620	27**
Effective Base	501	126	219	116	41	343	157	8	485	23	69	174	124	44	367	26	431	61	423	18
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	43	43	-	-	-	43	-	1	42	-	4	9	7	17	20	2	40	7	34	2
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	122	122	-	-	-	122	-	1	116	1%	6	33	55	10	94	1%	107	10	105	7
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	335	-	335	-	-	335	-	6	324	17	54%	63	108	43%	258	17	287	30	298	8
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	170	-	-	170	-	-	170	9	158	6	14	77	28	10	118	10	134	27	133	10
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	57	-	-	-	57	-	57	-	55	6	19	22	4	-	46	6	49	10	45	1
Housewife / househusband	2	-	-	-	2	-	2	-	2	-	1	-	-	-	1	-	2	-	2	-
Unemployed	1	-	-	-	1	-	1	-	1	1	1%	-	-	-	-	-	-	-	-	-
Student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	1	-	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	24*	-	-
NET: AB	165	165	-	-	-	165	-	2	157	1%	10	42	62	27	114	3	147	17	139	8
NET: C1	335	-	335	-	-	335	-	6	324	17	54%	63	108	43%	258	17	287	30	298	8
NET: C2	170	-	-	170	-	-	170	9	158	6	14	77	28	10	118	10	134	27	133	10
NET: DE	60	-	-	-	60	-	60	59	80	8	20	22	4	-	47	8	51	10	49	1
NET: ABC1	500	165	335	-	-	500	-	8	482	17	67	151	154	45	372	20	434	47	437	16
NET: C2DE	231	-	-	170	60	-	231	9	217	14	34	89	32	10	165	17	186	37	182	11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Table 6

Base : Main income earner in the household is now retired on an occupational pension

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	885	538	347	182	434	171	162	118	60	37	56	54	40	54	25	49	59	35	136	
Weighted Base	732	592	140*	31*	601	63*	39*	29*	40*	60*	70*	64*	53*	79*	49**	103*	83*	12**	51*	
Effective Base	501	412	90	41	373	60	72	62	56	34	51	49	37	50	24	46	54	12	49	
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	43	33	10	3	22	13	5	2	-	-	2	1	1	1	-	12	5	3	10	
6%	6%	6%	7%	9%	4%	21% ^{ab}	13% ^{ab}	8%	-	-	3%	1%	2%	2%	-	15% ^{ab}	6%	27%	13% ^{ab}	
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	122	99	23	10	83	13	16	10	8	5	7	10	6	6	7	27	8	2	11	
17%	17%	17%	16%	33% ^{ab}	14%	20%	41% ^{ab}	39% ^{ab}	20%	8%	10%	15%	11%	7%	15%	26% ^{ab}	10%	16%	21% ^{ab}	
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	335	262	73	11	288	25	10	13	15	32	32	36	25	41	28	38	42	4	21	
46%	44%	52%	35%	45% ^{ab}	39%	24%	45% ^{ab}	38%	53%	45%	56%	47%	52%	57%	37%	50%	29%	42%	42%	
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	170	145	25	4	150	11	6	3	12	15	24	13	16	23	12	17	18	3	8	
23%	25%	18%	13%	23% ^{ab}	17%	15%	11%	3%	30%	25%	15% ^{ab}	20%	30%	30%	24%	17%	21%	26%	15%	
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	57	48	9	3	53	2	2	*	3	8	5	3	5	7	2	9	9	*	1	
8%	8%	6%	9%	9%	8% ^{ab}	2%	6%	1%	9%	14%	7%	5%	10%	9%	4%	8%	11%	1%	3%	
Housewife / househusband	2	2	-	-	2	-	-	-	1	-	-	-	-	-	-	-	2	-	-	
Unemployed	1	1	*	-	1	-	*	-	1	-	-	-	-	-	-	-	2%	-	-	
Student	-	-	-	-	-	-	-	-	3%	-	-	-	-	-	-	-	-	-	-	
Prefer not to say	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-	
NET: AB	166	132	33	13	105	26	21	12	8	5	10	10	7	7	7	39	13	5	21	
22%	22%	23%	43% ^{ab}	18%	41% ^{ab}	26% ^{ab}	56% ^{ab}	43% ^{ab}	20%	8%	14%	16%	12%	9%	15%	36% ^{ab}	15%	43%	40% ^{ab}	
NET: C1	335	262	73	11	288	25	10	13	15	32	32	36	25	41	28	38	42	4	21	
46%	44%	52%	35%	45% ^{ab}	39%	24%	45% ^{ab}	38%	53%	45%	56%	47%	52%	57%	37%	50%	29%	42%	42%	
NET: C2	170	145	25	4	150	11	6	3	12	15	24	13	16	23	12	17	18	3	8	
23%	25%	18%	13%	23% ^{ab}	17%	15%	11%	3%	30%	25%	15% ^{ab}	20%	30%	30%	24%	17%	21%	26%	15%	
NET: DE	60	51	9	3	56	2	2	*	5	8	5	3	5	7	2	9	11	*	1	
6%	9%	6%	9%	9%	8% ^{ab}	2%	6%	1%	13% ^{ab}	14%	7%	5%	10%	9%	4%	8%	13%	1%	3%	
NET: ABC1	500	394	106	24	394	51	31	25	23	37	42	46	32	48	35	77	55	9	42	
68%	67%	76%	78%	78%	65% ^{ab}	70% ^{ab}	87% ^{ab}	70% ^{ab}	57%	61%	59%	72%	59%	61%	72%	75%	66%	73%	82% ^{ab}	
NET: C2DE	231	197	34	7	206	12	8	4	17	23	29	16	22	31	14	26	29	3	9	
32%	33%	24%	7%	22%	31% ^{ab}	20%	22%	13%	41% ^{ab}	27% ^{ab}	41% ^{ab}	25%	41% ^{ab}	34% ^{ab}	28%	25%	34%	27%	16%	

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Table 6

Base : Main income earner in the household is now retired on an occupational pension

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Total																										
885	265	447	410	592	265	12	254	447	20	434	397	317	100	47	22	714	69	405	295	105	49	26	700	75	73	812
732	230	377	335	482	230	10**	217	377	20**	365	298	284	79*	47*	21**	582	68*	286	271	94*	46**	30**	557	76*	71*	661
601	150	262	223	335	150	7	145	262	15	254	213	183	60	30	15	396	45	213	175	64	30	18	387	48	45	456
43	17	17	25	25	17	-	17	17	2	17	18	17	3	3	2	35	5	17	19	5	2	1	36	3	5	38
6%	7%	3%	7%	5%	7%	-	6%	5%	12%	5%	6%	6%	4%	7%	9%	6%	7%	6%	19%	5%	4%	3%	6%	4%	7%	6%
122	39	61	54	76	39	*	38	61	-	59	49	50	12	8	3	99	11	51	48	15	5	3	99	8	7	114
17%	17%	16%	16%	16%	17%	1%	18%	16%	-	16%	16%	18%	15%	17%	15%	17%	16%	18%	16%	16%	10%	12%	18%	11%	10%	17%
335	101	185	144	229	101	7	97	185	7	181	125	142	37	21	10	267	31	121	123	46	29	15	244	44	32	303
46%	44%	49%	43%	48%	44%	64%	45%	49%	33%	49%	42%	50%	47%	45%	47%	46%	46%	42%	45%	46%	64%	50%	44%	46%	45%	46%
170	58	78	87	107	58	3	49	78	5	75	76	55	20	12	4	132	16	67	64	22	6	7	131	13	21	149
23%	25%	21%	26%	22%	25%	28%	22%	21%	27%	20%	26%	25%	26%	24%	20%	23%	23%	27%	24%	24%	16%	24%	23%	18%	30%	23%
57	15	35	21	41	15	*	15	35	5	33	27	19	7	2	2	46	4	26	17	6	4	3	43	7	6	51
8%	7%	9%	6%	8%	7%	1%	7%	9%	27%	9%	9%	7%	9%	2	9%	8%	6%	9%	6%	7%	9%	11%	8%	7	6	8%
2	1	-	2	2	1	-	1	-	-	-	2	-	-	-	-	2	-	2	-	-	-	-	2	-	-	2
-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
1	1	-	1	1	1	-	1	-	-	-	1	1	-	-	-	1	-	1	-	-	-	1	-	-	-	1
-	-	-	-	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	-	1	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	-	-	-	1	-	-	1
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
165	56	78	79	101	56	*	55	78	2	76	67	67	15	11	5	134	16	68	67	19	6	4	135	11	12	153
22%	24%	21%	23%	24%	24%	1%	25%	21%	22%	21%	22%	21%	19%	23%	19%	23%	23%	24%	21%	24%	14%	24%	18%	17%	23%	22%
335	101	185	144	229	101	7	97	185	7	181	125	142	37	21	10	267	31	121	123	46	29	15	244	44	32	303
46%	44%	49%	43%	48%	44%	64%	45%	49%	35%	49%	42%	50%	47%	45%	47%	46%	46%	42%	45%	49%	64%	50%	44%	46%	45%	46%
170	58	78	87	107	58	3	49	78	5	75	76	55	20	12	4	132	16	67	64	22	6	7	131	13	21	149
23%	25%	21%	26%	22%	25%	28%	22%	21%	27%	20%	26%	25%	26%	24%	20%	23%	23%	27%	24%	24%	16%	24%	23%	18%	30%	23%
60	16	35	24	43	16	1	16	35	5	34	30	20	7	2	2	49	4	30	17	6	4	3	47	7	6	55
8%	7%	9%	7%	8%	7%	7%	7%	9%	27%	9%	10%	7%	9%	5%	9%	8%	6%	10%	6%	7%	9%	11%	8%	10%	8%	8%
500	156	264	223	330	156	7	152	264	9	257	192	209	52	32	15	401	47	189	189	65	36	19	378	55	44	456
68%	68%	70%	67%	69%	68%	70%	70%	67%	65%	70%	64%	62%	65%	68%	71%	69%	69%	66%	67%	70%	78%	68%	73%	62%	69%	69%
231	74	113	111	150	74	4	65	113	10	108	106	75	27	14	6	181	20	97	80	29	10	11	178	21	27	204
32%	32%	30%	33%	31%	32%	35%	30%	30%	53%	30%	16%	26%	35%	29%	29%	31%	29%	34%	30%	30%	22%	36%	32%	27%	38%	31%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : Main income earner in the household is now retired on an occupational pension

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	885	55	827	3	283	573	29	859	5	9	10	873	2
Weighted Base	732	47*	684	1**	242	460	30**	706	3**	12**	10**	720	2**
Effective Base	601	31	470	1	168	315	19	483	3	6	9	491	2
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	43	3	40	-	11	31	2	41	1	-	1	42	-
	6%	6%	6%	-	4%	7%	6%	6%	37%	-	9%	6%	-
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, etc.	122	6	116	*	35	83	4	120	-	1	*	121	1
	17%	12%	17%	10%	15%	18%	12%	17%	-	5%	2%	17%	31%
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self- employed (5+ people) etc.	335	25	310	1	109	215	11	328	1	3	3	332	-
	46%	53%	45%	90%	45%	47%	36%	47%	28%	24%	36%	46%	-
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	178	9	161	-	61	99	10	157	1	8	2	167	2
	23%	20%	24%	-	25%	21%	34%	22%	35%	71%	22%	23%	69%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	57	4	53	-	23	31	3	54	-	-	3	54	-
	8%	6%	8%	-	10%	7%	11%	8%	-	-	31%	7%	-
Housewife / househusband	2	1	2	-	1	2	-	2	-	-	-	2	-
	*	1%	*	-	*	*	-	*	-	-	-	*	-
Unemployed	1	-	1	-	1	1	-	1	-	-	-	1	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Student	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	1	-	1	-	1	-	-	1	-	-	-	1	-
	*	-	*	-	1%	-	-	*	-	-	-	*	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	165	9	156	*	46	113	5	161	1	1	1	163	1
	22%	18%	23%	10%	19%	25%	18%	23%	37%	5%	11%	22%	31%
NET: C1	335	25	310	1	109	215	11	328	1	3	3	332	-
	46%	53%	45%	90%	45%	47%	36%	47%	28%	24%	36%	46%	-
NET: C2	170	9	161	-	61	99	10	157	1	8	2	167	2
	23%	20%	24%	-	25%	21%	34%	22%	35%	71%	22%	23%	69%
NET: DE	60	4	56	-	24	33	3	57	-	-	3	57	-
	8%	9%	8%	-	10%	7%	11%	8%	-	-	31%	8%	-
NET: ABC1	500	33	468	1	155	329	16	489	2	3	5	495	-
	69%	71%	68%	100%	64%	71%	55%	69%	65%	29%	47%	69%	31%
NET: C2DE	231	13	217	-	86	131	13	215	1	8	5	224	2
	32%	29%	32%	-	35%	29%	45%	30%	35%	71%	53%	31%	69%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Table 6

Base : Main income earner in the household is now retired on an occupational pension

Total	Quarter				Month															
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
885	231	230	209	215	90	80	61	76	64	90	62	66	81	80	69	66				
732	198	184	177	177	82*	58*	58*	66*	46*	73*	45*	61*	66*	59*	58*	60*				
901	132	122	124	124	52	38	41	42	32	48	31	42	50	40	43	42				
43	15	8	9	10	7	7	1	3	1	5	2	5	2	3	6	2				
6%	8%	4%	5%	6%	8%	13%	2%	4%	2%	6%	4%	8%	3%	4%	10%	3%				
122	30	25	40	27	7	11	11	4	6	14	10	8	21	8	6	12				
17%	15%	13%	23%	15%	9%	20%	19%	6%	14%	20%	23%	14%	35% 16% 12% 10%	14%	17%	20%				
335	102	84	77	73	45	25	31	42	12	29	25	30	22	34	18	21				
46%	51%	45%	45%	41%	50% 10% 10% 10%	44%	54% 10% 10% 10%	64% 10% 10% 10%	27%	41%	56% 10% 10% 10%	49%	33%	57% 10% 10% 10%	32%	35%				
170	34	52	36	49	15	14%	10	10	15%	25	18	6	13%	16	24%	24%				
23%	17%	29%	21%	29%	19%	8	18%	10	15%	25% 10% 10% 10%	23%	13%	24%	22%	31% 10% 10% 10%	15%				
57	14	16	9	18	8	4	2	7	2	7	2	3	5	2	6	11				
8%	7%	9%	5%	10%	10%	6%	3%	11%	4%	9%	3%	5%	7%	3%	10%	16% 10% 10% 10%				
2	2	-	1	-	-	2	-	-	-	-	-	-	1	-	-	-				
1	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-				
-	-	-	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-				
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-				
1	1%	-	-	-	-	-	2%	-	-	-	-	-	-	-	-	-				
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
165	45	33	49	37	14	19	13	7	7	19	12	13	23	11	12	14				
42%	29%	18%	29%	21%	17%	33%	22%	11%	15%	26%	22%	20%	36% 10% 10% 10%	18%	18%	21%				
335	102	84	77	73	45	25	31	42	12	29	25	30	22	34	18	21				
46%	51%	45%	41%	41%	50% 10% 10% 10%	44%	54% 10% 10% 10%	64% 10% 10% 10%	27%	41%	56% 10% 10% 10%	49%	33%	57% 10% 10% 10%	32%	35%				
170	34	52	36	49	15	8	10	10	15	25	18	6	14	16	24%	24%				
23%	17%	29%	21%	29%	19%	14%	18%	15%	15%	25% 10% 10% 10%	23%	13%	24%	22%	37% 10% 10% 10%	15%				
60	16	16	11	18	8	5	3	7	2	7	2	4	5	2	6	11				
8%	8%	9%	5%	10%	10%	6%	4%	11%	4%	9%	3%	5%	7%	3%	10%	16% 10% 10% 10%				
500	147	116	126	110	59	44	44	49	19	48	37	43	45	45	31	35				
66%	44% 10% 10% 10%	37%	27%	62%	22%	23%	22%	26%	42%	34%	30% 10% 10% 10%	45% 10% 10% 10%	45%	45%	53%	58%				
231	50	68	46	67	23	14	13	17	27	24	8	18	21	15	27	25				
32%	25%	31%	23%	38%	28%	23%	22%	26%	40% 10% 10% 10%	34%	17%	29%	32%	25%	47% 10% 10% 10%	42%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QB4/QB5. What best describes the occupation of the main income earner in your household (inc retired participants)?

Table 7

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5363	2862	3185	791	817	1134	805	1152	852	609	1628	1839	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	508	508	681	486	701	474	363	1014	1167	1536	836	3182	511
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	319	68	251	77	242	173	145	103	35	59	29	34	26	33	138	88	93	59	256	61
5%	5%	6%	5%	10%	5%	6%	5%	12%	4%	6%	3%	3%	3%	5%	9%	5%	4%	4%	5%	6%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	817	220	587	163	675	434	383	170	110	155	87	110	81	86	299	252	277	167	622	179
13%	13%	19%	12%	19%	13%	14%	12%	21%	14%	19%	10%	10%	11%	14%	19%	13%	11%	12%	12%	19%
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1825	363	1462	206	1618	862	963	186	273	314	298	367	223	164	459	611	755	387	1531	276
30%	30%	29%	30%	26%	30%	29%	31%	23%	31%	26%	30%	32%	25%	26%	27%	34%	30%	28%	30%	29%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1384	219	1165	193	1191	727	655	134	215	285	193	277	175	105	349	479	557	280	1195	178
22%	22%	18%	24%	25%	22%	24%	21%	16%	25%	25%	23%	25%	23%	17%	21%	29%	22%	20%	23%	19%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	853	136	717	92	761	414	436	103	144	180	147	172	78	29	247	327	279	107	704	145
14%	14%	11%	18%	12%	14%	14%	14%	12%	17%	16%	16%	16%	10%	5%	16%	17%	11%	8%	14%	15%
Housewife / househusband	109	41	68	9	100	11	98	4	22	29	12	32	5	5	26	41	42	10	92	17
2%	2%	3%	1%	2%	2%	1%	3%	1%	3%	3%	1%	2%	1%	1%	2%	2%	2%	1%	2%	2%
Unemployed	346	80	266	24	322	185	159	38	51	78	57	115	5	2	89	135	122	7	300	46
6%	6%	7%	5%	3%	5%	6%	5%	8%	8%	8%	8%	10%	1%	1%	8%	8%	5%	1%	6%	5%
Student	89	20	69	17	72	45	43	81	5	2	-	-	-	-	86	2	-	-	58	28
1%	1%	2%	1%	2%	1%	1%	1%	16%	1%	1%	-	-	-	-	9%	-	-	-	1%	3%
Retired and living on a state pension	417	73	343	27	389	180	257	4	4	9	9	21	180	203	8	18	300	300	389	15
7%	7%	6%	7%	3%	7%	9%	8%	-	-	1%	1%	5%	22%	32%	8	1%	19%	27%	6%	2%
Prefer not to say	1	1	-	-	1	-	1	-	-	-	-	-	-	1	-	-	1	1	1	-
NET: Retired	417	73	343	27	389	180	257	4	4	9	9	21	180	203	8	18	300	300	389	15
7%	7%	6%	7%	3%	7%	9%	8%	-	-	1%	1%	5%	22%	32%	8	1%	19%	27%	6%	2%
NET: AB	1136	298	838	220	917	607	529	272	154	225	116	144	107	118	426	340	226	879	239	239
18%	18%	24%	17%	23%	17%	20%	17%	13%	14%	14%	13%	14%	14%	14%	29%	17%	15%	16%	17%	20%
NET: C1	1913	362	1551	223	1689	907	1005	267	278	316	298	360	223	164	545	614	755	387	1589	304
31%	31%	31%	31%	28%	31%	30%	32%	32%	30%	28%	30%	32%	29%	26%	32%	31%	30%	28%	31%	32%
NET: C2	1384	219	1165	193	1191	727	655	134	215	285	193	277	175	105	349	479	557	280	1195	178
22%	22%	18%	24%	25%	22%	24%	21%	16%	25%	25%	23%	25%	23%	17%	21%	29%	22%	20%	23%	19%
NET: DE	1723	331	1394	153	1272	769	950	149	221	295	225	341	254	239	370	521	834	493	1494	222
28%	28%	27%	28%	19%	28%	26%	30%	16%	24%	26%	27%	36%	33%	32%	27%	33%	33%	28%	29%	24%
NET: ABC1	3080	681	2369	443	2607	1514	1534	539	432	541	413	512	331	282	971	954	1125	613	2468	543
50%	50%	49%	48%	44%	49%	50%	49%	36%	50%	48%	50%	45%	44%	44%	57%	57%	45%	44%	48%	50%
NET: C2DE	3109	551	2559	349	2763	1496	1605	283	436	581	419	618	429	342	719	1020	1391	723	2689	400
50%	50%	45%	52%	44%	51%	50%	51%	34%	50%	52%	50%	50%	50%	50%	43%	51%	50%	50%	52%	42%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/k/m - n/op/q - rs

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QB4/QB5. What best describes the occupation of the main income earner in your household (inc retired participants)?

Base : All participants

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2387	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179	
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	319 5%	319 23%ad	-	-	-	319 10%a	-	218 8%a	97 4%	1 *	12 2%	25 2%a	72 0%ajm	164 18%ajm	109 3%a	4 1%	234 8%a	45 3%	262 6%a	12 4	
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	817 12%	817 7%ad	-	-	-	817 22%a	-	564 50%a	238 10%	9 2%	25 3%	128 8%aj	274 17%ajm	278 22%ajm	427 11%aj	9 2%	745 14%a	73 6%	689 13%a	45 15%a	
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self- employed (5+ people) etc.	1825 30%	-	1825 99%ad	-	-	1825 60%a	-	1251 34%a	551 23%	40 8%	170 23%a	513 34%aj	572 36%ajm	335 10%aj	1255 33%aj	40 8%	1661 32%a	217 17%	1545 34%a	63 22%	
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1384 22%	-	-	1384 100%ad	-	-	1384 48%a	942 28%a	429 18%	48 9%	105 14%a	370 25%aj	433 27%ajm	262 24%aj	909 24%aj	52 10%	1220 24%a	205 16%	1120 24%a	58 20%	
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	853 14%	-	-	-	853 99%ad	-	853 27%a	645 19%a	196 8%	93 10%ajm	157 21%ajm	301 20%ajm	164 10%ajm	43 4%	622 16%ajm	96 18%aj	701 14%	237 18%aj	569 12%	47 16%	
Housewife / househusband	109 2%	-	-	-	109 6%ad	-	109 4%a	6 4%a	101 4%a	25 3%ajm	37 5%ajm	18 1%aj	11 1%aj	*	66 2%ajm	25 5%aj	73 1%	71 6%aj	25 1%	13 5%aj	
Unemployed	346 5%	-	-	-	346 20%ad	-	346 11%a	11 3%aj	322 15%ajm	158 21%ajm	78 5%aj	52 3%aj	11 1%	6 1%	141 3%ajm	163 4%aj	164 4%aj	263 6%aj	61 2%	22 8%aj	
Student	89 1%	-	89 9%ad	-	-	89 3%aj	-	26 1%aj	60 2%ajm	28 4%ajm	11 2%aj	5 1%	14 1%	8 1%	30 8%aj	26 5%aj	44 1%	9 1%	73 2%ajm	7 3%ajm	
Retired and living on a state pension	417 7%	-	-	-	417 24%ad	-	417 15%a	6 1%aj	401 15%aj	113 22%ajm	137 19%ajm	90 6%aj	32 2%aj	5 1%	259 7%ajm	116 22%aj	273 1%aj	162 12%aj	235 3%	19 7%	
Prefer not to say	1 0%	-	-	-	-	-	-	1 0%	-	-	-	-	-	-	-	-	1 0%	-	-	-	
NET: Retired	417 7%	-	-	-	417 24%ad	-	417 15%a	6 1%aj	401 15%aj	113 22%ajm	137 19%ajm	90 6%aj	32 2%aj	5 1%	259 7%ajm	116 22%aj	273 1%aj	162 12%aj	235 3%	19 7%	
NET: AB	1136 19%	1136 100%ad	-	-	-	1136 37%a	-	782 21%a	335 14%	10 2%	37 5%aj	152 10%aj	347 22%ajm	440 46%ajm	536 14%aj	13 2%	1039 20%a	118 9%	961 21%a	68 20%a	
NET: C1	1913 31%	-	1913 100%ad	-	-	1913 60%a	-	1277 35%a	611 20%	68 13%	182 12%aj	518 34%aj	585 38%ajm	343 13%aj	1285 33%aj	68 1%	1705 33%aj	228 16%	1618 36%aj	70 23%aj	
NET: C2	1384 22%	-	-	1384 100%ad	-	-	1384 48%a	942 28%a	429 18%	48 9%	105 14%a	370 25%aj	433 27%ajm	262 24%aj	909 24%aj	52 10%	1220 24%a	205 16%	1120 24%a	58 20%	
NET: DE	1725 28%	-	-	-	1725 100%ad	-	1725 50%a	669 19%	1020 30%ajm	380 51%ajm	409 28%ajm	461 31%ajm	55 4%aj	55 4%aj	1089 28%ajm	210 5%aj	1211 23%aj	734 18%aj	890 20%aj	102 32%aj	
NET: ABC1	3050 50%	1136 100%ad	1913 100%ad	-	-	3050 100%a	-	2059 68%a	947 39%	78 15%	219 30%aj	670 45%aj	932 69%ajm	783 61%ajm	1821 48%aj	80 1%	2743 53%a	343 27%	2579 56%aj	128 40%aj	
NET: C2DE	3109 50%	-	-	1384 100%ad	1725 100%ad	-	3109 100%a	1611 44%	1449 39%	437 15%	514 30%aj	831 57%aj	652 49%ajm	317 20%	1998 51%ajm	453 13%	2431 47%	939 23%aj	2010 44%aj	160 40%aj	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QB4/QB5. What best describes the occupation of the main income earner in your household (inc retired participants)?

Table 7

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	643	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	319	250	69	15	240	49	16	14	6	21	11	24	30	20	52	44	32	6	43	
9%	5%	14%	9%	5%	10%	9%	5%	9%	2%	3%	2%	7%	8%	3%	15%	13%	9%	9%	10%	
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	817	699	119	42	594	118	67	39	27	70	44	39	38	76	132	109	57	14	104	
13%	13%	14%	28%	11%	23%	23%	23%	23%	11%	10%	9%	9%	7%	13%	16%	13%	11%	20%	23%	
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1825	1554	271	37	1543	143	88	50	64	216	147	132	148	182	256	236	163	13	129	
30%	26%	31%	22%	30%	28%	30%	29%	29%	26%	32%	29%	29%	27%	32%	32%	28%	31%	20%	29%	
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1394	1185	199	27	1224	86	50	24	63	168	122	136	144	147	148	179	117	16	70	
22%	22%	23%	16%	24%	17%	17%	14%	14%	26%	29%	24%	30%	29%	29%	18%	21%	15%	23%	16%	
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	853	768	85	18	751	53	31	19	44	97	94	58	90	60	103	128	78	5	47	
14%	13%	10%	10%	14%	10%	10%	11%	11%	16%	14%	16%	13%	17%	11%	13%	15%	15%	8%	10%	
Housewife / househusband	109	100	9	2	94	6	5	4	10	16	7	3	16	10	8	13	11	2	4	
2%	2%	1%	1%	2%	1%	2%	2%	2%	1%	2%	1%	1%	4%	2%	1%	2%	2%	2%	1%	
Unemployed	346	312	34	8	306	21	9	10	13	36	43	23	35	32	51	44	30	4	17	
6%	6%	4%	5%	6%	6%	4%	3%	6%	5%	5%	9%	5%	6%	6%	6%	5%	6%	7%	4%	
Student	89	81	7	*	58	18	9	3	3	6	3	2	8	1	12	17	6	-	18	
1%	1%	1%	*	1%	1%	2%	2%	2%	1%	1%	1%	*	1%	*	3%	2%	1%	-	2%	
Retired and living on a state pension	417	346	70	20	365	24	20	8	21	44	35	29	34	44	50	73	34	7	18	
7%	7%	8%	12%	7%	7%	5%	7%	4%	9%	7%	7%	7%	6%	9%	6%	9%	6%	10%	4%	
Prefer not to say	1	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	
*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: Retired	417	346	70	20	365	24	20	8	21	44	35	29	34	44	50	73	34	7	18	
7%	7%	8%	12%	7%	7%	5%	7%	4%	9%	7%	7%	7%	6%	9%	6%	9%	6%	10%	4%	
NET: AB	1136	949	187	56	834	167	83	53	33	91	55	63	69	86	184	154	90	20	147	
18%	18%	23%	33%	16%	25%	25%	31%	31%	13%	13%	11%	14%	13%	13%	23%	23%	17%	10%	23%	
NET: C1	1913	1635	278	37	1601	161	98	53	67	222	151	133	156	194	268	253	169	13	147	
31%	31%	32%	22%	31%	31%	33%	31%	31%	27%	32%	30%	30%	29%	32%	32%	30%	32%	20%	33%	
NET: C2	1384	1185	199	27	1224	86	50	24	63	168	122	136	144	147	148	179	117	16	70	
22%	22%	23%	16%	24%	17%	17%	14%	14%	26%	29%	24%	30%	29%	29%	18%	21%	15%	23%	16%	
NET: DE	1725	1527	198	47	1516	104	65	40	87	193	180	114	174	148	211	257	153	18	86	
28%	25%	23%	28%	25%	25%	20%	22%	23%	25%	29%	26%	16%	32%	28%	26%	31%	29%	27%	19%	
NET: ABC1	3090	2584	465	94	2435	327	180	106	100	313	206	197	224	280	451	406	258	33	294	
50%	49%	52%	56%	47%	43%	43%	45%	45%	40%	46%	41%	44%	41%	47%	52%	50%	47%	4%	49%	
NET: C2DE	3169	2712	397	74	2712	190	114	64	150	362	302	250	319	293	359	436	270	34	156	
50%	51%	46%	44%	51%	37%	39%	38%	38%	48%	54%	49%	46%	49%	51%	44%	52%	51%	51%	35%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QB4/QB5. What best describes the occupation of the main income earner in your household (inc retired participants)?

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3116	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	318	100	84	221	145	100	1	21	84	2	31	98	142	24	49	14	240	54	129	133	30	22	5	263	27	98	281
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	817	338	258	495	416	338	2	69	258	5	115	253	363	77	86	36	615	122	361	327	57	40	26	688	66	189	628
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1825	683	718	991	1026	683	15	161	718	18	283	570	752	254	172	72	1321	244	774	678	201	116	44	1453	161	407	1419
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1384	583	458	827	702	583	25	153	458	19	168	473	550	178	138	32	1024	170	576	532	162	75	31	1108	106	340	1044
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	853	334	270	492	428	334	23	58	270	40	97	271	318	133	83	45	589	129	365	298	108	52	27	662	78	244	610
Housewife / househusband	109	48	33	69	54	48	0	45	33	11	28	45	35	16	6	7	80	13	56	30	15	3	4	87	7	36	74
Unemployed	346	139	98	192	151	139	58	129	98	47	94	106	114	70	30	25	220	55	131	136	47	15	15	268	31	92	254
Student	89	33	14	48	31	33	8	19	14	40	10	14	40	18	6	0	54	15	37	37	10	1	4	74	4	37	51
Retired and living on a state pension	417	96	230	164	299	96	17	89	230	64	223	187	171	30	20	7	359	27	178	130	51	34	22	306	56	77	339
Prefer not to say	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Retired	417	96	230	164	299	96	17	89	230	64	223	187	171	30	20	7	359	27	178	130	51	34	22	306	56	77	339
NET: AB	1136	498	342	717	591	498	4	110	342	7	148	351	504	102	126	50	855	176	490	461	87	62	31	950	93	288	849
NET: C1	1913	716	732	1040	1057	716	24	180	732	23	293	584	752	273	178	81	1376	259	811	715	211	117	48	1527	165	444	1469
NET: C2	1384	583	458	827	702	583	25	153	458	19	168	473	550	178	138	32	1024	170	576	532	162	75	31	1108	106	340	1044
NET: DE	1725	616	631	917	931	616	108	321	631	163	442	610	639	248	140	84	1248	223	729	594	221	104	68	1323	172	449	1278
NET: ABC1	3050	1213	1074	1758	1618	1213	29	320	1074	30	439	934	1296	374	305	131	2231	435	1301	1176	298	179	79	2477	257	732	2318
NET: C2DE	3109	1199	1088	1744	1634	1199	133	474	1088	182	610	1053	1189	426	277	116	2272	393	1305	1126	383	179	99	2431	278	789	2320

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QB4/QB5. What best describes the occupation of the main income earner in your household (inc retired participants)?

Table 7

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41**	1676	4173	312	5898	117**	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
High managerial, administrative or professional - e.g. director, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	319	18	300	1*	75	231	13	312	4	1	1	318	1*	
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	817	32	782	4	169	621	28	784	21	3	5	808	4	
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1825	83	1729	13	383	1359	83	1776	20	17	9	1814	2	
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1384	59	1317	8	351	965	68	1317	30	22	11	1368	5	
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	853	41	807	5	216	562	75	813	20	7	9	837	7	
Housewife / househusband	109	15	93	2	48	52	10	101	8	*	*	109	-	
Unemployed	346	50	290	7	216	109	21	323	6	8	8	335	3	
Student	89	4	83	2	27	57	5	84	4	*	*	88	*	
Retired and living on a state pension	417	35	380	2	191	217	9	385	5	3	23	393	*	
Prefer not to say	1	-	1	-	1	-	-	1	-	-	-	1	-	
NET: Retired	417	35	380	2	191	217	9	385	5	3	23	393	*	
NET: AB	1136	50	1082	4	243	852	41	1096	25	5	6	1126	5	
NET: C1	1913	87	1812	14	410	1416	88	1861	24	18	9	1902	2	
NET: C2	1384	59	1317	8	351	965	68	1317	30	22	11	1368	5	
NET: DE	1725	140	1570	15	670	940	115	1623	39	13	40	1675	10	
NET: ABC1	3050	137	2894	16	653	2268	139	2957	69	22	15	3028	7	
NET: C2DE	3109	199	2887	23	1021	1905	183	2939	69	35	51	3043	15	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QB4/QB5. What best describes the occupation of the main income earner in your household (inc retired participants)?

Table 7

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
High managerial, administrative or professional - e.g. director (50+ people), judge, surgeon, school headmaster etc.	319	84	73	80	82	32	33	20	35	23	14	25	34	20	25	35	22				
	5%	5%	5%	5%	5%	6%	6%	4%	7%	5%	3%	5%	7%	4%	5%	7%	4%				
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	817	240	187	202	189	74	91	75	37	81	69	67	62	73	57	61	70				
	13%	15%	12%	13%	12%	15%	17%	15%	7%	16%	14%	13%	12%	15%	11%	15%	14%				
Supervisor, clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1825	480	442	461	442	148	174	158	163	129	150	155	150	156	142	158	141				
	30%	31%	29%	30%	29%	30%	35%	30%	31%	25%	30%	30%	29%	31%	28%	31%	27%				
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1384	334	349	335	366	98	111	124	124	112	113	113	110	112	131	111	124				
	22%	22%	23%	22%	24%	20%	21%	24%	23%	22%	23%	22%	21%	22%	26%	22%	24%				
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	853	187	231	221	214	75	49	63	82	76	73	66	83	72	74	68	71				
	14%	12%	15%	14%	14%	19%	9%	12%	19%	19%	18%	13%	19%	16%	19%	13%	14%				
Housewife / househusband	109	37	28	19	26	8	15	13	14	10	4	6	4	8	10	6	10				
	2%	2%	1%	2%	2%	2%	3%	2%	3%	2%	1%	1%	1%	2%	2%	1%	2%				
Unemployed	348	64	103	92	87	21	18	25	36	30	37	33	34	25	30	31	26				
	6%	4%	7%	6%	6%	4%	3%	5%	7%	6%	7%	6%	7%	5%	6%	6%	5%				
Student	89	16	17	34	21	1	7	8	10	5	3	14	8	12	6	6	9				
	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	3%	2%	2%	1%	1%	2%				
Retired and living on a state pension	417	106	105	95	110	34	33	40	32	42	31	38	33	24	29	35	46				
	7%	7%	7%	6%	7%	7%	6%	8%	6%	8%	6%	7%	6%	5%	6%	7%	9%				
Prefer not to say	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-				
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%				
NET: Retired	417	106	105	95	110	34	33	40	32	42	31	38	33	24	29	35	46				
	7%	7%	7%	6%	7%	7%	6%	8%	6%	8%	6%	7%	6%	5%	6%	7%	9%				
NET: AB	1136	325	280	282	270	106	125	94	72	104	83	92	96	93	82	96	92				
	18%	21%	17%	18%	18%	22%	25%	14%	14%	21%	17%	18%	19%	19%	16%	19%	18%				
NET: C1	1913	496	459	495	463	149	181	166	173	134	153	169	158	168	148	165	151				
	31%	32%	30%	32%	30%	30%	35%	32%	32%	26%	31%	33%	30%	33%	29%	32%	29%				
NET: C2	1384	334	349	335	366	98	111	124	124	112	113	113	110	112	131	111	124				
	22%	22%	23%	22%	24%	20%	21%	24%	23%	22%	23%	22%	21%	22%	26%	22%	24%				
NET: DE	1725	394	467	427	437	138	115	140	164	158	146	143	154	130	143	141	153				
	28%	29%	30%	29%	28%	28%	27%	27%	31%	30%	29%	29%	29%	26%	28%	28%	29%				
NET: ABC1	3050	821	719	777	733	255	305	261	245	238	236	282	254	261	230	261	243				
	50%	53%	47%	50%	48%	52%	57%	50%	46%	47%	46%	51%	49%	52%	46%	51%	47%				
NET: C2DE	3109	728	816	762	803	236	227	265	287	270	259	256	264	242	274	252	278				
	50%	47%	53%	50%	51%	46%	43%	50%	57%	53%	50%	49%	51%	48%	53%	49%	53%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p

QB6. Where do you live?

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
North East	280	55	195	22	228	127	123	21	24	41	40	54	45	24	45	82	123	69	228	21
North West	679	129	546	66	609	332	342	96	118	117	102	98	81	61	215	219	241	142	692	76
	77%	10%	17%	8%	17%	17%	17%	12%	14%	10%	12%	9%	11%	10%	11%	10%	10%	10%	11%	8%
Yorkshire/Humbeside	508	95	413	54	454	262	244	47	59	87	78	125	61	51	105	165	237	112	438	67
	8%	8%	8%	7%	8%	9%	8%	6%	7%	8%	6%	7%	7%	8%	6%	8%	9%	9%	8%	7%
East Midlands	440	87	361	72	378	221	227	51	62	69	75	76	59	55	113	145	190	114	392	55
	7%	7%	7%	9%	7%	7%	7%	6%	7%	6%	9%	7%	8%	9%	7%	7%	8%	8%	8%	6%
West Midlands	543	104	439	76	467	269	273	68	85	110	72	103	67	38	153	182	208	105	424	111
	9%	8%	9%	10%	9%	9%	9%	8%	10%	10%	9%	9%	9%	8%	9%	9%	8%	8%	8%	12%
East Anglia/East of England	873	114	458	52	520	288	305	60	75	114	74	114	70	65	135	188	250	136	495	67
	9%	9%	9%	7%	10%	9%	10%	7%	9%	10%	9%	10%	9%	10%	8%	10%	10%	10%	10%	7%
London/Greater London	810	173	637	144	666	409	400	163	140	183	104	111	69	40	304	286	220	108	460	335
	13%	14%	13%	14%	14%	14%	13%	12%	10%	12%	10%	10%	9%	6%	14%	14%	14%	9%	8%	15%
South East	843	158	685	117	726	401	442	124	109	147	79	165	110	110	232	226	385	219	718	119
	14%	13%	14%	15%	14%	13%	14%	10%	12%	13%	10%	14%	14%	17%	14%	12%	16%	16%	14%	13%
South West	529	110	418	67	461	246	281	61	67	77	70	96	73	84	128	148	253	157	500	28
	9%	9%	8%	9%	9%	8%	9%	7%	8%	7%	8%	9%	10%	10%	8%	8%	10%	11%	10%	3%
Highlands & Islands of Scotland	67	-	67	9	58	27	40	2	5	3	17	18	9	12	7	20	39	21	46	1
	1%	-	1%	1%	1%	1%	1%	-	1%	-	2%	2%	1%	2%	-	1%	2%	2%	1%	-
Rest of Scotland	450	118	332	50	400	222	226	66	71	84	57	80	56	37	137	140	173	93	407	39
	7%	14%	7%	6%	7%	7%	7%	8%	8%	7%	7%	7%	7%	6%	8%	7%	7%	7%	8%	4%
Wales	286	53	241	39	256	144	150	40	30	56	36	58	41	33	70	93	133	74	276	17
	5%	4%	5%	5%	5%	5%	5%	5%	3%	5%	4%	5%	5%	5%	4%	5%	5%	5%	5%	2%
Northern Ireland	170	37	133	20	151	83	87	24	22	34	26	29	19	16	46	60	65	35	163	7
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	1%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	6178	1024	4153	672	4506	2534	2637	690	739	945	695	945	634	529	1430	1641	2107	1163	4246	879
	84%	83%	84%	85%	84%	84%	84%	84%	85%	84%	84%	84%	83%	84%	85%	84%	84%	84%	84%	83%
NET: Scotland	817	118	399	59	458	249	265	68	76	86	74	97	65	50	144	161	212	115	473	41
	8%	10%	8%	7%	9%	8%	8%	8%	9%	8%	9%	9%	9%	8%	9%	8%	8%	8%	8%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QB6. Where do you live?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
North East	290	33	67	63	137	100	150	131	115	22	34	77	62	26	173	22	207	47	191	12
		3%	4%	5%	4%	4%	3%	4%	3%	4%	3%	4%	4%	2%	3%	4%	4%	4%	4%	4%
North West	678	91	222	168	193	313	362	423	235	45	82	165	166	108	412	47	543	111	509	95
	17%	8%	12%	12%	11%	10%	12%	12%	10%	9%	11%	11%	10%	10%	11%	9%	10%	9%	11%	10%
Yorkshire/Humber	508	55	151	122	180	206	302	291	210	50	73	155	120	76	348	51	439	128	364	15
	8%	5%	9%	8%	10%	7%	9%	10%	9%	10%	10%	10%	8%	9%	10%	8%	9%	8%	8%	5%
East Midlands	448	63	133	139	114	197	250	280	181	28	68	107	130	76	305	28	396	91	345	12
	7%	6%	7%	7%	7%	6%	8%	7%	8%	5%	9%	7%	8%	7%	8%	5%	8%	7%	8%	4%
West Midlands	543	69	156	144	174	224	319	306	232	53	59	150	135	61	344	55	435	139	386	19
	9%	6%	9%	10%	10%	7%	9%	10%	8%	10%	9%	10%	9%	6%	10%	8%	9%	8%	8%	6%
East Anglia/East of England	573	96	184	147	146	280	293	343	222	53	67	113	148	113	328	53	463	115	419	38
	9%	8%	10%	11%	8%	9%	9%	9%	9%	10%	9%	8%	9%	10%	9%	10%	9%	9%	9%	13%
London/Greater London	810	184	269	148	211	451	359	580	224	64	76	184	231	176	491	67	706	160	609	41
	13%	12%	11%	11%	12%	11%	12%	12%	12%	12%	12%	12%	12%	12%	12%	14%	14%	12%	12%	14%
South East	843	154	253	179	257	406	436	464	359	60	109	194	217	169	520	62	732	198	623	22
	14%	14%	13%	13%	15%	13%	14%	13%	13%	12%	15%	13%	14%	15%	14%	12%	14%	12%	14%	8%
South West	529	90	169	117	153	258	270	282	237	53	63	129	139	95	331	58	450	112	393	23
	9%	8%	9%	8%	9%	8%	9%	9%	9%	10%	9%	9%	9%	9%	11%	9%	11%	9%	9%	8%
Highlands & Islands of Scotland	67	20	13	16	18	33	34	29	36	8	4	21	16	12	41	8	54	11	51	5
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Rest of Scotland	460	147	147	70	86	304	196	281	165	35	40	101	111	100	252	36	368	70	362	18
	7%	10%	9%	9%	7%	9%	10%	9%	8%	7%	7%	7%	7%	7%	7%	7%	7%	5%	5%	6%
Wales	295	83	98	50	65	180	114	177	116	32	31	72	69	53	172	32	244	66	213	16
	5%	5%	5%	4%	4%	5%	4%	5%	5%	6%	4%	5%	4%	5%	5%	6%	5%	5%	5%	6%
Northern Ireland	170	53	53	24	40	106	64	102	67	13	26	35	40	34	101	13	136	37	123	10
	3%	3%	3%	2%	2%	3%	2%	3%	3%	3%	4%	2%	3%	3%	3%	3%	3%	3%	3%	4%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	5178	834	1601	1224	1516	2435	2741	3081	2015	428	631	1272	1348	901	3252	444	4373	1100	3840	238
	84%	72%	84%	84%	84%	80%	84%	84%	84%	82%	86%	85%	85%	82%	84%	83%	84%	86%	84%	83%
NET: Scotland	817	192	191	86	104	227	190	310	201	42	45	122	127	112	294	44	420	81	413	23
	8%	10%	9%	6%	6%	11%	6%	8%	8%	8%	8%	8%	8%	10%	8%	8%	8%	6%	6%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QB6. Where do you live?

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
North East	290	220	30	1	250	-	-	-	250	-	-	-	-	-	-	-	-	-	-	
	4%	5%	2%	1%	8%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	
North West	675	609	66	10	675	-	-	-	-	675	-	-	-	-	-	-	-	-	-	
	11%	11%	8%	6%	13%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	
Yorkshire/Humber	508	441	67	7	508	-	-	-	-	-	508	-	-	-	-	-	-	-	-	
	8%	8%	8%	4%	9%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	
East Midlands	448	386	62	2	448	-	-	-	-	-	-	448	-	-	-	-	-	-	-	
	7%	7%	7%	1%	9%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	
West Midlands	543	466	77	5	543	-	-	-	-	-	-	-	543	-	-	-	-	-	-	
	9%	9%	9%	3%	9%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	
East Anglia/East of England	573	459	114	3	573	-	-	-	-	-	-	-	-	573	-	-	-	-	-	
	9%	9%	19%	2%	11%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	
London/Greater London	810	806	4	-	810	-	-	-	-	-	-	-	-	-	810	-	-	-	-	
	13%	13%	-	-	9%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	
South East	843	725	117	4	843	-	-	-	-	-	-	-	-	-	-	843	-	-	-	
	14%	14%	14%	2%	16%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	
South West	529	412	117	23	529	-	-	-	-	-	-	-	-	-	-	-	529	-	-	
	9%	9%	14%	4%	9%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	
Highlands & Islands of Scotland	67	46	21	19	-	67	-	-	-	-	-	-	-	-	-	-	-	67	-	
	1%	1%	2%	12%	-	13%	-	-	-	-	-	-	-	-	-	-	-	100%	-	
Rest of Scotland	450	384	67	35	-	450	-	-	-	-	-	-	-	-	-	-	-	-	450	
	7%	7%	8%	21%	-	92%	-	-	-	-	-	-	-	-	-	-	-	-	100%	
Wales	295	225	70	30	-	-	295	-	-	-	-	-	-	-	-	-	-	-	-	
	5%	4%	9%	19%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	
Northern Ireland	170	118	52	20	-	-	-	170	-	-	-	-	-	-	-	-	-	-	-	
	3%	2%	9%	12%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: England	5178	4525	653	54	5178	-	-	-	250	675	508	448	543	573	810	843	529	-	-	
	84%	84%	74%	33%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	
NET: Scotland	817	420	87	55	-	517	-	-	-	-	-	-	-	-	-	-	-	67	450	
	8%	8%	10%	33%	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	100%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
 * small base

QB6. Where do you live?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
North East	260	94	98	133	136	94	8	42	16	10	51	88	100	25	23	10	188	33	108	84	22	18	15	192	23	53	197	
45%		4%	4%	4%	4%	4%	3%	6%	4%	5%	5%	4%	4%	3%	4%	4%	4%	4%	4%	4%	4%	3%	5%	5%	4%	4%	4%	
North West	675	274	232	391	349	274	16	85	232	19	97	221	281	95	57	19	502	76	293	265	62	37	13	558	50	207	468	
71%		17%	17%	17%	17%	17%	10%	17%	17%	9%	9%	17%	17%	12%	10%	8%	17%	9%	17%	12%	9%	10%	7%	17%	9%	14%	10%	
Yorkshire/Humbeside	508	193	197	276	280	193	10	69	197	24	103	151	203	69	59	25	354	83	220	151	79	27	27	372	54	127	381	
8%		8%	9%	9%	9%	8%	6%	9%	9%	17%	10%	7%	8%	9%	10%	10%	8%	10%	8%	7%	12%	8%	15%	10%	8%	10%	8%	
East Midlands	448	170	176	242	248	170	5	53	176	18	88	166	182	50	35	16	348	50	189	168	43	34	13	357	47	95	353	
7%		7%	8%	7%	8%	7%	3%	7%	8%	9%	8%	8%	7%	6%	6%	6%	8%	6%	7%	7%	6%	10%	7%	7%	9%	6%	8%	
West Midlands	543	214	186	319	291	214	11	74	186	21	96	190	219	65	40	21	409	61	201	218	59	42	20	418	62	155	388	
9%		9%	9%	9%	9%	9%	7%	10%	9%	10%	9%	9%	9%	8%	7%	8%	9%	7%	8%	9%	9%	12%	17%	9%	12%	10%	8%	
East Anglia/East of England	573	197	227	309	339	197	20	63	227	28	114	182	249	68	54	18	431	72	222	237	64	31	16	499	47	145	428	
9%		8%	9%	9%	10%	8%	12%	8%	10%	13%	17%	9%	10%	9%	9%	7%	10%	9%	9%	10%	9%	9%	9%	9%	9%	10%	9%	
London/Greater London	810	327	190	556	354	327	10	75	196	22	76	190	405	114	69	30	595	98	319	349	53	40	5	667	45	246	564	
13%		16%	9%	16%	11%	16%	12%	10%	9%	10%	7%	9%	16%	14%	12%	12%	12%	12%	12%	12%	14%	14%	11%	3%	14%	8%	16%	12%
South East	843	318	309	449	439	318	24	110	309	13	150	321	290	115	84	32	611	116	399	292	92	38	21	691	59	200	643	
14%		13%	14%	13%	13%	13%	13%	14%	14%	8%	13%	14%	12%	14%	14%	13%	14%	14%	14%	13%	13%	17%	12%	14%	17%	13%	14%	
South West	529	175	220	270	315	175	16	64	220	27	117	199	170	64	61	31	369	92	209	195	52	38	28	404	67	99	431	
8%		7%	10%	8%	10%	7%	10%	8%	10%	13%	17%	10%	7%	8%	10%	13%	8%	11%	8%	8%	8%	17%	16%	8%	12%	6%	9%	
Highlands & Islands of Scotland	67	31	27	39	35	31	4	16	27	4	16	3	24	6	4	2	55	6	40	24	1	2	-	64	2	9	58	
1%		7%	7%	7%	7%	7%	2%	2%	7%	2%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	
Rest of Scotland	480	180	134	265	219	180	11	58	134	12	62	136	190	55	52	17	326	69	189	168	58	28	7	356	35	80	370	
7%		7%	6%	8%	7%	7%	7%	8%	6%	6%	6%	7%	8%	7%	9%	7%	7%	8%	7%	7%	8%	8%	4%	7%	7%	5%	9%	
Wales	295	101	111	158	167	101	11	32	111	12	52	92	113	46	28	14	205	42	137	95	35	16	10	232	25	67	228	
9%		6%	9%	9%	9%	6%	4%	4%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	
Northern Ireland	170	67	52	95	81	67	5	25	52	3	21	50	60	29	19	12	111	31	81	58	21	6	3	140	10	40	131	
3%		3%	2%	3%	2%	3%	3%	3%	2%	2%	2%	2%	2%	4%	3%	5%	2%	4%	3%	3%	3%	2%	2%	3%	2%	3%	3%	
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: England	5178	2033	1839	2945	2750	2033	129	633	1839	182	898	1707	2099	664	480	201	3606	682	2159	1998	568	306	158	4117	464	1325	3853	
84%		84%	84%	84%	83%	84%	81%	83%	85%	85%	86%	85%	84%	83%	82%	83%	85%	82%	83%	83%	83%	86%	84%	87%	84%	87%	83%	
NET: Scotland	517	211	161	304	254	211	14	73	161	16	77	167	214	61	56	19	381	75	229	192	59	29	7	420	36	89	428	
8%		9%	7%	8%	8%	9%	8%	10%	7%	7%	7%	8%	9%	8%	10%	8%	8%	9%	9%	8%	9%	8%	4%	9%	7%	6%	9%	

QB6. Where do you live?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2464	191	3551	69	38	46	3657	15
North East	290	14	234	3	78	165	6	238	1	7	3	246	1
4%		4%			9%	4%	2%	4%	1%	12% _{gh}	4%	4%	3%
North West	675	29	639	7	175	464	35	639	18	7	3	664	7
11%		9%	11%	16%	10%	11%	11%	11%	16%	12%	5%	11%	32%
Yorkshire/Humbeside	509	29	475	3	133	357	18	462	7	5	12	494	2
8%		9%		8%	8%	9%	8%	8%	6%	9%	13% _{gh}	8%	7%
East Midlands	448	28	416	4	132	300	16	430	5	5	6	440	2
7%		8%	7%	9%	8%	7%	5%	7%	4%	9%	10%	7%	7%
West Midlands	843	27	513	3	169	346	29	517	15	1	8	532	3
9%		8%	9%	7%	10%	9%	9%	9%	12%	2%	11%	9%	13%
East Anglia/East of England	573	36	532	4	148	385	40	559	11	-	4	569	-
9%		11%	9%	10%	9%	9%	13%	9%	9%	-	7%	9%	-
London/Greater London	810	39	769	4	156	606	45	792	12	2	4	805	-
13%		11%	13%	11%	9%	16% _d	16% _d	13%	10%	4%	6%	13%	-
South East	843	57	785	-	220	578	45	808	14	12	4	835	4
14%		18% _{gh}	14% _{gh}	-	13%	14%	14%	14%	12%	12% _{gh}	6%	14%	17%
South West	529	21	501	7	163	334	31	498	14	6	9	518	1
9%		6%	9%	16%	10%	8%	10%	8%	12%	11%	14%	9%	7%
Highlands & Islands of Scotland	67	3	64	*	31	35	1	67	-	-	-	67	-
1%		1%	1%	*	1%	1%	*	1%	-	-	-	1%	-
Rest of Scotland	480	26	422	2	135	290	25	427	10	7	5	443	2
7%		8%	7%	5%	8%	7%	8%	7%	8%	12%	8%	7%	9%
Wales	295	18	274	3	92	189	13	278	8	3	6	289	*
9%		6%	9%	7%	6%	9%	4%	9%	7%	6%	9%	9%	2%
Northern Ireland	170	10	158	2	45	119	7	165	3	1	1	169	*
3%		3%	3%	5%	3%	3%	2%	3%	3%	2%	1%	3%	2%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	5178	279	4864	34	1372	3540	265	4961	97	47	54	5104	19
84%		83%	84%	83%	13% _d	82%	83%	84%	82%	82%	83%	84%	86%
NET: Scotland	517	29	486	2	166	325	26	494	10	7	5	510	2
8%		9%	8%	5%	16% _d	8%	8%	8%	8%	12%	8%	8%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QB6. Where do you live?

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
North East	250	63	62	62	62	22	21	20	20	22	20	22	20	21	21	21	21				
4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%				
North West	678	170	168	169	168	53	50	67	61	51	55	55	55	59	62	52	55				
11%	11%	11%	11%	11%	11%	9%	9%	13%	12%	10%	11%	11%	11%	12%	12%	10%	10%				
Yorkshire/Humberside	608	128	126	127	127	41	39	48	43	42	42	47	42	38	42	43	41				
8%	8%	8%	8%	8%	8%	8%	7%	9%	8%	8%	9%	9%	8%	8%	8%	8%	8%				
East Midlands	448	113	112	112	112	36	42	35	39	36	37	39	35	38	37	37	37				
7%	7%	7%	7%	7%	7%	7%	8%	7%	7%	7%	7%	8%	7%	8%	8%	7%	7%				
West Midlands	643	137	135	136	135	43	46	48	48	43	44	47	45	43	45	43	47				
9%	9%	9%	9%	9%	9%	9%	9%	9%	9%	8%	9%	9%	9%	9%	9%	8%	9%				
East Anglia/East of England	673	144	143	143	143	48	50	47	54	43	46	44	54	44	46	45	52				
9%	9%	9%	9%	9%	9%	10%	9%	9%	10%	8%	9%	9%	10%	9%	9%	9%	10%				
London/Greater London	810	204	202	202	202	58	79	68	65	73	64	64	63	75	65	67	70				
13%	13%	13%	13%	13%	13%	12%	15%	13%	12%	14%	13%	12%	12%	15%	13%	13%	13%				
South East	843	211	210	211	211	67	70	74	73	70	68	71	72	68	72	68	70				
14%	14%	14%	14%	14%	14%	14%	13%	14%	14%	14%	14%	14%	14%	14%	14%	13%	13%				
South West	629	133	132	132	132	39	45	49	51	38	43	43	45	44	46	45	41				
9%	9%	9%	9%	9%	9%	8%	9%	9%	10%	7%	9%	8%	9%	9%	9%	9%	8%				
Highlands & Islands of Scotland	67	18	15	14	20	9	3	6	7	4	4	7	3	5	2	9	9				
1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	2%				
Rest of Scotland	460	112	114	115	109	40	43	29	33	43	37	37	42	36	30	44	35				
7%	7%	7%	7%	7%	7%	8%	8%	5%	6%	9%	8%	7%	8%	7%	6%	9%	7%				
Wales	285	74	73	74	74	23	29	22	25	27	21	27	27	19	20	22	31				
5%	5%	5%	5%	5%	5%	5%	5%	4%	5%	5%	4%	5%	5%	4%	4%	4%	6%				
Northern Ireland	170	43	42	43	42	13	16	13	14	14	15	15	16	13	12	17	13				
3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	2%	3%	3%				
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
NET: England	5178	1303	1290	1294	1291	406	441	456	454	418	419	433	431	430	439	420	432				
84%	84%	84%	84%	84%	84%	83%	83%	87%	86%	82%	84%	84%	83%	86%	87%	82%	83%				
NET: Scotland	517	130	129	129	129	49	46	35	40	48	41	44	44	41	32	53	44				
8%	8%	8%	8%	8%	8%	10%	9%	7%	7%	9%	8%	8%	8%	8%	6%	10%	8%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QB6b. Which of the following best describes where you live?

Base : All Participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2862	3185	791	817	1134	805	1152	852	809	1808	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	3371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Large City (population: more than 500,000)	1035	213	821	151	884	509	523	201	187	234	135	136	89	53	388	369	278	143	609	408
17%						17%	17%	24% <i>klm</i>	22% <i>klm</i>	21% <i>klm</i>	19% <i>klm</i>	12%	12%	9%	23% <i>opq</i>	19% <i>opq</i>	11%	10%	12%	43% <i>rst</i>
Smaller City or Large town (population: 100,000 - 500,000)	1169	203	969	176	991	599	565	185	212	205	170	195	115	88	397	375	397	203	897	265
19%						20%	18%	23% <i>klm</i>	24% <i>klm</i>	18%	23% <i>klm</i>	17%	15%	14%	23% <i>opq</i>	19% <i>opq</i>	16%	15%	17%	23% <i>rst</i>
Medium town (population: 15,000 - 99,999)	1849	403	1446	212	1636	917	929	230	242	365	224	358	247	182	472	589	788	429	1640	199
30%						30%	30%	28%	28%	33% <i>klm</i>	27%	32%	33%	29%	28%	30%	31%	31%	33%	27%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	1016	294	723	106	911	482	534	118	113	163	135	201	140	146	230	298	488	287	967	46
17%						16%	17%	14%	13%	15%	16%	19% <i>h</i>	19% <i>h</i>	24% <i>ghlm</i>	14%	15%	19% <i>no</i>	21% <i>no</i>	19% <i>s</i>	5%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	229	24	205	28	202	107	123	18	15	33	31	57	42	34	33	63	133	75	213	11
4%						4%	4%	2%	2%	3%	4%	8% <i>ghlm</i>	8% <i>ghlm</i>	8% <i>ghlm</i>	2%	3%	8% <i>no</i>	8% <i>no</i>	4% <i>s</i>	1%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	695	94	601	91	604	335	360	58	83	103	107	153	95	95	141	211	343	190	658	24
11%						11%	11%	7%	10%	9%	13% <i>ghl</i>	14% <i>ghlm</i>	13% <i>gh</i>	15% <i>ghl</i>	8%	11%	14% <i>no</i>	14% <i>no</i>	13% <i>s</i>	2%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	167	5	162	24	143	61	106	13	16	19	30	30	32	28	28	49	90	60	165	2
3%						2%	3%	2%	2%	2%	4% <i>gh</i>	3%	4% <i>ghlm</i>	4% <i>ghl</i>	2%	3%	4% <i>h</i>	4% <i>h</i>	3% <i>s</i>	
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	5298	1134	4165	674	4624	2015	2674	751	789	999	695	947	632	505	1520	1694	2084	1137	4325	918
86%						87%	85%	61% <i>klm</i>	69% <i>klm</i>	69% <i>klm</i>	83%	84%	83%	80%	90% <i>opq</i>	87% <i>opq</i>	83%	82%	84%	97% <i>rst</i>
NET Rural including Remote	862	99	763	115	747	395	466	71	98	123	137	183	127	123	169	260	433	250	833	25
14%						13%	15%	9%	11%	11%	13% <i>ghl</i>	13% <i>ghlm</i>	13% <i>ghl</i>	13% <i>ghl</i>	10%	13% <i>h</i>	13% <i>h</i>	13% <i>h</i>	13% <i>s</i>	3%
NET Rural excluding Remote	695	94	601	91	604	335	360	58	83	103	107	153	95	95	141	211	343	190	658	24
11%						11%	11%	7%	10%	9%	13% <i>ghl</i>	14% <i>ghlm</i>	13% <i>gh</i>	15% <i>ghl</i>	8%	11%	14% <i>no</i>	14% <i>no</i>	13% <i>s</i>	2%
NET Remote Rural	167	5	162	24	143	61	106	13	16	19	30	30	32	28	28	49	90	60	165	2
2%						2%	3%	2%	2%	2%	4% <i>gh</i>	3%	4% <i>ghlm</i>	4% <i>ghl</i>	2%	3%	4% <i>h</i>	4% <i>h</i>	3% <i>s</i>	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QB6b. Which of the following best describes where you live?

Base : All Participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Large City (population: more than 500,000)	1035	226	335	205	269	561	474	720	290	82	109	233	200	205	632	85	883	190	787	58
17%	29%	18%	15%	16%	15%	15%	12%	16%	15%	16%	15%	16%	15%	17%	16%	17%	15%	17%	20%	
Smaller City or Large town (population: 100,000 - 500,000)	1169	189	377	239	364	566	603	735	416	115	157	286	309	180	752	120	985	283	831	55
19%	17%	20%	17%	17%	21%	19%	19%	19%	17%	22%	21%	19%	20%	16%	20%	22%	19%	22%	18%	19%
Medium town (population: 15,000 - 99,999)	1849	298	547	445	557	846	1002	1069	755	137	206	479	476	331	1162	143	1559	412	1362	75
30%	26%	29%	32%	32%	28%	32%	29%	31%	27%	27%	28%	32%	30%	30%	30%	27%	30%	32%	30%	26%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	1016	196	302	239	279	499	518	570	432	85	125	236	254	162	614	88	828	181	779	56
17%	17%	16%	17%	16%	16%	17%	16%	16%	13%	17%	17%	16%	16%	13%	16%	17%	16%	14%	17%	19%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	229	40	73	57	59	113	117	107	118	33	71	35	32	133	34	172	47	167	15	5%
4%	3%	4%	4%	3%	4%	4%	3%	3%	5%	3%	4%	2%	3%	3%	5%	3%	3%	4%	4%	
Rural area (population: less than 2,000) less than 10 miles from a large settlement	695	131	241	172	151	372	323	379	308	38	92	162	168	163	422	38	615	132	538	25
11%	12%	13%	12%	9%	12%	10%	10%	10%	13%	7%	13%	11%	11%	10%	11%	7%	12%	10%	12%	9%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	167	56	37	27	47	94	74	81	81	25	18	35	52	27	104	25	133	38	125	4
3%	5%	2%	2%	3%	3%	2%	2%	2%	3%	5%	2%	3%	3%	2%	3%	5%	3%	3%	3%	2%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	8298	949	1635	1185	1527	2584	2712	3210	2010	452	623	1305	1364	910	3292	470	4427	1114	3926	258
86%	84%	85%	86%	85%	85%	86%	85%	84%	84%	85%	85%	85%	85%	83%	85%	86%	86%	87%	86%	90%
NET Rural including Remote	862	117	273	189	198	405	397	460	367	63	110	196	220	160	520	63	748	170	663	29
14%	18%	19%	14%	11%	15%	12%	12%	13%	9%	12%	15%	13%	14%	13%	14%	12%	13%	13%	14%	10%
NET Rural excluding Remote	695	131	241	172	151	372	323	379	308	38	92	162	168	163	422	38	615	132	538	25
11%	12%	13%	12%	9%	12%	10%	10%	10%	13%	7%	13%	11%	11%	10%	11%	7%	12%	10%	12%	9%
NET Remote Rural	167	56	37	27	47	94	74	81	81	25	18	35	52	27	104	25	133	38	125	4
3%	5%	2%	2%	3%	3%	2%	2%	2%	3%	5%	2%	3%	3%	2%	3%	5%	3%	3%	3%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QB6b. Which of the following best describes where you live?

Base : All Participants

	Rurality			Nation				Region												
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	810	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Large City (population: more than 500,000)	1035	1035	-	-	679	62	2	1	-	50	27	1	100	1	781	9	10	-	62	
17%	16%ab	-	-	-	41%ab	45%ab	1%	1%	-	16%ab	8%ab	-	19%ab	-	30%ab	1%	6%ab	-	42%ab	
Smaller City or Large town (population: 100,000 - 500,000)	1169	1169	-	-	1028	73	40	27	54	130	151	109	162	110	3	104	144	4	69	
19%	22%ab	-	-	-	26%ab	14%	14%	16%	12%ab	19%ab	30%ab	24%ab	30%ab	19%ab	-	20%ab	27%ab	7%ab	18%ab	
Medium town (population: 15,000 - 99,999)	1849	1849	-	-	1631	99	63	56	112	313	147	133	130	237	14	407	137	6	93	
30%	13%ab	-	-	-	31%ab	19%	21%	32%ab	40%ab	46%ab	29%ab	30%ab	24%ab	41%ab	2%	49%ab	26%ab	9%ab	21%ab	
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	1016	1016	-	-	799	111	93	22	52	103	113	137	66	95	7	134	83	4	107	
17%	15%ab	-	-	-	15%	22%ab	32%ab	13%	21%ab	19%ab	22%ab	31%ab	12%ab	17%ab	7%	18%ab	16%ab	7%ab	24%ab	
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	229	229	-	-	97	94	26	13	2	13	2	5	9	15	2	11	38	31	63	
4%	4%ab	-	-	-	2%	16%ab	9%ab	7%ab	7%	2%ab	-	1%	1%	3%ab	-	1%	7%ab	47%ab	14%ab	
Rural area (population: less than 2,000) less than 10 miles from a large settlement	695	-	695	-	598	32	40	24	29	56	60	60	71	111	4	113	94	1	31	
11%	-	81%ab	-	-	12%ab	6%	14%ab	14%ab	12%ab	9%ab	12%ab	12%ab	12%ab	19%ab	-	13%ab	18%ab	2%	7%ab	
Rural area (population: less than 2,000) more than 10 miles from a large settlement	167	-	167	167	54	95	30	28	1	10	7	-	5	3	-	4	23	10	35	
3%	-	16%ab	100%ab	-	7%	11%ab	16%ab	16%ab	-	1%ab	1%ab	-	1%ab	7%	-	-	4%ab	29%ab	9%ab	
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Urban	5298	5298	-	-	4525	430	225	118	220	609	441	386	466	459	806	725	412	46	384	
86%	100%ab	-	-	-	41%ab	33%ab	76%ab	70%	29%ab	36%ab	27%ab	29%ab	26%ab	80%	100%ab	52%ab	78%	69%	69%ab	
NET Rural including Remote	862	-	862	167	693	67	70	52	30	60	67	62	77	114	4	117	117	21	67	
14%	-	100%ab	100%ab	-	13%	17%ab	24%ab	30%ab	12%ab	10%ab	13%ab	14%ab	14%ab	35%ab	-	14%ab	22%ab	31%ab	10%ab	
NET Rural excluding Remote	695	-	695	-	598	32	40	24	29	56	60	60	71	111	4	113	94	1	31	
11%	-	16%ab	-	-	12%ab	6%	14%ab	14%ab	12%ab	9%ab	12%ab	12%ab	12%ab	19%ab	-	13%ab	18%ab	2%	7%ab	
NET Remote Rural	167	-	167	167	54	95	30	28	1	10	7	-	5	3	-	4	23	10	35	
3%	-	16%ab	100%ab	-	7%	11%ab	16%ab	16%ab	-	1%ab	1%ab	-	1%ab	7%	-	-	4%ab	29%ab	9%ab	

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QB6b. Which of the following best describes where you live?

Table 9

Base : All Participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1316	2075	1964	1429	110	536	1316	141	701	1219	1471	508	351	152	2891	503	1582	1381	408	211	112	2963	323	901	2816	
Large City (population: more than 500,000)	1035	425	257	604	496	425	28	102	257	28	98	257	500	143	93	38	757	131	424	436	176	48	12	860	81	112	723	
	17%	20% <i>ab</i>	12%	28% <i>ab</i>	14% <i>ab</i>	20% <i>a</i>	17%	13%	12%	13%	9%	17%	20% <i>ab</i>	18% <i>a</i>	16%	19%	17% <i>a</i>	16%	18% <i>a</i>	19% <i>ab</i>	19% <i>ab</i>	14%	7%	17% <i>a</i>	17%	11%	16%	
Smaller City or Large town (population: 100,000 - 500,000)	1169	489	368	682	561	489	39	142	368	42	161	388	446	170	103	55	834	159	511	442	112	52	38	953	91	309	860	
	19%	28% <i>ab</i>	17%	19%	17%	20%	25%	19%	17%	20%	15%	19%	18%	21%	18%	22%	19%	19%	20%	19%	17%	15%	22%	19%	17%	20%	19%	
Medium town (population: 15,000 - 99,999)	1849	680	669	1001	990	680	44	232	669	54	333	647	699	248	178	71	1346	248	799	667	218	113	44	1466	157	442	1407	
	30%	28%	31%	29%	30%	28%	28%	30%	31%	29%	32%	32% <i>a</i>	28%	31%	30%	29%	30%	30%	31%	29%	32%	31%	23%	30%	29%	29%	30%	
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	1016	397	383	565	551	397	22	139	383	39	200	316	429	127	102	40	745	142	409	377	119	67	40	786	108	225	791	
	17%	16%	18%	16%	17%	16%	14%	18%	18%	18%	19%	16%	17%	16%	17%	16%	17%	17%	16%	16%	17%	19%	23%	16%	17%	15%	17%	
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	229	87	101	117	131	87	11	45	101	21	54	98	65	32	23	11	163	34	117	63	28	14	7	179	21	46	184	
	4%	4%	5%	3%	4%	4%	7%	8% <i>a</i>	5%	10% <i>a</i>	5%	8% <i>a</i>	6%	4%	4%	5%	4%	4%	4% <i>a</i>	3%	4%	4%	4%	4%	4%	3%	4%	
Rural area (population: less than 2,000) less than 10 miles from a large settlement	685	222	308	357	443	222	9	82	308	17	160	241	283	60	72	29	524	101	283	261	67	10%	15%	29	544	82	148	549
	17%	9%	14% <i>ab</i>	10%	14% <i>ab</i>	9%	6%	11%	14% <i>a</i>	8%	15% <i>a</i>	12% <i>ab</i>	11% <i>ab</i>	7%	12% <i>ab</i>	12%	12% <i>ab</i>	12% <i>ab</i>	11%	11%	10%	15%	17% <i>a</i>	11%	15% <i>ab</i>	10%	12%	
Rural area (population: less than 2,000) more than 10 miles from a large settlement	167	54	76	87	109	54	6	23	76	11	43	69	83	20	12	3	132	15	85	56	9	11	6	141	17	40	127	
	3%	2%	4% <i>a</i>	2%	3%	2%	4%	3%	4%	5%	4%	3%	3%	3%	2%	1%	3%	2%	3% <i>a</i>	2%	7%	3%	3%	3%	3%	3%	3%	
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Urban	5298	2137	1779	3059	2701	2137	144	659	1779	184	846	1707	2139	720	499	214	3846	713	2236	1888	605	294	143	4224	437	1334	3984	
	86%	18% <i>ab</i>	82%	19% <i>ab</i>	83%	89%	30%	86%	82%	81%	89%	89%	89%	85% <i>ab</i>	86%	87%	86%	86%	85% <i>a</i>	84% <i>a</i>	85% <i>a</i>	82%	80%	82%	82%	85%		
NET Rural including Remote	862	276	384	443	552	276	16	105	384	28	203	310	346	80	84	32	657	116	368	317	76	64	35	665	98	186	676	
	14%	11%	16% <i>ab</i>	13%	17% <i>ab</i>	11%	10%	14%	18%	13%	19%	16% <i>ab</i>	14% <i>ab</i>	10%	14% <i>ab</i>	13%	16% <i>ab</i>	14% <i>ab</i>	14%	14%	11%	16% <i>a</i>	16% <i>a</i>	14%	16% <i>ab</i>	12%	15%	
NET Rural excluding Remote	685	222	308	357	443	222	9	82	308	17	160	241	283	60	72	29	524	101	283	261	67	52	29	544	82	146	549	
	11%	9%	14% <i>ab</i>	10%	14% <i>ab</i>	9%	6%	11%	14% <i>a</i>	8%	15% <i>a</i>	12% <i>ab</i>	11% <i>ab</i>	7%	12% <i>ab</i>	12%	12% <i>ab</i>	12% <i>ab</i>	11%	11%	10%	15%	17% <i>a</i>	11%	15% <i>ab</i>	10%	12%	
NET Remote Rural	167	54	76	87	109	54	6	23	76	11	43	69	83	20	12	3	132	15	85	56	9	11	6	141	17	40	127	
	3%	2%	4% <i>a</i>	2%	3%	2%	4%	3%	4%	5%	4%	3%	3%	3%	2%	1%	3%	2%	3% <i>a</i>	2%	7%	3%	3%	3%	3%	3%	3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QB6b. Which of the following best describes where you live?

Base : All Participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Large City (population: more than 500,000)	1035	80	976	6	220	754	61	995	19	5	12	1019	4
77%		75%	77%	23%	13%	18% ^{sd}	35% ^{sd}	77%	16%	6%	16%	77%	16%
Smaller City or Large town (population: 100,000 - 500,000)	1169	56	1101	12	319	780	70	1108	26	18	12	1152	6
19%		77%	79%	29%	19%	79%	22%	19%	22%	32% ^{sd}	18%	79%	26%
Medium town (population: 15,000 - 99,999)	1849	108	1730	10	491	1272	85	1762	39	20	21	1822	6
30%		32%	30%	25%	29%	30%	27%	30%	34%	35%	32%	30%	25%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	1016	52	955	6	259	686	52	969	20	8	16	986	3
77%		76%	77%	16%	18%	66%	17%	16%	17%	15%	24%	76%	13%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	229	8	221	*	81	137	12	223	2	-	2	226	2
4%		2%	4%	1%	35%	3%	4%	4%	2%	-	3%	4%	8%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	685	47	646	2	206	462	27	675	9	5	3	690	2
77%		14%	71%	5%	12%	71%	9%	71%	8%	9%	4%	71%	9%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	167	13	154	1	60	102	6	165	3%	1%	1%	166	*
3%		4%	3%	2%	4%	2%	2%	3%	1%	1%	1%	3%	2%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	5298	277	4983	38	1409	3809	279	5058	107	52	62	5216	19
86%		82%	86%	93%	84%	86%	90%	86%	87%	90%	86%	86%	89%
NET Rural including Remote	862	59	800	3	266	563	32	840	10	6	3	856	2
14%		18%	14%	7%	16%	14%	10%	14%	9%	10%	5%	14%	11%
NET Rural excluding Remote	685	47	646	2	206	462	27	675	9	5	3	690	2
77%		14%	71%	5%	12%	71%	9%	71%	8%	9%	4%	71%	9%
NET Remote Rural	167	13	154	1	60	102	6	165	1	1	1	166	*
3%		4%	3%	2%	4%	2%	2%	3%	1%	1%	1%	3%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QB6b. Which of the following best describes where you live?

Base : All Participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501	521			
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	503	512	521			
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312	312			
Large City (population: more than 500,000)	1035	253	254	256	271	77	88	87	73	93	89	80	80	96	89	89	93	93			
	17%	16%	17%	17%	18%	16%	17%	17%	14%	18%	18%	15%	15%	19%	18%	17%	18%	18%			
Smaller City or Large town (population: 100,000 - 500,000)	1169	323	272	294	280	92	113	117	100	83	89	104	89	101	97	91	93	93			
	19%	21%	18%	19%	18%	19%	21%	22%	19%	16%	18%	19%	17%	20%	19%	18%	18%	18%			
Medium town (population: 15,000 - 99,999)	1849	485	499	402	463	161	165	160	172	158	169	126	154	122	140	172	150	150			
	30%	31% ¹²	32% ¹²	28%	30%	27% ¹²	31%	30%	27% ¹²	31%	31% ¹²	24%	30%	24%	28%	31% ¹²	29%	29%			
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	1016	225	242	204	255	61	69	65	104	78	61	99	100	95	70	89	96	96			
	17%	15%	16%	14% ¹²	17%	12%	19% ¹²	12%	20% ¹²	15%	12%	19% ¹²	19% ¹²	19% ¹²	14%	17%	18%	18% ¹²			
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	229	50	52	77	51	18	11	21	16	16	20	33	19	24	14	18	19	19			
	4%	3%	3%	5%	3%	4%	2%	4%	3%	3%	4%	9% ¹²	4%	5%	3%	3%	4%	4%			
Rural area (population: less than 2,000) less than 10 miles from a large settlement	695	173	169	173	179	71	38	64	55	63	51	62	62	49	78	44	56	56			
	11%	11%	11%	11%	12%	11% ¹²	7%	12% ¹²	10%	12% ¹²	10%	12% ¹²	12% ¹²	10%	12% ¹²	9%	11%	11%			
Rural area (population: less than 2,000) more than 10 miles from a large settlement	167	42	46	43	36	11	19	13	13	17	16	14	14	15	14	9	13	13			
	3%	3%	3%	3%	2%	2%	4%	2%	2%	3%	3%	3%	3%	3%	3%	2%	2%	2%			
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
NET Urban	5208	1335	1320	1323	1321	499	476	450	464	428	428	442	442	430	411	429	451	451			
	86%	86%	86%	86%	86%	83%	85% ¹²	85%	87%	84%	86%	85%	85%	87%	82%	85% ¹²	87%	87%			
NET Rural including Remote	862	215	215	216	215	82	57	77	68	80	68	76	76	64	93	54	69	69			
	14%	14%	14%	14%	14%	13% ¹²	11%	15%	13%	16%	14%	15%	15%	13%	15% ¹²	10%	13%	13%			
NET Rural excluding Remote	695	173	169	173	179	71	38	64	55	63	51	62	62	49	78	44	56	56			
	11%	11%	11%	11%	12%	11% ¹²	7%	12% ¹²	10%	12% ¹²	10%	12% ¹²	12% ¹²	10%	12% ¹²	9%	11%	11%			
NET Remote Rural	167	42	46	43	36	11	19	13	13	17	16	14	14	15	14	9	13	13			
	3%	3%	3%	3%	2%	2%	4%	2%	2%	3%	3%	3%	3%	3%	3%	2%	2%	2%			

QB7. Are you unable to leave your home without help?
Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I am unable to leave home without help	336	78	258	48	288	137	199	24	45	34	63	72	48	50	68	97	171	98	309	27
5%	5%	6%	5%	6%	5%	5%	5%	3%	5%	3%	5%	5%	5%	5%	4%	5%	7%	7%	6%	3%
I am able to leave home without help	5783	1154	4629	733	5049	2857	2918	760	816	1020	765	1050	711	576	1606	1841	2337	1287	4821	805
94%	94%	94%	94%	93%	94%	94%	93%	94%	94%	94%	92%	93%	94%	92%	93%	94%	93%	92%	93%	93%
I prefer not to answer	41	1	40	7	34	16	26	8	7	11	5	8	-	2	16	16	9	2	28	11
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	1%

QB7. Are you unable to leave your home without help?
Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I am unable to leave home without help	336	50	87	59	145	137	199	138	192	57	52	98	55	45	205	60	261	151	174	10
9%	4%	5%	4%	4%	8%	4%	10%	4%	12%	13%	11%	6%	3%	4%	9%	1%	9%	4%	4%	4%
I am able to leave home without help	6783	1082	1812	1317	1570	2894	2887	3508	2192	451	678	1381	1523	1052	3592	487	4888	1121	4399	263
94%	96%	95%	96%	91%	99%	99%	90%	91%	88%	82%	87%	94%	96%	96%	88%	94%	94%	87%	96%	91%
I prefer not to answer	41	4	14	8	15	18	23	24	14	7	3	13	6	3	22	8	26	12	15	14
1%	*	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	*	1%	1%	1%	1%	1%	*	1%

QB7. Are you unable to leave your home without help?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	365	369	367	362	368	365	169	975
Weighted Base	6160	5268	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
I am unable to leave home without help	336	277	59	13	279	29	18	10	14	29	29	28	27	36	38	57	21	3	26
9%	5%	5%	7%	7%	5%	6%	6%	6%	6%	4%	6%	6%	5%	6%	5%	7%	4%	6%	6%
I am able to leave home without help	6783	4983	800	154	4864	486	274	158	234	639	475	416	513	532	768	785	501	64	422
94%	94%	93%	92%	94%	94%	94%	93%	93%	93%	95%	94%	93%	95%	93%	95%	93%	95%	95%	94%
I prefer not to answer	41	38	3	1	34	2	3	2	3	7	3	4	3	4	4	-	7	*	2
1%	1%	*	*	1%	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	*	*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QB7. Are you unable to leave your home without help?

Table 10

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6100	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6100	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I am unable to leave home without help	336	118	118	195	195	118	10	50	118	16	74	109	145	39	31	12	254	43	125	138	42	17	14	263	30	129	210
5%	5%	5%	5%	6%	6%	5%	11%	92%	5%	7%	7%	5%	6%	5%	5%	5%	6%	5%	5%	6%	6%	5%	8%	5%	6%	5%	5%
I am able to leave home without help	5783	2275	2036	3277	3038	2275	142	702	2036	193	969	1894	2329	749	550	235	4223	784	2466	2148	633	340	164	4613	504	1373	4410
94%	94%	94%	94%	94%	93%	94%	88%	92%	94%	91%	92%	94%	94%	94%	94%	95%	94%	95%	95%	93%	93%	95%	92%	94%	94%	90%	89%
I prefer not to answer	41	19	9	30	29	19	1	7	9	3	6	14	12	12	2	-	26	2	15	17	7	1	-	32	1	21	20
1%	1%	7%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

QB7. Are you unable to leave your home without help?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I am unable to leave home without help	336	336	-	-	225	96	15	298	12	10	13	320	3
	8%	100%ab	-	-	13%ef	2%	9%a	5%	10%	19%jk	20%kl	5%	13%
I am able to leave home without help	5783	-	5783	-	1426	4072	286	5565	102	46	52	5714	18
	94%	-	100%ac	-	85%	96%df	92%gh	94%ij	87%	81%	78%	94%kl	80%
I prefer not to answer	41	-	-	41	25	5	10	34	3	1	1	36	2
	1%	-	-	100%ab	2%a	-	3%a	1%	3%a	1%	2%	1%	7%

QB7. Are you unable to leave your home without help?

Table 10

Base : All participants

	Total	Quarter				Month												
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)	
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501	
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521	
Effective Base	3716	925	924	921	944	305	314	310	320	303	300	322	316	307	292	317	312	
I am unable to leave home without help	136	82	88	84	81	27	28	27	35	18	35	19	27	38	20	33	28	
%	5%	5%	6%	5%	5%	6%	5%	5%	7%	4%	7%	4%	5%	8.1%	4%	7%	5%	
I am able to leave home without help	5783	1451	1440	1449	1443	457	497	496	496	484	460	496	490	463	480	474	490	
%	94%	94%	94%	94%	93%	93%	93%	94%	93%	95%	93%	95%	95%	92%	95%	93%	94%	
I prefer not to answer	41	17	7	12	6	17	6	3	1	5	3	1	1	2	4	5	3	
%	1%	1%	*	*	1%	1%	1%	1%	*	1%	*	1%	*	*	1%	1%	1%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC2_1. By which method would you most prefer to receive communications from - Your bank / building society

Table 25

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	832	639	1608	1939	2613	1461	5408	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Post	1458	314	1145	129	1330	668	788	125	133	222	168	326	247	237	258	390	810	484	1267	173
Phone call	675	191	484	107	568	335	339	95	105	145	76	97	75	76	202	223	249	153	589	103
	11%	19%	10%	14%	11%	11%	11%	12%	12%	13%	9%	9%	10%	12%	12%	11%	10%	11%	11%	11%
Text message	481	78	403	88	393	211	268	145	95	87	57	57	27	14	239	144	97	41	374	103
	8%	6%	8%	19%	7%	7%	9%	19%	11%	8%	6%	5%	4%	2%	34%	14%	4%	3%	7%	10%
Email	3088	576	2522	404	2684	1536	1555	386	441	592	409	590	361	268	827	1051	1220	629	2576	495
	50%	47%	51%	51%	50%	51%	50%	47%	51%	52%	50%	52%	47%	43%	49%	54%	48%	45%	50%	53%
Social media (e.g. Facebook, X, etc)	46	4	42	8	37	26	19	10	14	15	3	-	4	-	24	18	4	4	33	12
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-	-	1%	1%	-	-	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	21	-	21	0	12	11	10	3	5	4	3	5	-	-	5	7	5	-	17	4
	-	-	-	1%	-	-	-	1%	1%	-	-	-	-	-	-	-	-	-	-	-
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	81	8	73	19	62	50	31	16	27	13	16	5	3	2	42	29	10	5	66	15
	1%	1%	1%	2%	1%	2%	1%	2%	2%	1%	2%	-	-	-	2%	1%	-	-	1%	2%
Other	124	40	84	10	113	70	53	14	17	18	16	23	18	18	31	34	59	36	110	13
	2%	3%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	1%
No preference	146	15	132	11	136	86	61	13	24	31	24	26	22	6	37	56	54	28	128	13
	2%	1%	3%	1%	3%	3%	2%	2%	3%	3%	3%	2%	2%	1%	2%	3%	2%	2%	2%	1%
Don't know/ doesn't apply to me	31	8	23	5	26	15	16	16	4	2	1	1	2	5	20	3	8	7	17	12
	-	1%	-	1%	-	-	1%	2%	-	-	-	-	-	-	1%	-	-	-	-	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_1. By which method would you most prefer to receive communications from - Your bank / building society

Table 25

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	667	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Post	1459	225	452	339	442	677	781	738	700	122	196	389	339	190	924	130	1194	318	1064	76
	24%	20%	24%	28%	28%	22%	42%	20%	42%	12%	26%	21%	21%	17%	24%	24%	23%	25%	23%	27%
Phone call	675	144	164	147	219	308	367	402	259	64	95	172	165	92	433	66	568	187	459	29
	11%	12%	9%	11%	13%	10%	12%	11%	11%	12%	13%	11%	10%	8%	11%	12%	11%	13%	10%	10%
Text message	481	102	158	97	124	260	221	339	135	41	55	131	109	87	295	41	398	122	332	26
	8%	9%	8%	7%	7%	9%	7%	10%	6%	8%	8%	9%	7%	8%	8%	8%	8%	10%	7%	9%
Email	3088	589	1010	703	793	1600	1497	1922	1139	221	338	735	846	643	1917	229	2982	553	2417	128
	50%	52%	52%	51%	49%	52%	48%	52%	48%	43%	46%	49%	53%	56%	59%	43%	51%	43%	53%	44%
Social media (e.g. Facebook, X, etc)	46	10	8	12	15	18	27	33	12	9	3	14	12	6	29	9	37	11	32	3
	1%	1%	*	1%	1%	1%	1%	1%	1%	2%	*	1%	1%	1%	2%	1%	1%	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	21	9	5	3	4	14	7	17	4	3	*	2	11	4	14	3	17	8	12	*
	1%	1%	*	*	*	*	*	*	*	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	81	26	26	8	21	52	29	69	10	5	11	9	24	29	45	5	75	16	59	6
	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	2%
Other	124	16	52	27	29	68	56	58	64	16	15	21	34	24	70	18	98	32	86	6
	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	3%	2%	2%	2%	2%
No preference	146	12	33	38	64	45	102	83	56	29	16	25	39	24	80	29	107	30	107	9
	2%	1%	2%	3%	4%	1%	3%	2%	2%	8%	2%	2%	2%	2%	2%	6%	2%	2%	2%	3%
Don't know/ doesn't apply to me	31	2	5	9	14	7	23	8	18	5	5	3	4	3	12	5	19	7	20	4
	*	*	*	1%	1%	*	1%	*	1%	1%	1%	1%	*	*	1%	1%	1%	1%	*	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC2_1. By which method would you most prefer to receive communications from - Your bank / building society

Table 25

Base : All participants

	Rurality			Nation				Region												
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	382	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Post	1459	1236	222	49	1226	121	73	40	69	176	127	101	125	145	146	227	111	15	105	
	24%	22%	26%	29%	24%	23%	23%	23%	63% _{ab}	63% _{ab}	63% _{ab}	23%	22%	63% _{ab}	18%	63% _{ab}	21%	23%	23%	
Phone call	675	565	110	24	548	55	31	41	29	53	57	43	70	51	79	82	85	3	53	
	11%	11%	13%	15%	11%	11%	10%	24%40	11%	8%	11%	10%	12% _{kl}	9%	10%	10%	16% _{lmnopqr}	4%	12%	
Text message	481	433	47	9	405	35	24	16	15	65	43	45	38	24	74	63	39	4	31	
	8%	8%	6%	5%	8%	7%	8%	9%	6%	10% _{ab}	10% _{ab}	10% _{ab}	7%	4%	6% _{ab}	7%	7%	6%	7%	
Email	3088	2674	424	79	2608	278	147	65	115	335	254	219	266	307	454	411	246	42	236	
	50%	50%	49%	47%	69% _{ab}	64% _{ab}	69% _{ab}	38%	46%	50%	50%	49%	49%	54%	66% _{ab}	49%	47%	61% _{lmnopqr}	52%	
Social media (e.g. Facebook, X, etc)	46	43	3	*	41	2	2	1	1	-	4	5	5	1	13	10	2	-	2	
	1%	1%	*	*	1%	*	*	*	*	-	1%	6%	1%	*	6% _{ab}	5%	*	-	*	
Video calling (e.g. Skype, FaceTime, etc)	21	18	3	*	17	2	*	1	1	-	1	2	3	2	6	-	2	*	2	
	*	*	*	*	*	*	*	*	*	-	*	1%	1%	*	1%	-	*	*	*	
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	81	66	15	1	72	6	2	1	3	8	3	7	8	12	14	8	10	*	6	
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	*	1%	
Other	124	106	18	2	107	5	9	3	4	14	6	15	11	9	12	19	15	1	4	
	2%	2%	2%	1%	2%	1%	6% _{ab}	2%	2%	2%	1%	6% _{ab}	2%	2%	2%	2%	3%	2%	1%	
No preference	146	128	18	2	129	9	6	3	12	18	12	6	13	22	7	19	19	1	8	
	2%	2%	2%	1%	2%	2%	2%	2%	6% _{ab}	3%	2%	1%	2%	6% _{ab}	1%	2%	4% _{ab}	2%	2%	
Don't know/ doesn't apply to me	31	29	2	*	26	2	2	1	4	5	-	4	5	-	5	4	-	-	2	
	*	1%	*	*	1%	*	1%	*	1% _{lmnop}	1%	-	1%	1%	-	1%	*	-	-	*	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC2_1. By which method would you most prefer to receive communications from - Your bank / building society

Table 25

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Post	1488	504	609	783	887	504	33	213	609	61	332	436	503	158	81	17	1219	98	664	507	144	93	42	1172	135	314	1144
	24%	21%	28%	22%	27%	21%	21%	28%	38%	29%	32%	32%	33%	23%	19%	7%	23%	12%	25%	22%	21%	26%	24%	24%	23%	21%	25%
Phone call	675	307	205	418	316	307	18	97	205	27	108	224	247	90	82	33	471	115	266	268	90	30	20	534	50	225	450
	17%	15%	9%	12%	10%	13%	17%	13%	9%	12%	10%	17%	10%	11%	14%	13%	10%	14%	10%	12%	13%	8%	17%	17%	9%	18%	10%
Text message	481	214	119	305	210	214	10	48	119	12	41	130	206	62	45	35	336	80	178	207	42	32	19	385	51	124	308
	8%	9%	6%	9%	6%	9%	12%	6%	6%	4%	4%	6%	8%	6%	6%	14%	7%	10%	7%	9%	6%	9%	17%	8%	9%	11%	7%
Email	3098	1213	1097	1723	1606	1213	65	360	1097	94	508	890	1275	436	344	135	2164	479	1325	1160	346	179	72	2495	251	665	2433
	50%	50%	51%	49%	47%	50%	47%	47%	51%	44%	46%	44%	51%	35%	26%	10%	50%	35%	51%	51%	51%	50%	47%	47%	44%	50%	
Social media (e.g. Facebook, X, etc)	46	24	9	37	22	24	4	2	9	2	7	21	15	5	5	36	5	11	11	23	9	1	1	34	2	25	21
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Video calling (e.g. Skype, FaceTime, etc)	21	14	1	18	5	14	1	2	1	-	-	4	11	4	3	-	14	3	5	13	2	-	-	18	-	14	7
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	81	41	21	60	39	41	1	5	21	-	2	30	31	12	2	5	61	8	37	24	10	9	-	61	9	35	46
	1%	2%	1%	2%	1%	2%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	2%	1%	
Other	124	40	52	60	72	40	9	17	52	8	26	38	42	19	12	12	80	24	52	38	8	10	13	91	22	28	95
	2%	2%	2%	2%	2%	2%	6%	2%	2%	4%	2%	2%	2%	2%	2%	6%	2%	2%	2%	2%	1%	3%	7%	2%	4%	2%	
No preference	146	50	41	91	82	50	8	16	41	5	20	34	70	26	8	7	104	15	60	48	24	4	9	108	13	30	116
	2%	2%	2%	3%	3%	2%	5%	2%	2%	2%	2%	2%	3%	2%	1%	3%	2%	2%	2%	2%	4%	1%	1%	2%	2%	2%	
Don't know/ doesn't apply to me	31	5	10	8	13	5	2	4	10	3	6	7	10	7	2	2	17	4	8	14	5	-	1	22	1	9	21
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QC2_1. By which method would you most prefer to receive communications from - Your bank / building society

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6100	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6100	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Post	1458	80	1369	9	431	949	78	1360	34	20	40	1414	4
	24%	24%	24%	22%	26%	23%	25%	23%	29%	35%	81% ^{ghik}	23%	17%
Phone call	675	55	612	8	207	430	37	628	24	10	13	662	*
	11%	16% ^{ab}	11%	19%	12%	10%	12%	11%	25% ^{gh}	17%	20% ^{gh}	11%	*
Text message	481	27	449	5	143	312	26	461	12	4	1	477	2
	8%	8%	8%	13%	9%	7%	8%	8%	10%	7%	2%	8%	10%
Email	3098	143	2939	16	770	2189	129	3038	33	13	4	3084	10
	50%	42%	51% ^{ab}	39%	46%	52% ^{cd}	41%	52% ^{cd}	29%	22%	7%	51% ^{ab}	44%
Social media (e.g. Facebook, X, etc)	46	5	35	2	9	27	10	37	2	4	-	44	2
	1%	1%	1%	4%	1%	1%	3% ^{de}	1%	2%	1% ^{gh}	-	1%	10%
Video calling (e.g. Skype, FaceTime, etc)	21	*	21	*	7	12	2	19	1	-	-	21	-
	*	*	*	*	*	*	1%	1%	1%	-	-	1	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	81	3	78	*	28	47	7	73	5	2	-	79	2
	1%	1%	1%	1%	2%	1%	2%	1%	6% ^{gh}	3%	-	1%	7%
Other	124	9	114	*	46	76	2	111	3	5	4	120	*
	2%	3%	2%	-	3%	2%	1%	2%	3%	9% ^{gh}	6% ^{gh}	2%	-
No preference	146	14	133	-	27	101	18	141	-	-	3	141	2
	2%	4%	2%	-	2%	2%	6% ^{gh}	2%	-	-	4%	2%	11%
Don't know/ doesn't apply to me	31	*	30	1	7	21	3	29	2	-	-	31	*
	*	*	1%	2%	*	1%	1%	*	2%	-	-	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghi/jkl
 * small base, ** very small base (under 30) ineligible for sig testing

QC2_1. By which method would you most prefer to receive communications from - Your bank / building society

Table 25

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Post	1458	377	387	358	336	120	133	124	131	130	126	106	120	132	98	102	136				
	24%	24%	25%	23%	22%	24%	25%	23%	25%	26%	25%	20%	23%	26%	19%	20%	26%				
Phone call	675	178	199	154	144	43	66	69	63	67	69	57	55	42	42	57	46				
	11%	11%	13%	10%	9%	9%	12%	13%	12%	13%	14%	11%	11%	8%	8%	11%	9%				
Text message	481	112	105	120	143	32	38	43	27	37	42	42	41	37	55	68	40				
	8%	7%	7%	8%	9%	6%	7%	8%	5%	7%	8%	8%	8%	7%	11%	14%	8%				
Email	3086	772	744	785	796	257	255	261	262	247	235	260	267	258	261	264	251				
	50%	50%	49%	51%	52%	52%	48%	50%	49%	49%	47%	50%	52%	51%	50%	52%	48%				
Social media (e.g. Facebook, X, etc)	46	15	11	7	13	6	4	5	7	1	3	2	*	5	2	5	6				
	1%	1%	1%	*	1%	1%	1%	1%	1%	*	*	1%	*	1%	*	1%	1%				
Video calling (e.g. Skype, FaceTime, etc)	21	4	3	5	10	*	3	-	2	*	-	3	-	2	2	4	4				
	*	*	*	*	1%	*	1%	-	*	*	-	1%	-	*	*	*	1%				
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	81	19	17	26	19	11	5	3	8	1	8	8	13	5	2	10	7				
	1%	1%	1%	2%	1%	2%	1%	1%	2%	*	2%	2%	2%	1%	*	2%	1%				
Other	124	24	27	37	35	11	10	4	9	13	5	18	8	11	10	11	15				
	2%	2%	2%	2%	2%	2%	2%	1%	2%	3%	1%	1%	1%	2%	2%	2%	3%				
No preference	146	36	38	40	32	9	14	13	20	10	9	19	12	9	7	11	14				
	2%	2%	2%	3%	2%	2%	3%	2%	4%	2%	2%	4%	2%	2%	1%	2%	3%				
Don't know/ doesn't apply to me	31	13	4	7	8	3	5	5	2	1	*	2	3	2	4	*	4				
	*	1%	*	*	1%	1%	1%	1%	*	*	*	*	1%	*	1%	*	1%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC2_2. By which method would you most prefer to receive communications from - Your gas / electricity provider

Table 26

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5363	2862	3185	791	817	1134	805	1152	832	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Post	1331	311	1020	155	1176	639	690	159	196	245	151	255	170	155	355	396	580	325	1100	214
	22%	29%	21%	20%	22%	21%	22%	19%	23%	22%	21%	23%	22%	23%	21%	20%	23%	23%	21%	23%
Phone call	550	167	383	95	455	290	261	98	92	108	66	57	75	55	190	174	187	130	442	104
	9%	14%	8%	12%	10%	8%	12%	11%	10%	9%	5%	10%	9%	11%	9%	9%	7%	9%	9%	11%
Text message	362	61	302	77	286	182	181	100	83	59	40	41	22	19	182	99	81	40	258	100
	6%	5%	6%	6%	5%	6%	6%	17%	10%	10%	5%	4%	3%	3%	11%	10%	3%	3%	5%	10%
Email	3548	622	2927	406	3142	1685	1657	373	427	637	537	723	409	377	799	1124	1575	840	3004	461
	58%	50%	59%	51%	59%	56%	59%	49%	49%	57%	54%	59%	52%	50%	47%	60%	63%	61%	58%	49%
Social media (e.g. Facebook, X, etc)	38	4	34	12	26	17	21	6	14	9	4	6	-	-	19	13	6	-	25	13
	1%	-	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	-	-	1%	1%	-	-	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	15	-	15	9	7	11	3	2	9	4	-	-	-	-	11	4	-	-	12	2
	-	-	-	1%	1%	1%	2	1%	1%	-	-	-	-	-	1%	-	-	-	-	2
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	51	3	48	6	46	26	23	7	15	13	9	3	3	2	22	21	8	5	43	7
	1%	-	1%	1%	1%	1%	1%	1%	2%	1%	1%	-	-	-	1%	1%	-	-	1%	1%
Other	31	10	21	7	24	21	10	3	4	7	5	6	1	5	7	12	12	6	28	2
	-	1%	-	1%	-	1%	-	-	-	1%	-	-	-	1%	-	1%	-	-	1%	-
No preference	111	11	99	7	104	69	42	8	20	27	16	20	14	7	28	42	41	21	95	11
	2%	1%	3%	1%	2%	2%	1%	1%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	1%
Don't know/ doesn't apply to me	122	43	79	17	105	70	52	67	10	14	5	12	6	8	77	19	26	14	91	28
	2%	4%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_2. By which method would you most prefer to receive communications from - Your gas / electricity provider

Table 26

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	667	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Post	1331	208	385	320	418	593	738	775	541	121	150	367	299	186	825	130	1074	266	989	77
		20%	18%	23%	24%	19%	23%	21%	23%	13%	13%	13%	19%	17%	13%	24%	21%	21%	22%	27%
Phone call	550	126	135	118	171	262	289	311	224	58	71	141	147	64	359	61	462	161	364	25
		11%	7%	9%	10%	8%	9%	8%	9%	11%	10%	9%	9%	6%	9%	12%	8%	13%	8%	9%
Text message	362	80	104	81	98	184	178	241	114	39	40	101	72	60	212	44	280	95	239	28
		6%	7%	6%	6%	6%	6%	6%	5%	6%	5%	6%	5%	5%	6%	4%	5%	12%	5%	13%
Email	3548	643	1185	795	924	1828	1719	2131	1375	244	437	818	984	717	2239	346	3071	671	2740	138
	58%	57%	62%	57%	54%	60%	55%	58%	57%	47%	60%	60%	62%	60%	60%	46%	59%	52%	60%	49%
Social media (e.g. Facebook, X, etc)	38	9	14	4	11	23	15	26	12	7	*	10	15	6	25	7	31	18	20	-
	1%	1%	1%	*	1%	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	-
Video calling (e.g. Skype, FaceTime, etc)	15	4	6	1	4	10	5	13	1	2	*	1	9	3	10	2	13	5	10	-
	*	*	*	*	*	*	*	*	*	2	*	*	1%	*	*	*	*	*	*	-
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	51	13	18	7	13	31	20	39	13	4	8	13	7	17	28	4	46	9	40	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Other	31	9	10	5	6	20	11	19	10	2	3	7	7	12	16	2	28	7	23	*
	*	1%	1%	*	*	1%	*	1%	*	*	*	*	*	1%	*	*	1%	1%	1%	*
No preference	111	19	19	29	44	38	72	65	43	17	9	23	31	16	63	17	88	23	81	7
	2%	2%	1%	2%	3%	1%	2%	2%	2%	1%	1%	2%	2%	2%	3%	2%	2%	2%	2%	2%
Don't know/ doesn't apply to me	122	25	38	25	37	60	62	50	60	20	7	19	15	17	41	20	82	29	83	11
	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%	2%	2%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC2_2. By which method would you most prefer to receive communications from - Your gas / electricity provider

Table 26

Base : All participants

	Total	Rurality			Nation					Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	362	368	365	169	975			
Weighted Base	6160	5268	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450			
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432			
Post	1331	1134	197	37	1127	109	60	38	52	166	128	98	112	137	181	163	91	19	88			
		21%	22%	22%	21%	22%	23%	22%	21%	23%	23%	21%	21%	23%	22%	19%	17%	28%	20%			
Phone call	560	467	84	19	455	30	29	37	24	44	39	41	36	40	74	72	85	1	29			
	9%	9%	10%	11%	9%	6%	10%	21%	10%	7%	8%	9%	7%	7%	9%	9%	16%	1%	6%			
Text message	362	324	38	6	316	17	21	8	15	49	34	32	30	26	55	50	28	*	17			
	6%	6%	4%	3%	5%	3%	6%	1%	6%	13%	7%	10%	6%	5%	7%	6%	5%	1%	4%			
Email	3548	3050	499	99	2966	335	172	75	140	376	288	255	325	342	454	489	298	42	293			
	58%	58%	58%	59%	57%	65%	68%	44%	56%	56%	57%	57%	60%	60%	56%	58%	56%	63%	65%			
Social media (e.g. Facebook, X, etc)	38	35	3	*	32	3	1	1	1	2	-	5	3	3	8	6	6	2	2			
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2	-	1%	1%	1%	1%	1%	1%	2%	1%			
Video calling (e.g. Skype, FaceTime, etc)	15	11	4	2	14	*	-	-	2	1	2	-	2	2	2	3	2	-	*			
	*	*	1%	1%	*	*	-	-	1%	*	*	-	*	*	*	*	*	-	*			
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	51	47	5	1	43	5	2	1	3	8	4	4	4	4	9	2	5	*	5			
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%			
Other	31	22	9	1	25	2	2	2	-	2	3	2	2	2	5	7	1	1	1			
	*	*	1%	*	*	*	1%	1%	*	*	1%	1%	*	*	1%	1%	*	1%	1%			
No preference	111	100	11	2	90	12	5	3	9	12	6	3	10	16	8	12	14	3	9			
	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	1%	1%	2%	3%	1%	1%	3%	4%	2%			
Don't know/ doesn't apply to me	122	109	13	1	108	6	3	8	6	15	4	9	19	2	15	39	1	-	6			
	2%	2%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%	1%	2%	2%	2%	1%	1%			

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC2_2. By which method would you most prefer to receive communications from - Your gas / electricity provider

Table 26

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1361	408	211	112	2963	323	901	2816
Post	1331	515	473	779	736	515	43	168	473	47	235	574	544	125	63	22	1118	86	646	470	125	56	32	1115	88	339	992
22%		21%	22%	22%	23%	21%	27%	22%	22%	22%	22%	25% (marginal)	23% (marginal)	19% (marginal)	11%	9%	25% (marginal)	10%	20%	20%	18%	16%	18%	23% (marginal)	16%	12%	21%
Phone call	550	238	163	339	264	238	19	81	163	23	97	152	208	59	63	27	400	90	200	218	73	31	23	418	54	204	347
9%		10%	10% (marginal)	8%	10%	10%	12%	11%	8%	11%	9%	10%	8%	7%	11%	11%	9%	11%	8%	9%	11% (marginal)	9%	12% (marginal)	9%	10%	10% (marginal)	7%
Text message	362	187	79	241	133	187	10	44	79	7	26	92	151	53	45	19	243	63	138	157	36	13	13	296	20	133	229
6%		10%	10% (marginal)	4%	10%	6%	8%	11% (marginal)	6%	4%	3%	5%	6%	7%	10% (marginal)	8%	5%	10% (marginal)	5%	7%	6%	4%	8%	6%	5%	10% (marginal)	5%
Email	3548	1345	1347	1939	1941	1345	63	438	1347	120	639	1047	1462	492	379	151	2509	530	1471	1331	391	242	97	2802	339	728	2821
58%		56%	10% (marginal)	55%	10% (marginal)	58%	39%	10% (marginal)	62%	56%	61%	52%	10% (marginal)	10% (marginal)	10% (marginal)	10% (marginal)	10% (marginal)	10% (marginal)	56%	58%	57%	10% (marginal)	55%	57%	10% (marginal)	14%	
Social media (e.g. Facebook, X, etc)	38	20	8	30	15	20	4	4	8	2	5	11	18	7	1	1	30	1	10	22	4	1	1	32	2	25	14
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	15	5	5	9	10	5	-	1	5	-	-	12	1	2	-	-	13	-	4	7	4	1	-	10	1	15	-
1%		-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	51	21	16	33	28	21	4	5	16	-	4	15	19	7	3	5	37	8	30	10	8	1	2	40	3	18	33
1%		1%	1%	1%	1%	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	31	15	11	20	15	15	1	3	11	-	4	8	19	1	2	1	27	4	22	4	-	2	-	27	2	12	19
1%		1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No preference	111	42	30	65	53	42	5	12	30	6	18	29	41	22	9	8	70	17	38	42	20	4	6	79	10	27	84
2%		2%	1%	2%	2%	2%	3%	2%	1%	1%	2%	1%	2%	3%	2%	3%	2%	2%	1%	2%	2%	1%	3%	2%	2%	2%	2%
Don't know/ doesn't apply to me	122	24	31	48	54	24	3	6	31	7	19	34	23	33	17	13	59	31	48	43	19	7	4	61	11	21	101
2%		1%	1%	1%	2%	1%	2%	1%	1%	4%	2%	2%	1%	1%	1%	1%	1%	1%	2%	2%	3%	2%	2%	2%	2%	1%	2%

QC2_2. By which method would you most prefer to receive communications from - Your gas / electricity provider

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but use don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6100	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6100	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Post	1331	75	1244	12	391	863	78	1236	29	19	44	1283	4
22%		22%	22%	30%	23%	21%	25%	21%	24%	34%	87% ^{ghik}	21%	18%
Phone call	550	48	498	5	157	357	36	489	31	15	15	535	*
9%		14% ^{ab}		71%	9%	9%	71%	8%	26% ^{gh}	27% ^{gh}	23% ^{gh}	9%	*
Text message	362	20	337	5	129	212	30	341	20	*	1	361	*
6%		6%	6%	13%	7% ^{ab}	5%	19% ^{ab}	6%	17% ^{ghjkl}	*	2%	6%	1%
Email	3548	168	3364	17	897	2514	138	3493	25	14	6	3532	11
56%		50%	56% ^{ab}	41%	34% ^d	62% ^{def}	44%	83% ^{ghij}	21%	24%	8%	84% ^{ghij}	51%
Social media (e.g. Facebook, X, etc)	38	6	32	-	17	18	3	30	2	4	-	36	2
1%		2% ^{ab}	1%	-	13% ^a	1%	1%	1%	2%	6% ^{gh}	-	1%	10%
Video calling (e.g. Skype, FaceTime, etc)	15	3	12	-	8	3	4	10	5	-	-	15	-
*		1%	-	-	34% ^{ab}	-	1%	7% ^{gh}	4% ^{gh}	-	-	1	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	51	4	47	-	14	35	3	47	*	5	-	51	-
1%		1%	1%	-	1%	1%	1%	1%	*	6% ^{ghik}	-	1%	-
Other	31	3	27	-	14	13	3	30	*	*	-	31	-
*		1%	-	-	13% ^a	*	1%	1%	*	*	-	1%	-
No preference	111	6	105	-	28	72	11	104	4	-	-	108	2
2%		2%	-	-	2%	2%	4%	2%	3%	-	-	2%	11%
Don't know/ doesn't apply to me	122	2	118	2	29	87	7	118	2	-	-	120	2
2%		1%	2%	6% ^{ab}	2%	2%	2%	2%	2%	-	-	2%	9%

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghijk
 * small base, ** very small base (under 30) - ineligible for sig testing

QC2_2. By which method would you most prefer to receive communications from - Your gas / electricity provider

Table 26

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Post	1331	335	360	333	304	115	103	117	131	126	103	99	115	119	82	106	115
	22%	22%	23%	22%	20%	22% a/b	19%	22%	25% a/h	25% a/i	21%	19%	22%	24% a/m	16%	21%	22%
Phone call	550	134	170	112	135	39	55	39	61	45	63	43	38	31	45	54	36
	9%	9%	11% b	7%	9%	8%	10%	7%	11% h	9%	12% j	8%	7%	6%	9%	11%	7%
Text message	362	85	91	94	92	21	30	34	35	29	27	27	44	23	30	22	40
	6%	6%	6%	6%	6%	4%	6%	7%	7%	6%	5%	5%	9% l	5%	6%	4%	8%
Email	3548	892	821	909	926	278	310	304	262	282	277	319	288	301	324	309	293
	58%	58%	53%	59% c	60% d	57%	59% f	60% g	49%	56%	56%	61% k	56%	60% m	64% n	63% o	56%
Social media (e.g. Facebook, X, etc)	38	10	5	14	10	3	2	4	2	1	1	1	10	4	-	6	4
	1%	1%	*	1%	1%	1%	*	1%	*	*	*	*	2% l	1%	-	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	15	2	7	4	1	2	-	-	3	3	2	-	2	3	1	-	*
	*	*	*	*	*	*	-	-	*	*	*	-	*	1%	*	-	*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	81	15	14	9	13	7	4	4	11	*	3	2	5	2	2	4	7
	1%	1%	1%	1%	1%	1%	1%	1%	2% h	*	1%	*	1%	*	*	1%	1%
Other	31	5	9	2	14	1	4	1	2	8	*	*	1	1	4	1	9
	*	*	1%	*	1% d	*	1%	*	*	1% i	*	*	*	*	1%	*	2% p
No preference	111	34	30	28	19	12	10	11	12	5	13	15	4	9	5	4	10
	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	3%	3%	1%	2%	1%	1%	2%
Don't know/ doesn't apply to me	122	38	28	35	22	13	14	12	13	8	7	12	12	10	11	5	6
	2%	2%	2%	2%	1%	3%	3%	2%	2%	2%	1%	2%	2%	2%	2%	1%	1%

QC2_3. By which method would you most prefer to receive communications from - Your local council or tax office

Table 27

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	832	639	1628	1939	2613	1461	5408	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	508	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Post	2208	421	1787	238	1971	1042	1162	207	283	388	273	451	314	291	490	661	1057	606	1870	310
Phone call	36%	34%	36%	30%	37%	35%	37%	25%	33%	35%	33%	40%	41%	40%	29%	34%	42%	44%	36%	33%
10%	602	187	415	90	512	301	301	80	80	119	76	79	85	73	169	195	237	159	499	100
10%	10%	11%	8%	11%	10%	10%	10%	10%	10%	11%	9%	7%	11%	12%	10%	10%	6%	71%	10%	71%
Text message	293	46	246	64	229	139	152	82	64	48	37	35	14	12	146	85	62	26	194	96
5%	5%	4%	5%	4%	4%	5%	5%	10%	10%	10%	10%	3%	2%	2%	43%	43%	2%	2%	4%	10%
Email	2084	515	2179	354	2339	1320	1370	360	356	507	400	526	319	224	719	827	1068	542	2339	367
44%	44%	42%	44%	45%	44%	44%	44%	44%	41%	40%	40%	47%	42%	36%	43%	46%	42%	39%	46%	39%
Social media (e.g. Facebook, X, etc)	39	2	38	16	23	32	7	10	7	12	8	2	-	-	17	20	2	-	21	19
7%	7%	-	7%	7%	-	7%	-	7%	7%	7%	7%	-	-	-	11%	11%	-	-	7%	7%
Video calling (e.g. Skype, FaceTime, etc)	20	-	20	1	19	11	9	-	10	3	1	2	2	-	11	5	5	3	13	5
1%	1%	-	-	-	-	-	-	-	1%	1%	-	-	-	-	1%	-	-	-	-	1%
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	46	1	45	10	36	22	24	6	20	7	6	3	3	1	27	13	7	4	39	7
7%	7%	1%	7%	7%	7%	7%	7%	7%	7%	7%	7%	-	-	-	7%	7%	-	-	7%	7%
Other	32	11	21	2	30	18	15	7	1	5	6	8	-	5	8	11	13	5	30	2
7%	7%	7%	-	7%	7%	7%	7%	7%	7%	7%	7%	7%	-	7%	7%	7%	7%	7%	7%	7%
No preference	129	18	112	8	122	74	55	14	23	24	21	15	16	16	38	45	47	32	116	10
2%	2%	7%	2%	7%	2%	2%	2%	2%	2%	2%	2%	7%	2%	2%	2%	2%	2%	2%	2%	7%
Don't know/ doesn't apply to me	96	32	64	7	89	50	46	55	10	8	4	8	4	6	66	12	19	10	67	27
2%	2%	7%	7%	7%	2%	2%	7%	7%	7%	7%	-	7%	7%	7%	7%	7%	7%	7%	7%	7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_3. By which method would you most prefer to receive communications from - Your local council or tax office

Table 27

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179	
Post	2208	380	678	523	628	1058	1149	1237	945	168	260	584	545	364	1389	177	1839	436	1656	116	
		33%	36%	38%	36%	35%	37%	34%	32%	33%	36%	34%	34%	33%	35%	35%	34%	34%	36%	40%	
Phone call	602	127	145	117	213	272	330	332	260	74	87	157	126	70	369	76	484	199	381	21	
	10%	11%	8%	8%	12%	9%	11%	9%	11%	14%	12%	10%	8%	7%	10%	9%	14%	16%	8%	7%	
Text message	293	65	70	71	86	135	157	187	96	35	45	68	68	46	181	37	230	75	194	24	
	5%	6%	4%	5%	5%	4%	5%	5%	4%	7%	6%	5%	4%	4%	6%	5%	12%	6%	4%	8%	
Email	2684	457	910	609	678	1406	1287	1705	952	184	314	618	759	548	1691	188	2338	470	2115	108	
	44%	44%	49%	44%	39%	49%	41%	40%	40%	36%	43%	41%	48%	50%	44%	35%	49%	37%	49%	37%	
Social media (e.g. Facebook, X, etc)	39	12	14	4	9	27	13	32	8	5	*	14	8	12	23	5	34	16	23	*	
	1%	1%	1%	*	1%	1%	*	3%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	*	
Video calling (e.g. Skype, FaceTime, etc)	20	2	4	8	6	6	14	15	5	2	*	10	6	2	16	2	18	6	14	*	
	*	*	*	1%	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	46	15	19	2	10	34	12	38	8	1	5	12	7	20	24	1	45	12	33	1	
	1%	1%	1%	*	1%	1%	*	1%	*	*	1%	1%	1%	2%	1%	*	1%	1%	1%	*	
Other	32	8	15	2	8	22	10	19	11	4	*	7	9	11	16	4	28	8	24	1	
	1%	1%	1%	*	*	1%	*	1%	*	1%	*	*	1%	1%	*	1%	1%	1%	1%	*	
No preference	129	12	29	29	60	41	89	77	48	25	11	22	44	16	77	25	100	32	89	8	
	2%	1%	2%	2%	3%	1%	3%	2%	2%	6%	2%	1%	3%	2%	2%	6%	2%	2%	2%	3%	
Don't know/ doesn't apply to me	96	19	29	18	30	48	48	27	64	17	9	11	9	12	8	32	17	59	20	57	10
	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QC2_3. By which method would you most prefer to receive communications from - Your local council or tax office

Table 27

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	352	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Post	2208	1889	319	64	1875	162	97	55	98	257	203	167	183	223	247	318	179	33	149	
		36%	36%	37%	36%	35%	33%	32%	29%	37%	37%	37%	34%	37%	37%	37%	34%	42%	33%	
Phone call	602	517	85	12	489	42	34	36	26	46	42	38	59	57	66	76	79	4	39	
	10%	10%	10%	7%	9%	8%	12%	21%	10%	7%	8%	8%	11%	10%	8%	9%	15%	5%	9%	
Text message	293	268	24	6	246	22	13	11	11	38	33	21	31	23	40	33	16	*	22	
	5%	5%	3%	4%	5%	4%	4%	6%	4%	6%	5%	5%	6%	4%	5%	4%	3%	*	5%	
Email	2684	2320	373	78	2255	248	135	56	96	296	201	202	237	232	401	363	226	29	219	
	44%	44%	43%	47%	44%	45%	48%	33%	39%	44%	40%	45%	44%	40%	49%	43%	43%	44%	49%	
Social media (e.g. Facebook, X, etc)	39	30	9	2	37	*	1	1	1	-	4	3	4	-	15	8	2	-	*	
	1%	1%	1%	1%	1%	*	*	1%	*	-	1%	1%	1%	-	2%	1%	*	-	*	
Video calling (e.g. Skype, FaceTime, etc)	20	20	*	*	17	3	-	-	-	-	2	4	1	4	4	*	3	-	3	
	*	*	*	*	*	1%	-	-	-	-	4%	*	*	1%	*	*	*	-	1%	
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	46	36	10	1	43	2	1	1	4	2	4	2	5	7	12	3	4	*	2	
	1%	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	1%	1%	2%	*	1%	*	*	
Other	32	20	13	*	30	1	1	1	1	6	3	2	-	5	2	10	1	*	1	
	1%	*	1%	*	1%	*	*	1%	*	1%	1%	1%	-	1%	*	1%	*	*	*	
No preference	129	107	22	2	106	12	6	4	8	12	8	3	12	21	12	12	17	1	12	
	2%	2%	3%	1%	2%	2%	2%	3%	3%	2%	2%	1%	2%	4%	1%	1%	3%	1%	3%	
Don't know/ doesn't apply to me	96	90	6	2	79	5	6	5	6	17	8	5	11	1	11	19	1	-	5	
	2%	2%	1%	1%	2%	1%	2%	1%	2%	2%	2%	1%	2%	*	1%	2%	*	-	1%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC2_3. By which method would you most prefer to receive communications from - Your local council or tax office

Table 27

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Total																											
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Post	2208	856	803	1237	1244	856	53	330	863	79	444	890	936	219	127	35	1026	162	1027	806	216	102	51	1863	153	477	1731
36%		35%	40%	35%	38%	35%	33%	39%	37%	42%		44%	35%	37%	22%	14%	41%	20%	39%	35%	32%	28%	39%	37%	29%	31%	31%
Phone call	602	258	189	367	298	258	29	94	189	29	99	197	226	79	70	28	423	99	233	239	66	33	26	472	60	200	402
10%		11%	9%	10%	9%	11%	12%	12%	9%	12%	9%	10%	9%	10%	12%	12%	9%	12%	9%	10%	10%	9%	12%	10%	11%	12%	9%
Text message	293	141	53	204	117	141	21	29	53	7	31	64	118	47	41	19	181	60	104	120	30	22	12	224	34	125	168
5%		5%	2%	5%	4%	6%	13%	4%	2%	3%	3%	3%	5%	5%	5%	5%	4%	5%	4%	5%	4%	6%	7%	5%	6%	5%	4%
Email	2694	1033	968	1488	1424	1033	43	302	968	84	436	749	1090	353	315	132	1839	448	1114	1021	292	182	72	2135	254	603	2091
44%		43%	45%	42%	44%	43%	27%	40%	45%	39%	42%	37%	42%	40%	34%	34%	42%	44%	43%	44%	43%	41%	41%	43%	48%	40%	43%
Social media (e.g. Facebook, X, etc)	39	19	10	29	20	19	2	3	15	2	2	15	12	6	3	4	27	7	6	16	15	3	-	22	3	23	16
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	20	6	6	13	12	6	-	-	6	2	4	9	7	2	2	-	16	2	-	14	6	-	-	14	-	14	6
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	46	24	6	39	22	24	1	6	17	18	7	17	18	7	1	4	35	4	25	12	10	-	-	38	-	24	22
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	32	8	16	12	20	8	2	3	16	-	5	10	12	3	4	4	22	8	16	3	1	3	7	19	11	9	24
7%		7%	1%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%
No preference	129	49	38	72	61	49	7	13	38	6	17	42	49	23	4	10	91	14	49	45	23	5	7	93	12	25	104
2%		2%	2%	2%	2%	2%	4%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Don't know/ doesn't apply to me	94	19	13	41	35	19	3	14	13	6	9	25	19	23	15	12	44	27	32	30	22	8	1	62	9	20	70
2%		1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QC2_3. By which method would you most prefer to receive communications from - Your local council or tax office

Table 27

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6100	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6100	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Post	2208	106	2084	18	613	1474	122	2101	34	20	46	2155	7
36%		31%	36%	44%	37%	35%	36%	29%	29%	36%	70% ^{ghlm}	35%	37%
Phone call	602	55	545	2	198	374	30	554	25	12	11	591	*
10%		16% ^{ls}	9%	5%	12% ^{ab}	9%	10%	9%	21% ^{ghlm}	11% ^{ghlm}	17%	10%	*
Text message	293	16	271	6	67	174	22	274	10	3	2	287	4
5%		5%	5%	14% ^{ablm}	6% ^{ls}	4%	7%	5%	9%	6%	3%	6%	17%
Email	2694	137	2545	11	658	1923	113	2639	35	10	4	2683	6
44%		47%	44%	27%	39%	45% ^{ghl}	36%	41% ^{ghlm}	25% ^{ls}	17%	6%	42% ^{ghlm}	30%
Social media (e.g. Facebook, X, etc)	39	6	34	-	12	23	4	30	4	3	-	37	2
1%		2%	1%	-	1%	1%	1%	1%	4% ^{ghlm}	6% ^{ghlm}	-	1%	10%
Video calling (e.g. Skype, FaceTime, etc)	20	2	17	2	8	12	-	14	4	2	-	20	-
*		*	*	6% ^{ls}	*	*	-	*	2% ^{ghlm}	4% ^{ghlm}	-	*	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	46	*	46	-	14	27	4	44	2	-	-	46	-
1%		*	1%	-	1%	1%	1%	1%	2%	-	-	1%	-
Other	32	5	27	-	15	16	1	28	1	3	*	32	-
1%		2% ^{ls}	*	-	1%	*	*	*	1%	6% ^{ghlm}	1%	1%	-
No preference	129	7	122	-	33	86	10	122	1	3	1	125	2
2%		2%	2%	-	2%	2%	3%	2%	1%	5%	2%	2%	11%
Don't know/ doesn't apply to me	96	3	91	2	27	64	6	92	2	-	1	94	*
2%		1%	2%	6% ^{ls}	2%	2%	2%	2%	2%	-	2%	2%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QC2_3. By which method would you most prefer to receive communications from - Your local council or tax office

Table 27

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Post	2208	550	571	554	533	168	190	192	205	199	167	162	180	212	186	163	184				
	36%	35%	37%	36%	35%	34%	36%	36%	39%	39%	34%	31%	35%	42%	37%	32%	38%				
Phone call	602	144	167	140	151	52	49	43	58	48	62	48	48	43	41	57	53				
	10%	9%	11%	9%	10%	11%	9%	8%	11%	9%	12%	9%	9%	9%	8%	11%	10%				
Text message	293	64	62	93	73	17	16	32	25	16	21	33	34	26	19	28	28				
	5%	4%	4%	6%	5%	3%	3%	6%	8%	3%	4%	6%	7%	5%	4%	5%	5%				
Email	2694	691	648	663	691	221	244	226	205	219	224	233	231	199	240	231	221				
	44%	45%	42%	43%	45%	45%	46%	43%	39%	43%	45%	45%	44%	40%	49%	45%	42%				
Social media (e.g. Facebook, X, etc)	39	8	12	4	16	4	-	4	6	-	6	-	1	4	3	7	5				
	1%	*	1%	*	1%	1%	-	1%	1%	-	1%	-	*	1%	1%	1%	1%				
Video calling (e.g. Skype, FaceTime, etc)	20	6	3	7	4	4	2	1	3	-	-	4	2	1	1	2	1				
	*	*	*	*	*	1%	*	*	1%	-	-	1%	*	*	*	*	*				
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	46	14	8	7	17	6	4	4	4	3	1	2	2	3	5	5	8				
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	*	*	1%	1%	1%	1%				
Other	32	9	17	-	6	-	6	3	6	10	2	-	-	-	3	*	3				
	1%	1%	1%	-	*	-	1%	*	1%	2%	*	-	-	-	1%	*	1%				
No preference	129	35	27	37	30	13	13	9	14	7	6	17	9	10	2	13	14				
	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	*	2%	2%				
Don't know/ doesn't apply to me	96	28	19	34	14	6	8	14	6	6	7	19	12	4	5	6	3				
	2%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC2_4. By which method would you most prefer to receive communications from - Your GP / medical or healthcare professional

Table 28

Base : All participants

	Methodology				Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	832	839	1608	1939	2613	1461	5408	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	508	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Post	927	209	718	103	824	431	496	82	137	200	133	171	113	89	219	334	374	203	747	166
Phone call	15%	17%	15%	13%	15%	14%	16%	10%	10%	10%	10%	10%	10%	14%	13%	17%	15%	15%	14%	18%
Text message	2272	562	1710	253	2019	1066	1203	281	296	338	287	387	361	317	579	625	1080	680	1997	263
	37%	45%	35%	32%	40%	35%	38%	34%	34%	30%	35%	34%	40%	39%	34%	32%	42%	40%	39%	38%
Email	1161	177	973	177	974	513	634	209	154	195	170	220	111	92	363	365	423	203	935	206
	19%	14%	23%	22%	18%	17%	20%	29%	18%	17%	20%	19%	15%	15%	21%	19%	17%	15%	18%	22%
Social media (e.g. Facebook, X, etc)	28	2	27	4	24	20	8	5	10	9	3	1	-	-	15	12	1	-	23	5
Video calling (e.g. Skype, FaceTime, etc)	40	-	40	15	25	22	10	7	11	5	9	4	-	3	19	14	8	4	27	12
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	80	3	77	19	61	52	28	17	15	22	5	6	10	5	32	27	21	14	58	22
	1%	0%	2%	2%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Other	66	22	45	6	60	45	21	5	12	11	5	11	9	13	17	16	33	22	66	-
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	-
No preference	156	12	143	7	148	89	57	9	16	39	27	31	25	6	27	65	61	30	133	17
	3%	1%	3%	1%	3%	2%	2%	1%	2%	4%	4%	3%	3%	1%	2%	3%	2%	2%	3%	2%
Don't know/ doesn't apply to me	30	1	28	5	25	16	12	12	3	5	5	-	3	2	14	10	5	5	18	9
	0%	0%	1%	1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_4. By which method would you most prefer to receive communications from - Your GP / medical or healthcare professional

Table 28

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 per year (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	687	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Post	927	180	290	205	253	469	458	578	339	73	98	248	233	159	579	76	770	155	721	60
		16%	18%	15%	15%	19%	18%	19%	16%	14%	13%	16%	15%	14%	15%	14%	15%	12%	12%	12%
Phone call	2272	368	708	538	656	1076	1194	1215	1030	195	318	548	549	371	1415	203	1903	517	1645	109
	37%	32%	37%	39%	38%	35%	35%	33%	42%	38%	43%	37%	35%	34%	37%	38%	37%	40%	36%	38%
Text message	1191	197	345	267	342	542	608	697	430	95	129	311	298	203	736	98	976	275	827	48
	19%	17%	18%	19%	20%	18%	19%	19%	18%	18%	18%	21%	19%	18%	19%	18%	19%	15%	18%	17%
Email	1412	317	453	307	335	789	642	826	464	107	142	312	391	295	845	110	1196	247	1102	63
	23%	25%	26%	24%	22%	19%	21%	25%	19%	21%	19%	21%	28%	27%	22%	21%	23%	19%	24%	22%
Social media (e.g. Facebook, X, etc)	28	3	12	3	10	15	13	22	6	4	2	8	10	4	20	4	25	6	21	2
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Video calling (e.g. Skype, FaceTime, etc)	40	14	11	5	11	24	16	27	13	7	1	8	17	7	26	7	33	22	18	+
	1%	1%	1%	+	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	+	+
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	80	23	25	10	21	48	32	60	20	1	17	19	27	15	62	1	79	19	60	-
	1%	2%	1%	1%	1%	2%	1%	2%	1%	+	2%	1%	2%	1%	2%	+	2%	2%	1%	-
Other	66	11	21	12	22	33	34	33	29	5	4	20	14	14	39	5	52	11	51	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No preference	155	22	39	28	66	61	93	94	57	22	20	22	43	26	85	22	125	24	121	9
	3%	2%	2%	2%	4%	3%	3%	3%	2%	4%	3%	1%	3%	3%	2%	4%	2%	2%	3%	3%
Don't know/ doesn't apply to me	30	1	10	9	11	19	18	9	7	7	1	7	4	4	12	7	17	6	21	2
	+	+	1%	1%	1%	+	1%	+	+	1%	+	+	+	+	1%	+	+	+	+	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC2_4. By which method would you most prefer to receive communications from - Your GP / medical or healthcare professional

Table 28

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5268	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Post	927	793	134	31	790	68	43	25	39	97	68	70	95	111	125	117	69	12	57	
	15%	12%	16%	19%	15%	13%	13%	15%	16%	14%	13%	16%	17%	15%	14%	13%	16%	13%	13%	
Phone call	2272	1918	354	82	1817	236	127	92	89	257	171	167	181	185	245	203	229	34	202	
	37%	36%	41%	46%	35%	46%	43%	54%	36%	35%	34%	37%	33%	32%	30%	35%	43%	69%	48%	
Text message	1191	1009	142	15	1031	62	36	22	51	131	141	102	132	85	158	152	78	3	59	
	19%	13%	16%	9%	12%	12%	12%	13%	13%	14%	13%	10%	10%	11%	12%	10%	10%	8%	13%	
Email	1412	1228	183	33	1201	119	69	23	51	152	101	90	109	141	231	212	113	16	103	
	23%	23%	21%	20%	23%	23%	23%	13%	20%	22%	20%	20%	20%	25%	29%	25%	21%	24%	23%	
Social media (e.g. Facebook, X, etc)	28	21	6	*	23	3	*	1	1	2	4	3	-	3	-	6	4	-	3	
	* ^a	*	1%	*	*	1%	*	1%	*	*	1%	1%	*	1%	*	1%	1%	-	1%	
Video calling (e.g. Skype, FaceTime, etc)	40	36	4	1	32	5	1	1	1	-	3	3	2	5	12	2	4	-	5	
	1%	1%	*	1%	1%	1%	*	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	1%	
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	80	72	8	1	72	5	2	1	4	5	5	5	6	10	15	16	6	*	5	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	1%	*	1%	
Other	66	53	13	1	59	3	4	1	1	10	3	2	-	7	2	21	12	1	1	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	*	1%	1%	1%	1%	
No preference	156	139	16	2	130	13	9	2	12	14	11	4	17	23	13	24	14	1	13	
	3%	3%	2%	1%	3%	3%	3%	1%	1%	2%	2%	1%	2%	2%	3%	3%	3%	1%	3%	
Don't know/ doesn't apply to me	30	29	1	1	23	2	3	1	1	6	1	2	2	3	10	-	-	*	2	
	*	*	1%	*	*	*	1%	1%	*	1%	*	*	*	1%	1%	1%	-	*	*	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC2_4. By which method would you most prefer to receive communications from - Your GP / medical or healthcare professional

Table 28

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Post	927	371	353	524	506	371	26	164	353	26	199	372	309	89	45	12	775	57	377	353	73	40	20	760	61	233	694
15%		15%	16%	15%	16%	15%	12%	16%	16%	12%	15%	15%minsq	15%minsq	15%minsq	8%	5%	11%minsq	7%	17%plus	19%plus	11%	11%	11%	15%plus	11%	15%	15%
Phone call	2272	916	805	1313	1202	916	54	331	805	89	457	781	885	292	223	86	1666	309	918	872	265	139	65	1790	204	535	1736
37%		38%	37%	38%	37%	38%	34%	34%plus	37%	42%	42%plus	39%	36%	37%	38%	35%	37%	37%	38%	38%	39%	39%	36%	36%	38%	35%	37%
Text message	1151	460	389	653	581	460	33	144	389	44	179	371	476	131	103	65	847	169	508	418	111	68	38	925	106	292	858
19%		19%	18%	19%	18%	19%	27%	19%	18%	20%	17%	18%	19%	16%	18%	18%	22%minsq	19%	20%	18%	16%	16%	19%	21%	19%	20%	19%
Email	1412	542	473	797	728	542	31	146	473	40	203	344	586	230	182	57	930	239	571	536	166	84	36	1106	130	340	1071
23%		22%	22%	23%	22%	22%	20%	19%	22%	19%	19%	17%	24%plus	29%plus	24%plus	23%	24%plus	29%plus	22%	23%	24%	26%	20%	20%	23%	24%	22%
Social media (e.g. Facebook, X, etc)	28	9	9	20	19	9	4	4	9	-	-	12	8	3	1	4	20	5	9	3	12	2	3	12	5	15	13
1%		-	-	1%	1%	-	2%plus	1%	-	-	-	1%	-	-	-	2%plus	-	1%	-	-	2%plus	-	2%plus	-	1%plus	1%plus	-
Video calling (e.g. Skype, FaceTime, etc)	40	13	13	26	27	13	4	7	13	-	4	14	21	1	3	1	35	4	14	15	5	3	2	30	5	28	14
1%		1%	1%	1%	1%	1%	2%plus	1%	-	-	-	1%	1%	-	-	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	80	34	25	45	37	34	1	7	25	-	7	34	20	12	9	4	54	13	38	29	9	4	1	66	5	31	49
1%		1%	1%	1%	1%	1%	1%	1%	1%	-	1%	2%plus	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%plus	1%
Other	66	11	30	29	49	11	-	1	30	1	16	22	25	9	6	4	47	10	39	12	10	3	3	50	6	15	51
1%		-	1%plus	1%	2%plus	-	-	-	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%plus	1%	2%plus	1%	2%	1%	1%	1%	1%
No preference	155	52	54	86	88	52	7	20	54	9	21	52	57	26	10	9	109	19	65	48	27	4	10	113	14	22	133
3%		2%	2%	2%	3%	2%	4%	3%	2%	4%	2%	3%	2%	3%	2%	4%	2%	2%	2%	2%	4%plus	1%	4%plus	2%	3%	1%	2%plus
Don't know/ doesn't apply to me	30	4	13	8	13	4	-	-	13	4	10	-	9	7	1	2	19	4	7	18	4	-	-	25	-	9	20
1%		-	1%	-	1%	-	-	-	1%	2%plus	-	-	-	1%	-	1%	-	-	-	1%	1%	-	-	1%	-	1%	-

QC2_4. By which method would you most prefer to receive communications from - Your GP / medical or healthcare professional

Table 28

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but use don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6100	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6100	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Post	927	46	873	8	230	644	52	879	16	11	10	907	2
15%		14%	15%	18%	14%	15%	17%	15%	14%	20%	25% ^{gh}	15%	7%
Phone call	2272	156	2103	13	682	1496	94	2150	55	21	42	2226	4
37%		45% ^{ab}	36%	32%	37% ^{cd}	36%	30%	36%	47%	37%	34% ^{gh}	37%	16%
Text message	1151	43	1102	7	330	762	59	1123	13	6	3	1142	5
19%		13%	18% ^{ab}	18%	20%	18%	19%	19%	11%	11%	5%	18% ^h	24%
Email	1412	62	1340	9	325	1023	63	1375	21	7	2	1403	6
23%		19%	23%	22%	19%	23% ^d	20%	23% ^g	15% ^h	11%	3%	23% ^h	30%
Social media (e.g. Facebook, X, etc)	28	4	23	2	10	13	5	20	*	6	*	26	2
*		1%	*	4% ^h	1%	*	2% ^h	*	11% ^{ghh}	*	*	10%	10%
Video calling (e.g. Skype, FaceTime, etc)	40	5	33	2	17	12	11	34	5	1	-	40	-
1%		2%	1%	4% ^h	13% ^d	*	5% ^{gh}	1%	14% ^{gh}	2%	-	1%	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	80	7	73	-	31	44	5	74	4	2	-	80	-
1%		2%	1%	-	23% ^d	1%	1%	1%	3%	3%	-	1%	-
Other	68	6	60	-	23	40	3	61	2	2	-	65	1
1%		2%	1%	-	1%	1%	1%	1%	2%	4%	-	1%	7%
No preference	105	6	149	-	22	118	14	104	-	-	-	154	1
3%		2%	3%	-	1%	3% ^{cd}	5% ^{gh}	3%	-	-	-	3%	4%
Don't know/ doesn't apply to me	30	*	29	1	5	19	4	27	3	-	-	29	*
*		*	*	2%	*	*	5% ^{gh}	*	2%	-	-	*	2%

Proportions/Means: Columns Tested (5% risk level) - abc - dlef - ghijkl
 * small base, ** very small base (under 30) - ineligible for sig testing

QC2_4. By which method would you most prefer to receive communications from - Your GP / medical or healthcare professional

Table 28

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Post	927	255	247	231	193	87	85	83	84	90	73	81	64	87	61	65	68				
15%		16% d	16% d	15%	13%	16%	16%	16%	16%	18%	15%	16%	12%	17%	12%	13%	13%				
Phone call	2272	622	566	536	548	193	234	195	198	181	186	193	180	163	171	188	190				
37%		40% e	37%	35%	36%	39%	45% g	37%	37%	36%	36%	37%	33%	32%	34%	37%	36%				
Text message	1161	247	267	305	332	61	80	106	99	72	97	85	127	93	114	118	100				
19%		16%	17%	20% a	22% a	13%	15%	20% a	19% a	14%	19% a	16%	24% h	19% a	23% h	23% h	19% a				
Email	1412	324	365	351	372	116	102	106	118	132	114	121	112	118	132	107	133				
23%		21%	24%	23%	24%	24%	19%	20%	22%	25% f	23%	23%	22%	23%	25% f	21%	26%				
Social media (e.g. Facebook, X, etc)	28	12	3	2	11	6	-	6	1	-	2	1	1	-	5	4	2				
*		1% c	*	*	1%	1% f	-	1%	*	-	*	*	*	-	1%	1%	*				
Video calling (e.g. Skype, FaceTime, etc)	40	13	8	11	8	4	4	5	3	2	3	2	5	5	2	4	2				
1%		1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	*	1%	*				
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	80	23	13	25	19	10	5	9	7	4	1	6	10	8	6	9	4				
1%		2%	1%	2%	1%	2% i	1%	2%	1%	1%	*	1%	2% i	2%	1%	2%	1%				
Other	66	11	23	20	12	*	6	5	5	10	8	5	8	6	5	3	4				
1%		1%	2%	1%	1%	*	1%	1%	1%	2% a	2% a	1%	2% a	1%	1%	1%	1%				
No preference	165	32	38	48	37	10	13	9	16	12	9	21	7	20	6	14	18				
3%		2%	2%	3%	2%	2%	2%	2%	3%	2%	2%	4% b	1%	4% b	1%	3%	3%				
Don't know/ doesn't apply to me	30	11	5	11	3	3	4	4	*	3	2	4	4	3	3	*	-				
*		1%	*	1%	*	1%	1%	1%	*	1%	*	1%	1%	1%	1%	-	-				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QC2_6. By which method would you most prefer to receive communications from - Your landline/mobile phone provider

Table 30

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	832	639	1608	1939	2613	1461	5408	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Post	780	159	591	85	664	308	442	82	92	120	87	148	97	124	174	207	369	221	658	82
Phone call	1215	241	697	142	756	450	448	139	116	172	78	137	139	119	256	250	302	259	709	185
	15%	23.5%	13%	18%	14%	15%	14%	17%	14%	15%	9%	12%	16%	16%	15%	13%	18%	18%	14%	20%
Text message	766	128	638	127	639	382	379	175	128	108	114	123	70	47	303	223	240	117	607	151
	12%	10%	13%	16%	12%	13%	12%	23% ^{ghim}	16% ^{ghim}	10%	14% ^{ghim}	11%	9%	7%	46% ^{gh}	31% ^{gh}	10%	8%	12%	16%
Email	3212	614	2598	359	2154	1585	1624	340	425	607	484	640	409	309	765	1021	1350	710	2704	438
	52%	50%	53%	45%	53%	53%	52%	47%	49%	54%	50% ^{ghim}	57% ^{ghim}	54%	49%	45%	56%	54%	62%	53%	46%
Social media (e.g. Facebook, X, etc)	57	6	51	16	40	33	23	9	28	13	4	-	2	2	37	16	4	4	39	16
	1%	*	1%	2%	1%	1%	1%	1%	23% ^{ghim}	10%	1%	*	*	*	26% ^{gh}	11% ^{gh}	*	*	1%	2%
Video calling (e.g. Skype, FaceTime, etc)	13	-	13	11	3	8	5	-	2	5	3	3	-	-	2	5	3	-	9	4
	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	91	4	87	12	79	51	39	15	20	25	11	9	6	4	35	37	19	10	71	17
	1%	*	2%	2%	1%	2%	1%	2%	23% ^{gh}	23% ^{gh}	1%	1%	1%	1%	23% ^{gh}	23% ^{gh}	1%	1%	1%	2%
Other	30	6	24	6	24	16	14	5	12	5	4	*	2	2	17	9	4	4	26	5
	*	*	*	1%	*	1%	*	1%	13% ^{gh}	13% ^{gh}	1%	*	*	*	11% ^{gh}	*	*	*	*	*
No preference	154	17	137	16	138	84	70	15	26	30	22	25	19	17	41	53	60	35	127	22
	2%	1%	3%	2%	3%	2%	2%	2%	3%	3%	3%	2%	2%	3%	2%	3%	2%	3%	2%	2%
Don't know/ doesn't apply to me	189	58	131	15	174	93	95	43	17	36	24	44	18	7	60	59	69	25	157	27
	3%	9%	3%	2%	3%	3%	3%	7% ^{ghim}	2%	3%	3%	8% ^{ghim}	2%	1%	4%	3%	3%	2%	3%	3%

QC2_6. By which method would you most prefer to receive communications from - Your landline/mobile phone provider

Table 30

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	667	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Post	790	116	216	162	236	332	418	406	333	53	106	180	164	97	461	86	585	175	536	39
12%	10%	17%	13%	16%	17%	17%	17%	17%	17%	1%	2%	2%	1%	1%	1%	1%	1%	14%	12%	14%
Phone call	898	171	234	209	284	405	494	486	393	109	125	211	217	117	553	115	732	260	594	44
15%	15%	15%	12%	15%	16%	13%	16%	13%	16%	21%	17%	14%	14%	11%	14%	22%	14%	20%	13%	15%
Text message	766	142	218	176	230	360	406	471	284	64	95	210	173	130	478	66	627	172	555	39
12%	13%	17%	13%	13%	12%	13%	13%	13%	12%	12%	13%	17%	17%	12%	13%	12%	12%	13%	12%	14%
Email	3212	617	1089	697	808	1708	1505	1963	1207	201	347	764	895	672	2005	208	2798	548	2533	133
52%	52%	54%	57%	50%	47%	56%	46%	53%	50%	39%	47%	51%	56%	61%	63%	39%	54%	43%	59%	46%
Social media (e.g. Facebook, X, etc)	57	14	18	8	17	32	25	43	14	6	2	23	20	5	45	6	50	25	32	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Video calling (e.g. Skype, FaceTime, etc)	13	4	1	5	3	5	8	12	2	3	3	1	3	3	8	3	10	8	6	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	91	15	26	24	25	41	50	70	20	8	12	28	23	19	63	8	82	22	67	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	30	6	9	7	7	16	14	20	8	1	2	7	10	6	19	2	25	7	21	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No preference	154	21	45	27	61	65	89	92	59	21	18	27	45	16	90	21	124	32	110	13
2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	4%	2%	2%	3%	2%	2%	4%	2%	2%	2%	4%
Don't know/ doesn't apply to me	189	29	58	49	52	88	101	108	78	20	21	38	37	34	97	20	142	37	136	15
3%	3%	3%	4%	3%	3%	3%	3%	3%	3%	4%	3%	3%	2%	3%	3%	4%	3%	3%	3%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC2_6. By which method would you most prefer to receive communications from - Your landline/mobile phone provider

Table 30

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Post	790	615	135	31	631	59	37	23	31	114	73	48	58	65	60	110	73	9	49	
	12%	12%	15%g	13%g	12%	11%	13%	14%	8%h	11%h	10%h	11%	11%	11%	7%	13%g	10%h	14%	11%	
Phone call	898	761	137	22	737	71	45	46	33	83	66	71	73	91	130	98	91	6	65	
15%		14%	16%	13%	14%	14%	15%	27%h	13%	12%	13%	16%	13%	16%	16%	12%	17%h	8%	14%	
Text message	766	675	91	21	647	59	38	23	37	93	75	65	75	52	86	121	44	9	49	
12%		13%	11%	12%	12%	11%	13%	13%	8%h	11%h	10%h	11%h	10%h	9%	11%	13%h	8%	13%	11%	
Email	3212	2768	444	86	2698	286	160	67	120	326	238	233	299	315	453	441	273	39	248	
52%		52%	52%	51%	52%g	55%g	54%g	39%	48%	48%	47%	52%	50%h	50%h	46%h	52%	52%	58%	59%h	
Social media (e.g. Facebook, X, etc)	57	51	6	1	51	4	2	*	2	2	1	3	7	6	13	14	3	-	4	
1%		1%	1%	1%	1%	1%	1%	*	1%	*	*	1%	1%	1%	2%	2%	1%	-	1%	
Video calling (e.g. Skype, FaceTime, etc)	13	11	2	2	11	2	*	*	1	2	-	1	-	-	3	-	5	2	*	
1%		*	1%	1%	*	*	*	*	*	*	*	*	*	*	*	1%	2%h	1%	*	
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	91	83	8	1	82	5	1	2	5	8	7	6	4	8	23	15	6	*	5	
1%		2%	1%	*	2%	1%	*	1%	2%	1%	1%	1%	1%	1%	2%	3%	1%	*	1%	
Other	30	28	2	*	23	4	2	1	1	5	2	-	2	-	5	2	6	1	3	
1%		1%	*	*	*	1%	1%	1%	1%	1%	*	-	*	-	1%	*	1%h	1%h	1%	
No preference	154	135	19	2	138	8	4	4	11	15	13	8	13	22	20	17	19	*	7	
2%		3%	2%	1%	3%	1%	1%	3%	4%h	2%	3%	2%	2%	4%	2%	2%	4%	*	2%	
Don't know/ doesn't apply to me	189	172	17	3	160	21	4	4	9	28	33	13	12	14	17	25	8	2	19	
3%		3%	2%	2%	3%h	4%h	1%	2%	3%	4%g	3%h	3%	2%	2%	2%	3%	2%	2%	4%h	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC2_6. By which method would you most prefer to receive communications from - Your landline/mobile phone provider

Table 30

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Post	790	262	297	406	441	262	23	101	297	32	194	322	207	77	41	10	620	51	348	257	83	35	22	605	57	212	538
12%		11%	14%	14%	14%	11%	14%	13%	14%	14%	15%	16%	12%	7%	3%	4%	16%	6%	13%	11%	12%	10%	12%	17%	14%	12%	12%
Phone call	888	340	314	516	490	340	31	119	314	49	166	298	374	119	73	35	671	108	364	372	90	41	30	736	71	291	608
15%		14%	14%	15%	15%	14%	20%	16%	14%	22%	16%	15%	15%	15%	15%	14%	15%	13%	14%	16%	15%	12%	17%	13%	13%	16%	13%
Text message	768	313	223	454	374	313	25	93	223	20	101	264	296	93	77	31	560	108	335	294	79	36	18	629	54	205	561
12%		12%	10%	13%	12%	13%	15%	12%	10%	9%	10%	13%	12%	12%	13%	13%	12%	13%	13%	13%	12%	10%	10%	13%	13%	13%	12%
Email	3212	1289	1182	1796	1689	1289	59	388	1182	92	561	948	1348	425	351	129	2295	479	1362	1196	344	217	81	2558	298	646	2566
52%		53%	55%	51%	52%	53%	37%	37%	52%	42%	39%	47%	54%	35%	35%	52%	54%	52%	52%	51%	51%	46%	52%	56%	42%	53%	
Social media (e.g. Facebook, X, etc)	87	32	9	43	20	32	3	8	9	4	26	16	16	7	6	2	42	8	21	16	13	4	1	38	5	28	29
1%		1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	13	9	3	11	4	9	3	1	3	1	1	6	8	1	1	1	13	1	7	5	1	1	1	12	1	10	3
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	91	38	26	59	48	38	1	8	26	4	10	30	34	11	7	0	64	16	37	31	16	5	1	68	6	33	52
1%		2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%	1%	1%	1%
Other	30	11	12	16	17	11	1	1	12	1	5	14	7	2	5	2	21	7	13	8	4	3	1	21	3	8	22
1%		1%	1%	1%	1%	1%	1	1	1%	1	1	1%	1	1	1	1	1%	1%	1	1	1%	1%	1	1%	1%	1%	1
No preference	154	61	45	94	78	61	7	25	45	6	20	38	60	36	7	9	99	16	53	59	27	5	7	112	12	35	119
2%		3%	2%	3%	2%	3%	5%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	1%	4%	2%	2%	2%	3%
Don't know/ doesn't apply to me	189	58	53	97	92	58	7	21	53	10	27	70	47	23	16	21	117	37	66	69	34	11	18	130	20	47	141
3%		2%	2%	3%	3%	2%	4%	3%	2%	3%	3%	3%	2%	4%	3%	3%	3%	3%	2%	3%	4%	3%	3%	3%	3%	3%	3%

QC2_6. By which method would you most prefer to receive communications from - Your landline/mobile phone provider

Table 30

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6100	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6100	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Post	790	50	880	12	267	436	45	698	28	14	37	710	3
12%		10%	12%		25% ^{ab}	16% ^a	11%	11%	24% ^{gh}	33% ^{gh}	86% ^{ghikl}	12%	14%
Phone call	898	75	817	6	263	580	55	830	34	13	18	877	3
15%		22% ^{ab}	14%	10%	16%	14%	16%	14%	29% ^{gh}	23%	28% ^{gh}	14%	14%
Text message	766	37	724	5	220	508	37	737	15	10	1	751	4
12%		11%	13%	12%	13%	12%	12%	12%	13%	13%	1%	13%	17%
Email	3212	137	3065	10	766	2322	125	3166	28	10	1	3204	7
52%		41%	53% ^{ab}	25%	46%	57% ^{cd}	40%	54% ^{cd}	24%	17% ^e	2%	52% ^{ab}	31%
Social media (e.g. Facebook, X, etc)	57	5	52	-	21	29	6	45	5	4	-	55	2
1%		1%	1%	-	1%	1%	2%	1%	6% ^{gh}	7% ^{gh}	-	1%	10%
Video calling (e.g. Skype, FaceTime, etc)	13	3	10	1	9	5	-	12	2	-	-	13	-
*		1%	-	1%	3% ^{ab}	3% ^{ab}	-	1%	1% ^{gh}	-	-	-	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	91	7	84	*	31	55	5	89	*	1	-	91	*
1%		2%	1%	1%	2%	1%	1%	2%	*	2%	-	1%	*
Other	30	3	26	1	11	17	1	28	-	2	-	29	1
*		1%	-	2%	1%	1%	*	*	-	4% ^{gh}	-	-	7%
No preference	154	9	143	2	37	97	20	160	2	-	1	152	1
2%		2%	2%	4%	2%	2%	6% ^{ab}	3%	2%	-	2%	3%	3%
Don't know/ doesn't apply to me	189	10	176	3	49	122	17	174	3	3	7	181	1
3%		3%	3%	8%	3%	3%	6% ^{ab}	3%	3%	3%	11% ^{gh}	3%	4%

Proportions/Means: Columns Tested (5% risk level) - ab/cd - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QC2_6. By which method would you most prefer to receive communications from - Your landline/mobile phone provider

Table 30

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Post	790	212	210	163	165	76	66	70	75	75	59	50	48	66	48	53	64
12%		14% c	14% c	11%	11%	10% a,i	12%	13%	14%	10% a,i	12%	10%	9%	13%	10%	10%	12%
Phone call	898	228	250	212	209	71	86	72	84	82	84	79	60	72	62	72	74
15%		15%	16%	14%	14%	14%	16%	14%	16%	16%	17%	13%	12%	14%	12%	14%	14%
Text message	766	180	164	219	203	43	63	74	62	39	62	78	74	68	61	73	69
12%		12%	11%	14% b	13%	9%	12%	10% a,i	12%	8%	10% a	10% a,i	10% a,i	10% a	12%	10% a,i	10% a
Email	3212	796	787	797	831	258	265	274	254	271	262	265	262	250	262	277	262
52%		51%	51%	52%	54%	53%	50%	52%	48%	53%	53%	51%	54%	50%	50% a,i	54%	50%
Social media (e.g. Facebook, X, etc)	57	19	11	12	15	4	11	3	4	2	5	4	4	4	3	7	4
1%		1%	1%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	13	3	8	2	1	2	-	1	8	*	-	-	*	1	1	-	-
*		*	1%	*	*	*	-	*	0% f,i h o,p	*	-	-	-	*	-	-	-
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	91	21	19	24	26	9	8	4	13	5	1	7	11	6	8	3	14
1%		1%	1%	2%	2%	2%	2%	1%	3%	1%	*	1%	2%	1%	2%	1%	3% a
Other	30	4	6	12	7	2	2	-	3	3	*	3	4	6	3	3	2
*		*	*	1%	*	*	*	-	1%	1%	*	*	1%	1%	1%	1%	*
No preference	154	42	33	50	29	16	13	12	16	8	9	19	17	14	10	10	10
2%		3%	2%	3%	2%	3%	2%	2%	3%	1%	2%	4%	3%	3%	2%	2%	2%
Don't know/ doesn't apply to me	189	44	47	48	50	11	16	15	13	22	12	14	18	16	15	14	21
3%		3%	3%	3%	3%	2%	3%	3%	2%	4%	2%	3%	3%	3%	3%	3%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC2_7. By which method would you most prefer to receive communications from - Your paid TV provider

Table 31

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5363	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	3716	607	1233	497	789	5310	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	508	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Post	800	160	640	108	692	365	434	109	129	145	96	155	86	79	242	320	242	165	658	131
Phone call	1376	105	123%	13%	14%	12%	14%	13%	15%	13%	12%	14%	11%	13%	14%	12%	13%	12%	13%	14%
	514	105	7%	8%	8%	257	255	66	82	111	53	67	75	55	153	164	197	130	395	114
	8%	13%	11%	11%	9%	9%	10%	10%	10%	10%	6%	6%	10%	9%	9%	8%	6%	9%	8%	12%
Text message	369	69	300	53	315	168	200	105	72	56	46	50	18	21	177	102	90	39	258	108
	6%	6%	6%	7%	6%	6%	6%	1%	1%	1%	1%	4%	2%	3%	1%	1%	4%	3%	5%	1%
Email	3337	658	2680	418	2919	1634	1700	414	454	652	518	620	383	288	867	1170	1300	671	2853	460
	54%	53%	54%	54%	54%	54%	54%	50%	52%	55%	52%	50%	46%	46%	51%	50%	52%	48%	50%	49%
Social media (e.g. Facebook, X, etc)	55	5	50	28	27	33	22	7	23	15	8	*	*	1	30	24	1	1	37	18
	1%	*	1%	1%	1%	1%	1%	1%	2%	1%	1%	*	*	*	1%	1%	*	*	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	12	*	12	3	9	10	2	3	5	3	1	*	*	*	8	4	*	*	10	*
	*	*	*	*	*	*	*	1%	1%	1%	1%	*	*	*	1%	1%	*	*	1%	1%
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	72	3	69	13	59	41	31	14	27	14	8	3	3	2	41	22	8	6	51	20
	1%	*	1%	2%	1%	1%	1%	2%	2%	1%	1%	*	*	*	2%	1%	*	*	1%	2%
Other	17	2	15	*	17	10	7	1	4	5	1	*	1	4	5	6	6	5	11	6
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No preference	154	27	127	12	141	80	74	9	21	38	18	39	10	20	31	53	70	31	130	21
	2%	2%	3%	2%	3%	2%	2%	1%	2%	3%	2%	3%	1%	1%	2%	3%	3%	2%	3%	2%
Don't know/ doesn't apply to me	830	144	686	67	763	412	415	94	44	85	83	188	182	157	138	168	524	339	755	66
	13%	12%	14%	8%	14%	14%	13%	11%	5%	8%	10%	10%	2%	2%	8%	9%	21%	24%	16%	7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_7. By which method would you most prefer to receive communications from - Your paid TV provider

Table 31

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	667	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Post	800	125	240	188	246	365	435	491	302	74	96	210	184	120	490	74	639	183	577	40
		13%	17%	13%	14%	12%	14%	13%	12%	14%	13%	14%	12%	13%	14%	14%	12%	14%	13%	14%
Phone call	514	104	122	125	164	225	289	296	204	56	70	136	105	72	311	58	427	148	337	29
		9%	6%	7%	9%	7%	9%	8%	8%	11%	10%	9%	7%	7%	8%	11%	8%	12%	7%	10%
Text message	369	92	109	68	100	201	168	251	110	25	47	85	89	84	221	28	309	82	269	17
	6%	7%	6%	6%	6%	7%	5%	6%	5%	5%	6%	6%	6%	6%	5%	6%	6%	6%	6%	5%
Email	3337	555	1094	796	790	1750	1586	2147	1146	187	365	788	960	686	2113	192	2914	595	2587	155
	54%	55%	57%	58%	58%	57%	51%	56%	48%	36%	50%	52%	51%	52%	55%	36%	58%	46%	58%	54%
Social media (e.g. Facebook, X, etc)	55	16	10	14	15	26	29	43	12	6	4	11	24	11	38	6	49	16	39	*
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	2%	2%	1%	1%	1%	1%	1%	1%	*
Video calling (e.g. Skype, FaceTime, etc)	12	2	4	3	3	6	6	10	1	3	*	6	3	*	9	3	9	5	6	*
	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	1%	*	*	*	*	*
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	72	14	29	13	16	43	29	53	19	7	7	16	15	23	38	7	62	12	58	4
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%
Other	17	2	5	5	4	7	10	7	9	2	*	8	1	5	9	2	14	6	11	*
	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*
No preference	154	19	39	28	68	59	95	88	65	17	20	27	50	20	97	17	131	42	101	11
	2%	2%	2%	2%	4%	2%	3%	2%	2%	3%	2%	2%	3%	2%	3%	3%	3%	3%	2%	4%
Don't know/ doesn't apply to me	830	107	261	144	319	368	463	284	530	138	125	215	154	80	493	147	621	195	605	31
	13%	8%	14%	10%	11%	12%	11%	8%	22%	17%	15%	17%	10%	7%	11%	21%	12%	10%	13%	11%

QC2_7. By which method would you most prefer to receive communications from - Your paid TV provider

Table 31

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberide (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	352	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Post	800	686	114	28	682	53	41	24	31	99	80	62	60	70	90	128	61	12	41	
	13%	13%	13%	17%	13%	10%	14%	14%	13%	15%	15%	15%	11%	12%	11%	15%	11%	12%	9%	
Phone call	514	444	70	14	404	45	28	36	22	45	35	36	46	32	63	56	70	2	43	
	8%	8%	8%	8%	8%	9%	10%	21%	9%	7%	7%	8%	8%	6%	8%	7%	13%	3%	10%	
Text message	369	331	38	5	315	24	19	11	19	57	36	27	25	23	62	46	20	4	20	
	6%	6%	4%	3%	6%	5%	6%	6%	6%	16%	10%	8%	6%	4%	18%	9%	4%	5%	4%	
Email	3337	2872	465	84	2784	319	159	76	125	336	260	260	297	336	458	464	248	41	278	
	54%	54%	54%	50%	54%	62%	54%	45%	50%	50%	51%	58%	60%	60%	67%	65%	47%	61%	62%	
Social media (e.g. Facebook, X, etc)	55	50	5	1	47	6	1	1	4	7	4	2	2	3	13	9	3	*	5	
	1%	1%	1%	1%	1%	1%	1%	*	2%	1%	1%	*	*	1%	3%	1%	1%	*	1%	
Video calling (e.g. Skype, FaceTime, etc)	12	11	*	*	11	*	1	-	-	2	-	-	1	2	3	3	-	-	*	
	*	*	*	*	*	*	*	-	-	*	-	-	*	*	*	*	-	-	*	
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	72	66	6	*	62	5	3	2	4	6	4	3	4	9	21	5	6	*	5	
	1%	1%	1%	*	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	5%	1%	1%	*	1%	
Other	17	13	4	*	15	1	*	*	-	2	2	1	2	3	-	4	1	-	1	
	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*	1%	*	-	*	
No preference	154	130	24	4	134	10	5	5	12	17	11	6	16	19	16	10	26	*	10	
	2%	2%	3%	2%	3%	2%	2%	3%	6%	3%	2%	1%	3%	3%	2%	1%	8%	*	2%	
Don't know/ doesn't apply to me	830	694	136	32	720	55	38	15	33	102	76	50	89	79	86	116	64	8	47	
	13%	13%	16%	14%	13%	11%	13%	9%	13%	16%	15%	11%	15%	14%	17%	14%	11%	12%	10%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC2_7. By which method would you most prefer to receive communications from - Your paid TV provider

Table 31

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total																													
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Post	800	310	282	467	438	310	25	105	282	30	126	330	322	83	40	13	661	53	406	268	71	32	20	673	52	224	576		
13%		13%	12%	13%	13%	13%	16%	14%	13%	16%	14%	12%	13%	10%	7%	5%	11%	6%	12%	12%	10%	9%	11%	16%	10%	15%	12%		
Phone call	514	243	139	339	235	243	21	79	139	22	81	167	209	58	61	19	377	80	201	220	59	17	18	421	35	189	326		
8%		15%	6%	19%	7%	10%	13%	10%	6%	10%	8%	8%	8%	7%	10%	8%	10%	10%	8%	16%	9%	5%	10%	16%	6%	12%	7%		
Text message	369	109	98	233	162	109	13	30	98	9	42	99	166	46	38	17	265	55	151	157	29	15	13	308	28	138	230		
6%		15%	5%	17%	5%	14%	8%	4%	5%	4%	4%	5%	7%	6%	7%	7%	6%	7%	6%	7%	4%	4%	7%	6%	5%	10%	5%		
Email	3337	1338	1177	1919	1758	1338	56	388	1177	71	490	1012	1397	455	329	134	2408	464	1395	1298	380	204	68	2693	273	734	2604		
54%		55%	54%	55%	54%	55%	35%	34%	50%	34%	49%	50%	50%	34%	24%	54%	53%	53%	52%	50%	36%	204	36%	53%	51%	48%	53%		
Social media (e.g. Facebook, X, etc)	55	33	8	49	20	33	2	4	33	2	1	20	19	12	4	1	39	5	22	21	8	4	43	4	40	15			
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Video calling (e.g. Skype, FaceTime, etc)	12	7	1	10	4	7	-	-	1	-	1	1	10	-	-	-	11	-	-	7	3	2	7	2	8	4			
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	72	34	15	51	32	34	3	7	15	1	7	20	23	18	6	43	12	30	20	17	3	2	50	5	30	42			
1%		1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Other	17	8	3	14	9	8	2	3	8	-	2	7	7	-	3	-	14	3	7	10	-	-	17	-	4	13			
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
No preference	154	60	46	98	84	60	3	21	46	6	24	44	63	25	12	8	107	20	58	64	18	2	7	122	9	24	130		
2%		2%	2%	3%	3%	2%	2%	3%	2%	3%	2%	2%	3%	3%	2%	3%	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	2%		
Don't know/ doesn't apply to me	830	211	395	327	511	211	35	126	395	70	275	311	268	106	60	48	672	139	339	239	117	78	50	576	128	130	700		
13%		9%	16%	9%	16%	9%	22%	16%	8%	33%	20%	16%	11%	13%	18%	20%	13%	17%	13%	10%	17%	22%	12%	24%	9%	16%			

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QC2_7. By which method would you most prefer to receive communications from - Your paid TV provider

Table 31

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6100	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6100	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Post	800	56	733	11	253	491	59	740	29	8	23	774	3
13%	13%	77%	13%		19%	12%		13%	23%	14%	33%	13%	14%
Phone call	514	51	460	3	176	306	32	460	29	14	10	504	-
8%	8%	15%	8%	8%	11%	7%	10%	8%	23%	13%	16%	8%	-
Text message	369	19	346	4	102	251	16	347	12	6	1	366	2
6%	6%	6%	6%	9%	6%	6%	5%	6%	10%	11%	1%	6%	10%
Email	3337	145	3173	19	762	2419	156	3281	31	11	4	3323	11
84%	84%	43%	85%	47%	45%	58%	50%	83%	26%	29%	5%	83%	51%
Social media (e.g. Facebook, X, etc)	55	10	45	-	22	26	7	46	3	-	-	53	2
1%	1%	3%	1%	-	11%	1%	2%	1%	6%	-	-	1%	10%
Video calling (e.g. Skype, FaceTime, etc)	12	-	12	-	3	8	-	8	3	1	-	12	-
* -	-	-	-	-	-	-	-	-	2%	2%	-	-	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	72	2	70	-	17	51	4	64	4	4	-	72	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	6%	-	1%	-
Other	17	2	15	-	4	12	1	17	-	-	-	17	-
-	-	1%	-	-	-	-	-	-	-	-	-	-	-
No preference	164	12	142	-	54	62	8	160	-	-	2	150	1
2%	2%	2%	2%	-	3%	2%	2%	3%	-	-	4%	2%	3%
Don't know/ doesn't apply to me	830	39	788	4	283	516	32	785	6	12	26	802	3
13%	13%	12%	14%	9%	17%	12%	10%	13%	4%	21%	39%	13%	12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QC2_7. By which method would you most prefer to receive communications from - Your paid TV provider

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Post	800	194	222	200	194	64	57	74	80	87	54	68	65	67	45	61	78
13%		13%	14%	13%	12%	13%	11%	16% n=16	15% n=15	17% n=17	11%	13%	13%	13%	9%	12%	18% n=18
Phone call	514	130	149	104	130	49	41	40	50	36	63	38	31	35	43	42	46
8%		8%	10% n=10	7%	8%	10%	8%	8%	9%	7%	13% n=13	7%	6%	7%	8%	8%	9%
Text message	369	79	103	88	99	16	29	33	33	31	39	15	39	34	30	32	31
6%		5%	7%	6%	6%	3%	6%	6% n=6	6% n=6	6%	6% n=6	3%	6% n=6	7% n=7	7% n=7	6% n=6	6% n=6
Email	3337	839	803	841	855	265	294	280	275	278	250	284	285	272	303	293	259
54%		54%	52%	55%	56%	54%	55%	53%	52%	55%	51%	55%	55%	54%	59% n=59	57%	50%
Social media (e.g. Facebook, X, etc)	56	8	9	21	17	1	4	3	4	3	2	2	13	6	3	10	4
1%		1%	1%	1%	1%	*	1%	1%	1%	1%	*	*	2% n=2	1%	1%	2% n=2	1%
Video calling (e.g. Skype, FaceTime, etc)	12	-	7	-	4	-	-	-	4	*	3	-	-	-	4	-	-
*		-	n/a	-	*	-	-	-	1%	*	1%	-	-	-	1%	-	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	72	23	15	13	21	8	10	5	10	3	1	4	5	4	1	4	16
1%		2%	1%	1%	1%	2% n=2	2% n=2	1%	2% n=2	1%	*	1%	1%	1%	*	1%	3% n=3
Other	17	*	6	7	4	*	*	-	-	5	1	1	2	3	1	-	3
*		*	*	*	*	-	*	-	-	1%	*	*	*	1%	*	-	1%
No preference	164	41	32	48	32	13	13	15	15	8	9	23	12	12	16	8	9
2%		3%	2%	3%	2%	3%	2%	3%	3%	2%	2%	3% n=3	2%	2%	3%	1%	2%
Don't know/ doesn't apply to me	830	235	188	218	189	75	85	76	61	56	71	83	65	70	51	62	78
13%		15%	12%	14%	12%	15%	16% n=16	14%	11%	11%	14%	16% n=16	13%	14%	10%	12%	15%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p

QC2_8. By which method would you most prefer to receive communications from - Your broadband provider

Table 32

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	832	639	1608	1939	2613	1461	5408	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	508	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Post	782	147	634	95	687	334	445	115	121	135	90	146	86	89	236	225	321	175	657	113
Phone call	1331	12%	13%	12%	13%	11%	14%	14%	14%	12%	11%	13%	11%	14%	14%	12%	13%	13%	13%	12%
Text message	623	17%	14%	9%	10%	10%	10%	10%	12%	11%	8%	8%	12%	10%	11%	10%	10%	11%	10%	12%
Email	466	7%	8%	7%	7%	6%	7%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
Social media (e.g. Facebook, X, etc)	46	3	43	14	32	37	10	10	6	26	4	2	-	-	15	30	2	-	32	13
Video calling (e.g. Skype, FaceTime, etc)	20	-	20	12	8	12	8	2	5	6	2	-	-	-	12	8	-	-	10	10
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	67	3	64	11	55	38	28	11	19	13	12	6	3	2	30	25	11	6	53	12
Other	20	4	16	4	16	11	9	3	2	6	2	1	2	3	4	9	7	6	12	7
No preference	137	24	113	8	129	74	62	13	23	28	20	26	8	20	36	48	53	27	119	14
Don't know/ doesn't apply to me	174	84	90	12	161	92	81	51	9	11	13	24	35	31	59	24	90	66	147	22

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_8. By which method would you most prefer to receive communications from - Your broadband provider

Table 32

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Post	782	131	238	173	240	369	413	467	306	71	95	230	163	110	488	77	625	160	586	36
		12%	12%	12%	14%	12%	13%	12%	12%	14%	13%	12%	10%	10%	13%	14%	12%	12%	13%	13%
Phone call	623	119	177	143	184	296	327	362	249	63	73	152	164	88	390	63	520	183	414	25
	10%	10%	9%	10%	11%	10%	11%	10%	10%	12%	10%	10%	10%	8%	10%	12%	10%	14%	9%	9%
Text message	466	121	112	104	129	233	233	309	152	43	60	111	100	94	271	43	381	124	306	36
	8%	7%	6%	7%	8%	8%	7%	8%	6%	8%	6%	7%	6%	9%	7%	8%	7%	10%	7%	13%
Email	3826	692	1260	882	990	1952	1872	2304	1473	253	441	934	1060	747	2434	261	3312	689	2984	153
	62%	61%	66%	64%	57%	64%	60%	63%	61%	49%	60%	62%	67%	66%	64%	49%	64%	54%	69%	53%
Social media (e.g. Facebook, X, etc)	46	11	13	11	12	24	23	34	8	3	2	11	18	6	31	3	40	10	32	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	20	5	9	6	1	13	7	19	1	3	2	1	9	6	12	3	18	5	15	-
	*	*	*	*	*	*	*	1%	*	1%	*	*	1%	1%	*	*	*	*	*	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	67	13	26	11	17	39	28	48	17	4	8	14	21	15	42	6	59	14	48	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Other	20	5	3	3	8	8	12	12	5	3	*	6	3	7	10	3	17	3	15	2
	*	*	*	*	*	*	*	*	*	1%	*	*	*	1%	*	*	*	*	*	1%
No preference	137	20	31	24	62	51	86	75	60	23	18	20	37	13	76	23	106	34	91	11
	2%	2%	2%	2%	4%	2%	3%	2%	3%	6%	2%	1%	2%	2%	2%	4%	2%	3%	2%	4%
Don't know/ doesn't apply to me	174	20	45	26	63	65	109	40	126	49	34	21	11	12	65	51	98	61	97	15
	3%	2%	2%	2%	4%	2%	4%	1%	4%	7%	3%	1%	1%	1%	2%	10%	2%	3%	2%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QC2_8. By which method would you most prefer to receive communications from - Your broadband provider

Table 32

Base : All participants

	Total	Rurality				Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901		3289	1144	966	781	344	375	364	355	369	367	352	368	365	169	975		
Weighted Base	6160	5298	862	167		5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187		2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432		
Post	782	659	122	35		651	62	43	26	28	113	72	44	56	69	74	116	77	8	53		
12%		12%	14%	23% ^{a,b}		13%	12%	13%	10%	11%	13% ^{a,b,c}	13% ^a	10%	10%	12%	9%	14%	13% ^a	12%	12%		
Phone call	623	520	103	16		505	50	32	36	25	45	52	42	60	53	74	63	51	1	49		
10%		10%	12%	9%		10%	10%	11%	21% ^{a,d}	10% ^a	7%	10% ^a	9% ^a	11% ^a	9% ^a	9% ^a	7%	17% ^{a,b,c,d,e,f,g}	1%	11% ^a		
Text message	466	416	50	7		408	27	21	10	18	66	45	39	39	33	79	63	25	2	25		
8%		8%	6%	4%		10% ^a	5%	7%	6%	7%	13% ^{a,p}	10% ^a	9% ^a	7%	6%	13% ^{a,p}	7%	5%	3%	5%		
Email	3826	3290	536	100		3221	340	179	86	148	401	303	284	347	379	515	548	295	52	288		
62%		62%	62%	60%		62% ^a	66% ^a	64% ^a	50%	59%	59%	60%	63% ^{a,p}	64% ^{a,p}	66% ^{a,p}	64% ^{a,p}	65% ^a	56%	77% ^{a,b,c,d,e,f,g}	64% ^{a,p}		
Social media (e.g. Facebook, X, etc)	46	38	8	1		41	3	1	2	3	5	7	4	1	6	6	4	3	1	1		
1%		1%	1%	1%		1%	1%	1%	1% ^a	1% ^a	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%		
Video calling (e.g. Skype, FaceTime, etc)	20	20	*	*		18	1	2	*	1	2	*	4	2	*	5	3	1	*	1		
*		*	*	*		*	*	1%	*	*	*	*	1%	*	*	1%	*	*	*	*		
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	67	57	10	1		55	7	3	2	3	9	3	7	7	4	11	5	6	2	5		
1%		1%	1%	1%		1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	3%	1%		
Other	20	17	3	-		17	2	*	1	1	2	-	1	1	2	6	2	1	-	2		
*		*	*	-		*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*		
No preference	137	127	10	3		117	11	6	3	11	13	9	6	12	16	19	13	16	*	10		
2%		2%	1%	2%		2%	2%	2%	2%	1% ^a	2%	2%	1%	2%	3%	2%	2%	3%	1%	2%		
Don't know/ doesn't apply to me	174	155	19	5		144	16	8	5	11	17	17	15	16	10	20	26	12	*	16		
3%		3%	2%	3%		3%	3%	3%	3%	4%	3%	3%	3%	3%	2%	2%	3%	2%	1%	4%		

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC2_8. By which method would you most prefer to receive communications from - Your broadband provider

Table 32

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Post	782	298	289	448	438	298	28	101	289	35	136	333	337	71	32	8	670	40	403	265	71	24	15	668	40	235	546	
13%		12%	12%	13%	13%	12%	18%	13%	13%	16%	13%	15%	15%	15%	6%	3%	15%	5%	16%	11%	10%	7%	9%	14%	7%	15%	12%	
Phone call	623	261	206	372	316	261	22	78	206	26	114	193	249	77	75	29	442	104	236	262	69	29	27	498	56	213	410	
10%		11%	10%	11%	10%	11%	14%	10%	10%	12%	11%	10%	10%	10%	12%	12%	10%	13%	9%	11%	10%	8%	6%	10%	11%	11%	9%	
Text message	468	295	120	290	203	206	12	51	120	12	44	136	196	72	42	15	334	57	199	181	50	20	11	380	31	125	291	
8%		15%	6%	15%	6%	9%	6%	7%	6%	5%	4%	7%	8%	9%	7%	6%	7%	7%	6%	8%	8%	6%	6%	8%	6%	11%	6%	
Email	3826	1484	1426	2122	2064	1484	73	458	1426	108	689	1197	1560	500	388	165	2757	553	1619	1438	412	249	92	3056	341	767	3059	
62%		62%	15%	61%	63%	62%	46%	62%	62%	51%	68%	59%	63%	62%	62%	67%	67%	62%	62%	62%	61%	52%	62%	64%	34%	64%	65%	
Social media (e.g. Facebook, X, etc)	46	17	15	31	30	17	3	5	15	*	2	14	15	7	5	4	29	10	8	16	2	5	23	7	30	17		
1%		1%	1%	1%	1%	1%	2%	1%	1%	*	*	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Video calling (e.g. Skype, FaceTime, etc)	20	15	5	15	6	15	-	-	5	2	1	6	9	4	*	1	15	1	3	11	3	1	1	14	3	17	3	
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	67	31	16	49	34	31	1	7	16	3	7	22	20	10	11	4	43	14	30	24	11	2	-	53	2	25	42	
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	-	1%	2%	1%		
Other	20	7	5	10	8	7	*	1	5	1	1	4	10	4	*	1	14	1	4	9	3	*	1	13	1	5	15	
No preference	137	46	30	87	71	46	8	24	30	5	14	37	53	28	8	8	90	16	48	53	21	3	9	101	12	26	111	
2%		2%	1%	2%	2%	2%	3%	3%	1%	2%	1%	2%	2%	2%	1%	3%	2%	2%	2%	2%	3%	1%	1%	9	101	12	26	111
Don't know/ doesn't apply to me	174	48	53	78	83	48	12	39	53	22	42	72	35	23	21	12	108	33	57	44	26	36	17	102	42	29	146	
3%		2%	2%	2%	3%	2%	1%	3%	2%	1%	4%	4%	1%	4%	4%	6%	2%	4%	2%	4%	3%	5%	2%	5%	2%	2%	3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QC2_8. By which method would you most prefer to receive communications from - Your broadband provider

Table 32

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Post	782	40	731	10	249	487	49	732	20	8	8	771	3
13%	72%	12%	13%	33% ab	18% ab	12%	16%	12%	28% gh	14%	12%	13%	18%
Phone call	623	48	571	3	185	394	44	586	22	12	4	619	*
10%	14% ab	10%	8%	8%	11%	9%	14% ab	10%	18% gh	11% gh	5%	10%	*
Text message	486	27	436	3	142	298	27	450	11	4	-	465	1
8%	6%	6%	8%	8%	8%	7%	9%	8%	6% i	7%	-	8%	3%
Email	3826	180	3629	18	936	2739	151	3773	38	4	2	3816	7
62%	53%	50% ab	43%	56%	42% cd	49%	49%	64% cd	29% hi	8%	4%	64% cd	33%
Social media (e.g. Facebook, X, etc)	46	7	40	-	15	28	4	31	6	6	-	43	4
1%	2% ab	1%	-	-	1%	1%	1%	1%	6% gh	11% gh	-	1%	16%
Video calling (e.g. Skype, FaceTime, etc)	20	3	18	-	13	7	-	17	1	2	-	20	-
*	1%	-	-	-	3% ab	-	-	1*	1%	6% gh	-	1*	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	67	2	63	2	20	41	6	64	*	1	-	65	2
1%	1%	1%	4%	1%	1%	1%	2%	1%	*	2%	-	1%	7%
Other	20	-	18	2	6	10	4	17	-	-	-	17	3
*	-	-	4% ab	-	*	-	4% ab	17	-	-	-	1*	13%
No preference	137	12	125	-	37	86	15	127	5	-	4	132	1
2%	4%	2%	-	-	2%	2%	6% cd	2%	4%	-	6%	2%	3%
Don't know/ doesn't apply to me	174	17	153	3	72	85	12	101	4	19	48	124	2
3%	6% ab	3%	8%	-	9% ab	2%	4%	2%	4%	32% gh	73% gh	2%	9%

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - d/e/f - gh/ij/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QC2_8. By which method would you most prefer to receive communications from - Your broadband provider

Table 32

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Post	782	197	215	177	193	61	57	79	79	76	63	64	40	73	52	57	63
13%		13%	14%	12%	13%	12%	11%	16%	14%	15%	13%	12%	8%	16%	10%	11%	16%
Phone call	623	153	190	146	135	62	51	40	59	62	69	51	53	43	39	51	45
10%		10%	12%	9%	9%	12%	10%	8%	11%	12%	13%	10%	10%	9%	8%	10%	9%
Text message	466	97	118	137	114	23	39	34	46	34	39	34	59	44	47	29	39
6%		6%	8%	9%	7%	5%	7%	7%	9%	7%	8%	7%	13%	9%	9%	6%	7%
Email	3826	978	893	863	992	307	343	328	303	303	286	323	332	307	332	345	315
62%		63%	58%	63%	65%	60%	65%	62%	57%	60%	58%	62%	64%	61%	63%	63%	60%
Social media (e.g. Facebook, X, etc)	46	14	12	7	14	6	3	5	3	1	7	*	2	5	4	4	5
1%		1%	1%	*	1%	1%	1%	1%	1%	*	1%	*	*	1%	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	20	*	8	4	8	*	-	*	5	3	*	-	3	2	1	4	3
*		*	8%	*	8%	*	-	*	1%	1%	*	-	1%	*	*	1%	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	67	19	16	14	15	7	8	3	10	3	2	5	6	3	4	5	10
1%		1%	1%	1%	1%	1%	2%	1%	2%	1%	*	1%	1%	1%	1%	1%	2%
Other	20	4	4	8	5	*	-	4	1	2	-	1	3	3	3	-	1
*		*	*	*	*	*	-	1%	*	*	*	*	1%	1%	1%	-	*
No preference	137	44	31	38	24	15	15	14	14	6	11	20	7	11	11	6	6
2%		3%	2%	2%	2%	3%	3%	3%	3%	1%	2%	15%	1%	2%	2%	1%	1%
Don't know/ doesn't apply to me	174	45	49	43	36	11	15	19	15	16	18	19	14	10	10	12	14
3%		3%	3%	3%	2%	2%	3%	4%	3%	3%	4%	4%	3%	2%	2%	2%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC2_1. By which method would you most prefer to receive communications from - Post Summary

Table 34

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	809	1808	1339	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Your bank / building society	1458	314	1145	129	1330	668	788	125	133	222	168	326	247	237	258	390	810	484	1267	173
Your gas / electricity provider	2475	295	223	167	2068	1073	1165	295	295	395	295	395	321	385	155	285	325	385	205	185
Your local council or tax office	1331	311	1020	155	1175	639	690	159	166	245	151	255	170	155	355	395	580	325	1100	214
Your GP / medical or healthcare professional	927	209	718	103	824	431	496	82	137	200	133	271	113	89	219	334	374	203	747	166
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	155	175	155	135	155	145	165	105	165	165	165	165	165	165	135	175	155	155	145	165
Your landline phone provider	790	159	591	85	664	308	442	82	92	120	67	148	97	124	174	207	369	221	658	82
Your landline/mobile phone provider	121	135	125	115	125	105	145	105	115	115	105	135	135	135	105	115	115	115	115	95
Your paid TV provider	800	160	640	108	692	365	434	109	129	145	96	155	86	79	238	242	320	165	658	131
Your broadband provider	131	135	135	145	135	125	145	135	155	135	125	145	115	135	145	125	135	125	135	145
Your mobile phone provider	782	147	634	95	687	334	445	115	121	135	90	146	86	89	238	225	321	175	657	113
Would not be happy to receive Post from any organisation	3325	674	2650	442	2882	1662	1657	500	492	602	474	592	378	291	988	1076	1261	669	2926	472

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_1. By which method would you most prefer to receive communications from - Post Summary

Table 34

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	654	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Your bank / building society	225	452	339	442	677	781	738	700	122	106	385	339	190	924	130	1194	318	1064	76
24%	20%	24%	28% ^a	27% ^a	22%	27% ^a	20%	25% ^a	14% ^a	13% ^a	26% ^a	21% ^a	17%	24% ^a	24%	23%	25%	23%	27%
Your gas / electricity provider	208	385	320	418	593	738	775	541	121	159	367	299	186	825	130	1074	268	989	77
22%	18%	20%	23% ^a	24% ^a	19%	24% ^a	21%	23%	14% ^a	22% ^a	24% ^a	19%	17%	22% ^a	24%	21%	21%	22%	27%
Your local council or tax office	380	678	523	626	1058	1149	1237	945	168	260	584	545	364	1389	177	1839	436	1656	116
36%	33%	35%	38%	36%	35%	37%	34%	32% ^a	33%	36%	37% ^a	34%	33%	36%	33%	36%	34%	36%	40%
Your GP / medical or healthcare professional	180	290	205	253	469	458	578	339	73	98	248	233	158	579	76	770	155	721	50
15%	16%	15%	15%	15%	15%	15%	16%	14%	14%	13%	16%	15%	14%	15%	14%	15%	12%	16% ^a	16% ^a
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	116	216	182	235	332	415	406	330	63	106	129	164	97	451	85	585	175	536	39
12%	10%	11%	13%	14% ^a	11%	12% ^a	11%	14% ^a	16% ^a	19% ^a	13% ^a	10%	9%	12% ^a	11%	11%	14%	12%	14%
Your paid TV provider	125	240	188	246	365	435	491	302	74	96	210	184	120	490	74	639	183	577	40
13%	11%	13%	14%	14% ^a	12%	14%	13%	13%	14%	13%	14%	12%	11%	13%	14%	12%	14%	13%	14%
Your broadband provider	131	238	173	240	389	413	467	306	71	95	230	163	110	489	77	625	160	586	38
13%	12%	12%	12%	14%	12%	13%	13%	13%	14%	13%	15% ^a	10%	10%	13% ^a	14%	12%	12%	13%	13%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	623	1046	726	929	1869	1655	2029	1238	295	397	782	865	636	2034	303	2810	695	2495	134
54%	55%	55%	52%	54%	55%	53%	59% ^a	52%	57%	54%	52%	54%	59% ^a	53%	57%	54%	54%	54% ^a	46%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QC2_1. By which method would you most prefer to receive communications from - Post Summary

Base : All participants

	Rurality				Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Your bank / building society	1458	1236	222	49	1226	121	73	40	60	176	127	101	125	145	146	227	111	15	105		
24%	23%	26%	29%	24%	24%	23%	25%	22%	19%	19%	19%	23%	23%	18%	18%	22%	21%	23%	23%		
Your gas / electricity provider	1331	1134	197	37	1127	106	60	38	52	166	128	96	112	137	181	163	91	19	88		
22%	21%	23%	22%	22%	22%	21%	20%	22%	21%	19%	19%	21%	21%	18%	22%	19%	17%	28%	20%		
Your local council or tax office	2208	1889	319	64	1875	182	97	55	88	257	203	167	183	223	247	318	179	33	149		
36%	36%	37%	38%	36%	36%	35%	33%	32%	33%	33%	33%	37%	34%	33%	31%	34%	34%	42%	33%		
Your GP / medical or healthcare professional	927	793	134	31	790	68	43	25	39	97	68	70	95	111	125	117	69	12	57		
15%	15%	16%	19%	15%	15%	13%	15%	15%	16%	14%	13%	16%	17%	16%	15%	14%	13%	18%	13%		
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Your landline/mobile phone provider	790	615	135	31	631	58	37	23	31	114	73	48	58	65	60	110	73	9	49		
12%	12%	15%	19%	12%	12%	11%	13%	14%	12%	11%	11%	11%	11%	11%	7%	13%	14%	14%	11%		
Your paid TV provider	800	686	114	28	682	53	41	24	31	99	80	62	60	70	90	128	61	12	41		
13%	13%	13%	17%	13%	13%	10%	14%	14%	13%	12%	12%	12%	11%	12%	11%	13%	11%	17%	9%		
Your broadband provider	782	659	122	35	651	62	43	26	29	113	72	44	56	69	74	116	77	8	53		
13%	13%	12%	14%	13%	13%	12%	15%	15%	11%	11%	14%	10%	10%	12%	9%	14%	18%	12%	12%		
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Would not be happy to receive Post from any organisation	3325	2879	445	81	2783	277	169	95	126	344	272	243	282	277	455	476	308	31	246		
54%	54%	52%	49%	54%	54%	54%	57%	56%	50%	51%	54%	54%	52%	48%	55%	57%	58%	46%	55%		

QC2_1. By which method would you most prefer to receive communications from - Post Summary

Table 34

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Your bank / building society	1468	604	609	783	897	604	33	213	609	61	332	436	503	130	81	17	1219	98	604	507	144	93	42	1172	135	314	1144
24%	21%	28%a	22%	27%a	21%	21%	21%	28%a	28%	29%	32%	30%minopq	23%minopq	13%a	16%a	7%	22%minopq	12%	23%a	22%	21%	26%	24%	24%	29%	21%	23%y
Your gas / electricity provider	1331	515	473	779	736	515	43	168	473	47	235	574	544	125	63	22	1118	86	646	470	125	56	32	1115	88	339	992
32%	22%	22%	22%	22%	23%	21%	27%	22%	22%	22%	22%	25%minopq	25%minopq	16%a	11%	9%	33%minopq	10%	23%a	20%	18%	16%	18%	22%min	16%	22%	21%
Your local council or tax office	2208	856	803	1237	1244	856	53	307	803	79	444	829	828	219	127	35	1826	162	1027	805	216	102	51	1533	153	477	1731
36%	35%	40%a	35%	38%	35%	33%	39%	40%	37%	42%	44%minopq	35%minopq	27%a	22%	14%	41%minopq	20%	39%a	35%	32%	28%	29%	37%min	29%	31%	37%y	
Your GP / medical or healthcare professional	927	371	353	524	506	371	26	104	353	26	159	377	399	88	45	12	776	57	437	353	73	40	20	790	61	233	694
15%	15%	16%	15%	16%	15%	16%	14%	14%	16%	12%	15%	19%minopq	16%minopq	11%a	8%	5%	17%minopq	7%	17%a	16%	17%	11%	11%	16%min	11%	15%	15%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	780	262	297	406	441	262	23	101	297	32	154	323	297	77	41	10	620	51	348	257	83	35	22	605	57	212	538
12%	11%	14%a	12%	14%a	11%	14%	13%	13%	14%	15%	15%	16%minopq	12%minopq	10%a	7%	4%	14%minopq	6%	13%	11%	12%	10%	12%	12%	11%	14%	12%
Your paid TV provider	800	310	282	467	438	310	25	105	282	30	126	335	327	83	40	13	601	53	400	268	71	32	20	673	52	224	576
13%	13%	13%	13%	13%	13%	13%	16%	14%	13%	12%	14%	17%minopq	13%minopq	10%a	7%	5%	15%minopq	6%	14%a	12%	10%	9%	11%	16%min	10%	13%	12%
Your broadband provider	782	298	289	448	438	298	28	101	289	35	136	333	337	71	32	8	670	40	403	265	71	24	15	668	40	235	546
13%	12%	13%	13%	13%	12%	12%	18%	13%	13%	16%	13%	16%minopq	14%minopq	9%a	6%	3%	18%minopq	5%	19%a	17%a	10%	7%	9%	14%min	7%	19%a	12%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	3325	1276	1111	1866	1701	1276	86	380	1111	116	533	909	1297	499	401	197	2206	598	1324	1256	399	208	113	2580	320	815	2510
54%	53%	51%	53%	52%	53%	54%	54%	50%	51%	54%	51%	45%	52%a	62%a	69%a	80%minopq	49%a	72%minopq	51%	59%a	69%a	68%a	63%a	53%	69%a	54%	54%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QC2_1. By which method would you most prefer to receive communications from - Post Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Your bank / building society	1468	80	1369	9	431	940	78	1960	34	20	40	1414	4
	24%	24%	24%	22%	26%	23%	25%	23%	29%	35%	61% ^{ab}	23%	17%
Your gas / electricity provider	1331	75	1244	12	361	863	78	1236	29	19	44	1283	4
	22%	22%	22%	30%	23%	21%	25%	21%	24%	34%	64% ^{gh}	21%	18%
Your local council or tax office	2208	106	2084	18	613	1474	122	2101	34	20	40	2155	7
	36%	31%	36%	44%	37%	35%	36%	36%	29%	36%	100% ^{ab}	35%	31%
Your GP / medical or healthcare professional	927	46	873	8	230	644	52	879	16	11	19	907	2
	15%	14%	15%	18%	14%	15%	17%	15%	14%	20%	24% ^{gh}	15%	7%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	780	50	688	12	267	438	45	668	28	14	37	710	3
	12%	15%	12%	35% ^{ab}	19% ^{ab}	10%	14%	11%	24% ^{gh}	25% ^{gh}	68% ^{gh}	12%	14%
Your paid TV provider	800	56	733	11	253	491	56	740	29	8	23	774	3
	12%	17%	13%	25% ^b	13% ^b	12%	15% ^c	13%	12% ^{gh}	14%	6% ^{gh}	13%	14%
Your broadband provider	782	40	731	10	246	487	49	732	30	8	8	771	3
	13%	12%	13%	25% ^b	19% ^{ab}	12%	16%	12%	28% ^{gh}	14%	12%	13%	15%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	3325	191	3112	22	862	2271	162	3197	63	30	19	3291	15
	54%	57%	54%	53%	53%	54%	52%	54% ^{ab}	54% ^{ab}	83% ^{ab}	28%	54% ^{ab}	69%

Proportions/Means: Columns Tested (5% risk level) - ab/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QC2_1. By which method would you most prefer to receive communications from - Post Summary

Table 34

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	314	310	310	303	302	300	322	316	307	292	317	312				
Your bank / building society	1468	377	387	358	336	120	133	124	131	130	126	106	120	132	98	102	136				
	24%	24%	25%	23%	22%	24%	25%	23%	25%	26%	25%	20%	23%	26%	19%	20%	26%				
Your gas / electricity provider	1331	335	360	333	304	115	103	117	131	126	103	99	115	119	82	106	115				
	22%	22%	23%	22%	20%	23%	19%	22%	25%	24%	21%	19%	22%	23%	16%	21%	22%				
Your local council or tax office	2208	550	571	554	533	169	190	192	205	199	167	162	180	212	186	163	184				
	36%	35%	37%	36%	35%	34%	36%	36%	39%	39%	34%	31%	35%	42%	37%	32%	35%				
Your GP / medical or healthcare professional	927	255	247	231	193	87	85	83	84	90	73	81	64	87	61	65	68				
	15%	16%	16%	15%	13%	16%	16%	16%	16%	16%	15%	16%	12%	17%	12%	13%	13%				
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Your landline/mobile phone provider	750	212	210	163	165	76	66	70	75	75	59	50	48	66	48	53	64				
	12%	14%	14%	11%	11%	13%	12%	13%	14%	13%	12%	10%	9%	13%	10%	10%	12%				
Your paid TV provider	800	194	222	200	184	64	57	74	80	67	54	68	65	67	45	61	78				
	13%	13%	14%	13%	12%	13%	12%	14%	13%	12%	11%	13%	13%	13%	9%	12%	13%				
Your broadband provider	782	197	215	177	193	61	57	79	76	76	63	64	40	73	52	57	83				
	13%	13%	14%	12%	13%	12%	11%	13%	13%	13%	12%	12%	8%	13%	10%	11%	13%				
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Would not be happy to receive Post from any organisation	3328	829	810	805	890	264	291	274	283	252	275	299	271	235	285	296	299				
	54%	53%	53%	52%	58%	54%	55%	52%	53%	50%	55%	55%	52%	47%	51%	56%	56%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p

QC2_2. By which method would you most prefer to receive communications from - Phone call Summary

Table 35

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	809	1808	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Your bank / building society	675	191	484	107	568	335	339	95	108	148	76	97	76	76	202	223	249	153	569	103
11%		18%	10%	14%	11%	11%	11%	12%	12%	13%	9%	9%	10%	12%	12%	11%	10%	11%	11%	11%
Your gas / electricity provider	586	167	383	95	455	290	261	68	12	108	66	57	75	55	100	174	187	130	442	104
9%		14%	8%	13%	8%	10%	8%	12%	11%	10%	9%	5%	10%	8%	11%	9%	7%	9%	9%	11%
Your local council or tax office	602	187	415	90	512	301	301	80	89	119	76	79	85	73	169	195	237	159	499	100
10%		15%	8%	11%	10%	10%	10%	10%	10%	11%	9%	7%	11%	12%	10%	10%	9%	11%	10%	11%
Your GP / medical or healthcare professional	2272	552	1710	253	2019	1066	1203	281	298	338	287	387	354	317	579	625	1008	610	1997	263
37%		35%	35%	32%	35%	35%	38%	34%	34%	30%	35%	34%	48%	40%	34%	32%	42%	40%	39%	28%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	898	241	657	142	756	450	448	138	118	172	78	142	139	116	256	250	382	255	709	185
15%		19%	13%	13%	14%	15%	14%	15%	14%	15%	9%	12%	13%	10%	15%	13%	14%	14%	14%	15%
Your paid TV provider	514	165	350	86	428	257	255	66	87	111	53	67	75	55	153	164	197	130	395	114
8%		13%	7%	11%	8%	9%	8%	8%	10%	10%	6%	6%	10%	9%	9%	8%	8%	9%	8%	12%
Your broadband provider	623	175	448	97	526	309	314	81	103	122	68	96	90	63	184	190	249	153	502	118
10%		14%	9%	12%	10%	10%	10%	10%	12%	11%	8%	8%	12%	10%	11%	10%	10%	11%	10%	12%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive phone call from any organisation	3348	608	2740	408	2941	1643	1899	438	449	672	502	677	342	269	887	1174	1288	610	2799	506
54%		49%	50%	52%	55%	52%	54%	53%	53%	52%	50%	50%	45%	43%	53%	50%	51%	44%	54%	54%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_2. By which method would you most prefer to receive communications from - Phone call Summary

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 per year or over (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1864	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Your bank / building society	675	144	167	106	219	308	367	402	259	64	95	172	105	92	433	66	568	167	459	17
17%	15%	13%	9%	17%	15%	10%	12%	11%	11%	12%	13%	15%	10%	8%	15%	11%	12%	11%	10%	10%
Your gas / electricity provider	650	126	135	118	171	262	289	311	224	58	71	141	147	64	359	61	462	161	364	25
9%	11%	7%	9%	10%	9%	9%	8%	9%	8%	11%	10%	9%	9%	8%	9%	12%	9%	13%	8%	9%
Your local council or tax office	602	127	145	117	213	272	330	332	260	74	87	157	126	70	369	76	484	109	381	21
10%	11%	8%	8%	11%	9%	11%	9%	9%	11%	11%	12%	10%	8%	6%	12%	11%	9%	12%	8%	7%
Your GP / medical or healthcare professional	2272	368	708	538	655	1076	1194	1215	1030	195	318	548	549	371	1415	203	1903	517	1645	109
37%	32%	17%	39%	38%	35%	33%	33%	43%	38%	43%	41%	37%	35%	34%	37%	38%	37%	40%	36%	38%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc.)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	898	171	234	209	264	405	494	486	300	109	125	211	217	117	553	115	732	260	594	44
15%	15%	12%	15%	16%	13%	16%	13%	13%	16%	21%	17%	14%	14%	17%	14%	22%	14%	20%	13%	15%
Your paid TV provider	514	104	122	125	164	225	289	296	204	56	70	136	105	72	311	58	427	148	337	29
8%	6%	6%	6%	6%	7%	7%	8%	8%	7%	11%	10%	9%	7%	8%	11%	8%	8%	12%	7%	10%
Your broadband provider	623	119	177	143	184	296	337	362	249	63	73	152	164	89	390	63	520	183	414	25
10%	10%	9%	10%	11%	10%	10%	10%	10%	10%	12%	10%	10%	10%	8%	10%	12%	10%	14%	9%	9%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Phone call from any organisation	3348	638	1056	721	932	1695	1653	2098	1200	265	372	818	869	634	2059	274	2821	618	2576	155
54%	56%	55%	52%	54%	56%	53%	53%	50%	50%	51%	51%	54%	55%	58%	54%	51%	54%	48%	58%	54%

QC2_2. By which method would you most prefer to receive communications from - Phone call Summary

Table 35

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	352	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	59	67	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	43	
Your bank / building society	675	565	24	13%	548	55	31	41	28	53	57	43	70	51	79	82	85	3	53	
17%	11%	17%	13%	15%	17%	17%	10%	25% ^{ab}	17%	8%	11%	10%	13% ^{ab}	9%	10%	10%	18% ^{ab}	4%	12%	
Your gas / electricity provider	550	467	84	19	455	30	29	37	24	44	39	41	36	40	74	72	85	1	29	
9%	9%	10%	11%	9%	9%	6%	16% ^{ab}	21% ^{ab}	19% ^{ab}	7%	8%	9%	7%	7%	9%	9%	16% ^{ab}	1%	6%	
Your local council or tax office	602	517	85	12	489	42	34	36	26	46	42	38	59	57	66	76	79	4	39	
10%	10%	10%	10%	7%	9%	8%	12%	23% ^{ab}	10%	7%	8%	8%	11%	10%	8%	9%	15% ^{ab}	5%	9%	
Your GP / medical or healthcare professional	2272	1918	354	82	1817	236	127	92	89	257	171	167	161	185	245	293	229	34	202	
37%	36%	41% ^{ab}	50% ^{ab}	35%	40% ^{ab}	42% ^{ab}	54% ^{ab}	36%	38% ^{ab}	34%	37%	37%	33%	32%	30%	35%	43% ^{ab}	59% ^{ab}	49% ^{ab}	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline/mobile phone provider	898	761	137	22	737	71	45	45	33	83	66	71	73	91	130	98	81	6	65	
15%	14%	16%	13%	14%	14%	7%	15%	22% ^{ab}	13%	12%	13%	16%	13%	16%	16%	12%	17% ^{ab}	9%	14%	
Your paid TV provider	514	444	70	14	404	45	28	36	22	45	35	36	46	32	63	56	70	2	43	
8%	8%	8%	8%	8%	8%	9%	10%	23% ^{ab}	9%	7%	7%	8%	8%	8%	7%	7%	12% ^{ab}	3%	10% ^{ab}	
Your broadband provider	623	520	103	18	505	50	32	36	25	45	52	42	60	53	74	63	91	1	49	
10%	10%	12%	9%	10%	10%	10%	11%	21% ^{ab}	19% ^{ab}	7%	19% ^{ab}	9% ^{ab}	11% ^{ab}	9% ^{ab}	9% ^{ab}	7%	17% ^{ab}	1%	11% ^{ab}	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Would not be happy to receive Phone call from any organisation	3348	2912	436	74	2896	243	145	64	141	365	293	243	308	332	478	486	251	32	211	
54%	55% ^{ab}	51%	44%	56% ^{ab}	47% ^{ab}	49% ^{ab}	38%	58% ^{ab}	54% ^{ab}	55% ^{ab}	54% ^{ab}	57% ^{ab}	59% ^{ab}	59% ^{ab}	59% ^{ab}	58% ^{ab}	48%	47%	47%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC2_2. By which method would you most prefer to receive communications from - Phone call Summary

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	101	589	1471	1518	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Your bank / building society	675	307	205	418	316	307	18	97	205	27	108	224	247	90	60	33	471	115	286	288	90	30	20	534	50	725	450	
17%		13%del	9%	12%del	10%	13%	17%	13%	9%	12%	10%	11%	10%	11%	12%up	13%	10%	14%up	10%	12%	13%	8%	11%	11%	8%	19%del	10%	
Your gas / electricity provider	550	238	163	339	264	238	19	81	163	23	97	192	208	59	63	27	400	90	200	218	73	31	23	418	54	204	347	
9%		10%del	8%	10%del	8%	10%	12%	11%	8%	11%	9%	10%	8%	7%	11%	11%	9%	11%	8%	9%	11%del	9%	13%del	9%	10%	13%del	7%	
Your local council or tax office	602	259	189	367	298	259	29	94	189	29	99	197	226	79	70	28	423	99	233	239	66	33	25	472	60	200	402	
10%		11%	9%	10%	9%	11%	13%del	12%	9%	13%	9%	10%	9%	10%	12%	12%	9%	12%	9%	10%	10%	9%	13%del	10%	11%	13%del	9%	
Your GP / medical or healthcare professional	2272	916	805	1313	1202	916	54	331	805	89	457	781	885	292	223	86	1666	309	918	872	265	139	65	1790	204	535	1736	
37%		38%	37%	38%	37%	38%	34%	43%del	37%	42%	45%del	35%	36%	37%	38%	35%	37%	37%	35%	36%	35%	35%	36%	36%	36%	36%	35%	37%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc.)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline/mobile phone provider	898	340	314	516	490	340	31	119	314	49	166	298	374	119	73	35	671	108	364	372	90	41	30	736	71	291	608	
15%		14%	14%	15%	15%	14%	20%	16%	14%	23%del	16%	15%	15%	15%	13%	14%	15%	13%	14%	16%	13%	11%	17%	15%	13%	19%del	13%	
Your paid TV provider	514	243	139	339	235	243	21	79	139	22	81	167	209	58	61	19	377	80	201	220	59	17	18	421	35	189	326	
8%		10%del	6%	10%del	7%	10%	13%	10%	6%	10%	8%	8%	8%	7%	7%	8%	8%	10%	8%	10%del	9%	5%	10%	12%	14%del	6%	15%del	7%
Your broadband provider	623	261	206	372	316	261	22	78	206	26	114	193	249	77	75	29	442	104	236	262	69	29	27	498	56	213	410	
10%		11%	10%	11%	10%	11%	14%	10%	10%	12%	11%	10%	10%	10%	13%	12%	10%	13%	9%	11%del	10%	8%	18%del	10%	11%	14%del	9%	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Would not be happy to receive Phone call from any organisation	3348	1259	1210	1841	1792	1259	83	372	1210	106	534	1078	1330	455	323	140	2408	463	1444	1229	367	192	100	2673	292	725	2624	
54%		52%	59%del	53%	55%	52%	52%	49%	50%del	50%	51%	53%	54%	57%	55%	57%	53%	56%	55%	53%	54%	54%	56%	54%	54%	48%	57%del	

QC2_2. By which method would you most prefer to receive communications from - Phone call Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Your bank / building society	675	55	612	8	207	430	37	629	24	10	13	662	*
17%		17%	17%	19%	12%	10%	12%	17%	39%	17%	30%	17%	*
Your gas / electricity provider	550	48	498	5	157	357	36	489	31	15	15	535	*
9%		9%	9%	17%	9%	9%	17%	8%	26%	27%	23%	9%	*
Your local council or tax office	602	55	545	2	108	374	30	554	25	12	11	591	*
10%		10%	9%	5%	18%	9%	10%	9%	31%	21%	17%	10%	*
Your GP / medical or healthcare professional	2272	156	2103	13	662	1496	94	2150	55	21	42	2226	4
37%		48%	36%	32%	44%	36%	30%	36%	47%	37%	64%	37%	16%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
898		75	817	6	263	580	55	830	34	13	18	877	3
15%		22%	14%	15%	16%	14%	18%	14%	29%	23%	28%	14%	14%
Your paid TV provider	514	51	460	3	179	306	32	460	29	14	10	504	-
8%		10%	8%	6%	11%	7%	10%	8%	13%	10%	8%	8%	-
Your broadband provider	623	48	571	3	185	394	44	586	22	12	4	619	*
10%		14%	10%	8%	11%	9%	14%	10%	18%	21%	5%	10%	*
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Phone call from any organisation	3348	136	3193	20	826	2338	184	3243	44	24	22	3311	15
54%		40%	59%	48%	49%	56%	59%	59%	37%	42%	34%	58%	70%

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghijkl
 * small base, ** very small base (under 30) ineligible for sig testing

QC2_2. By which method would you most prefer to receive communications from - Phone call Summary

Table 35

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	1550	1535	1539	1536	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Your bank / building society	675	178	199	154	144	43	66	69	63	67	69	57	55	42	42	57	46				
	11%	11%	13%	10%	9%	8%	12%	13%	12%	13%	14%	11%	11%	8%	8%	11%	9%				
Your gas / electricity provider	590	134	170	112	135	39	55	39	61	45	63	43	38	31	45	54	36				
	9%	9%	11%	7%	9%	8%	10%	7%	11%	9%	12%	8%	7%	6%	9%	11%	7%				
Your local council or tax office	602	144	167	140	151	52	49	43	58	48	62	48	48	43	41	57	53				
	10%	9%	11%	9%	10%	11%	9%	8%	11%	9%	12%	9%	9%	9%	8%	11%	10%				
Your GP / medical or healthcare professional	2272	622	568	536	548	193	234	195	198	181	186	193	180	163	171	188	190				
	37%	41%	37%	35%	36%	36%	44%	37%	37%	36%	36%	37%	35%	32%	34%	37%	36%				
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Your landline/mobile phone provider	898	228	250	212	209	71	86	72	84	82	84	79	60	72	62	72	74				
	15%	15%	16%	14%	14%	14%	16%	14%	16%	16%	17%	15%	12%	14%	12%	14%	14%				
Your paid TV provider	514	130	169	104	130	49	41	40	50	36	63	38	31	35	43	42	46				
	8%	8%	11%	7%	8%	10%	8%	8%	9%	7%	13%	7%	6%	7%	8%	8%	9%				
Your broadband provider	623	153	190	146	135	62	51	40	59	62	69	51	53	43	39	51	45				
	10%	10%	12%	9%	9%	10%	10%	8%	11%	12%	14%	10%	10%	9%	8%	10%	9%				
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Would not be happy to receive Phone call from any organisation	3348	805	828	860	854	262	262	282	281	268	279	277	288	295	293	285	276				
	54%	52%	54%	56%	56%	53%	49%	54%	53%	53%	56%	53%	56%	59%	58%	56%	53%				

QC2_3. By which method would you most prefer to receive communications from - Text message Summary

Table 36

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Your bank / building society	481	78	403	88	393	211	268	145	95	87	57	57	27	14	239	144	97	41	374	103
8%		6%	8%	11% <i>d</i>	7%	7%	9%	18% <i>h</i> jklm	11% <i>h</i> klm	8% <i>k</i> lm	7% <i>lm</i>	8% <i>lm</i>	4%	2%	14% <i>opq</i>	7% <i>op</i>	4%	3%	7%	11% <i>r</i>
Your gas / electricity provider	362	61	302	77	282	162	181	100	63	59	40	41	22	19	102	99	81	40	258	100
6%		5%	6%	1% <i>d</i>	5%	6%	6%	12% <i>h</i> klm	19% <i>h</i> klm	9% <i>l</i>	5%	4%	3%	3%	11% <i>opq</i>	8% <i>op</i>	3%	3%	5%	11% <i>r</i>
Your local council or tax office	283	46	246	64	229	139	152	82	64	49	37	35	14	12	146	85	62	26	194	96
5%		4%	5%	2% <i>d</i>	4%	5%	5%	10% <i>h</i> klm	7% <i>k</i> lm	4% <i>lm</i>	3% <i>lm</i>	3%	2%	2%	14% <i>opq</i>	4% <i>op</i>	2%	2%	4%	12% <i>r</i>
Your GP / medical or healthcare professional	1151	177	973	177	974	513	634	209	154	195	170	220	111	92	363	365	423	203	935	206
19%		14%	25% <i>b</i>	22% <i>d</i>	18%	17%	20% <i>a</i>	21% <i>h</i> klm	18%	17%	20% <i>lm</i>	19% <i>l</i>	15%	75%	21% <i>opq</i>	19% <i>q</i>	17%	15%	19%	22% <i>r</i>
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	766	128	638	127	639	382	379	175	128	108	114	123	70	47	303	223	240	117	607	151
12%		10%	13%	1% <i>d</i>	12%	13%	12%	14% <i>h</i> klm	16% <i>h</i> klm	10%	14% <i>h</i> lm	11%	9%	7%	13% <i>opq</i>	11% <i>q</i>	10%	8%	12%	14% <i>r</i>
Your paid TV provider	369	69	300	53	315	168	200	105	72	56	46	50	18	21	177	102	90	39	258	108
6%		6%	6%	7%	6%	6%	6%	13% <i>h</i> klm	8% <i>k</i> lm	6% <i>l</i>	6% <i>l</i>	4%	2%	3%	18% <i>opq</i>	8% <i>op</i>	4%	3%	5%	11% <i>r</i>
Your broadband provider	466	79	387	100	366	231	234	145	88	74	54	62	25	18	233	128	105	43	335	126
9%		6%	8%	1% <i>d</i>	7%	8%	7%	14% <i>h</i> klm	10% <i>h</i> klm	7% <i>lm</i>	5% <i>lm</i>	5%	3%	3%	14% <i>opq</i>	7% <i>op</i>	4%	3%	6%	13% <i>r</i>
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	4130	954	3176	435	3684	2033	2093	410	631	781	558	804	561	485	941	1339	1849	1045	3550	533
67%		17% <i>b</i>	64%	55%	52% <i>a</i>	68%	67%	50%	13% <i>g</i>	14% <i>g</i> h	12% <i>g</i> h	14% <i>g</i> h	12% <i>g</i> h	14% <i>g</i> h	54%	43% <i>n</i>	53% <i>n</i>	33% <i>q</i>	67% <i>r</i>	57%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_3. By which method would you most prefer to receive communications from - Text message Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1884	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Your bank / building society	481	102	158	97	124	260	221	330	135	41	55	131	109	87	295	41	308	122	332	26
8%		9%	8%	7%	7%	9%	7%	80%	6%	8%	8%	8%	7%	8%	8%	8%	8%	80%	7%	9%
Your gas / electricity provider	362	80	104	81	98	184	178	241	114	39	40	101	72	60	212	44	280	95	239	26
6%		7%	6%	6%	6%	6%	6%	74%	5%	8%	7%	7%	5%	5%	6%	8%	5%	7%	5%	10%
Your local council or tax office	293	65	70	71	86	135	157	187	96	35	45	68	68	46	181	37	230	75	194	24
5%		6%	4%	5%	5%	4%	5%	7%	4%	7%	6%	5%	4%	4%	5%	6%	4%	6%	4%	8%
Your GP / medical or healthcare professional	1151	197	345	267	342	542	608	697	430	95	129	311	296	203	736	98	976	275	827	48
19%		17%	18%	19%	20%	18%	20%	19%	18%	18%	18%	21%	19%	18%	19%	18%	19%	21%	18%	17%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	768	142	218	176	230	380	406	471	284	64	95	210	173	130	478	86	627	172	555	39
12%		13%	11%	13%	13%	12%	13%	13%	12%	12%	13%	14%	11%	12%	13%	12%	12%	13%	12%	14%
Your paid TV provider	369	62	109	68	100	201	168	251	110	25	47	85	89	84	221	28	309	82	269	17
6%		6%	6%	6%	6%	7%	5%	70%	5%	5%	6%	6%	6%	6%	6%	5%	6%	6%	6%	6%
46%		11%	11%	10%	12%	23%	23%	30%	15%	43	60	111	100	94	271	43	381	124	306	36
Your broadband provider	466	121	112	104	129	233	233	300	152	43	60	111	100	94	271	43	381	124	306	36
8%		11%	8%	8%	7%	8%	7%	80%	6%	8%	8%	7%	6%	6%	7%	8%	7%	10%	7%	12%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	4130	726	1329	929	1144	2055	2074	2399	1679	346	506	957	1081	727	2545	358	3471	804	3135	190
67%		64%	69%	67%	66%	67%	67%	65%	70%	67%	69%	64%	69%	66%	67%	67%	67%	63%	69%	66%

QC2_3. By which method would you most prefer to receive communications from - Text message Summary

Table 36

Base : All participants

	Rurality				Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	969	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Your bank / building society	481	431	47	9	405	35	24	16	15	65	41	45	38	24	74	63	39	4	31		
8%	8%	8%	6%	5%	8%	7%	8%	9%	6%	10%ab	8%ab	10%ab	7%	4%	8%ab	7%	7%	6%	7%		
Your gas / electricity provider	362	324	38	6	316	17	21	8	15	49	34	32	30	26	55	50	26	*	17		
6%	6%	6%	4%	3%	6%a	3%	7%a	5%	6%	7%a	7%	7%a	6%	5%	7%	6%	5%	1%	4%		
Your local council or tax office	293	268	24	6	246	22	13	11	11	38	33	21	31	23	40	33	18	*	22		
5%	5%	5%a	3%	4%	5%	4%	4%	6%	4%	6%	5%a	5%	6%	4%	5%	4%	3%	*	5%		
Your GP / medical or healthcare professional	1151	1009	142	15	1031	62	36	22	51	131	141	102	132	85	158	152	78	3	59		
19%	19%	18%a	16%a	9%	20%ab	12%	12%	13%	20%a	19%a	28%abmnop	27%mnop	24%mnop	16%a	20%a	19%a	18%a	5%	13%		
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Your landline/mobile phone provider	768	675	91	21	647	58	38	23	37	93	75	65	75	52	86	121	44	9	49		
12%	12%	12%	11%	12%	12%	11%	13%	13%	10%ab	10%a	15%ab	10%ab	10%a	9%	11%	14%ab	8%	13%	11%		
Your paid TV provider	369	331	38	5	315	24	19	11	19	57	36	27	25	23	62	46	20	4	20		
8%	8%	8%	4%	3%	8%	5%	6%	6%	9%ab	9%ab	9%a	6%	5%	4%	9%ab	5%	4%	5%	4%		
Your broadband provider	466	416	50	7	409	27	21	10	19	65	45	39	39	33	70	63	25	2	25		
8%	8%	8%	6%	4%	8%a	5%	7%	6%	7%	10%a	9%a	9%a	7%	6%	10%a	7%	5%	3%	5%		
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Would not be happy to receive Text message from any organisation	4130	3512	618	129	3424	378	210	118	164	440	301	296	324	417	521	573	389	52	326		
67%	67%	66%	72%a	77%a	66%	73%a	71%a	69%	66%	65%	59%	66%	60%	72%ab	64%	68%b	74%ab	78%ab	72%ab		

Proportions/Mean: Columns Tested (5% risk level) - a:b:c - d:e:f:g - h:i/j:k:l:m:n:op:q:r
* small base

QC2_3. By which method would you most prefer to receive communications from - Text message Summary

Table 36

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Your bank / building society	481	214	119	305	210	214	19	48	119	12	41	130	206	62	45	35	336	80	178	207	42	32	19	385	51	174	306
8%	15%ab	6%	13%bc	9%	12%g	6%	12%g	6%	6%	6%	4%	6%	8%	6%	6%	14%klmnop	7%	10%ls	7%	9%q	6%	9%	11%	8%	9%	11%z	7%
Your gas / electricity provider	362	187	79	241	133	187	18	44	79	7	28	92	151	53	45	19	243	63	138	157	38	13	13	296	26	133	229
6%	13%ab	4%	17%bc	4%	11%g	6%	11%g	6%	4%	3%	3%	5%	6%	7%	10%kl	8%	5%	6%ab	5%	7%	6%	4%	8%	6%	5%	6%z	5%
Your local council or tax office	293	141	53	204	117	141	21	29	53	7	31	64	118	47	41	19	181	69	104	120	30	22	12	224	34	125	168
5%	10%ab	2%	14%bc	4%	13%g	4%	13%g	4%	2%	3%	3%	3%	11%kl	6%kl	11%kl	7%kl	6%kl	4%	4%	5%	4%	6%	7%	5%	6%	8%z	4%
Your GP / medical or healthcare professional	1151	460	388	653	581	460	33	144	388	44	179	371	478	131	103	66	847	169	508	418	111	68	38	926	106	292	858
19%	15%	18%	19%	18%	19%	19%	21%	19%	18%	20%	17%	18%	19%	16%	18%	27%klmnop	19%	20%	20%	18%	16%	19%	21%	19%	20%	19%	19%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc.)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	766	313	223	464	374	313	25	93	223	20	101	264	296	93	77	31	560	108	335	294	79	36	18	629	54	205	561
12%	13%ab	10%	13%bc	12%	12%	13%	15%	12%	10%	9%	10%	13%	12%	12%	13%	13%	12%	13%	13%	13%	12%	10%	10%	13%	10%	13%	12%
Your paid TV provider	369	169	98	233	162	169	13	30	98	9	42	99	166	46	38	17	265	55	151	157	29	15	13	308	28	139	230
6%	12%ab	8%	14%bc	9%	11%g	9%	8%	4%	5%	4%	4%	5%	7%	6%	7%	7%	6%	7%	6%	7%	4%	4%	7%	6%	5%	8%z	5%
Your broadband provider	466	206	120	290	203	206	12	51	120	12	44	138	196	72	42	15	334	57	199	181	50	20	11	380	31	175	291
8%	15%ab	6%	19%bc	6%	11%g	9%	8%	7%	6%	5%	4%	7%	8%	9%	7%	6%	7%	7%	8%	8%	7%	6%	8%	8%	6%	11%z	6%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	4130	1550	1547	2266	2263	1550	102	514	1547	149	762	1373	1646	547	393	150	3018	544	1742	1522	475	243	125	3265	369	897	3233
67%	64%	72%ab	65%	70%ac	64%	64%	64%	67%	72%	70%	73%	68%	66%	68%	67%	61%	67%	66%	67%	66%	70%	68%	71%	66%	69%	59%	70%y

QC2_3. By which method would you most prefer to receive communications from - Text message Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Your bank / building society	481	27	449	5	143	312	26	461	12	4	1	477	2
85%		8%	8%	13%	9%	7%	8%	8%	10%	7%	2%	8%	10%
Your gas / electricity provider	362	20	337	5	120	212	30	341	20	*	1	361	*
65%		6%	6%	13%	7% ^{ab}	5%	10% ^{ab}	8%	17% ^{ghij}	*	2%	6%	1%
Your local council or tax office	293	16	271	6	97	174	22	274	10	3	2	287	4
95%		5%	5%	14% ^{ab}	6% ^{ab}	4%	7%	2%	9%	6%	3%	5%	17%
Your GP / medical or healthcare professional	1151	43	1100	7	330	762	59	1123	13	6	3	1142	5
195%		13%	19% ^{ab}	18%	20%	18%	19%	19% ^{ab}	11%	17%	5%	19% ^{ab}	24%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	766	37	724	5	220	508	37	737	15	10	1	761	4
125%		11%	13%	12%	13%	12%	12%	12% ^{ab}	19% ^{ab}	17% ^{ab}	1%	13% ^{ab}	17%
Your paid TV provider	369	19	346	4	102	251	16	347	12	6	1	368	2
65%		6%	6%	9%	6%	6%	6%	6%	10%	11%	1%	6%	10%
Your broadband provider	466	27	436	3	142	298	27	450	11	4	-	465	1
85%		8%	8%	8%	8%	7%	9%	8%	9% ^{ab}	7%	-	8%	3%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	4130	228	3880	21	1076	2848	206	3949	69	38	62	4055	12
67%		68%	67%	52%	64%	68% ^{ab}	66%	67%	58%	66%	65% ^{ghij}	67%	57%

Proportions/Means: Columns Tested (5% risk level) - ab/cd - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QC2_3. By which method would you most prefer to receive communications from - Text message Summary

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	1550	1535	1539	1536	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Your bank / building society	481	112	105	120	143	32	38	43	27	37	42	42	41	37	55	48	40				
	8%	7%	7%	8%	9%	6%	7%	8%	5%	7%	8%	8%	8%	7%	11%ab	9%ab	8%				
Your gas / electricity provider	362	85	91	94	92	21	30	34	35	29	27	27	44	23	30	22	40				
	6%	6%	6%	6%	6%	4%	6%	7%	7%	6%	5%	5%	12%ab	5%	6%	4%	8%				
Your local council or tax office	293	64	62	93	73	17	16	32	25	16	21	33	34	26	18	28	28				
	5%	4%	4%	6%b	5%	3%	3%	6%	5%	3%	4%	6%af	7%ab	5%	4%	5%	5%				
Your GP / medical or healthcare professional	1151	247	267	305	332	61	80	106	99	72	97	85	127	93	114	118	100				
	19%	16%	17%	20%ab	22%ab	13%	15%	20%ab	17%ab	14%	17%ab	16%	24%abab	17%ab	22%ab	22%ab	18%ab				
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Your landline/mobile phone provider	766	180	164	219	203	43	63	74	62	39	62	78	74	68	61	73	69				
	12%	12%	11%	14%ab	13%	9%	12%	14%ab	12%	8%	13%af	13%ab	14%ab	13%af	12%	14%ab	13%af				
Your paid TV provider	369	79	103	88	99	16	29	33	33	31	29	15	29	34	36	32	31				
	6%	5%	7%	6%	6%	3%	6%	6%ab	6%ab	6%	6%ab	3%	6%ab	7%ab	7%ab	6%ab	6%				
Your broadband provider	466	97	118	137	114	23	39	34	46	34	39	34	59	44	47	28	38				
	8%	6%	8%	9%ab	7%	5%	7%	7%	9%ab	7%	8%	7%	13%abab	9%ab	9%ab	6%	7%				
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Would not be happy to receive Text message from any organisation	4130	1094	1053	1011	982	367	378	339	350	367	336	353	318	340	333	309	339				
	67%	71%ab	69%ab	66%	64%	60%ababab	61%ab	64%	66%	62%abab	60%	61%ab	61%	67%	66%	60%	65%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p

QC2_4. By which method would you most prefer to receive communications from - Email Summary

Table 37

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	944	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Your bank / building society	3098	576	2522	404	2694	1538	1555	386	441	582	469	590	361	268	827	1051	1220	629	2576	495	
50%		47%	51%	51%	50%	51%	50%	47%	51%	52%	49%	52%	47%	43%	49%	54%	48%	45%	50%	53%	
Your gas / electricity provider	3568	622	2927	406	3142	1685	1857	373	427	637	537	729	469	377	799	1174	1575	846	3064	461	
50%		50%	50%	51%	50%	56%	59%	49%	49%	53%	54%	53%	43%	46%	47%	50%	53%	51%	57%	49%	
Your local council or tax office	2694	515	2179	354	2339	1320	1370	360	368	507	400	526	319	224	719	907	1068	542	2309	367	
46%		42%	44%	45%	44%	44%	44%	44%	41%	45%	45%	43%	42%	36%	43%	48%	42%	39%	43%	39%	
Your GP / medical or healthcare professional	1412	244	1167	201	1211	745	665	195	209	296	187	298	125	101	404	454	524	226	1152	245	
23%		20%	24%	25%	23%	23%	21%	24%	24%	24%	23%	23%	16%	16%	24%	23%	21%	16%	22%	26%	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline/mobile phone provider	3212	614	2598	358	2854	1585	1624	340	425	607	484	640	408	308	765	1091	1366	716	2754	436	
52%		50%	53%	45%	52%	53%	52%	41%	43%	43%	43%	43%	43%	43%	45%	45%	44%	43%	47%	46%	
Your paid TV provider	3337	658	2680	418	2919	1634	1700	414	454	652	518	629	383	288	867	1170	1300	671	2853	460	
54%		53%	54%	53%	54%	54%	54%	50%	52%	58%	52%	56%	50%	46%	51%	59%	52%	48%	55%	49%	
Your broadband provider	3826	713	3112	435	3391	1872	1949	389	492	701	665	768	510	401	881	1266	1679	911	3200	509	
62%		58%	61%	55%	62%	62%	62%	47%	47%	47%	47%	47%	47%	47%	52%	50%	49%	49%	54%	54%	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Would not be happy to receive Email from any organisation	1236	358	878	147	1089	593	640	203	167	226	137	200	144	159	370	363	502	303	1038	181	
20%		20%	18%	19%	20%	20%	20%	20%	19%	20%	16%	16%	19%	20%	22%	19%	20%	22%	20%	19%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_4. By which method would you most prefer to receive communications from - Email Summary

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1864	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Your bank / building society	3098	599	1010	703	793	1600	1497	1922	1139	221	336	735	846	643	1917	229	2692	553	2417	128
50%	60%	60%	60%	60%	46%	60%	48%	60%	48%	43%	46%	49%	50%	50%	49%	43%	50%	43%	50%	44%
Your gas / electricity provider	3548	643	1185	795	924	1828	1719	2131	1375	244	437	818	894	717	2239	246	3071	671	2240	138
58%	57%	62%	57%	54%	54%	60%	55%	58%	57%	47%	60%	60%	62%	60%	60%	46%	60%	52%	60%	48%
Your local council or tax office	2694	497	910	609	678	1406	1287	1705	952	184	314	618	759	548	1691	188	2338	470	2115	108
44%	44%	60%	60%	60%	39%	60%	47%	60%	40%	36%	50%	47%	60%	50%	60%	35%	60%	37%	60%	37%
Your GP / medical or healthcare professional	1412	317	453	307	335	769	642	926	464	107	142	312	391	295	845	110	1196	247	1102	63
23%	28%	28%	24%	22%	19%	25%	21%	28%	19%	21%	19%	21%	29%	27%	22%	21%	23%	19%	24%	22%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc.)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	3212	617	1089	697	808	1706	1505	1963	1207	201	347	764	805	672	2005	208	2709	546	2533	133
52%	54%	57%	50%	47%	47%	58%	48%	53%	50%	39%	47%	51%	58%	61%	63%	39%	54%	43%	59%	46%
Your paid TV provider	3337	656	1094	706	790	1750	1586	2147	1146	187	365	789	900	686	2113	192	2914	595	2587	155
54%	60%	57%	59%	46%	46%	60%	51%	60%	48%	36%	50%	51%	58%	50%	60%	36%	59%	46%	58%	54%
Your broadband provider	3826	692	1260	862	990	1952	1872	2304	1473	253	441	934	1000	747	2434	261	3312	689	2994	153
62%	61%	66%	64%	64%	57%	64%	60%	63%	61%	49%	60%	62%	67%	68%	64%	49%	64%	54%	69%	53%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	1236	205	307	299	435	512	724	646	566	160	186	294	348	158	728	168	999	323	846	66
20%	18%	16%	21%	21%	25%	17%	23%	18%	24%	31%	25%	29%	16%	14%	19%	32%	19%	25%	18%	23%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC2_4. By which method would you most prefer to receive communications from - Email Summary

Table 37

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Mersey (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/ Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Your bank / building society	3098	2674	424	79	2608	270	147	65	115	335	254	219	266	307	454	411	246	42	236	
90%		50%	49%	47%	50%g	54%g	52%g	38%	46%	50%	50%	49%	49%	54%	55%g	49%	47%	52%hhihi	50%	
Your gas / electricity provider	3548	3050	499	99	2966	335	172	75	140	376	288	255	325	342	454	489	298	42	293	
58%		58%	58%	59%	57%g	60%dfg	55%g	44%	56%	56%	57%	57%	60%	60%	56%	58%	58%	63%	68%ghhgh	
Your local council or tax office	2694	2320	373	78	2255	248	135	56	96	296	201	202	237	232	401	363	226	29	219	
44%		44%	43%	47%	44%g	45%g	45%g	33%	39%	44%	40%	45%	44%	45%	45%hgh	43%	43%	44%	45%ghg	
Your GP / medical or healthcare professional	1412	1228	183	33	1201	119	69	23	51	152	101	90	109	141	231	212	113	16	103	
23%		23%	21%	20%	23%g	23%g	23%g	13%	20%	22%	20%	20%	20%	26%	26%hghgh	25%	21%	24%	23%	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline/mobile phone provider	3212	2768	444	80	2689	285	100	67	120	326	238	233	220	315	453	441	273	39	249	
52%		52%	52%	51%	52%g	53%g	54%g	39%	48%	48%	47%	52%	50%g	50%g	50%gh	52%	52%	58%	55%g	
Your paid TV provider	3337	2872	465	84	2784	319	159	76	125	336	260	200	207	336	458	464	248	41	276	
54%		54%	54%	50%	54%g	54%dfg	54%g	45%	50%	50%	51%	59%ghg	52%gh	59%ghg	57%gh	53%gh	47%	51%gh	54%ghg	
Your broadband provider	3626	3290	536	100	3221	340	173	86	148	401	303	264	357	379	515	548	295	43	209	
62%		62%	62%	60%	62%g	60%g	61%g	50%	59%	59%	60%	63%gh	64%gh	64%gh	64%gh	65%gh	56%	77%hghghgh	64%gh	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Would not be happy to receive Email from any organisation	1236	1068	167	35	1037	76	65	57	60	148	118	96	108	95	115	167	130	4	72	
20%		20%	19%	21%	20%g	19%	22%g	32%gh	24%ghghg	22%ghg	23%ghghg	21%ghg	20%gh	17%	14%	20%gh	25%ghghg	6%	16%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC2_4. By which method would you most prefer to receive communications from - Email Summary

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH Income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH Income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1471	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Your bank / building society	3096	1213	1097	1723	1606	1213	65	360	1097	94	508	890	1275	430	344	135	2164	479	1325	1160	346	179	72	2466	281	665	2433
	50%	80%	57%	49%	49%	50%	47%	47%	51%	44%	49%	44%	51%ap	35%ap	39%ap	35%a	46%a	58%ap	51%v	50%v	51%	26%	47%	51%v	47%	44%	53%y
Your gas / electricity provider	3548	1345	1347	1939	1941	1345	63	438	1347	120	639	1047	1462	492	379	151	2509	530	1471	1331	391	242	97	2802	339	728	2821
	58%	56%	56%a	55%	55%a	56%a	39%	52%a	62%	56%	61%	52%	59%a	42%ap	50%ap	51%a	50%a	64%ap	56%	58%	57%	53%a	55%	57%	63%a	48%	61%y
Your local council or tax office	2694	1033	968	1488	1424	1033	43	302	968	84	436	749	1003	393	315	132	1839	449	1114	1021	292	162	72	2135	254	603	2091
	44%	43%	42%	44%	44%	43%a	27%	39%	45%	39%	42%	37%	44%a	49%ap	54%ap	53%ap	61%a	54%ap	43%	44%	43%	51%a	47%	43%	48%	40%	45%y
Your GP / medical or healthcare professional	1412	542	473	797	728	542	31	146	473	40	203	344	586	230	182	57	930	239	571	536	166	94	36	1106	130	340	1071
	23%	22%	22%	22%	22%	22%	20%	19%	22%	19%	19%	17%	24%ap	29%ap	31%a	23%	21%a	29%ap	22%	23%	24%	26%	20%	23%	24%	22%	23%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	3212	1289	1182	1796	1689	1289	59	388	1182	92	561	948	1348	425	351	129	2295	479	1362	1196	344	217	81	2558	298	646	2566
	52%	53%	50%	51%	52%	53%a	37%	51%a	43%	53%a	53%a	47%	54%ap	52%a	50%a	52%	51%a	58%ap	52%	52%	51%	46%	52%	46%	52%	42%	55%y
Your paid TV provider	3337	1338	1177	1919	1758	1338	56	389	1177	71	490	1012	1307	455	329	134	2408	494	1395	1298	360	204	68	2603	273	734	2004
	54%	55%	54%	55%	54%	55%a	35%	51%a	34%	51%a	47%a	50%	56%a	57%a	56%a	54%	57%a	60%ap	54%v	54%v	53%v	38%	52%v	51%v	48%	50%y	
Your broadband provider	3826	1484	1426	2122	2064	1484	73	458	1426	108	689	1197	1590	500	388	165	2757	553	1619	1438	412	249	92	3056	341	767	3059
	62%	62%	60%a	61%	63%	62%a	46%	60%a	51%	66%a	66%a	59%	63%	62%	66%a	67%	61%	67%ap	62%v	62%v	70%a	52%	62%v	64%v	50%	66%y	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	1236	454	414	699	659	454	57	173	414	55	231	477	453	157	89	51	929	140	518	443	148	56	56	961	112	353	883
	20%	19%	19%	20%	20%	19%	36%a	23%	19%	26%	22%	24%ap	18%	20%	15%	21%	21%a	17%	20%	19%	22%	16%	32%a	20%	21%	23%a	19%

QC2_4. By which method would you most prefer to receive communications from - Email Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Your bank / building society	3096	143	2959	16	770	2188	129	3038	33	13	4	3064	10
50%		42%	51% _{ab}	39%	46%	53% _{abf}	47%	52% _{abf}	39%	32% _f	7%	51% _{abf}	44%
Your gas / electricity provider	3548	168	3364	17	897	2514	138	3493	25	14	6	3532	11
58%		50%	59% _{ab}	47%	54% _f	59% _{abf}	44%	59% _{abf}	27%	24%	8%	59% _{abf}	51%
Your local council or tax office	2694	137	2545	11	658	1923	113	2639	25	10	4	2693	6
44%		41%	44%	27%	39%	46% _{abf}	36%	43% _{abf}	39%	17%	6%	44% _{abf}	30%
Your GP / medical or healthcare professional	1412	62	1340	9	325	1023	63	1375	21	7	2	1403	6
23%		19%	23%	22%	19%	59% _{ab}	20%	23% _f	16%	17%	3%	23% _f	30%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
3212		137	3065	10	766	2322	125	3168	28	10	1	3204	7
52%		41%	53% _{ab}	25%	46%	56% _{abf}	40%	54% _{abf}	24%	17%	2%	53% _{abf}	31%
Your landline/mobile phone provider	3337	145	3173	19	762	2419	156	3261	31	11	4	3323	11
54%		43%	52% _{ab}	47%	45%	52% _{abf}	50%	53% _{abf}	30%	23%	5%	52% _{abf}	27%
Your broadband provider	3826	180	3628	18	936	2738	151	3773	38	4	2	3816	7
62%		53%	63% _{ab}	43%	56%	66% _{abf}	49%	64% _{abf}	33%	8%	4%	63% _{abf}	33%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
1236		100	1124	11	419	727	89	1084	56	31	58	1171	7
20%		39% _{ab}	19%	26%	23% _{ab}	17%	23% _{ab}	16%	47% _{ab}	65% _{ab}	68% _{abf}	19%	30%

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghijkl
 * small base, ** very small base (under 30) ineligible for sig testing

QC2_4. By which method would you most prefer to receive communications from - Email Summary

Table 37

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Your bank / building society	3098 50%	772 50%	744 48%	785 51%	796 52%	257 52%	255 48%	261 50%	262 49%	247 49%	235 47%	260 50%	267 52%	258 51%	281 56% Up	281 52%	251 48%				
Your gas / electricity provider	3548 58%	862 58%	821 53%	909 59%	926 60%	278 57%	310 59%	304 59%	262 49%	282 50%	277 50%	319 62% Up	288 50%	301 60% Up	324 64% Up	309 64% Up	293 56%				
Your local council or tax office	2694 44%	691 45%	648 42%	663 43%	691 45%	221 45%	244 46%	226 43%	205 39%	219 43%	224 45%	233 45%	231 44%	199 40%	240 48% Up	240 45%	221 42%				
Your GP / medical or healthcare professional	1412 23%	324 21%	365 24%	351 23%	372 24%	116 24%	102 19%	106 20%	118 22%	132 25% Up	114 23%	121 23%	112 22%	118 23%	132 25% Up	107 21%	133 26%				
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Your landline/mobile phone provider	3212 52%	796 51%	787 51%	797 52%	831 54%	258 53%	265 50%	274 52%	254 49%	271 53%	262 53%	265 51%	282 54%	250 50%	292 60% Up	277 54%	262 50%				
Your paid TV provider	3337 54%	839 54%	803 52%	841 55%	855 56%	265 54%	294 55%	280 53%	275 52%	278 55%	250 51%	284 55%	285 55%	272 54%	303 60% Up	293 57%	259 50%				
Your broadband provider	3826 62%	978 62%	893 58%	963 63%	992 65%	307 62%	343 65%	328 62%	303 57%	303 60%	286 58%	323 62%	332 64%	307 61%	332 66% Up	345 69% Up	315 60%				
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Would not be happy to receive Email from any organisation	1236 20%	308 20%	349 23% Up	296 19%	283 18%	94 19%	118 22%	96 18%	133 25% Up	105 21%	110 22%	106 20%	88 17%	102 20%	84 17%	86 17%	114 22%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC2_5. By which method would you most prefer to receive communications from - Social media (e.g. Facebook, X, etc) Summary

Table 38

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1890	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Your bank / building society	46	4	42	8	37	26	19	10	14	15	3	-	4	*	24	18	4	4	33	12
1%	*	1%	1%	1%	1%	1%	1%	1000	2000	1000	*	-	*	*	1000	1000	*	*	1%	1%
Your gas / electricity provider	38	4	34	12	26	17	21	6	14	9	4	6	-	*	18	13	6	*	25	13
1%	*	1%	1%	2000	*	1%	1%	1%	2000	1%	*	1%	-	*	1000	1000	*	*	*	1000
Your local council or tax office	39	2	36	16	23	32	7	10	7	12	8	2	-	-	17	20	2	-	21	19
1%	*	1%	2000	*	*	1000	*	1000	1%	1000	1000	1000	-	-	1000	1000	*	-	*	2000
Your GP / medical or healthcare professional	28	2	27	4	24	20	8	5	10	9	3	1	-	-	15	12	1	-	23	5
*	*	1%	1%	*	1%	1%	*	1%	1000	1%	*	*	-	-	1000	1000	*	-	*	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	87	6	51	16	40	33	23	9	28	13	4	-	2	*	37	16	4	4	39	16
1%	*	1%	2000	1%	1%	1%	1%	1000	2000	1000	1000	*	-	*	2000	1000	*	*	1%	2000
Your paid TV provider	65	5	50	28	27	33	22	7	23	15	8	*	*	1	30	24	1	1	37	18
1%	*	1%	4000	*	1%	1%	1%	1000	1000	1000	1000	*	*	*	2000	1000	*	*	1%	2000
Your broadband provider	46	3	43	14	32	37	10	10	6	26	4	2	-	*	16	30	2	*	32	13
1%	*	1%	2000	1%	1%	1000	*	1000	1%	2000	1000	*	-	*	1000	2000	*	*	1%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, X, etc) from any organisation	5953	1221	4732	711	5242	2878	3064	785	791	1066	814	1118	754	624	1576	1880	2497	1379	5025	873
87%	1000	86%	96%	90%	95%	96%	95%	99%	97%	1000	99%	99%	99%	100%	93%	96%	99%	99%	97%	93%

QC2_5. By which method would you most prefer to receive communications from - Social media (e.g. Facebook, X, etc) Summary

Table 38

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	654	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Your bank / building society	10	8	12	15	16	27	33	12	9	3	14	12	6	29	9	37	11	32	3
%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
Your gas / electricity provider	9	14	4	11	23	15	26	12	7	10	15	15	6	25	7	31	18	20	1
%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your local council or tax office	12	14	4	9	27	13	32	8	5	14	8	12	23	5	34	16	23	16	1
%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your GP / medical or healthcare professional	3	12	3	10	15	13	22	6	4	2	8	10	4	20	4	25	6	21	2
%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	14	18	8	17	32	25	43	14	6	2	23	20	5	45	6	50	25	32	1
%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your paid TV provider	16	10	14	15	26	29	43	12	6	4	11	24	11	38	6	49	16	39	1
%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your broadband provider	11	13	11	12	24	23	34	8	3	2	11	18	8	31	3	40	10	32	4
%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, X, etc) from any organisation	1078	1860	1339	1674	2938	3014	3504	2360	498	720	1447	1507	1063	3675	516	4990	1222	4450	281
%	95%	97%	97%	97%	96%	97%	95%	98%	97%	96%	96%	95%	97%	96%	97%	96%	95%	97%	98%

QC2_5. By which method would you most prefer to receive communications from - Social media (e.g. Facebook, X, etc) Summary

Table 38

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber-side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Your bank / building society	46	43	3	*	41	2	2	1	1	-	4	6	5	1	13	10	2	-	2	
1%	1%	1%	*	*	1%	*	1%	*	*	*	1%	1%	1%	*	3%	3%	*	-	*	
Your gas / electricity provider	38	35	3	*	32	3	1	1	1	2	-	5	3	3	8	6	6	2	2	
1%	1%	1%	*	*	1%	1%	*	1%	*	*	1%	1%	*	*	1%	1%	1%	2%	*	
Your local council or tax office	39	30	9	2	37	*	1	1	1	-	4	3	4	-	15	8	2	-	*	
1%	1%	1%	1%	1%	1%	*	*	1%	*	-	1%	1%	1%	-	3%	1%	*	-	*	
Your GP / medical or healthcare professional	28	21	8	*	23	3	*	1	1	2	4	3	-	3	-	6	4	-	3	
*	*	*	1%	*	*	1%	*	1%	*	*	1%	1%	-	1%	-	1%	1%	-	1%	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline/mobile phone provider	87	51	6	1	51	4	2	*	2	2	1	3	7	6	13	14	3	-	4	
1%	1%	1%	1%	*	1%	1%	1%	*	1%	*	1%	1%	1%	1%	2%	2%	1%	-	1%	
Your paid TV provider	55	50	5	1	47	6	1	1	4	7	4	2	2	3	13	9	3	*	5	
1%	1%	1%	1%	1%	1%	1%	*	*	2%	1%	1%	*	*	1%	2%	1%	1%	*	1%	
Your broadband provider	46	38	8	1	41	3	1	2	3	5	7	4	1	6	8	4	3	1	1	
1%	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	*	1%	1%	*	1%	2%	*	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Would not be happy to receive Social media (e.g. Facebook, X, etc) from any organisation	5953	5121	832	162	5000	499	288	165	242	660	491	433	526	555	761	819	512	64	435	
87%	87%	87%	87%	87%	87%	87%	88%	87%	87%	88%	87%	87%	87%	87%	84%	87%	87%	86%	87%	

QC2_5. By which method would you most prefer to receive communications from - Social media (e.g. Facebook, X, etc) Summary

Table 38

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1217	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Your bank / building society	46	24	9	17	22	24	4	2	9	2	7	21	15	5	5	-	36	5	11	23	9	1	1	34	2	25	21
1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%	1%	-	1%	-
Your gas / electricity provider	38	20	8	30	18	20	4	4	8	2	5	11	18	7	1	-	30	1	10	22	4	1	1	32	2	25	14
1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%	1%	-	1%	-
Your local council or tax office	39	19	10	29	20	19	2	3	10	-	2	15	12	6	3	4	27	7	6	16	15	3	-	22	3	23	16
1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	-	1%
Your GP / medical or healthcare professional	28	9	9	20	19	9	4	4	9	-	-	12	8	3	1	4	20	5	9	3	12	2	3	12	5	18	13
1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	67	32	9	43	20	32	3	8	9	-	4	26	16	7	6	2	42	8	21	16	13	4	1	38	5	28	29
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your paid TV provider	55	33	8	46	20	33	2	4	8	2	-	20	19	12	4	1	39	5	22	21	8	4	-	43	4	40	15
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your broadband provider	46	17	15	31	30	17	3	5	15	-	2	14	15	7	5	4	29	10	8	16	14	2	5	23	7	30	17
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, X, etc) from any organisation	8953	2297	2117	3348	3168	2297	152	749	2117	208	1034	1944	2408	775	560	240	4352	800	2541	2224	643	344	170	4764	515	1384	4568
97%	95%	95%	96%	97%	95%	95%	95%	96%	98%	98%	99%	98%	97%	97%	96%	97%	97%	96%	97%	97%	94%	96%	96%	97%	96%	91%	98%

QC2_5. By which method would you most prefer to receive communications from - Social media (e.g. Facebook, X, etc) Summary

Table 38

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
Your bank / building society	46	5	39	2	9	27	10	37	2	4	-	44	2
	1%	1%	1%	4% _b	1%	1%	3% _b	1%	2%	7% _g	-	1%	10%
Your gas / electricity provider	38	6	32	-	17	18	3	30	2	4	-	36	2
	1%	2% _b	1%	-	13% _d	-	1%	1%	2%	8% _g	-	1%	10%
Your local council or tax office	39	6	34	-	12	23	4	30	4	3	-	37	2
	1%	2%	1%	-	7%	7%	7%	1%	4% _g	6% _g	-	1%	10%
Your GP / medical or healthcare professional	28	4	23	2	10	13	6	20	*	6	-	26	2
	*	1%	-	4% _b	1%	*	2% _b	*	*	11% _g	-	*	10%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	67	5	52	-	21	29	6	45	6	4	-	55	2
	1%	1%	1%	-	1%	1%	2%	1%	9% _g	7% _g	-	1%	10%
Your paid TV provider	55	10	45	-	22	28	7	46	7	*	-	53	2
	1%	3% _b	1%	-	11% _d	1%	3% _b	1%	6% _g	6% _g	-	1%	10%
Your broadband provider	46	7	40	-	15	28	4	31	6	6	-	43	4
	1%	2% _b	1%	-	1%	1%	1%	1%	9% _g	11% _g	-	1%	16%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, X, etc) from any organisation	5953	321	5594	38	1603	4090	290	5724	99	46	66	5869	18
	97%	96%	97%	92%	96%	97% _d	93%	97% _h	85%	80%	100% _j	97% _k	84%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QC2_5. By which method would you most prefer to receive communications from - Social media (e.g. Facebook, X, etc) Summary

Table 38

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Your bank / building society	46 1%	15 1%	11 1%	7 *	13 1%	6 1%	4 1%	5 1%	7 1%	1 *	3 1%	2 *	1 *	5 1%	2 *	5 1%	6 1%
Your gas / electricity provider	38 1%	10 1%	5 *	14 1%	10 1%	3 1%	2 *	4 1%	2 *	1 *	1 *	1 *	10 2.5%	4 1%	- *	6 1%	4 1%
Your local council or tax office	39 1%	8 *	12 1%	4 *	16 1%	4 1%	- *	4 1%	6 1%	- *	6 1%	- *	1 *	4 1%	3 1%	7 1.6%	5 1%
Your GP / medical or healthcare professional	28 1%	12 1.5%	3 *	2 *	11 1%	6 1%	- *	6 1%	1 *	- *	2 *	1 *	1 *	- *	5 1%	4 1%	2 *
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	57 1%	19 1%	11 1%	12 1%	15 1%	4 1%	11 2%	3 1%	4 1%	2 *	5 1%	4 1%	4 1%	4 1%	3 1%	7 1%	4 1%
Your paid TV provider	55 1%	8 1%	9 1%	21 1%	17 1%	1 *	4 1%	3 1%	4 1%	3 1%	2 *	2 *	13 2.5%	6 1%	3 1%	10 2.3%	4 1%
Your broadband provider	46 1%	14 1%	12 1%	7 *	14 1%	6 1%	3 1%	5 1%	3 1%	1 *	7 1.5%	7 *	2 *	5 1%	4 1%	4 1%	5 1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, X, etc) from any organisation	5963 97%	1483 96%	1495 97%	1483 96%	1481 96%	473 96%	510 96%	510 97%	513 96%	500 96%	482 97%	509 96%	493 95%	481 96%	485 96%	491 96%	505 97%

QC2_6. By which method would you most prefer to receive communications from - Video calling (e.g. Skype, FaceTime, etc) Summary

Table 39

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	909	1808	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Your bank / building society	21	-	21	8	12	11	10	3	5	4	3	5	*	*	8	7	6	*	17	4
Your gas / electricity provider	15	-	15	8	7	11	3	2	9	4	*	-	-	-	11	4	-	-	12	2
Your local council or tax office	20	-	20	1	19	11	9	*	10	3	1	2	3	-	11	5	5	3	13	5
Your GP / medical or healthcare professional	40	-	40	15	25	22	18	7	11	5	9	4	*	3	16	14	8	4	27	12
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	7%	-	1%	2%	-	7%	1%	1%	1%	*	1%	*	*	7%	1%	7%	*	*	7%	7%
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	13	-	13	11	3	8	5	*	2	5	3	3	-	-	2	8	3	-	9	4
Your paid TV provider	12	-	12	3	9	10	2	3	5	3	1	-	-	-	8	4	-	-	10	-
Your broadband provider	20	-	20	12	8	12	8	7	5	8	2	-	*	-	12	8	*	*	10	10
Your mobile phone provider	6043	1233	4811	739	5305	2937	3098	802	829	1096	818	1119	755	624	1631	1914	2498	1379	5075	911
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	98%	98%	98%	94%	97%	98%	97%	98%	98%	97%	98%	97%	98%	97%	97%	97%	97%	97%	97%	97%

QC2_6. By which method would you most prefer to receive communications from - Video calling (e.g. Skype, FaceTime, etc) Summary

Table 39

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Your bank / building society	21	9	5	3	4	14	7	4	3	*	2	11	4	14	3	17	8	12	-
*	1%	*	*	*	*	*	*	*	1%	*	*	1%	*	*	1%	*	1%	*	-
Your gas / electricity provider	15	4	6	1	4	10	5	13	2	*	1	9	3	10	2	13	5	10	-
*	*	*	*	*	*	*	*	*	1%	*	*	1%	*	*	*	*	*	*	-
Your local council or tax office	20	2	4	8	6	6	14	15	2	*	10	6	2	16	2	18	6	14	-
*	*	*	1%	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	-
Your GP / medical or healthcare professional	40	14	11	5	11	24	16	27	7	1	8	17	7	26	7	33	22	18	*
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	21%	*	*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	13	4	1	5	3	5	8	12	3	3	3	1	3	8	3	10	6	6	-
*	*	*	*	*	*	*	*	2	1%	*	*	*	*	*	1%	*	1%	*	-
Your paid TV provider	12	2	4	3	3	6	6	10	3	-	6	3	*	9	3	9	5	6	-
*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	-
Your broadband provider	20	5	9	6	1	13	7	19	3	2	1	9	6	12	3	18	5	15	-
*	*	*	*	*	*	*	1%	1	1%	*	*	1%	1%	*	*	*	*	*	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	6043	1104	1685	1367	1696	2980	3053	3576	494	726	1476	1542	1080	3743	512	5280	1228	4527	288
88%	97%	99%	98%	98%	96%	98%	97%	99%	96%	99%	99%	97%	98%	98%	96%	98%	96%	99%	100%

QC2_6. By which method would you most prefer to receive communications from - Video calling (e.g. Skype, FaceTime, etc) Summary

Table 39

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Your bank / building society	21	18	3	*	17	2	*	1	1	-	1	2	3	2	6	-	2	*	2
Your gas / electricity provider	15	11	4	2	14	*	-	-	2	1	2	-	2	2	2	3	2	-	*
Your local council or tax office	20	20	*	*	17	3	-	-	-	-	2	4	1	4	4	-	3	-	3
Your GP / medical or healthcare professional	40	36	4	1	32	5	1	1	1	-	3	3	2	5	12	2	4	-	5
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	7%	1%	*	1%	1%	1%	*	*	1%	-	1%	1%	*	1%	1%	-	1%	-	1%
Your landline phone provider	13	11	2	2	11	2	*	-	1	2	-	1	-	-	3	-	5	2	*
Your landline/mobile phone provider	12	11	*	*	11	*	1	-	-	2	-	-	1	2	3	3	-	-	*
Your paid TV provider	20	20	*	*	18	1	2	*	1	2	-	4	2	-	5	3	1	-	1
Your mobile phone provider	88%	98%	89%	97%	98%	98%	99%	99%	98%	98%	99%	97%	98%	98%	96%	98%	97%	97%	98%

QC2_6. By which method would you most prefer to receive communications from - Video calling (e.g. Skype, FaceTime, etc) Summary

Table 39

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Your bank / building society	21	14	1	18	5	14	1	2	1	-	-	4	11	4	3	-	14	3	5	13	2	-	-	18	-	14	7		
Your gas / electricity provider	15	5	5	9	10	5	-	1	5	-	-	12	1	2	-	-	13	-	4	7	4	1	-	10	1	15	-		
Your local council or tax office	20	6	6	13	12	6	-	-	6	2	4	9	7	2	2	-	16	2	14	6	-	-	-	14	-	14	6		
Your GP / medical or healthcare professional	40	13	13	26	27	13	4	7	13	-	4	14	21	1	3	1	35	4	14	15	5	3	2	30	5	28	14		
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	17%	17%	17%	17%	17%	17%	2%	17%	17%	-	-	17%	17%	-	-	-	17%	-	17%	17%	17%	17%	17%	17%	17%	2%	-	-	
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline/mobile phone provider	13	9	3	11	4	9	3	-	3	-	1	6	8	-	-	-	13	-	7	5	1	-	-	12	-	10	3		
Your paid TV provider	12	7	1	10	4	7	-	-	1	-	1	1	10	-	-	-	11	-	7	3	2	-	-	7	2	8	4		
Your broadband provider	20	15	5	15	6	15	-	-	5	2	1	6	9	4	-	1	15	1	3	11	3	1	1	14	3	17	3		
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	6043	2350	2139	3412	3201	2350	153	753	2139	209	1042	1975	2432	788	576	244	4407	821	2577	2245	663	350	175	4822	525	1435	4609		
	98%	97%	99% ^{ab}	97%	98% ^{ac}	97%	95%	99% ^d	99%	98%	99%	98%	98%	99%	99%	99%	98%	99%	99% ^{ef}	97%	97%	98%	98%	98%	98%	98%	94%	98% ^g	

QC2_6. By which method would you most prefer to receive communications from - Video calling (e.g. Skype, FaceTime, etc) Summary

Table 39

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
Your bank / building society	21	*	21	-	7	12	2	19	1	-	-	21	-
	*	*	*	-	*	*	7%	*	1%	-	-	*	-
Your gas / electricity provider	15	3	12	-	8	3	4	10	5	-	-	15	-
	*	1%	*	-	1%	*	1%	*	40%	-	-	*	-
Your local council or tax office	20	2	17	-	5	12	-	14	4	2	-	20	-
	*	*	*	4%	*	*	-	*	31%	4%	-	*	-
Your GP / medical or healthcare professional	40	5	33	2	17	12	11	34	5	1	-	40	-
	1%	2%	1%	4%	1%	*	2%	7%	40%	2%	-	1%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	13	3	10	1	9	5	-	12	2	-	-	13	-
	*	1%	*	2%	1%	*	-	*	1%	-	-	*	-
Your paid TV provider	12	*	12	-	3	8	-	8	3	1	-	12	-
	*	*	*	-	*	*	-	*	2%	2%	-	*	-
Your broadband provider	20	3	18	-	13	7	-	17	1	2	-	20	-
	*	1%	*	-	1%	*	-	*	1%	4%	-	*	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	6043	323	5684	37	1620	4124	299	5800	102	54	66	5958	22
	98%	96%	98%	89%	97%	98%	96%	99%	87%	93%	100%	98%	100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QC2_6. By which method would you most prefer to receive communications from - Video calling (e.g. Skype, FaceTime, etc) Summary

Table 39

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Your bank / building society	21	4	3	5	10	1	3	-	2	1	-	3	-	2	2	4	4
Your gas / electricity provider	15	2	7	4	1	2	-	-	3	3	2	-	2	3	1	-	1
Your local council or tax office	20	6	3	7	4	4	2	1	3	-	-	4	2	1	1	2	1
Your GP / medical or healthcare professional	40	13	8	11	8	4	4	5	3	2	3	2	5	5	2	4	2
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	7%	1%	1%	1%	1%	1%	1%	1%	1%	1	1%	1	1%	1%	1	1%	1
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	13	3	8	2	1	2	-	1	8	1	-	-	1	1	1	-	-
Your paid TV provider	12	-	7	-	4	-	-	-	4	1	3	-	-	-	4	-	-
Your broadband provider	20	8	8	4	1	1	-	1	5	3	1	-	3	2	1	4	3
Your mobile phone provider	1	-	-	-	-	-	-	-	1%	1%	-	-	1%	-	-	1%	1%
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	6043	1526	1498	1511	1509	481	525	519	510	499	488	513	508	489	495	501	512
	98%	98%	98%	98%	98%	98%	99%	99%	98%	98%	98%	99%	98%	97%	98%	98%	98%

QC2_7. By which method would you most prefer to receive communications from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) Summary

Table 40

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1154	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	769	5371	3010	3140	832	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Your bank / building society	81	8	73	19	62	50	31	16	27	13	16	5	3	2	42	29	10	5	66	15
1% 1%				2% f	1%	2%	1%	2% f m	2% f m	1%	2% f m	*	*	*	3% q	1% q	*	*	1%	2%
Your gas / electricity provider	51	3	48	6	46	28	23	7	15	13	9	3	3	2	22	21	8	5	43	7
1% 1%			1% a	1%	1%	1%	1%	1%	2% a	1%	1%	*	*	*	1% q	1% a	*	*	1%	1%
Your local council or tax office	46	1	45	10	36	22	24	6	20	7	6	3	3	1	27	13	7	4	39	7
1% 1%			1% a	1%	1%	1%	1%	1%	2% q f m	1%	1%	*	*	*	1% q a	1%	*	*	1%	1%
Your GP / medical or healthcare professional	80	3	77	19	61	52	28	12	15	22	5	6	10	5	32	27	21	14	58	22
1% 1%			2% a	2% a	1%	2% f	1%	2% f	2% a	2% a	1%	1%	1%	1%	2% a	1%	1%	1%	1%	2% a
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
91	4	87	12	79	51	39	15	20	25	11	9	6	4	4	35	37	19	10	71	17
1% 1%			2% a	2%	2%	1%	2%	2% a	2% a	1%	1%	1%	1%	1%	2% q q	2% q m	1%	1%	1%	2%
Your paid TV provider	72	3	69	13	59	41	31	14	27	14	8	3	3	2	41	22	8	6	51	20
1% 1%			1% a	2%	1%	1%	1%	2% a	2% f m	1% a	1%	*	*	*	2% q q	1% a	*	*	1%	2% a
Your broadband provider	67	3	64	11	55	38	28	11	18	13	12	6	3	2	30	25	11	6	53	12
1% 1%			1% a	1%	1%	1%	1%	1%	2% f m	1%	1%	*	*	*	2% q q	1% q m	*	*	1%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	8905	1222	4683	726	5178	2859	3036	768	786	1072	796	1109	743	620	1564	1868	2473	1304	4954	886
96%		7% a	85%	92%	87% a	85%	87% a	93%	92%	87% a	87% a	87% q m	87% q m	87% q m	92%	87% a	87% q m	87% q m	87% a	84%

QC2_7. By which method would you most prefer to receive communications from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) Summary

Table 40

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1864	2048	1649	334	458	629	941	620	2328	346	3096	828	2713	179
Your bank / building society	81	26	26	8	21	62	29	69	5	11	9	24	29	45	5	75	16	59	6
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	2%
Your gas / electricity provider	51	13	18	7	31	20	39	10	4	8	13	7	17	28	4	46	9	40	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Your local council or tax office	46	15	19	2	10	34	12	38	1	5	12	7	20	24	1	45	12	33	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your GP / medical or healthcare professional	80	23	25	10	21	48	32	60	1	17	19	27	15	62	1	79	19	60	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	2%	2%	1%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	91	15	26	24	25	41	50	70	8	12	28	23	19	63	8	82	22	67	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%	2%	1%	2%	2%	1%	1%
Your paid TV provider	72	14	29	13	16	43	29	53	7	7	16	15	23	38	7	62	12	56	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%
Your broadband provider	67	13	26	11	17	39	28	48	17	4	8	14	21	42	6	59	14	48	5
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	906	1072	1832	1333	1665	2904	2990	3470	496	704	1453	1506	1029	3666	512	4948	1222	4407	275
96%	94%	86%	86%	87%	95%	96%	95%	96%	96%	96%	97%	95%	94%	96%	96%	96%	95%	96%	96%

QC2_7. By which method would you most prefer to receive communications from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) Summary

Table 40

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	305	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Your bank / building society	81	66	15	1	72	6	2	1	3	8	3	7	8	12	14	8	10	*	6
1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	*	*	1%
Your gas / electricity provider	51	47	5	1	43	5	2	1	3	8	4	4	4	4	9	2	5	*	5
1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%
Your local council or tax office	46	36	10	1	43	2	1	1	4	2	4	2	5	7	12	3	4	*	2
1%	1%	1%	*	1%	*	*	*	1%	1%	*	1%	1%	1%	1%	2%	*	1%	*	*
Your GP / medical or healthcare professional	80	72	8	1	72	5	2	1	4	5	5	5	6	10	15	16	6	*	5
1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	1%	*	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	91	83	8	1	82	5	1	2	5	8	7	6	4	8	23	15	6	*	5
1%	2%	1%	*	2%	1%	*	1%	1%	2%	1%	1%	1%	1%	3%	2%	1%	*	1%	
Your paid TV provider	72	66	6	*	62	5	3	2	4	6	4	3	4	9	21	5	6	*	5
1%	1%	1%	*	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	4.2%	1%	1%	*	1%
Your broadband provider	67	57	10	1	55	7	3	2	3	9	3	7	7	4	11	5	6	2	5
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	3%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	906	5075	830	165	4957	496	286	165	242	654	494	425	528	544	753	813	505	65	431
96%	96%	96%	96%	96%	96%	96%	97%	97%	97%	97%	97%	95%	97%	95%	93%	96%	95%	97%	96%

QC2_7. By which method would you most prefer to receive communications from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) Summary

Table 40

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6100	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6100	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Your bank / building society	81	41	21	60	39	41	1	5	21	-	2	30	31	12	2	5	61	8	37	24	10	9	-	61	9	35	46
1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	-	1%	1%	1%	2%	-	2%	1%	1%	1%	1%	1%	2%	-	1%	2%	2%	1%
Your gas / electricity provider	51	21	16	33	28	21	4	5	16	-	4	18	19	7	3	5	37	8	30	10	8	1	2	40	3	18	33
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your local council or tax office	46	21	6	39	22	24	1	6	6	-	2	17	16	7	1	4	35	4	25	12	10	-	-	36	-	24	22
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%
Your GP / medical or healthcare professional	80	34	25	45	37	34	1	7	25	-	7	34	20	12	9	4	54	13	38	29	9	4	1	66	5	31	49
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	91	38	26	59	48	38	1	8	26	4	10	30	34	11	7	9	64	16	37	31	16	5	*	68	6	38	52
1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	*	1%	1%	1%	1%
Your paid TV provider	72	34	15	61	32	34	3	7	15	-	7	20	23	10	6	6	43	12	30	20	17	3	2	50	5	30	42
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your broadband provider	67	31	16	49	34	31	1	7	16	3	7	22	20	10	11	4	43	14	30	24	11	2	-	53	2	25	42
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	-	1%	*	2%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	9905	2303	2090	3339	3126	2303	154	748	2090	206	1028	1923	2399	766	558	232	4322	790	2509	2203	647	342	172	4711	514	1401	4503
96%	96%	96%	97%	95%	96%	95%	96%	98%	97%	97%	98%	95%	97%	96%	96%	94%	96%	95%	96%	96%	95%	95%	97%	96%	96%	92%	97%

QC2_7. By which method would you most prefer to receive communications from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) Summary

Table 40

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6100	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6100	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Your bank / building society	61	3	76	-	28	47	7	73	5	2	-	79	2
1%	1%	1%	1%	1%	2%	1%	2%	1%	4% g	3%	-	1%	7%
Your gas / electricity provider	51	4	47	-	14	35	3	47	-	5	-	51	-
1%	1%	1%	1%	-	1%	1%	1%	1%	-	9% g,h	-	1%	-
Your local council or tax office	46	-	46	-	14	27	4	44	2	-	-	46	-
1%	1%	1%	1%	-	1%	1%	1%	1%	2%	-	-	1%	-
Your GP / medical or healthcare professional	80	7	73	-	31	44	5	74	4	2	-	80	-
1%	1%	2%	1%	-	24% d	1%	1%	1%	3%	3%	-	1%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	2%	1%	1%	2%	1%	1%	2%	-	2%	-	1%	-
Your landline/mobile phone provider	91	7	84	-	31	55	5	89	-	1	-	91	-
1%	1%	2%	1%	1%	2%	1%	1%	2%	-	2%	-	1%	-
Your paid TV provider	72	2	70	-	17	51	4	64	4	4	-	72	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	4% h	-	1%	-
Your broadband provider	67	2	63	2	20	41	6	64	-	1	-	65	2
1%	1%	1%	1%	4%	1%	1%	2%	1%	-	2%	-	1%	7%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-	1%	-
Would not be happy to receive instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	965	317	5549	39	1589	4024	291	5670	103	47	66	5820	19
96%	94%	96%	95%	95%	95%	96% d	93%	96% h	88%	83%	100% h	95% h	86%

QC2_7. By which method would you most prefer to receive communications from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) Summary

Table 40

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Your bank / building society	81	19	17	26	19	11	5	3	8	1	8	8	13	5	2	10	7
1%		1%	1%	2%	1%	2%	1%	1%	2%	*	2%	2%	5%	1%	*	2%	1%
Your gas / electricity provider	51	15	14	9	13	7	4	4	11	*	3	2	5	2	2	4	7
1%		1%	1%	1%	1%	1%	1%	1%	2%	*	1%	*	*	*	*	1%	1%
Your local council or tax office	46	14	8	7	17	6	4	4	4	3	1	2	2	3	5	5	8
1%		1%	1%	*	1%	1%	1%	1%	1%	1%	*	*	*	1%	1%	1%	1%
Your GP / medical or healthcare professional	80	23	13	25	19	10	5	9	7	4	1	6	10	8	6	9	4
1%		2%	1%	2%	1%	2%	1%	2%	1%	1%	*	1%	2%	2%	1%	2%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	91	21	19	24	26	9	8	4	13	5	1	7	11	6	8	3	14
1%		1%	1%	2%	2%	2%	2%	1%	2%	1%	*	1%	2%	1%	2%	1%	2%
Your paid TV provider	72	23	15	13	21	8	10	5	10	3	1	4	5	4	1	4	10
1%		2%	1%	1%	1%	2%	2%	1%	2%	1%	*	1%	1%	1%	*	1%	2%
Your broadband provider	67	19	16	14	18	7	8	3	10	3	2	5	6	3	4	5	10
1%		1%	1%	1%	1%	1%	2%	1%	2%	1%	*	1%	1%	1%	1%	1%	2%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	5905	1489	1475	1472	1468	467	512	510	501	491	484	497	492	483	486	497	485
96%		96%	96%	96%	96%	95%	96%	96%	94%	95%	95%	96%	95%	96%	97%	97%	93%

QC2_8. By which method would you most prefer to receive communications from - Other Summary

Table 41

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	6160	1017	5143		807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927		789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978		461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Your bank / building society	124	40	84		10	113	70	53	14	17	18	16	23	18	18	31	34	59	36	110	13
2%		2%	2%		1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Your gas / electricity provider	31	10	21		7	24	21	10	3	4	7	5	6	1	5	7	12	12	6	28	2
1%		1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your local council or tax office	32	11	21		2	30	18	15	7	1	5	6	8	1	5	8	11	13	5	30	2
1%		1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your GP / medical or healthcare professional	66	22	45		6	60	45	21	5	12	11	5	11	9	13	17	16	33	22	66	-
1%		2%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc.)	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	30	6	24		6	24	16	14	5	12	5	4	1	2	2	17	9	4	4	26	5
1%		1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your paid TV provider	17	2	15		1	17	10	7	1	4	5	1	1	1	4	5	6	5	5	11	6
1%		1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your broadband provider	20	4	16		4	16	11	9	3	2	6	2	1	2	3	4	9	7	6	12	7
1%		1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your mobile phone provider	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	5953	1162	4771		764	5188	2890	3053	795	830	1086	808	1101	731	602	1624	1894	2435	1334	4980	914
97%		96%	97%		97%	97%	96%	97%	97%	96%	97%	97%	97%	96%	96%	96%	97%	97%	96%	97%	97%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC2_8. By which method would you most prefer to receive communications from - Other Summary

Table 41

Base : All participants

		Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1124	814	1081	1822	1884	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Your bank / building society	124	16	52	27	29	68	56	58	64	16	15	21	34	24	70	18	98	32	86	6
2%	1%	1%	3%	2%	2%	2%	2%	2%	3%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Your gas / electricity provider	31	9	10	5	6	20	11	19	10	2	3	7	7	12	16	2	28	7	23	*
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your local council or tax office	32	8	15	2	8	22	10	19	11	4	*	7	9	11	16	4	28	8	24	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your GP / medical or healthcare professional	66	11	21	12	22	33	33	33	5	20	14	14	14	39	53	11	53	11	51	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	30	6	9	7	7	16	14	20	8	1	2	7	10	6	19	2	25	7	21	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your paid TV provider	17	2	5	5	4	7	10	7	9	2	-	8	1	5	9	2	14	6	11	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your broadband provider	20	5	3	3	8	8	12	12	5	3	*	6	3	7	10	3	17	3	15	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	593	1100	1844	1342	1665	2944	3007	3559	2309	491	713	1456	1525	1064	3694	507	5010	1232	4443	277
87%	97%	97%	96%	97%	97%	97%	97%	97%	96%	85%	97%	97%	96%	97%	97%	85%	97%	96%	97%	96%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QC2_8. By which method would you most prefer to receive communications from - Other Summary

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Your bank / building society	124	106	16	2	107	5	9	3	4	14	6	15	11	9	12	19	15	1	4	
2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	3%	2%	1%	
Your gas / electricity provider	31	22	9	1	25	2	2	2	-	2	3	2	2	2	5	7	1	1	1	
*	*	1%	1%	*	*	*	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	*	*	
Your local council or tax office	32	20	13	*	30	1	1	1	1	6	3	2	-	5	2	10	1	*	1	
1%	*	1%	1%	*	1%	*	1%	1%	*	1%	1%	1%	-	1%	*	1%	*	*	*	
Your GP / medical or healthcare professional	66	53	13	1	59	3	4	1	1	10	3	2	-	7	2	21	12	1	1	
1%	1%	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	1%	-	1%	2%	2%	2%	2%	*	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline/mobile phone provider	30	28	2	*	23	4	2	1	1	5	2	-	2	-	5	2	6	1	3	
*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Your paid TV provider	17	13	4	*	15	1	*	*	-	2	2	1	2	3	-	4	1	-	1	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Your broadband provider	20	17	3	-	17	2	*	1	1	2	-	1	1	2	6	2	1	-	2	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Would not be happy to receive Other from any organisation	593	518	835	164	5000	504	284	165	244	648	499	428	528	555	785	810	503	64	439	
87%	87%	87%	87%	86%	87%	87%	86%	87%	88%	86%	86%	86%	87%	87%	87%	86%	85%	86%	88%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC2_8. By which method would you most prefer to receive communications from - Other Summary

Table 41

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Your bank / building society	124	40	52	60	72	40	9	17	52	8	26	38	42	19	12	12	80	24	52	38	8	10	13	91	22	28	95
	2%	2%	2%	2%	2%	2%	5%	2%	2%	4%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	1%	3%	7%	2%	2%	2%	2%
Your gas / electricity provider	31	15	11	20	15	15	1	3	11	-	4	8	19	*	2	1	27	4	22	4	-	2	-	27	2	12	19
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	-	-	-	1%	-	1%	1%
Your local council or tax office	32	8	16	12	20	8	2	3	16	-	5	10	12	3	4	4	22	8	10	3	1	3	7	19	11	9	24
	7%	1%	7%	1%	7%	1%	7%	1%	7%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	2%	1%	1%	7%
Your GP / medical or healthcare professional	66	11	30	29	49	11	*	1	30	1	16	22	25	9	6	4	47	10	39	12	10	3	3	50	6	15	51
	7%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	30	11	12	16	17	11	-	-	12	-	5	14	7	2	5	2	21	7	13	8	4	3	-	21	3	8	22
	*	1%	7%	1%	1%	1%	-	-	1%	-	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%
Your paid TV provider	17	8	3	14	9	8	2	3	3	*	2	7	7	-	3	-	14	3	7	10	-	-	-	17	-	4	13
	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your broadband provider	20	7	5	10	8	7	*	1	5	1	1	4	10	4	*	1	14	1	4	9	3	*	1	13	1	5	15
	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	8953	2344	2082	3397	3135	2344	148	741	2082	205	1010	1943	2416	767	566	233	4359	799	2509	2244	663	343	162	4753	505	1463	4490
	97%	97%	96%	97%	96%	97%	92%	92%	96%	96%	96%	96%	97%	96%	97%	94%	97%	96%	96%	97%	97%	96%	97%	94%	96%	96%	97%

QC2_8. By which method would you most prefer to receive communications from - Other Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
Your bank / building society	124	9	114	-	46	76	2	111	3	5	4	120	-
25%		3%	2%	-	3%	2%	7%	2%	3%	9% _{gls}	5% _{gls}	2%	-
Your gas / electricity provider	31	3	27	-	14	13	3	30	*	*	-	31	-
7%		1%	-	-	13%	-	7%	7%	*	*	-	1%	-
Your local council or tax office	32	5	27	-	15	16	1	28	1	3	*	32	-
7%		2% _{gls}	-	-	7%	*	1	1%	1%	9% _{gls}	7%	7%	-
Your GP / medical or healthcare professional	66	6	60	-	23	40	3	61	2	2	-	65	1
7%		2%	1%	-	7%	7%	7%	7%	2%	4%	-	7%	7%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
30		3	26	1	11	17	1	26	-	2	-	29	1
7%		1%	*	2%	7%	*	*	*	-	4% _{gls}	-	*	7%
Your paid TV provider	17	2	15	-	4	12	1	17	-	-	-	17	-
7%		*	*	-	*	*	-	*	*	*	-	*	-
Your broadband provider	20	-	18	2	6	10	4	17	-	-	-	17	3
7%		-	*	4% _{gls}	*	*	7% _{gls}	*	-	-	-	*	13%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
7%		-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	8953	318	5595	39	1597	4055	301	5715	111	45	62	5872	19
97%		95%	97%	94%	95%	97% _{gls}	96%	97% _{gls}	99% _{gls}	79%	94% _{gls}	99% _{gls}	87%

Proportions/Means: Columns Tested (5% risk level) - ab/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QC2_8. By which method would you most prefer to receive communications from - Other Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Your bank / building society	124	24	27	37	35	11	10	4	9	13	5	18	8	11	10	11	15
Your gas / electricity provider	31	5	9	2	14	1	4	1	2	8	2	*	1	1	4	1	9
Your local council or tax office	32	9	17	-	6	-	6	3	6	10	2	-	-	-	3	*	3
Your GP / medical or healthcare professional	66	11	23	20	12	*	6	5	5	10	8	5	8	6	5	3	4
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	7%	1%	2%	1%	1%	*	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	30	4	6	12	7	2	2	-	3	3	*	3	4	6	3	3	2
Your paid TV provider	17	*	6	7	4	-	*	-	-	5	1	1	2	3	1	-	3
Your broadband provider	20	4	4	8	5	*	-	4	1	2	-	1	3	3	3	-	1
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	983	1504	1486	1479	1483	478	512	513	515	490	481	496	500	483	490	500	494
	97%	97%	97%	96%	97%	97%	96%	97%	97%	97%	97%	96%	96%	96%	97%	96%	95%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Table 42

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5408	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Strongly agree	(5) 2256	608	1648	291	1965	1125	1125	381	361	467	339	353	191	166	742	805	709	356	1832	403
	37%	29%	33%	37%	37%			4%ukm	4%ukm	4%ukm	4%ukm	3%ukl	25%	26%	4%ukp	4%ukp	28%	26%	36%	4%ukr
Slightly agree	(4) 2064	256	1809	280	1784	1000	1060	262	309	352	282	399	265	196	571	633	860	461	1735	310
	34%	21%	37%uk	36%	33%	33%	34%	32%	36%	31%	34%	35%	31%	31%	34%	32%	34%	33%	34%	33%
Neither agree nor disagree	(3) 1034	140	894	120	914	515	519	115	115	179	124	220	158	122	231	303	501	289	859	159
	17%	11%	17%uk	15%	17%	17%	17%	14%	13%	16%	15%	23%ukp	23%ukp	12%ukl	14%	16%	29%ukp	29%ukp	17%	17%
Slightly disagree	(2) 444	91	353	60	383	210	233	38	62	68	58	62	70	63	90	125	239	137	401	41
	7%	7%	7%	8%	7%	7%	7%	5%	6%	6%	7%	6%	7%	6%	9%	10%	11%	6%	9%	4%
Strongly disagree	(1) 344	137	207	37	307	144	200	22	25	54	30	62	74	77	47	84	213	151	316	27
	6%	11%uk	4%	5%	6%	5%	3%uk	3%	3%	5%	4%	8%ukp	10%ukp	12%ukl	3%	4%	8%ukp	11%ukp	6%ukr	3%
Don't know	18	1	17	-	18	15	3	4	5	2	2	4	1	-	9	4	5	1	17	2
	1%	-	-	-	-	1%uk	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-
NET Agree	4320	864	3456	572	3748	2125	2185	643	670	818	620	752	456	361	1313	1439	1569	817	3598	713
	70%	70%	70%	72%	70%	71%	70%	10%ukm	10%ukm	10%ukm	10%ukm	9%ukm	60%	58%	10%ukp	10%ukp	62%	59%	69%	10%ukr
NET Disagree	787	228	560	97	690	354	433	60	77	122	87	154	144	144	137	208	442	288	716	69
	12%	18%uk	11%	12%	13%	12%	14%	7%	9%	11%uk	10%	14%ukp	10%ukp	22%ukl	8%	11%uk	10%ukp	21%ukp	14%ukr	7%
Mean	3.89	3.90	3.88	3.92	3.88	3.92	3.85	4.10ukm	4.08ukm	3.99ukm	4.01ukm	3.78ukm	3.57	3.49	4.11ukp	4.09ukp	3.65ukp	3.53	3.85	4.06ukr
Std Dev.	1.15	1.38	1.08	1.12	1.15	1.12	1.17	1.01	1.03	1.12	1.08	1.13	1.23	1.32	1.02	1.10	1.22	1.27	1.17	1.01
Std Error	0.01	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.04

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Table 42

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Strongly agree	(5) 2258	501	714	470	570	1215	1040	1476	757	158	233	509	684	488	1328	160	1815	467	1702	87
	37%	ab/cd	cd	34%	33%	cd	33%	cd	32%	31%	32%	34%	35%	ab/cd	30%	30%	cd	36%	37%	30%
Slightly agree	(4) 2064	355	685	477	547	1040	1024	1260	771	189	217	542	564	386	1323	173	1787	394	1577	93
	34%	31%	36%ef	34%	32%	34%	33%	34%	32%	33%	30%	38%	38%	35%	38%	32%	34%	31%	34%	32%
Neither agree nor disagree	(3) 1034	148	304	233	352	450	595	553	454	98	141	253	271	121	664	100	836	214	753	88
	17%	13%	16%	15%	20%ef	15%	19%	15%	15%	cd	cd	cd	cd	11%	19%	16%	17%	16%	16%	23%ef
Slightly disagree	(2) 444	70	138	140	95	208	236	241	197	35	65	102	129	69	295	35	383	91	336	16
	7%	6%	7%	16%ef	6%	7%	8%	7%	8%	7%	9%	7%	8%	6%	8%	6%	7%	7%	7%	6%
Strongly disagree	(1) 344	83	62	62	157	125	219	130	211	55	74	89	37	36	200	62	282	112	210	22
	6%	5%ab	3%	4%	19%ef	4%	8%ef	4%	8%ef	13%klmn	10%klmn	8%lm	2%	3%	9%klmn	12%op	5%	10%	8%	8%
Don't know	18	1	11	2	4	12	6	10	8	4	4	6	*	1	11	4	12	6	11	2
	*	*	1%	*	*	*	*	*	*	1%	1%	*	*	*	*	1%	*	*	*	1%
NET Agree	4320	895	1359	947	1117	2255	2064	2738	1528	325	449	1052	1147	574	2649	333	3883	861	3279	180
	70%	73%cd	72%cd	68%	65%	74%ef	68%	73%ef	64%	63%	61%	70%ef	72%ef	79%klmn	69%	62%	71%ef	67%	71%ef	63%
NET Disagree	787	134	200	202	252	333	454	371	408	90	139	190	166	105	495	97	645	202	548	39
	13%	12%	10%	16%ef	15%ef	11%	13%ef	10%	11%ef	13%klmn	10%klmn	13%	10%	10%	13%klmn	19%op	12%	16%ef	12%	13%
Mean	3.89	4.79ef	4.79ef	3.83	3.74	4.29ef	3.76	4.29ef	3.70	3.86	3.64	4.29ef	4.29ef	3.69	4.19ef	3.63	4.29ef	3.79	4.29ef	3.72
Std Dev	1.15	1.15	1.06	1.14	1.23	1.09	1.19	1.07	1.24	1.28	1.29	1.14	1.04	1.04	1.13	1.29	1.13	1.25	1.11	1.18
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.06	0.05	0.03	0.03	0.03	0.02	0.06	0.02	0.03	0.02	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Table 42

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	598	5178	517	295	170	518	617	548	448	543	573	810	843	529	673	450	
Effective Base	3716	3251	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Strongly agree	(5) 2256	1972	284	49	1893	203	103	57	83	212	178	172	187	220	347	306	189	17	186	
		37%	33%	30%	37%	39%	35%	33%	33%	31%	35%	35%	36%	39%	43%	36%	36%	29%	43%	
Slightly agree	(4) 2064	1743	321	67	1731	172	98	63	81	235	193	154	189	196	240	291	153	24	148	
		33%	37%	46%	33%	33%	33%	37%	32%	35%	36%	34%	35%	34%	30%	33%	29%	36%	33%	
Neither agree nor disagree	(3) 1034	899	135	22	892	72	44	27	42	140	74	66	96	96	156	127	95	14	59	
		17%	16%	13%	17%	14%	15%	16%	17%	33%	15%	15%	16%	17%	40%	10%	18%	20%	13%	
Slightly disagree	(2) 444	370	73	13	375	34	24	11	30	54	31	38	25	34	46	71	45	5	29	
		7%	9%	8%	7%	7%	8%	6%	12%	16%	6%	9%	5%	6%	8%	8%	9%	7%	7%	
Strongly disagree	(1) 344	297	47	16	273	33	27	11	13	32	31	16	45	27	18	46	45	8	25	
		6%	5%	5%	6%	6%	6%	6%	6%	8%	5%	5%	6%	5%	5%	6%	5%	12%	6%	
Don't know	18	18	1	-	14	3	-	1	1	1	1	3	-	1	3	2	1	-	3	
		-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	1%	
NET Agree	4320	3714	606	116	3624	375	201	120	164	447	370	326	376	415	587	598	342	41	335	
		70%	70%	70%	70%	73%	68%	71%	65%	66%	73%	73%	66%	73%	72%	71%	65%	61%	74%	
NET Disagree	787	667	120	29	648	67	51	22	42	86	62	54	71	61	65	116	91	13	54	
		13%	14%	17%	13%	13%	17%	13%	13%	16%	12%	12%	13%	11%	8%	14%	11%	13%	12%	
Mean	3.89	3.79	3.84	3.72	3.76	3.77	3.85	3.85	3.77	3.80	3.76	3.76	3.82	3.79	3.79	3.75	3.85	3.85	3.79	
Std Dev.	1.16	1.15	1.14	1.24	1.14	1.17	1.26	1.15	1.18	1.11	1.13	1.09	1.20	1.10	1.03	1.15	1.28	1.27	1.15	
Std Error	0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.07	0.10	0.04	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Base : All participants

	Total	Stamp usage		1st class usage		2nd class usage		Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges								
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2283	2424	3424	3275	2283	183	885	2214	209	1144	2100	2293	819	565	259	4493	824	2745	2269	2261	326	199	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Strongly agree (9)	2256	801	694	1282	1079	801	37	249	694	67	279	649	804	288	339	105	1453	507	693	621	193	176	69	1894	245	494	1762	
		37%	32%	37% _{ab}	33%	37%	23%	30%	32%	32%	27%	32%	32%	36%	36%	32%	65% _{klmp}	62% _{klmp}	32%	61% _{klmp}	59% _{kl}	38% _{kl}	28%	49% _{rsuv}	59% _{rs}	37% _{kl}	44% _{rsuv}	33%
Slightly agree (4)	2064	834	762	1176	1104	834	65	254	762	66	359	617	681	253	154	51	1598	205	822	861	224	97	51	1693	148	579	1485	
	34%	35%	35%	34%	34%	35%	40%	33%	35%	31%	34%	61% _{klmp}	61% _{klmp}	29% _{cd}	26%	21%	62% _{klmp}	25%	32%	27% _{rsuv}	33%	27%	29%	52% _{kl}	28%	52% _{kl}	32%	32%
Neither agree nor disagree (3)	1034	366	391	590	616	366	25	114	391	40	228	380	412	185	37	16	792	53	436	363	165	47	20	799	66	245	789	
	17%	15%	18% _{ab}	17%	19% _{ab}	15%	16%	15%	18%	19%	21%	15% _{klmp}	17% _{klmp}	22% _{klmp}	6%	7%	16% _{klmp}	6%	17%	16%	24% _{rsuvwx}	17%	11%	16%	12%	16%	17%	17%
Slightly disagree (2)	444	172	168	260	255	172	13	71	168	16	88	179	180	43	33	7	359	40	182	178	48	26	6	360	31	109	335	
	7%	7%	8%	7%	8%	7%	8%	9%	8%	7%	8%	16% _{klmp}	16% _{klmp}	7% _{cd}	5%	3%	6% _{klmp}	5%	7%	8%	7%	7%	3%	7%	6%	7%	7%	7%
Strongly disagree (1)	344	139	138	191	190	139	20	74	138	22	96	190	101	26	19	4	291	23	182	73	46	12	30	254	41	89	255	
	6%	6%	6%	6%	6%	6%	12% _{ab}	10% _{ab}	6%	10%	9% _{ab}	16% _{klmp}	16% _{klmp}	4%	3%	1%	6% _{klmp}	2%	7% _{klmp}	3%	7%	3%	17% _{rsuvwx}	9% _{ab}	8% _{ab}	6%	6%	6%
Don't know	16	1	9	4	13	1	*	1	9	1	2	2	8	4	2	1	10	3	2	7	4	1	2	9	3	4	14	
	0%	0%	0%	0%	0%	0%	*	*	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET Agree	4320	1734	1456	2457	2179	1734	101	503	1456	133	638	1266	1785	641	493	219	3051	711	1805	1682	418	273	121	3486	353	1074	3246	
	70%	72% _{ab}	67%	70% _{ab}	67%	72% _{ab}	63%	66%	67%	63%	61%	63%	72% _{ab}	68%	66%	62% _{klmp}	65% _{klmp}	68% _{ab}	65% _{klmp}	69% _{kl}	72% _{kl}	61%	76% _{rs}	68%	71% _{kl}	73% _{kl}	71%	70%
NET Disagree	787	311	306	450	445	311	33	146	306	38	184	369	281	69	52	11	650	63	364	251	94	38	35	614	73	197	590	
	13%	12%	14%	12%	14%	13%	21% _{ab}	14%	14%	19%	14%	16% _{klmp}	14% _{klmp}	9%	9%	4%	17% _{klmp}	8%	15% _{ab}	11%	14%	11%	8% _{rsuv}	13%	14%	13%	13%	13%
Mean	3.89	3.91% _{ab}	3.79	3.89% _{ab}	3.81	3.91% _{ab}	3.53	3.70	3.79	3.66	3.61	3.67	3.88% _{ab}	3.92% _{ab}	3.92% _{ab}	4.01% _{klmp}	3.79	4.37% _{klmp}	3.96% _{ab}	3.96% _{ab}	3.70	4.12% _{rsuv}	3.71	3.96% _{ab}	3.98	3.85	3.90	
Std Dev.	1.16	1.15	1.16	1.14	1.15	1.15	1.28	1.28	1.16	1.28	1.22	1.27	1.07	1.05	1.04	0.86	1.17	0.99	1.20	1.05	1.15	1.10	1.44	1.13	1.23	1.13	1.15	
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.09	0.04	0.02	0.09	0.04	0.03	0.02	0.04	0.04	0.05	0.02	0.03	0.02	0.02	0.05	0.06	0.12	0.02	0.06	0.03	0.02	

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Table 42

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Strongly agree (9)	2258	93	2155	9	841	1409	106	2222	10	12	10	2244	2
	37%	28%	37% a	22%	32%	39% d	34%	38% h	9%	21%	15%	37% h	7%
Slightly agree (4)	2064	105	1941	18	575	1387	102	2007	40	8	3	2055	6
	34%	31%	34%	43%	34%	33%	33%	34% j	36% i	15%	5%	34% h	26%
Neither agree nor disagree (3)	1034	65	964	6	277	684	74	989	15	15	1	1022	11
	17%	19%	17%	14%	17%	16%	34% de	17% j	16% j	25% j	2%	17% j	52%
Slightly disagree (2)	444	36	405	3	125	303	16	413	21	8	2	441	-
	7%	10% b	7%	7%	7%	7%	5%	7%	18% g	13%	3%	7%	-
Strongly disagree (1)	344	34	304	5	146	185	13	254	22	14	46	294	3
	6%	10% b	5%	13%	8% d	4%	4%	4%	22% gk	24% gk	70% gh	5%	15%
Don't know	18	3	14	1	12	4	2	14	1	1	2	16	-
	*	1%	*	2%	1%	*	1%	*	1%	1%	3% g	*	-
NET Agree	4320	198	4096	27	1116	2997	207	4229	50	21	13	4299	7
	70%	59%	71% a	65%	67%	72% d	66%	72% h	43% j	36%	20%	71% h	33%
NET Disagree	787	70	709	8	271	488	29	666	48	22	49	736	3
	13%	21% b	12%	20%	16% d	12%	9%	11%	41% g	23% g	72% gh	12%	15%
Mean	3.89	3.55	3.91% a	3.55	3.75	3.94% a	3.88	3.94% h	3.58	3.59% j	1.87	3.91% h	3.11
Std Dev.	1.15	1.28	1.13	1.28	1.23	1.11	1.07	1.10	1.34	1.47	1.56	1.12	1.08
Std Error	0.01	0.07	0.02	0.18	0.03	0.02	0.06	0.01	0.13	0.20	0.19	0.01	0.23

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send emails rather than letters whenever possible

Table 42

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Strongly agree	(5) 2256	581	534	566	575	188	193	200	170	208	156	200	177	190	185	195	195				
	37%	37%	35%	37%	37%	38%	36%	38%	32%	41% hi	32%	39%	34%	38%	37%	38%	37%				
Slightly agree	(4) 2064	511	525	505	524	158	171	182	191	162	172	172	172	161	164	175	185				
	34%	33%	34%	33%	34%	32%	32%	35%	36%	32%	35%	33%	33%	32%	33%	34%	36%				
Neither agree nor disagree	(3) 1034	263	257	281	233	87	84	91	99	75	83	82	124	75	93	75	65				
	17%	17%	17%	18%	15%	18%	17%	17%	19%	15%	17%	16%	24% high/medium	15%	18% up	15%	13%				
Slightly disagree	(2) 444	97	110	120	116	30	37	30	37	28	46	41	41	29	44	39	33				
	7%	6%	7%	8%	8%	6%	7%	6%	7%	5%	9%	8%	6%	5% hi	9%	8%	6%				
Strongly disagree	(1) 344	94	104	62	84	25	45	24	33	33	38	22	15	24	17	25	42				
	6%	6% hi	7% hi	4%	5%	5%	9% high	5%	6%	7% hi	8% hi	4%	3%	5%	3%	5%	6% hi				
Don't know	18	5	6	4	4	2	2	-	3	1	1	-	1	2	*	4	-				
	0%	*	*	*	*	*	*	-	1%	*	*	-	*	*	*	1%	-				
NET Agree	4320	1091	1059	1072	1098	346	364	381	361	370	328	372	349	351	349	369	380				
	70%	70%	69%	70%	72%	71%	68%	72%	68%	73%	66%	72%	67%	70%	69%	72%	73%				
NET Disagree	787	192	214	182	200	55	63	54	70	61	63	63	44	74	61	64	75				
	13%	12%	14%	12%	13%	11%	13% hi	10%	13%	12%	17% high	12%	9%	16% hi	12%	12%	13% hi				
Mean	3.89	3.90	3.83	3.91	3.91	3.63	3.81	3.65	3.81	3.95	3.74	3.94	3.90	3.88	3.91	3.94	3.88				
Std Dev.	1.15	1.16	1.18	1.10	1.15	1.13	1.24	1.09	1.14	1.17	1.21	1.12	1.03	1.16	1.10	1.13	1.21				
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3198	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Strongly agree	(6) 1939	468	1471	284	1655	823	1112	225	262	341	269	402	224	217	487	609	843	441	1655	287
	37%	39%	30%	39%	37%	27%	35%	27%	30%	30%	32%	34%	24%	35%	29%	31%	39%	32%	32%	28%
Slightly agree	(4) 1960	300	1660	268	1692	1015	941	257	273	307	263	336	255	176	530	660	770	434	1643	298
	32%	24%	34%	34%	32%	30%	30%	31%	31%	30%	32%	33%	29%	34%	31%	34%	31%	31%	32%	32%
Neither agree nor disagree	(3) 1136	197	939	109	1027	593	543	145	179	183	151	221	140	117	324	334	478	257	919	202
	18%	16%	19%	14%	19%	20%	17%	16%	19%	16%	16%	20%	16%	19%	19%	17%	19%	18%	18%	21%
Slightly disagree	(2) 653	109	485	75	578	345	307	97	77	125	90	108	87	69	175	215	264	156	553	86
	11%	14%	10%	10%	11%	11%	10%	12%	9%	11%	11%	10%	11%	11%	10%	10%	10%	11%	11%	9%
Strongly disagree	(1) 429	90	339	47	381	210	219	86	65	70	54	61	50	42	151	124	153	93	350	75
	7%	7%	7%	6%	7%	7%	7%	10%	8%	6%	7%	5%	7%	7%	16%	6%	6%	7%	7%	8%
Don't know	43	8	35	6	37	24	19	12	11	5	6	2	3	4	23	11	9	7	29	14
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Agree	3899	768	3130	552	3347	1838	2053	482	535	738	531	737	479	396	1017	1269	1612	875	3298	565
	63%	62%	64%	59%	62%	61%	64%	59%	62%	64%	64%	63%	63%	63%	60%	64%	63%	64%	64%	60%
NET Disagree	1082	259	823	123	959	555	525	183	143	195	144	168	138	111	326	340	417	249	913	162
	18%	21%	17%	16%	18%	16%	17%	22%	16%	17%	17%	15%	16%	16%	19%	17%	17%	18%	18%	17%
Mean	3.71	3.72	3.70	3.654	3.69	3.63	3.66	3.54	3.69	3.729	3.729	3.619	3.68	3.749	3.62	3.726	3.726	3.71	3.72	3.64
Std Dev.	1.21	1.30	1.19	1.19	1.22	1.20	1.23	1.30	1.21	1.19	1.21	1.18	1.20	1.23	1.26	1.20	1.20	1.22	1.22	1.22
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	456	929	941	620	2328	346	3096	828	2713	179
Strongly agree	1939	376	586	433	543	962	976	1166	757	168	227	481	492	353	1200	169	1632	446	1420	73
(5)	31%	33%	31%	31%	31%	32%	31%	32%	32%	33%	31%	32%	31%	32%	31%	32%	32%	32%	31%	29%
Slightly agree	1960	381	594	453	531	976	984	1178	743	159	232	494	515	351	1240	166	1670	396	1470	94
(4)	32%	34%	31%	33%	31%	32%	32%	32%	31%	31%	32%	33%	32%	32%	32%	31%	32%	31%	32%	33%
Neither agree nor disagree	1136	180	356	257	343	535	601	671	447	103	126	256	313	175	697	110	924	200	859	80
(3)	18%	16%	19%	19%	20%	18%	19%	18%	19%	20%	17%	17%	20%	16%	18%	21%	18%	16%	17%	21%
Slightly disagree	653	125	217	150	162	342	312	367	283	35	86	148	186	117	420	35	563	150	480	23
(2)	11%	11%	11%	11%	9%	11%	10%	10%	12%	7%	12%	10%	12%	11%	11%	7%	11%	12%	10%	8%
Strongly disagree	422	67	147	80	134	214	215	262	154	42	52	112	74	86	238	44	359	79	334	15
(1)	7%	6%	8%	6%	8%	7%	7%	7%	6%	8%	7%	11%	5%	7%	6%	8%	7%	6%	7%	5%
Don't know	43	8	12	11	12	21	22	25	14	9	8	11	6	7	24	9	32	12	29	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	*	1%	1%	2%	1%	1%	1%	1%
NET Agree	3889	757	1181	886	1074	1937	1960	2344	1499	326	459	975	1007	704	2441	336	3301	843	2889	167
	63%	63%	62%	64%	62%	64%	63%	64%	63%	63%	63%	65%	64%	64%	64%	63%	64%	66%	63%	58%
NET Disagree	1082	192	364	230	296	556	526	630	438	77	138	260	260	213	658	79	919	230	814	38
	18%	17%	19%	17%	18%	18%	17%	17%	18%	15%	19%	17%	16%	19%	17%	15%	18%	18%	18%	13%
Mean	3.71	3.77	3.66	3.73	3.69	3.70	3.71	3.72	3.70	3.74	3.66	3.73	3.74	3.69	3.72	3.73	3.71	3.77	3.69	3.66
Std Dev	1.21	1.19	1.24	1.18	1.23	1.22	1.21	1.21	1.21	1.22	1.23	1.22	1.16	1.27	1.20	1.22	1.21	1.22	1.22	1.10
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.07

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Strongly agree (5)	1939	1673	266	67	1634	164	89	52	68	204	167	164	173	186	227	284	162	22	143
	31%	32%	31%	40%ab	32%	32%	30%	30%	27%	30%	33%	30%bc	32%	33%	29%	34%	31%	32%	32%
Slightly agree (4)	1960	1667	293	52	1634	178	98	50	86	214	151	158	178	185	257	238	168	31	147
	32%	31%	34%	31%	32%	34%	33%	30%	34%	32%	30%	35%a	33%	32%	32%	28%	32%	46%ijmnop	33%
Neither agree nor disagree (3)	1136	978	158	25	967	86	54	29	44	136	80	65	89	117	184	143	109	8	77
	18%	18%	18%	15%	19%	17%	18%	17%	18%	20%	16%	14%	16%	23%k	23%ab	17%	21%a	13%	17%
Slightly disagree (2)	653	565	89	15	545	57	32	20	29	88	52	33	59	45	88	105	47	2	55
	11%	11%	10%	9%	11%	11%	11%	12%	11%	12%abc	10%	7%	11%	8%	11%	13%klmn	9%	3%	12%klmn
Strongly disagree (1)	422	378	51	7	359	30	22	19	21	34	50	28	43	35	44	65	38	4	26
	7%	7%	6%	4%	7%	6%	7%	6%	10%def	8%a	9%	6%	8%	9%	8%	6%	7%	6%	8%
Don't know	43	38	5	1	38	3	1	1	2	-	8	-	1	4	11	8	4	*	2
	1%	1%	1%	1%	1%	1%	*	1%	1%ab	-	2%klm	-	*	1%	1%a	1%	1%	*	1%
NET Agree	3889	3340	550	119	3269	342	186	102	153	417	318	322	351	371	484	522	330	52	260
	63%	63%	65%	31%a	60%a	60%a	63%	60%	61%	62%	63%	62%hijlmnopq	65%	65%	60%	62%	63%	78%hijlmnopq	64%
NET Disagree	1082	842	140	22	904	87	54	38	50	122	102	61	102	80	131	170	85	6	81
	18%	18%	16%	13%	17%	17%	18%	22%def	20%klmn	18%	20%klmn	14%	19%	14%	16%	20%klmn	16%	9%	18%
Mean	3.71	3.70	3.74	3.74	3.70	3.74	3.68	3.58	3.60	3.69	3.67	3.66	3.70	3.78	3.67	3.68	3.71	3.69	3.73
Std Dev.	1.21	1.22	1.18	1.15	1.21	1.18	1.21	1.32	1.24	1.17	1.31	1.17	1.24	1.17	1.16	1.27	1.20	1.05	1.20
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.07	0.06	0.07	0.06	0.06	0.06	0.06	0.07	0.06	0.08	0.04

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants

	Total	Stamp usage				1st class usage		2nd class usage		Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Strongly agree (9)	1939	691	601	1112	1011	702	52	252	601	53	310	822	994	153	187	75	1620	292	1011	620	116	138	41	1661	179	480	1459
	31%	33%	32%	32%	31%	33%	33%	33%	32%	34%	32%	41% 41% 41% 41%	28% 28% 28% 28%	19%	32% 32% 32% 32%	30% 30% 30% 30%	34% 34% 34% 34%	32% 32% 32% 32%	49% 49% 49% 49%	27% 27% 27% 27%	17%	39% 39% 39% 39%	23% 23% 23% 23%	39% 39% 39% 39%	53% 53% 53% 53%	32%	31%
Slightly agree (4)	1860	784	714	1120	1050	784	41	224	714	66	359	559	930	251	160	54	1489	214	744	636	225	99	43	1550	142	516	1444
	32%	33%	33%	32%	32%	33%	26%	29%	33%	31%	34%	28%	33% 33% 33% 33%	14% 14% 14% 14%	22%	27%	26%	29%	29%	33%	28%	24%	28%	27%	27%	34%	31%
Neither agree nor disagree (3)	1136	437	354	683	600	437	38	137	354	37	178	302	459	230	97	32	761	139	389	444	202	68	35	833	93	270	866
	18%	18%	16%	20% 20% 20% 20%	18%	18%	24%	18%	16%	18%	17%	15%	18% 18% 18% 18%	30% 30% 30% 30%	17%	13%	17%	16%	15%	19% 19% 19% 19%	36% 36% 36% 36%	16%	20%	17%	17%	18%	19%
Slightly disagree (2)	683	255	222	377	345	255	14	104	222	15	104	199	255	92	71	33	454	104	250	255	80	40	28	505	68	148	505
	11%	17%	10%	11%	11%	11%	9%	14%	10%	7%	10%	10%	10% 10% 10% 10%	12% 12% 12% 12%	14%	10%	13%	10%	17%	12%	17%	11%	12%	13%	10%	11%	
Strongly disagree (1)	429	128	169	190	232	128	9	43	169	20	76	121	133	69	47	255	115	200	200	124	53	23	28	323	51	95	333
	7%	5%	8% 8% 8% 8%	8%	7% 7% 7% 7%	8%	6%	6%	8%	8%	7%	6%	5% 5% 5% 5%	7%	6%	7%	12% 12% 12% 12%	6% 6% 6% 6%	14% 14% 14% 14%	8% 8% 8% 8%	6%	15% 15% 15% 15%	7% 7% 7% 7%	19% 19% 19% 19%	6%	7%	
Don't know	43	17	12	19	14	17	5	3	12	2	4	8	15	6	*	5	23	5	13	15	5	-	3	28	3	10	33
	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%
NET Agree	3895	1576	1406	2232	2062	1576	93	476	1406	139	690	1396	1624	404	347	129	3009	476	1755	1465	341	237	84	3220	321	996	2902
	63%	65%	65%	64%	63%	65%	58%	62%	65%	65%	66%	69% 69% 69% 69%	67% 67% 67% 67%	51%	51%	52%	67% 67% 67% 67%	67% 67% 67% 67%	67% 67% 67% 67%	50%	47%	47%	47%	68% 68% 68% 68%	69% 69% 69% 69%	66%	63%
NET Disagree	1082	383	392	567	576	383	23	147	392	34	180	321	388	151	139	80	709	219	449	379	134	63	56	628	119	243	839
	18%	16%	16%	16%	16%	16%	15%	19%	16%	16%	17%	16% 16% 16% 16%	16% 16% 16% 16%	19%	16%	16%	16% 16% 16% 16%	16% 16% 16% 16%	17% 17% 17% 17%	20%	16%	16%	17%	16%	16%		
Mean	3.71	3.78	3.71	3.74	3.70	3.78	3.73	3.71	3.71	3.75	3.73	3.88 3.88 3.88 3.88	3.73 3.73 3.73 3.73	3.44	3.56	3.32	3.86 3.86 3.86 3.86	3.49	3.62 3.62 3.62 3.62	3.78 3.78 3.78 3.78	3.40	3.81 3.81 3.81 3.81	3.23	3.76 3.76 3.76 3.76	3.52 3.52 3.52 3.52	3.75	3.69
Std Dev	1.21	1.17	1.24	1.17	1.22	1.17	1.19	1.22	1.24	1.26	1.21	1.22	1.14	1.14	1.35	1.51	1.18	1.41	1.26	1.14	1.14	1.24	1.39	1.21	1.32	1.18	1.22
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.09	0.04	0.03	0.09	0.04	0.03	0.02	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.05	0.07	0.11	0.02	0.06	0.03	0.02

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Table 43

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Strongly agree (9)	1939	104	1826	10	611	1300	78	1878	21	14	24	1913	3
	31%	37%	32%	24%	33% ^h	31%	25%	32% ^h	18%	24%	36% ^h	32% ^h	12%
Slightly agree (4)	1860	122	1824	13	519	1340	100	1882	46	16	12	1943	4
	30%	36%	32%	32%	27%	32%	32%	32%	40% ^h	27%	18%	32%	20%
Neither agree nor disagree (3)	1136	50	1077	10	290	772	75	1085	21	11	8	1116	12
	18%	15%	19%	24%	17%	18%	24% ^h	18%	18%	18%	12%	18%	54%
Slightly disagree (2)	653	31	622	1	162	480	31	614	22	11	6	647	-
	11%	9%	17%	1%	10%	17%	10%	10%	19% ^h	19%	9%	17%	-
Strongly disagree (1)	429	25	398	7	126	279	24	399	8	6	14	414	2
	7%	8%	7%	14% ^h	8%	7%	8%	7%	7%	11%	21% ^h	7%	7%
Don't know	43	4	38	1	17	21	4	39	-	-	2	39	2
	1%	1%	1%	2%	1%	1%	1%	1%	-	-	2% ^h	1%	7%
NET Agree	3899	226	3650	23	1081	2640	178	3760	67	30	36	3856	7
	63%	67%	63%	56%	64%	63%	57%	64%	57%	52%	54%	64%	32%
NET Disagree	1082	56	1018	8	288	740	54	1014	30	17	20	1061	2
	18%	17%	18%	19%	17%	18%	17%	17%	26%	14% ^h	13% ^h	17%	7%
Mean	3.71	3.75	3.71	3.43	3.74	3.70	3.58	3.72 ^h	3.43	3.35	3.40	3.71	3.31
Std Dev.	1.21	1.21	1.21	1.37	1.23	1.21	1.19	1.21	1.18	1.34	1.58	1.21	0.99
Std Error	0.02	0.06	0.02	0.20	0.03	0.02	0.07	0.02	0.11	0.18	0.20	0.02	0.22

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Table 43

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Strongly agree	(5)	1939	484	523	476	456	147	166	172	180	180	153	142	162	173	138	158				
	31%		34% d		30%	30%	31%	33%	36% d h	36% d h	31%	27%	31%	34%	27%	31%	31%				
Slightly agree	(4)	1960	499	443	496	522	162	165	173	158	141	143	174	175	146	143	195				
	32%	32%	29%	32%	32% d	33%	31%	33%	30%	29%	29%	34%	34%	29%	28%	29%	31%				
Neither agree nor disagree	(3)	1136	299	259	305	273	93	111	95	103	77	79	106	110	89	112	75				
	18%	19%	17%	20%	18%	19%	21% d	18%	19%	15%	16%	20%	21% d h	18%	22% d h	18%	15%				
Slightly disagree	(2)	653	152	185	153	163	49	51	52	51	63	71	63	44	46	67	51				
	11%	10%	12%	10%	11%	10%	10%	10%	10%	12%	14% d h h	12%	8%	9%	13%	10%	8%				
Strongly disagree	(1)	429	106	117	102	104	39	38	29	28	42	47	33	25	43	37	28				
	7%	7%	8%	7%	7%	8%	7%	5%	5%	8%	10% d h	6%	5%	9%	7%	5%	8%				
Don't know		43	9	8	17	1	1	7	3	4	2	-	2	6	7	5	6				
	1%	1%	1%	1%	1%	1%	1%	1% d	1%	1%	1%	1%	1%	1%	1% d	1%	1%				
NET Agree	3899	984	966	972	978	309	331	344	348	321	297	316	337	319	281	353	343				
	63%	63%	63%	63%	64%	63%	62%	66% d h	65% d h	63%	60%	61%	65% d h	64%	56%	69% d h	60% d h				
NET Disagree	1082	258	302	255	297	88	89	81	78	106	115	96	89	89	103	79	85				
	18%	17%	20%	17%	17%	18%	17%	15%	15%	21% d h	24% d h h h	19%	13%	18%	21% d	15%	16%				
Mean	3.71	3.72	3.70	3.71	3.70	3.67	3.69	3.73% d	3.61% d	3.70	3.58	3.63	3.73% d	3.73	3.56	3.69% d	3.73				
Std Dev.	1.21	1.20	1.26	1.19	1.20	1.22	1.21	1.17	1.17	1.30	1.32	1.19	1.12	1.27	1.23	1.15	1.21				
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.06	0.06	0.05	0.05	0.06	0.05	0.05	0.05				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Table 44

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	608	1608	1939	2613	1481	5488	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Strongly agree (5)	1130	309	821	148	985	519	610	182	174	213	166	169	136	91	356	379	396	227	926	192
18%		29%	17%	18%	18%		19%	22%kn	20%kn	19%kn	20%kn		15%	15%	21%kn	19%kn		16%		20%
Slightly agree (4)	1939	365	1574	239	1709	1004	939	202	201	414	301	297	200	146	591	715	643	348	1572	351
31%		30%	32%	29%	32%	33%lf	30%	34%kn	34%kn	37%kn	36%kn		26%	23%	34%kn	37%kn		26%	30%	37%kn
Neither agree nor disagree (3)	1254	174	1080	177	1077	604	647	181	201	206	149	240	141	136	382	356	516	277	1055	187
20%		14%	22%	22%	20%	20%	21%	22%	23%lf	18%	18%	21%	18%	22%	29%kn		18%	21%	20%	20%
Slightly disagree (2)	1078	243	835	135	943	543	535	112	114	173	131	255	158	136	225	304	540	291	926	139
18%		20%	17%	17%	18%			14%	13%	15%	16%	22%lfkn	21%lfkn	22%lfkn		13%	16%	22%kn	21%kn	18%
Strongly disagree (1)	735	133	601	101	633	341	393	56	78	114	82	167	122	116	134	196	405	238	660	66
12%		11%	12%	13%	12%	11%	13%	7%	9%	10%	10%	15%lfkn	15%lfkn	15%lfkn	8%	10%	16%kn	17%kn	17%kn	7%
Don't know	24	8	16	1	23	8	16	10	2	2	2	3	3	2	12	4	8	5	18	6
1%		1%	1%	1%	1%	1%	1%	1%lf				1%	1%	1%		1%	1%	1%	1%	1%
NET Agree	3069	674	2395	375	2694	1513	1549	454	472	627	468	465	336	237	936	1094	1039	573	2498	545
50%		54%	49%	49%	50%	50%	49%	54%kn	54%kn	57%kn	56%kn	47%	44%	38%	59%kn	54%kn		41%	41%	48%
NET Disagree	1813	377	1436	236	1577	884	928	168	192	287	213	422	275	252	359	500	954	532	1586	205
29%		31%	29%	30%	29%	29%	30%	20%	22%	25%lf	26%	37%lfkn	37%lfkn	40%lfkn	21%	29%kn	39%kn	39%kn	31%kn	22%
Mean	3.27	3.38kn	3.24	3.23	3.27	3.27	3.27	3.42kn	3.43kn	3.59kn	3.41kn	3.04	3.09	2.94	3.48kn	3.48kn	3.03	3.02	3.23	3.50lf
Std Dev.	1.28	1.34	1.26	1.29	1.28	1.26	1.30	1.18	1.21	1.24	1.25	1.30	1.35	1.33	1.19	1.24	1.32	1.35	1.29	1.17
Std Error	0.02	0.04	0.02	0.05	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.04	0.02	0.05

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Table 44

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Strongly agree (5)	1130	219	329	226	305	548	581	701	418	100	158	268	272	214	898	102	962	208	822	41
	18%	19%	17%	16%	18%	16%	19%	19%	17%	19%	21%	18%	17%	19%	18%	18%	18%	18%	18%	14%
Slightly agree (4)	1939	380	636	453	490	996	943	1267	635	139	192	497	502	382	1191	151	1655	385	1466	88
	31%	32%	33% ^d	32% ^d	28%	33%	30%	36% ^h	26%	27%	26%	33% ^j	32%	34% ^j	31%	28%	32%	30%	32%	31%
Neither agree nor disagree (3)	1254	224	395	277	358	619	635	743	490	115	150	287	336	218	774	115	1045	259	927	69
	20%	20%	21%	20%	21%	20%	20%	20%	20%	22%	21%	19%	21%	20%	20%	21%	20%	20%	20%	24%
Slightly disagree (2)	1078	195	336	253	294	531	547	573	493	104	120	250	272	182	642	106	879	219	811	48
	18%	17%	18%	18%	17%	17%	18%	16%	21% ^g	20%	16%	17%	17%	17%	17%	20%	17%	17%	18%	17%
Strongly disagree (1)	735	133	212	168	222	345	390	372	355	58	105	194	188	100	459	60	624	147	549	39
	12%	12%	11%	12%	13%	11%	13%	10%	13% ^g	11%	13% ^h	13% ^h	13% ^h	9%	12% ^h	11%	12%	11%	12%	13%
Don't know	24	6	5	7	6	11	13	13	9	-	6	5	4	4	15	-	20	6	14	4
	-	1%	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	1% ^j
NET Agree	3069	579	985	679	845	1544	1524	1969	1051	239	350	764	774	595	1869	253	2698	652	2288	129
	50%	51%	50%	49%	49%	51%	49%	58% ^h	44%	46%	46%	51%	49%	52% ^j	49%	47%	50%	51%	50%	45%
NET Disagree	1813	328	547	421	518	875	937	945	848	162	226	444	470	282	1141	166	1503	366	1369	87
	29%	29%	29%	30%	30%	29%	30%	26%	31% ^g	31%	31%	30%	30%	26%	31% ^h	31%	29%	29%	30%	30%
Mean	3.27	3.30	3.26	3.23	3.27	3.29	3.25	3.11	3.11	3.23	3.24	3.26	3.24	3.23	3.25	3.24	3.26	3.32	3.26	3.15
Std Dev.	1.28	1.28	1.26	1.27	1.31	1.28	1.29	1.34	1.32	1.28	1.35	1.29	1.27	1.23	1.30	1.28	1.28	1.29	1.28	1.26
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.06	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Table 44

Base : All participants

	Total	Rurality			Nation					Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	69*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432		
Strongly agree	(5) 1130	1014	117	19	954	86	53	37	48	112	105	87	92	110	161	144	96	6	79		
	18%	19%ab	14%	11%	18%	17%	18%	23%a	19%	17%	21%a	19%	17%	19%	20%	17%	18%	10%	18%		
Slightly agree	(4) 1939	1655	284	51	1643	154	82	59	66	206	172	134	163	182	307	267	148	14	139		
	31%	31%	33%	30%	32%	30%	28%	19%a	26%	31%	34%b	30%	30%	32%	38%bklmnop	32%	28%	21%	31%		
Neither agree nor disagree	(3) 1254	1076	178	31	1049	109	69	29	38	135	95	102	101	109	183	200	86	8	101		
	20%	20%	21%	19%	20%	21%	23%a	17%	15%	20%	19%	23%ab	19%	19%	21%bde	23%ab	16%	13%	23%bde		
Slightly disagree	(2) 1078	908	170	32	900	105	52	21	61	113	85	75	117	115	99	119	115	28	78		
	18%	17%	20%	19%	17%g	20%g	18%g	13%	24%ijklmnop	17%	17%	17%	22%no	20%no	12%	14%	22%no	41%hijklmnopqr	17%a		
Strongly disagree	(1) 735	623	112	35	610	63	35	23	37	105	51	49	69	54	55	110	80	10	52		
	12%	12%	13%	21%ab	12%	12%	13%	13%	13%kmo	13%jmn	10%	11%k	11%k	9%	7%	10%a	13%kmo	12%a	12%a		
Don't know	24	22	2	*	21	1	1	1	1	3	-	1	1	2	5	3	4	-	1		
	*	*	*	*	*	*	*	*	1%	*	1%	-	*	*	1%	*	1%	-	*		
NET Agree	3069	2668	401	68	2568	239	138	96	114	317	277	220	252	292	488	411	244	21	219		
	50%	50%a	46%	41%	50%	46%	46%	53%def	48%a	49%a	46%hijklpq	49%a	49%a	51%a	63%hklmnopqr	49%a	46%a	31%	49%a		
NET Disagree	1813	1531	281	66	1510	168	91	44	98	218	130	124	180	170	155	229	194	38	130		
	29%	29%	33%	26%a	29%	32%b	31%	26%	29%ghlmno	32%b	28%b	29%b	34%no	30%b	19%	27%b	31%ghlmno	19%hijklmnopqr	29%a		
Mean	3.27	3.27	3.25	2.92	3.26	3.16	3.20	3.26	3.16	3.26	3.26	3.26	3.26	3.16	3.27	3.26	3.26	2.69	3.26		
Std Dev.	1.28	1.28	1.25	1.33	1.28	1.27	1.29	1.32	1.37	1.32	1.26	1.27	1.30	1.25	1.15	1.27	1.35	1.24	1.26		
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.07	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.07	0.10	0.04		

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class - all/most of the time (e)	Use 1st class - all/most of the time and HH income <£11.5 (f)	Use 1st class - all/most of the time and Not Working (g)	Use 2nd class - all/most of the time (h)	Use 2nd class - all/most of the time and HH income <£11.5 (i)	Use 2nd class - all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	199	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	736	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Strongly agree (9)	1130	448	360	631	543	448	28	133	360	45	161	331	386	120	185	105	718	299	605	359	118	88	65	864	144	293	838		
10%	16%	19%	17%	18%	17%	16%	16%	17%	17%	21%	15%	16%	16%	15%	37%slimp	44%slimmp	16%	35%slimp	19%slaw	16%	17%	25%slaw	31%slaw	18%	27%slaw	19%	16%		
Slightly agree (4)	1939	791	652	1106	967	791	40	200	652	56	287	468	887	299	197	79	1355	278	701	841	208	123	57	1542	180	543	1395		
31%	33%	30%	32%	30%	30%	33%	25%	26%	30%	26%	27%	23%	33%slap	37%slap	24%slaw	27%slaw	29%slaw	27%	27%	27%slaw	31%slaw	32%	24%slaw	24%slaw	30%	24%slaw	30%		
Neither agree nor disagree (3)	1254	449	440	703	694	449	30	133	440	39	133	348	523	230	107	37	872	145	451	475	214	71	28	930	99	304	951		
20%	19%	20%	20%	20%	21%slaw	19%	18%	18%	20%	21%	19%	17%	21%slaw	29%slimmp	18%	15%	17%	17%	17%	21%slaw	31%slaw	20%	16%	19%	18%	20%	20%		
Slightly disagree (2)	1078	421	406	632	616	421	44	167	406	43	229	429	479	102	55	12	908	66	530	395	90	39	21	924	60	237	841		
16%	17%	19%	18%	19%	17%	17%	19%	22%	19%	20%	22%	21%slimmp	24%slimmp	12%slaw	9%	5%	24%slimmp	8%	24%slaw	27%slaw	13%	11%	12%	12%slaw	11%	16%			
Strongly disagree (1)	735	294	298	420	424	294	20	125	298	42	163	432	506	44	42	10	638	52	412	222	49	35	16	634	51	141	594		
12%	12%	14%	12%	13%	12%	13%	13%	16%slaw	14%	12%	16%	21%slimmp	25%slaw	6%	7%	4%	14%slimmp	6%	14%slaw	10%	7%	10%	9%	13%slaw	9%	9%	13%slaw		
Don't know	24	9	7	11	8	9	-	2	7	-	-	8	4	5	2	-	12	2	8	8	2	1	1	15	2	3	21		
NET Agree	3069	1239	1013	1737	1510	1239	66	333	1013	101	448	799	1274	418	377	187	2073	564	1206	1200	336	211	112	2406	323	836	2233		
50%	50%slaw	47%	50%slaw	46%	51%slaw	47%	41%	44%	47%	47%	43%	40%	51%slap	52%slap	37%slaw	46%slaw	50%slaw	46%	46%	52%slaw	48%	50%slaw	49%	50%slaw	50%slaw	49%	46%		
NET Disagree	1813	716	704	1051	1040	716	64	291	704	68	363	861	885	147	87	22	1546	119	942	617	139	75	37	1558	111	378	1435		
29%	30%	30%	30%	32%	30%	30%	33%slaw	33%slaw	33%	32%	33%	33%slaw	37%slaw	10%slaw	9%	5%	37%slaw	14%	37%slaw	20%	21%	21%	21%slaw	21%	25%	21%slaw			
Mean	3.27	3.28slaw	3.17	3.26	3.18	3.28slaw	3.05	3.07	3.17	3.25	3.05	3.92	3.91slaw	3.48slap	3.78slaw	4.07%slimmp	3.14slaw	3.85slaw	3.14	3.37slaw	3.38slaw	3.53slaw	3.67slaw	3.57slaw	3.46%slaw	3.23	3.23		
Std Dev	1.28	1.29	1.30	1.28	1.28	1.29	1.30	1.35	1.30	1.32	1.32	1.40	1.19	1.07	1.20	1.07	1.30	1.18	1.37	1.21	1.13	1.25	1.28	1.30	1.26	1.22	1.29		
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.10	0.05	0.03	0.09	0.04	0.03	0.02	0.04	0.05	0.07	0.02	0.04	0.03	0.03	0.05	0.07	0.10	0.02	0.06	0.03	0.02		

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Table 44

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Strongly agree (9)	1139	62	1063	6	302	767	61	1100	7	10	13	1118	*
	18%	18%	18%	14%	18%	19%	20%	19%h	6%	19%h	19%h	18%h	1%
Slightly agree (4)	1839	111	1811	16	482	1351	106	1871	33	15	13	1919	6
	31%	33%	31%	40%	29%	33%	34%	32%	28%	26%	20%	32%	29%
Neither agree nor disagree (3)	1254	56	1192	7	359	815	80	1193	33	9	9	1235	10
	20%	17%	21%	16%	21%	20%	26%h	20%	28%	16%	14%	20%	48%
Slightly disagree (2)	1078	66	1008	4	296	750	32	1024	23	12	17	1060	2
	18%	20%	17%	9%	17%h	18%h	10%	17%	20%	21%	29%	17%	8%
Strongly disagree (1)	735	40	687	8	227	477	30	691	19	9	14	715	2
	12%	12%	12%	19%	14%	11%	10%	12%	16%	16%	21%h	12%	7%
Don't know	24	2	22	1	9	13	2	18	2	2	*	22	2
	*	*	*	2%	1%	*	1%	*	2%h	3%h	1%	*	7%
NET Agree	3068	173	2874	22	784	2118	167	2972	40	25	26	3037	7
	50%	51%	50%	54%	47%	51%h	54%	50%h	34%	44%	39%	50%h	30%
NET Disagree	1813	106	1695	11	523	1228	62	1715	42	21	31	1778	3
	29%	32%	29%	28%	31%h	30%h	20%	29%	36%	37%	43%h	29%	15%
Mean	3.27	3.26	3.27	3.22	3.20	3.28	3.46h	3.28h	2.88	3.09	2.90	3.27h	3.09
Std Dev.	1.28	1.30	1.28	1.35	1.30	1.27	1.20	1.28	1.17	1.38	1.45	1.28	0.89
Std Error	0.02	0.07	0.02	0.19	0.03	0.02	0.07	0.02	0.11	0.19	0.18	0.02	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post if there is no alternative

Table 44

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Strongly agree	(5) 1130	303	268	289	270	98	94	112	92	98	79	102	95	92	96	82	93				
	18%	20%	17%	19%	18%	20%	18%	21%	17%	19%	16%	20%	18%	18%	19%	16%	18%				
Slightly agree	(4) 1939	495	479	469	496	167	169	158	170	156	154	158	173	138	161	180	155				
	31%	32%	31%	30%	32%	34%	32%	30%	32%	31%	31%	31%	33%	27%	32%	35%	30%				
Neither agree nor disagree	(3) 1254	326	294	318	315	115	107	104	110	76	108	103	102	112	112	92	112				
	20%	21%	19%	21%	21%	23%	20%	20%	21%	15%	22%	20%	20%	22%	22%	18%	22%				
Slightly disagree	(2) 1078	261	267	282	269	67	93	100	95	100	73	90	87	105	80	87	101				
	16%	17%	17%	18%	17%	14%	18%	19%	18%	20%	15%	17%	17%	25%	16%	17%	19%				
Strongly disagree	(1) 735	162	217	178	178	42	69	51	63	73	81	64	60	54	55	67	56				
	12%	10%	14%	12%	12%	9%	13%	10%	12%	14%	16%	12%	12%	11%	11%	13%	11%				
Don't know	24	3	9	4	8	2	-	1	3	4	2	1	1	2	-	4	4				
	4%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	-	-	-	-	1%	1%				
NET Agree	3069	798	748	758	766	265	263	270	262	254	233	260	268	230	257	261	248				
	50%	51%	49%	49%	50%	50%	49%	51%	49%	50%	47%	50%	52%	46%	51%	51%	48%				
NET Disagree	1813	423	484	459	447	109	163	151	157	172	153	154	147	158	135	154	157				
	29%	27%	32%	30%	29%	22%	31%	29%	29%	33%	30%	30%	28%	32%	27%	30%	30%				
Mean	3.27	3.33%	3.21	3.27	3.27	3.43%	3.24	3.34	3.25	3.21	3.16	3.28	3.30	3.22	3.32	3.24	3.25				
Std Dev.	1.28	1.26	1.31	1.28	1.27	1.20	1.29	1.27	1.27	1.35	1.32	1.30	1.27	1.27	1.25	1.28	1.26				
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	608	1608	1939	2613	1481	5488	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Strongly agree (6)	1663	340	1313	222	1432	756	895	131	162	245	203	365	269	280	293	448	913	548	1454	187
27%		28%	27%	28%	27%	25%	28%	16%	19%	22%	24%	32%	23%	28%	17%	27%	30%	29%	28%	20%
Slightly agree (4)	1809	320	1489	253	1556	876	929	219	241	334	249	304	226	175	461	582	766	402	1540	238
29%		26%	30%	32%	29%	29%	30%	27%	28%	30%	30%	32%	30%	28%	27%	30%	30%	29%	30%	25%
Neither agree nor disagree (3)	1230	212	1017	138	1092	637	593	179	177	273	159	195	138	109	356	432	442	246	989	235
20%		17%	23%	17%	20%	21%	19%	22%	20%	24%	19%	17%	18%	17%	24%	27%	18%	18%	19%	22%
Slightly disagree (2)	827	209	619	98	729	404	420	152	154	155	124	130	68	42	305	292	239	109	656	165
13%		17%	13%	12%	14%	13%	13%	16%	16%	16%	15%	15%	12%	7%	16%	14%	9%	8%	13%	18%
Strongly disagree (1)	891	141	450	72	519	311	279	132	120	107	86	69	56	18	252	193	145	77	482	109
16%		11%	9%	9%	10%	10%	9%	13%	13%	13%	10%	9%	8%	3%	16%	16%	8%	6%	9%	12%
Don't know	51	11	40	7	44	26	25	9	13	5	11	7	3	2	22	17	12	5	37	10
1%		1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Agree	3462	660	2802	474	2987	1632	1824	350	403	578	451	728	484	456	753	1030	1678	950	2894	425
56%		54%	57%	60%	56%	54%	54%	43%	46%	51%	44%	61%	42%	52%	45%	55%	58%	54%	55%	45%
NET Disagree	1418	349	1069	170	1248	715	690	284	275	265	210	190	125	61	559	475	384	196	1138	274
23%		28%	22%	21%	23%	24%	22%	35%	32%	24%	25%	16%	16%	10%	32%	24%	15%	13%	22%	20%
Mean	3.51	3.42	3.53	3.58	3.50	3.46	3.46	3.08	3.20	3.41	3.44	3.74	3.76	4.06	3.14	3.42	3.82	3.86	3.54	3.25
Std Dev.	1.28	1.35	1.26	1.27	1.28	1.29	1.28	1.32	1.32	1.24	1.29	1.20	1.24	1.08	1.32	1.26	1.19	1.17	1.28	1.28
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.05	0.05	0.04	0.05	0.04	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1622	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Strongly agree	1683	301	490	368	495	790	863	871	763	131	220	438	421	237	1086	133	1363	356	1225	72
(5)	27%	20%	26%	27%	29%	26%	28%	24%	28%	3%	3%	3%	3%	22%	28%	29%	27%	28%	27%	29%
Slightly agree	1808	340	545	425	499	885	923	1071	709	172	215	433	453	323	1101	179	1486	368	1350	90
(4)	29%	30%	29%	31%	29%	29%	30%	29%	30%	33%	29%	29%	29%	29%	29%	33%	29%	29%	29%	31%
Neither agree nor disagree	1236	179	406	302	343	585	645	785	418	99	123	288	354	209	765	107	1025	244	922	64
(3)	20%	16%	21%	27%	21%	19%	21%	21%	17%	19%	17%	19%	22%	19%	20%	20%	20%	19%	20%	22%
Slightly disagree	827	189	261	171	205	450	376	535	286	53	89	186	219	185	484	55	725	168	617	43
(2)	13%	17%	14%	12%	12%	16%	12%	13%	12%	10%	12%	12%	14%	17%	12%	10%	14%	13%	13%	15%
Strongly disagree	991	114	198	109	169	312	278	373	209	54	71	149	119	139	339	54	504	133	443	14
(1)	16%	10%	10%	8%	10%	10%	8%	10%	9%	10%	10%	10%	7%	11%	9%	10%	10%	10%	10%	5%
Don't know	51	14	13	10	14	27	24	34	14	6	8	7	18	7	34	6	41	15	30	6
(0)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	2%
NET Agree	3462	640	1035	702	884	1675	1786	1942	1472	304	442	871	874	560	2167	311	2880	724	2576	162
(96%)	56%	56%	54%	57%	58%	55%	57%	53%	51%	59%	50%	58%	59%	51%	57%	59%	56%	56%	56%	56%
NET Disagree	1418	303	459	280	374	782	664	908	495	107	160	335	338	324	833	109	1229	301	1060	57
(23%)	23%	24%	24%	20%	22%	23%	21%	23%	21%	21%	22%	22%	21%	23%	22%	20%	24%	23%	23%	20%
Mean	3.61	3.47	3.46	3.56	3.55	3.46	3.42	3.42	3.37	3.29	3.29	3.29	3.29	3.30	3.29	3.53	3.49	3.51	3.50	3.57
Std Dev.	1.28	1.32	1.29	1.23	1.29	1.30	1.26	1.28	1.28	1.27	1.30	1.30	1.23	1.32	1.27	1.26	1.29	1.31	1.28	1.17
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.06	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.07

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	339	59	59	432
Strongly agree	(5) 1653	1414	240	55	1370	163	78	43	84	182	134	106	142	163	173	245	141	28	135
	27%	27%	28%	33%	26%	15% ^a	27%	23%	13% ^a	27%	26%	24%	26%	15% ^a	21%	15% ^a	27%	15% ^a	10% ^a
Slightly agree	(4) 1808	1535	273	44	1518	151	80	58	67	220	145	139	176	190	211	215	156	20	131
	29%	29%	32%	26%	29%	29%	27%	14% ^a	27%	32% ^a	28%	31%	32% ^a	33% ^a	26%	26%	29%	30%	29%
Neither agree nor disagree	(3) 1230	1066	164	42	1050	92	59	30	36	121	110	100	103	90	215	169	107	5	67
	20%	20%	19%	25%	20%	18%	20%	17%	14%	11% ^a	10% ^a	10% ^a	10% ^a	16%	13% ^a	16% ^a	7%	1% ^a	13% ^a
Slightly disagree	(2) 827	718	109	16	695	63	45	25	37	92	63	59	75	78	118	110	65	9	54
	13%	14%	13%	10%	13%	12%	15%	15%	15%	14%	12%	13%	14%	14%	15%	13%	12%	13%	12%
Strongly disagree	(1) 891	519	72	9	504	44	29	14	26	51	50	44	47	47	85	102	53	5	39
	10%	10% ^a	8%	5%	10%	8%	10%	8%	10%	8%	10%	10%	9%	8%	10%	12% ^a	10%	8%	8%
Don't know	51	47	4	1	40	5	4	1	2	9	6	-	-	5	9	2	7	-	5
	1%	1%	-	1%	1%	1%	1%	1%	1% ^a	1% ^a	1% ^a	-	-	1%	1%	-	1% ^a	-	1% ^a
NET Agree	3462	2948	513	98	2869	314	159	101	150	402	279	245	318	353	363	460	297	48	296
	56%	56%	60%	59%	56%	61% ^a	54%	59%	60% ^a	60% ^a	60% ^a	55%	59% ^a	60% ^a	47%	55%	60% ^a	12% ^a	56% ^a
NET Disagree	1418	1237	181	25	1199	106	74	38	62	142	113	103	122	125	202	212	118	14	92
	23%	23% ^a	21%	15%	23%	21% ^a	25%	22%	25%	21%	22%	23%	23%	22%	25%	22%	21%	21%	20%
Mean	3.61	3.50	3.58	3.74	3.50	3.46	3.54	3.50	3.45	3.50	3.45	3.45	3.45	3.44	3.47	3.51	3.45	3.45	3.45
Std Dev.	1.28	1.29	1.25	1.18	1.28	1.26	1.30	1.24	1.36	1.23	1.26	1.26	1.26	1.26	1.26	1.35	1.28	1.31	1.27
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.06	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.10	0.04

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Strongly agree	(9)	1653	653	954	943	1653	38	251	654	66	358	109	109	10	40	16	1025	55	1025	490	97	39	29	1455	68	431	1223
	27%	27%	31%	27%	29%	27%	22%	34%	31%	31%	34%	6%	33%	12%	7%	6%	33%	7%	39%	25%	14%	11%	16%	39%	13%	28%	26%
Slightly agree	(4)	1808	748	1061	989	1808	60	216	1061	65	336	553	911	183	123	28	1464	151	727	752	184	101	40	1478	140	485	1323
	29%	31%	31%	30%	30%	31%	38%	28%	31%	31%	32%	26%	37%	23%	17%	11%	37%	18%	28%	27%	27%	22%	30%	26%	32%	29%	
Neither agree nor disagree	(3)	1230	448	387	714	1230	25	113	387	46	179	211	540	276	155	36	751	201	392	511	202	84	33	903	117	291	938
	20%	19%	18%	20%	20%	19%	16%	15%	18%	22%	17%	10%	22%	35%	29%	14%	12%	24%	15%	22%	39%	23%	19%	18%	22%	19%	20%
Slightly disagree	(2)	827	332	256	467	827	21	101	332	19	110	133	326	162	152	51	459	203	241	367	122	71	23	607	84	178	649
	13%	14%	12%	13%	12%	14%	13%	13%	9%	10%	11%	7%	41%	29%	29%	41%	40%	20%	9%	15%	29%	13%	12%	12%	12%	14%	
Strongly disagree	(1)	591	210	170	290	591	16	65	170	13	63	110	191	77	69	112	301	210	204	203	70	63	47	407	110	122	469
	10%	9%	8%	8%	8%	9%	10%	8%	8%	6%	6%	5%	40%	10%	17%	45%	7%	25%	8%	9%	10%	16%	27%	8%	21%	8%	10%
Don't know		51	22	11	28	51	2	8	22	3	3	11	12	9	6	4	23	10	18	11	7	1	6	29	7	13	38
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET Agree	3462	1400	1339	2004	1943	1400	96	477	1339	132	694	1552	1417	275	162	44	2968	206	1751	1212	280	140	68	2963	208	916	2546
	56%	58%	62%	57%	60%	58%	60%	62%	62%	62%	66%	77%	87%	34%	29%	18%	65%	25%	67%	62%	41%	39%	38%	69%	39%	69%	55%
NET Disagree	1418	543	426	767	640	543	37	166	426	31	173	244	517	230	250	163	761	413	445	569	192	133	71	1014	204	300	1118
	23%	23%	20%	22%	20%	23%	23%	20%	20%	15%	17%	12%	41%	29%	29%	41%	40%	20%	17%	15%	29%	13%	12%	12%	12%	20%	23%
Mean	3.51	3.54	3.65	3.55	3.62	3.54	3.49	3.67	3.65	3.74	3.78	4.08	3.48	3.08	2.78	2.11	3.76	2.58	3.62	3.38	3.37	2.95	2.88	3.52	2.93	3.61	3.47
Std Dev	1.28	1.27	1.25	1.25	1.24	1.27	1.26	1.30	1.25	1.17	1.20	1.16	1.18	1.14	1.17	1.28	1.21	1.24	1.26	1.22	1.19	1.28	1.46	1.26	1.34	1.24	1.29
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.09	0.04	0.03	0.08	0.04	0.03	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.02

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Table 45

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Strongly agree (9)	1653	116	1530	9	632	1062	69	1559	40	21	31	1620	2
	27%	34% b	26%	23%	32% aef	25% f	19%	26%	34%	37%	47% gh	27%	10%
Slightly agree (4)	1808	99	1696	14	504	1206	98	1753	27	8	17	1768	3
	29%	29%	29%	33%	30%	29%	31%	29%	23%	14%	26%	29%	13%
Neither agree nor disagree (3)	1239	61	1155	13	308	854	66	1176	24	11	6	1211	12
	20%	18%	20%	32%	18%	20%	22%	20%	20%	19%	10%	20%	56%
Slightly disagree (2)	827	34	791	1	175	598	54	787	19	12	9	818	4
	13%	10%	14%	3%	10%	14% d	17% de	13%	16%	20%	13%	12%	1%
Strongly disagree (1)	591	27	561	2	139	424	26	573	7	5	3	586	2
	10%	8%	10%	5%	8%	10%	9%	10%	6%	9%	4%	10%	10%
Don't know	51	-	50	1	17	28	6	48	1	-	-	49	2
	1%	-	1%	2%	1%	1%	2%	1%	1%	-	-	1%	7%
NET Agree	3462	213	3226	23	1037	2269	156	3312	67	29	48	3408	6
	56%	62% b	56%	56%	62% aef	54%	50%	56%	57%	51%	73% gh	56%	26%
NET Disagree	1418	62	1353	4	314	1022	82	1361	26	17	12	1404	2
	23%	18%	23%	9%	19%	24% d	26% de	23%	22%	29%	16%	23%	11%
Mean	3.91	3.71% b	3.50	3.68	3.67% c	3.45	3.34	3.50	3.63	3.50	3.96% h	3.50	3.16
Std Dev.	1.28	1.26	1.28	1.06	1.26	1.29	1.23	1.28	1.27	1.40	1.23	1.28	1.04
Std Error	0.02	0.06	0.02	0.15	0.03	0.02	0.07	0.02	0.12	0.19	0.15	0.02	0.23

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Strongly agree	(5) 1653	420	448	377	408	141	130	149	151	153	144	105	138	135	124	150	134
	27%	27%	29%	25%	27%	27%	24%	29%	29%	30%	29%	20%	27%	27%	25%	29%	26%
Slightly agree	(4) 1808	441	480	496	411	125	181	135	184	135	142	174	178	143	131	157	124
	29%	29%	30%	32%	27%	20%	31%	26%	35%	27%	29%	33%	35%	28%	26%	31%	24%
Neither agree nor disagree	(3) 1230	337	284	283	325	108	120	109	96	109	80	101	77	105	103	93	129
	20%	22%	19%	18%	21%	22%	23%	21%	18%	21%	16%	19%	15%	21%	20%	18%	20%
Slightly disagree	(2) 827	218	174	220	215	70	68	80	52	53	69	80	69	71	78	64	73
	13%	14%	11%	14%	14%	14%	13%	15%	10%	10%	14%	15%	13%	14%	15%	12%	14%
Strongly disagree	(1) 591	118	151	158	164	38	31	49	45	47	60	57	53	48	64	45	56
	10%	8%	10%	10%	11%	8%	6%	9%	8%	9%	12%	11%	10%	9%	12%	9%	11%
Don't know	51	15	18	5	13	8	2	5	5	11	2	2	3	1	4	4	5
	1%	1%	1%	0%	1%	1%	0%	1%	1%	2%	0%	0%	0%	0%	1%	1%	1%
NET Agree	3462	862	908	873	819	266	311	284	335	288	285	279	315	278	254	307	258
	56%	56%	59%	57%	53%	54%	59%	54%	63%	57%	56%	54%	61%	55%	51%	60%	50%
NET Disagree	1416	336	325	378	379	109	99	128	97	100	125	137	122	119	142	108	129
	23%	22%	21%	25%	25%	22%	19%	24%	18%	20%	25%	23%	24%	24%	25%	21%	25%
Mean	3.51	3.54	3.56	3.47	3.45	3.54	3.69	3.49	3.69	3.49	3.37	3.54	3.49	3.49	3.35	3.69	3.40
Std Dev.	1.28	1.24	1.29	1.28	1.31	1.27	1.16	1.30	1.23	1.28	1.36	1.27	1.29	1.28	1.34	1.27	1.30
Std Error	0.02	0.03	0.03	0.03	0.03	0.06	0.05	0.06	0.05	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Table 46

Base : All participants

	Methodology				Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5488	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Strongly agree	(5) 779	185	594	102	677	329	450	78	112	134	115	146	112	81	191	249	339	193	673	100	
		18%	12%	13%	13%	11%	14%	10%	13%	12%	14%	13%	12%	13%	11%	13%	13%	14%	13%	11%	
Slightly agree	(4) 1741	305	1436	234	1507	812	928	217	254	317	205	284	195	185	470	602	665	380	1472	257	
		28%	25%	29%	30%	28%	27%	30%	26%	29%	28%	23%	25%	26%	30%	28%	31%	26%	27%	29%	
Neither agree nor disagree	(3) 1040	196	894	115	925	559	480	160	164	208	113	175	111	109	324	320	395	220	836	190	
		17%	13%	17%	15%	17%	16%	16%	16%	16%	14%	15%	15%	17%	16%	16%	16%	16%	16%	22%	
Slightly disagree	(2) 1464	382	1103	151	1314	714	747	197	187	263	183	288	200	146	384	446	634	347	1240	204	
		24%	29%	22%	19%	24%	24%	24%	22%	23%	22%	25%	23%	23%	23%	23%	23%	25%	24%	22%	
Strongly disagree	(1) 1113	221	892	185	928	584	525	159	145	200	130	235	140	104	304	330	479	244	922	184	
		18%	18%	20%	17%	16%	17%	19%	17%	19%	16%	23%	16%	17%	18%	17%	19%	18%	18%	19%	
Don't know	23	5	19	3	21	13	10	11	5	11	2	2	1	2	15	3	5	3	15	9	
		0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%	
NET Agree	2820	490	2030	336	2194	1140	1378	295	366	451	404	431	307	266	661	655	1004	573	2146	357	
		47%	40%	41%	43%	38%	44%	36%	43%	40%	41%	38%	40%	42%	39%	41%	40%	41%	42%	38%	
NET Disagree	2877	583	1994	336	2241	1298	1272	355	332	463	313	523	340	250	688	776	1113	591	2162	388	
		47%	47%	40%	43%	43%	41%	43%	38%	47%	38%	46%	40%	40%	41%	40%	40%	43%	42%	41%	
Mean	2.94	2.89	2.95	2.89	2.94	2.86	2.91	2.83	2.90	2.93	2.89	2.84	2.92	2.90	2.92	3.00	2.90	2.95	2.95	2.88	
Std Dev.	1.32	1.36	1.31	1.39	1.31	1.31	1.33	1.29	1.31	1.31	1.32	1.35	1.36	1.31	1.30	1.31	1.35	1.34	1.33	1.30	
Std Error	0.02	0.04	0.02	0.05	0.02	0.02	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.02	0.05	

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Table 46

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Strongly agree (5)	779	139	264	155	221	403	376	458	304	57	100	177	194	138	471	59	644	156	591	32
	13%	12%	14%	11%	13%	12%	12%	12%	11%	11%	14%	12%	12%	13%	12%	11%	12%	12%	13%	11%
Slightly agree (4)	1741	342	537	379	483	879	862	1073	644	141	195	423	462	340	1079	145	1475	349	1328	65
	28%	30%	28%	27%	28%	29%	28%	29%	27%	27%	27%	28%	29%	31%	28%	27%	29%	27%	29%	22%
Neither agree nor disagree (3)	1040	172	291	250	319	463	577	616	403	103	144	262	233	155	640	108	834	221	756	63
	17%	15%	15%	15%	15%	15%	15%	17%	17%	22% ^{ab}	25% ^{ab}	17%	15%	14%	17%	20% ^{ab}	16%	17%	16%	22%
Slightly disagree (2)	1464	271	507	312	373	778	685	852	598	101	163	383	389	253	935	104	1261	301	1087	76
	24%	24%	25% ^{cd}	23%	22%	28% ^{cd}	22%	23%	25%	20%	22%	28% ^{cd}	25%	23%	24% ^{cd}	20%	24% ^{cd}	23%	24%	26%
Strongly disagree (1)	1113	206	308	270	322	514	599	661	438	110	129	251	303	209	882	112	945	248	815	50
	18%	18%	16%	16%	17%	17%	18%	18%	16%	21%	18%	17%	19%	19%	18%	21%	18%	18%	18%	17%
Don't know	23	6	6	3	8	12	11	10	11	5	3	5	4	5	11	5	17	9	11	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Agree	2620	481	801	534	704	1282	1237	1531	947	197	265	600	656	478	1550	204	2119	504	1913	96
	41%	42%	42%	39%	41%	42%	40%	42%	40%	38%	40%	40%	41%	43%	41%	38%	41%	39%	42% ^{ab}	33%
NET Disagree	2677	477	815	589	695	1292	1283	1513	1036	210	291	634	692	462	1617	217	2206	549	1902	126
	42%	42%	43%	43%	40%	42%	41%	41%	43%	41%	40%	42%	44%	42%	41%	41%	43%	43%	41%	44%
Mean	2.94	2.94	2.97	2.97	2.95	2.96	2.91	2.95	2.91	2.87	2.96	2.93	2.91	2.95	2.93	2.86	2.92	2.89	2.96	2.83
Std Dev.	1.32	1.33	1.32	1.32	1.33	1.32	1.32	1.32	1.32	1.33	1.32	1.30	1.34	1.35	1.32	1.32	1.33	1.33	1.32	1.27
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.06	0.05	0.03	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Table 46

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Strongly agree	(5) 779	674	105	18	644	68	34	33	35	89	63	67	54	74	104	106	52	8	59
	13%	13%	12%	10%	12%	13%	11%	13% ab	14%	13%	12%	13% ab	10%	13%	13%	13%	10%	12%	13%
Slightly agree	(4) 1741	1496	245	44	1494	135	71	41	57	166	158	124	161	183	251	244	150	13	122
	28%	28%	28%	26%	29% ab	26%	24%	24%	23%	25%	31% ab	28%	30%	32% ab	31% ab	29%	28%	19%	27%
Neither agree nor disagree	(3) 1040	898	142	38	872	90	53	25	33	119	89	77	87	101	143	141	83	12	78
	17%	17%	16%	23% ab	17%	17%	18%	15%	13%	17%	17%	17%	16%	18%	18%	17%	16%	16%	17%
Slightly disagree	(2) 1464	1271	193	34	1224	129	74	36	66	181	118	103	135	127	180	178	136	23	107
	24%	24%	22%	20%	24%	25%	25%	21%	26%	27%	23%	23%	25%	22%	22%	21%	26%	34% abnmno	24%
Strongly disagree	(1) 1113	938	175	33	926	94	61	33	57	121	80	74	106	87	130	160	103	11	83
	18%	18%	20%	20%	18%	16%	21%	15%	23% abnmno	18%	16%	16%	20%	15%	19%	20%	15%	16%	18%
Don't know	23	21	2	*	18	2	1	2	2	-	1	3	-	1	3	4	4	*	2
	-	-	-	-	-	-	-	1% cd	1% ab	-	-	-	1%	-	-	-	1%	-	-
NET Agree	2620	2170	350	62	2150	202	105	74	93	255	221	191	214	257	324	351	202	21	181
	41%	41%	41%	37%	41% ab	39%	36%	44% ab	37%	38%	43%	43%	39%	43% ab	44%	42%	38%	32%	40%
NET Disagree	2677	2209	368	67	2150	223	135	69	122	302	198	177	241	213	310	347	239	34	189
	42%	42%	43%	40%	42%	43%	46%	41%	43% abnmno	42% ab	39%	40%	44%	37%	38%	41%	40% ab	50%	42%
Mean	2.94	2.94	2.90	2.87	2.94	2.91	2.81	2.79	2.79	2.88	2.81	2.80	2.85	2.85	2.87	2.93	2.83	2.78	2.93
Std Dev.	1.32	1.32	1.34	1.30	1.32	1.33	1.32	1.43	1.39	1.32	1.29	1.33	1.31	1.29	1.30	1.35	1.30	1.29	1.33
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.08	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.10	0.04

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Table 46

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - almost of the time (a)	2nd class - almost of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class almost of the time (e)	Use 1st class almost of the time and HH income <£11.5 (f)	Use 1st class almost of the time and Not Working (g)	Use 2nd class almost of the time (h)	Use 2nd class almost of the time and HH income <£11.5 (i)	Use 2nd class almost of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Strongly agree (9)	778	279	338	454	398	279	18	121	338	19	121	262	301	75	77	35	653	115	342	248	74	69	39	588	108	241	535		
13%		14%	13%	13%	12%		14%	10%	13%	13%	12%	14%	12%	9%	13%		13%	13%	13%	11%	11%	19%	22%	12%	20%	16%	12%		
Slightly agree (4)	1741	680	637	1018	975	680	33	199	637	67	313	522	786	222	164	38	1308	202	611	770	178	123	53	1381	175	510	1231		
26%		28%	29%	29%	29%		29%	26%	29%	31%	30%	29%	31%	15%	15%		29%	29%	23%	23%	26%	26%	26%	26%	26%	26%	27%		
Neither agree nor disagree (3)	1040	395	304	615	524	395	31	112	304	41	156	259	438	226	88	30	694	119	376	401	202	39	22	777	60	294	756		
17%		16%	14%	16%	16%		16%	19%	14%	19%	15%	13%	18%	19%	15%		14%	14%	14%	17%	17%	17%	17%	12%	16%	19%	16%		
Slightly disagree (2)	1464	598	518	849	771	598	39	208	518	37	261	500	618	170	127	48	1117	175	660	546	147	74	29	1208	103	272	1192		
24%		25%	24%	24%	24%		25%	24%	24%	25%	25%	25%	25%	21%	22%		25%	25%	24%	24%	22%	21%	16%	21%	19%	18%	20%		
Strongly disagree (1)	1113	400	419	580	579	400	41	123	419	38	196	453	338	103	126	85	750	215	610	337	79	53	31	947	83	207	905		
16%		17%	18%	16%	16%		17%	16%	19%	16%	19%	22%	14%	13%	13%		16%	16%	23%	23%	12%	12%	17%	17%	14%	14%	20%		
Don't know	23	5	6	7	7	5	*	1	6	1	3	3	7	4	1	4	10	4	8	3	1	1	1	11	5	5	19		
		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
NET Agree	2820	1016	916	1471	1371	1016	49	320	916	95	434	804	1087	297	241	76	1891	317	952	1016	252	192	52	1969	294	753	1768		
41%		42%	42%	42%	42%		42%	30%	42%	45%	41%	40%	44%	37%	41%	31%	42%	38%	37%	44%	37%	34%	34%	34%	34%	34%	38%		
NET Disagree	2877	996	937	1409	1350	996	80	431	937	75	457	952	955	273	253	137	1908	390	1269	883	228	127	60	2153	186	479	2069		
42%		41%	40%	40%	40%		41%	40%	40%	40%	44%	40%	38%	34%	34%	34%	40%	39%	39%	38%	33%	30%	34%	34%	35%	31%	40%		
Mean	2.94	2.98	2.93	2.99	2.95	2.98	2.65	2.96	2.93	3.05	2.91	3.84	3.84	3.08	3.06	2.54	3.85	2.79	2.77	3.59	3.59	3.59	3.46	3.46	3.23	3.21	2.85		
Std Dev.	1.32	1.32	1.35	1.30	1.32	1.32	1.32	1.35	1.35	1.33	1.32	1.38	1.26	1.18	1.37	1.50	1.33	1.42	1.38	1.26	1.18	1.37	1.43	1.33	1.39	1.29	1.32		
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.10	0.05	0.03	0.09	0.04	0.03	0.03	0.04	0.06	0.09	0.02	0.05	0.03	0.03	0.05	0.08	0.11	0.02	0.06	0.03	0.02		

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Table 46

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Strongly agree (9)	779	46	727	5	221	515	43	742	17	4	12	763	4
	13%	14%	13%	13%	13%	12%	14%	13%	14%	6%	19%	13%	17%
Slightly agree (4)	1741	96	1634	11	415	1218	109	1679	30	13	17	1722	2
	28%	29%	28%	27%	25%	29%	35%	28%	26%	22%	29%	28%	11%
Neither agree nor disagree (3)	1040	66	960	14	316	654	70	972	33	12	12	1017	10
	17%	20%	17%	35% b	19% a	16%	23% a	16%	29% a	21%	19%	17%	47%
Slightly disagree (2)	1464	76	1384	4	385	1032	47	1416	15	14	18	1445	1
	24%	23%	24%	11%	23% a	25% a	15%	24% a	13%	24%	23% a	23% a	3%
Strongly disagree (1)	1113	50	1059	5	328	744	40	1068	21	15	5	1104	3
	18%	15%	18%	13%	20% a	18%	13%	18%	18%	36% a	8%	18%	16%
Don't know	23	2	20	1	12	10	2	20	1	-	1	21	2
	*	1%	*	2%	2% a	*	1%	*	1%	-	1%	*	7%
NET Agree	2520	142	2361	16	635	1733	152	2421	47	16	29	2484	6
	41%	42%	41%	40%	38%	42% a	48% a	41%	40%	28%	44%	41%	28%
NET Disagree	2877	126	2442	10	713	1770	88	2484	36	29	24	2549	4
	47%	37%	47% a	24%	42% a	43% a	28%	42%	31%	41% a	36%	42%	16%
Mean	2.94	3.04	2.93	3.16	2.89	2.93	3.22 a	2.93	3.05	2.57	3.18	2.93	3.12
Std Dev.	1.32	1.29	1.33	1.21	1.34	1.32	1.24	1.32	1.30	1.27	1.27	1.32	1.27
Std Error	0.02	0.07	0.02	0.17	0.03	0.02	0.07	0.02	0.12	0.17	0.16	0.02	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I only use post to send greetings cards

Table 46

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Strongly agree	(5) 779	217	200	181	180	87	67	64	85	69	45	60	62	59	67	55	58
	13%	14%	13%	12%	12%	16% <i>(klmnop)</i>	13%	12%	16% <i>(j)</i>	14%	9%	12%	12%	12%	13%	11%	11%
Slightly agree	(4) 1741	447	420	446	428	132	148	169	134	123	164	135	164	146	141	144	143
	28%	29%	27%	29%	28%	27%	29%	33% <i>(h)</i>	26%	24%	33% <i>(h)</i>	26%	33% <i>(h)</i>	29%	28%	28%	27%
Neither agree nor disagree	(3) 1040	232	238	275	295	82	82	67	92	72	74	101	72	103	97	98	100
	17%	15%	15%	18%	19% <i>(ab)</i>	17%	15%	13%	17%	14%	15%	19% <i>(g)</i>	14%	20% <i>(g)</i>	19% <i>(g)</i>	19% <i>(g)</i>	19% <i>(g)</i>
Slightly disagree	(2) 1464	364	374	368	368	104	131	128	121	127	126	122	120	126	112	126	121
	24%	23%	24%	24%	23%	21%	25%	24%	23%	25%	25%	24%	23%	25%	22%	25%	23%
Strongly disagree	(1) 1113	282	295	265	271	83	101	98	96	112	87	99	89	66	86	87	98
	18%	18%	19%	17%	18%	17%	19% <i>(am)</i>	19%	18%	22% <i>(m)</i>	18%	19% <i>(m)</i>	19% <i>(m)</i>	13%	17%	17%	19%
Don't know	23	7	9	3	3	4	3	1	5	4	*	1	*	2	*	3	*
	0%	0%	1%	0%	0%	1%	1%	0%	1%	1%	*	*	*	*	*	1%	*
NET Agree	2820	665	620	627	608	219	214	232	219	192	208	195	226	206	208	199	201
	47%	43%	40%	41%	40%	45%	40%	44%	41%	38%	42%	38%	44%	41%	41%	39%	39%
NET Disagree	2577	646	669	633	629	167	233	227	217	236	213	221	220	192	196	213	219
	42%	42%	44%	41%	41%	38%	44%	43%	41%	43%	43%	43%	42%	38%	39%	42%	42%
Mean	2.94	2.97	2.91	2.94	2.93	3.67%	2.90	2.94	2.98	2.82	2.90	2.87	2.94	3.01	2.98	2.91	2.89
Std Dev.	1.32	1.35	1.34	1.30	1.30	1.37	1.34	1.34	1.36	1.38	1.28	1.31	1.34	1.25	1.31	1.28	1.30
Std Error	0.02	0.03	0.03	0.03	0.03	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Table 47

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5488	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Strongly agree (5)	1699	311	1388	226	1473	761	936	155	182	232	216	246	374	274	348	478	673	499	1485	208
28%		25%	28%	29%	27%	25%	30%	19%	22%	21%	24%	24%	24%	24%	21%	24%	29%	24%	24%	22%
Slightly agree (4)	2117	325	1792	294	1823	951	1161	304	299	400	283	357	254	218	603	684	830	473	1801	293
34%		26%	36%	37%	34%	32%	37%	37%	34%	36%	34%	32%	33%	35%	36%	35%	33%	34%	35%	31%
Neither agree nor disagree (3)	1174	222	952	112	1062	653	518	185	178	241	154	204	119	94	362	395	417	213	931	225
19%		18%	19%	14%	14%	14%	16%	22%	21%	21%	18%	16%	16%	15%	21%	21%	17%	13%	18%	14%
Slightly disagree (2)	728	285	480	92	634	387	338	104	120	162	92	121	68	60	234	254	248	127	581	135
12%		20%	16%	12%	12%	13%	11%	13%	14%	14%	11%	11%	9%	10%	13%	13%	10%	9%	11%	10%
Strongly disagree (1)	415	124	292	61	354	245	170	64	71	83	52	72	43	30	134	135	145	73	341	72
7%		12%	6%	8%	7%	8%	5%	8%	8%	7%	6%	6%	6%	5%	13%	13%	7%	5%	7%	8%
Don't know	25	5	24	4	24	12	16	10	7	3	5	1	1	1	17	8	3	2	19	9
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Agree	3816	636	3180	520	3296	1713	2057	460	491	632	530	731	529	443	951	1162	1703	972	3286	499
62%		52%	64%	60%	67%	57%	65%	56%	57%	56%	61%	61%	61%	61%	56%	59%	64%	64%	64%	53%
NET Disagree	1141	370	771	153	989	632	509	168	191	245	144	175	145	111	359	389	393	200	922	210
19%		30%	16%	19%	18%	21%	16%	20%	22%	22%	17%	17%	15%	14%	21%	20%	16%	14%	18%	22%
Mean	3.65	3.37	3.71	3.68	3.64	3.53	3.66	3.47	3.49	3.48	3.70	3.74	3.69	3.69	3.48	3.57	3.81	3.66	3.68	3.45
Std Dev.	1.19	1.32	1.15	1.22	1.19	1.23	1.15	1.17	1.21	1.18	1.19	1.21	1.17	1.14	1.19	1.19	1.18	1.16	1.19	1.20
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Table 47

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Strongly agree	1699	278	520	374	526	798	900	927	743	153	231	436	390	271	1058	161	1382	379	1250	70
(5)	28%	24%	27%	27%	31%	26%	29%	29%	31%	30%	30%	30%	29%	29%	30%	30%	27%	30%	27%	24%
Slightly agree	2117	379	698	478	562	1077	1040	1284	799	189	250	516	550	393	1317	178	1801	416	1609	92
(4)	34%	33%	36%	35%	33%	35%	33%	35%	33%	33%	34%	34%	35%	36%	34%	33%	35%	32%	35%	32%
Neither agree nor disagree	1174	214	346	282	333	560	615	722	439	103	126	287	313	218	728	103	983	230	886	58
(3)	19%	19%	18%	20%	19%	18%	20%	20%	18%	30%	17%	19%	20%	20%	19%	19%	18%	18%	20%	20%
Slightly disagree	728	156	225	165	181	381	345	463	253	51	87	170	200	125	457	53	625	163	520	43
(2)	12%	14%	12%	12%	10%	12%	11%	13%	11%	10%	12%	11%	13%	11%	12%	10%	12%	13%	11%	15%
Strongly disagree	415	106	120	81	109	228	190	256	155	38	32	86	128	91	240	38	357	87	308	20
(1)	7%	9%	6%	6%	6%	7%	6%	7%	6%	7%	4%	8%	10%	8%	7%	6%	7%	7%	7%	7%
Don't know	28	3	5	5	15	8	20	19	8	1	7	12	3	1	21	1	27	8	16	4
	-	-	-	-	1%	-	1%	1%	-	-	1%	1%	-	-	1%	-	1%	1%	-	1%
NET Agree	3816	627	1210	852	1059	1875	1940	2211	1413	322	492	952	941	694	2374	339	3183	786	2658	162
62%	62%	58%	62%	62%	63%	61%	62%	60%	63%	63%	63%	63%	63%	60%	62%	62%	62%	62%	62%	56%
NET Disagree	1141	262	344	246	289	606	535	718	409	89	118	250	328	216	697	91	982	250	828	63
19%	19%	23%	18%	18%	17%	20%	17%	20%	17%	17%	16%	17%	18%	20%	18%	17%	19%	20%	18%	22%
Mean	3.66	3.50	3.79	3.69	3.65	3.61	3.67	3.69	3.62	3.68	3.70	3.70	3.65	3.57	3.67	3.69	3.63	3.66	3.65	3.53
Std Dev.	1.19	1.26	1.17	1.17	1.19	1.21	1.18	1.19	1.19	1.21	1.15	1.16	1.22	1.21	1.18	1.20	1.22	1.19	1.19	1.21
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.07

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Table 47

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Strongly agree	(5) 1699	1447	252	48	1438	124	77	60	69	189	141	128	137	196	157	263	157	10	114
	28%	27%	29%	29%	28%	24%	28%		11% ^{ab}	21% ^{ab}	27% ^{ab}	27% ^{ab}	29%	31% ^{ab}	19%	31% ^{ab}	27% ^{ab}	15%	22% ^{ab}
Slightly agree	(4) 2117	1774	343	61	1777	184	102	55	75	222	181	175	205	188	268	285	177	31	153
	34%	33%	40% ^{ab}	36%	34%	36%	34%	32%	30%	33%	36%	39% ^{ab}	36% ^{ab}	33%	33%	34%	33%	48% ^{ab}	34%
Neither agree nor disagree	(3) 1174	1062	112	32	972	120	52	30	52	118	87	77	89	93	185	170	101	18	103
	19%	20% ^{ab}	13%	11% ^{ab}	16%	21% ^{ab}	18%	18%	21%	17%	17%	17%	16%	16%	21% ^{ab}	20%	19%	20%	21% ^{ab}
Slightly disagree	(2) 726	633	93	13	612	58	41	15	34	73	65	49	56	58	138	73	67	7	51
	12%	12%	11%	8%	12% ^{ab}	11%	14% ^{ab}	9%	14% ^{ab}	11%	13%	11%	10%	10%	17% ^{ab}	9%	13%	10%	11%
Strongly disagree	(1) 415	355	60	13	357	29	20	10	17	85	34	18	55	34	57	52	24	2	27
	7%	7%	8%	5%	7%	6%	7%	6%	7%	10% ^{ab}	7%	4%	10% ^{ab}	6%	7%	6%	5%	3%	8%
Don't know	28	28	1	*	23	3	2	1	3	8	-	1	-	4	5	-	3	-	3
	*	1%	*	*	*	*	1%	1%	1% ^{ab}	1% ^{ab}	-	-	-	1%	1%	-	-	-	1%
NET Agree	3816	3220	526	108	3215	308	179	115	148	411	321	303	342	364	426	548	334	41	287
	62%	61%	59% ^{ab}	65%	62%	59%	61%	63% ^{ab}	58%	61% ^{ab}	63% ^{ab}	63% ^{ab}	62% ^{ab}	63% ^{ab}	62%	65% ^{ab}	63% ^{ab}	61%	59%
NET Disagree	1141	988	154	26	969	87	62	24	51	138	99	67	111	92	195	125	91	9	78
	19%	19%	18%	15%	17% ^{ab}	17%	14% ^{ab}	14%	20% ^{ab}	20%	20%	15%	20% ^{ab}	16%	24% ^{ab}	15%	17%	13%	17%
Mean	3.66	3.63	3.74	3.71	3.65	3.61	3.60	3.61	3.59	3.65	3.65	3.65	3.56	3.59	3.41	3.65	3.65	3.60	3.65
Std Dev.	1.19	1.19	1.18	1.18	1.20	1.13	1.21	1.17	1.22	1.27	1.20	1.10	1.26	1.25	1.19	1.16	1.15	0.96	1.16
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.07	0.04

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants

	Total	Stamp usage		1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	199	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Strongly agree (9)	1699	504	785	775	1039	504	32	188	765	85	385	423	801	172	203	85	1224	293	750	574	165	130	20	1324	200	561	1138
	28%	21%	35% add	22%	32% add	21%	20%	24%	35%	40%	37%	31% add	24%	22%	32% add	35% add	27% add	35% add	29%	36% add	39% add	24%	36% add	27%	31% add	37% add	25%
Slightly agree (4)	2117	814	805	1197	1188	814	49	257	805	79	381	626	1003	282	149	52	1629	201	873	885	228	100	24	1758	124	605	1512
	34%	34%	37%	34%	37%	34%	31%	34%	37%	37%	36%	31% add	40% add	35% add	26%	21%	31% add	24%	31% add	32% add	33% add	30% add	14%	31% add	23% add	32%	33%
Neither agree nor disagree (3)	1174	501	306	739	543	501	32	138	306	31	146	335	464	214	105	53	798	159	409	432	127	48	33	892	82	189	986
	19%	21% add	14%	21% add	17% add	21%	20%	18%	14%	15%	14%	17%	19%	22% add	18%	21%	18%	18%	18%	19%	20% add	14%	19%	18%	15%	12%	21% add
Slightly disagree (2)	726	377	180	505	308	377	25	115	180	12	89	259	279	82	76	29	538	105	293	290	62	51	28	563	79	106	620
	12%	19% add	8%	15% add	9%	16%	16%	15%	8%	8%	8%	13%	11%	10%	12%	12%	13%	11%	11%	13%	9%	16% add	14% add	12%	17% add	7%	16% add
Strongly disagree (1)	415	207	103	276	171	207	22	64	103	5	47	172	128	44	45	24	301	69	225	111	29	28	21	336	48	57	359
	7%	8% add	5%	8% add	5%	8%	14%	8%	5%	2%	4%	8% add	5%	5%	8%	10% add	7%	8% add	8% add	5%	4%	8%	12% add	7% add	9% add	4%	8% add
Don't know	28	9	5	10	6	9	*	4	5	*	1	2	11	*	3	1	12	4	5	12	2	*	1	17	1	3	25
	*	*	*	*	*	*	*	*	*	*	*	*	*	1% add	*	1%	*	*	*	7%	*	*	1%	*	*	*	1%
NET Agree	3816	1318	1571	1972	2224	1318	81	443	1571	164	768	1249	1604	454	354	140	2853	494	1623	1459	391	231	94	3082	325	1166	2660
	62%	55%	73% add	58%	68% add	55%	51%	58%	73%	77%	73%	62% add	69% add	57%	61%	57%	63% add	60%	62%	63% add	57%	64% add	53%	63% add	61%	77% add	57%
NET Disagree	1141	585	282	781	479	585	47	179	282	17	135	431	408	125	122	52	839	174	518	401	91	79	49	919	128	163	979
	19%	17% add	13%	15% add	15%	24%	29%	23%	13%	8%	13%	31% add	16%	16%	21%	19%	21%	17%	17%	17%	13%	10% add	8% add	10% add	11%	11% add	
Mean	3.65	3.43	3.95% add	3.48	3.89% add	3.43	3.28	3.51	3.90	4.07	3.93	3.63	3.67	3.58	3.67	3.62	3.65	3.66	3.63	3.66	3.64	3.71	3.53	3.64	3.65	3.96% add	3.53
Std Dev.	1.19	1.22	1.12	1.21	1.14	1.22	1.32	1.24	1.12	0.99	1.11	1.27	1.11	1.10	1.29	1.33	1.19	1.30	1.25	1.13	1.08	1.30	1.44	1.19	1.35	1.05	1.22
Std Error	0.02	0.03	0.02	0.02	0.02	0.03	0.10	0.04	0.02	0.07	0.03	0.03	0.02	0.04	0.05	0.08	0.02	0.05	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.03	0.02

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Strongly agree (9)	1699	87	1600	12	637	1083	80	1635	21	15	24	1671	4
	28%	26%	28%	29%	32%#	26%	26%	28%	18%	28%	35%#	28%	18%
Slightly agree (4)	2117	131	1973	13	580	1433	105	2040	46	13	12	2099	6
	34%	35%	34%	32%	35%	34%	34%	35%	39%	23%	18%	35%	25%
Neither agree nor disagree (3)	1174	60	1108	8	258	834	73	1110	29	11	16	1149	9
	19%	18%	19%	19%	16%	20%#	23%#	19%	24%	20%	24%	19%	42%
Slightly disagree (2)	726	41	680	6	177	515	34	690	9	15	13	713	-
	12%	12%	12%	14%	11%	12%	11%	12%	8%	15%#	19%	12%	-
Strongly disagree (1)	415	17	397	2	102	293	19	397	10	3	2	410	3
	7%	5%	7%	4%	6%	7%	6%	7%	9%	5%	2%	7%	15%
Don't know	28	-	27	1	12	15	1	26	3	*	-	28	-
	*	-	*	2%#	1%	*	*	*	2%#	*	-	*	-
NET Agree	3816	218	3573	25	1116	2515	184	3676	67	28	36	3771	10
	62%	65%	62%	60%	61%#	60%	59%	62%	57%	49%	54%	62%	44%
NET Disagree	1141	58	1077	7	279	809	53	1087	19	18	14	1124	3
	19%	17%	19%	17%	17%	19%	17%	18%	16%	15%#	22%	19%	15%
Mean	3.65	3.69	3.64	3.70	3.65	3.62	3.62	3.65	3.52	3.37	3.67	3.65	3.33
Std Dev.	1.19	1.13	1.20	1.16	1.19	1.20	1.16	1.19	1.15	1.27	1.23	1.19	1.24
Std Error	0.02	0.06	0.02	0.17	0.03	0.02	0.07	0.02	0.11	0.17	0.15	0.02	0.26

QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I send fewer letters by post now due to the cost

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Strongly agree	(5) 1699	378	469	418	434	122	117	139	166	147	156	126	133	159	142	157	135				
	28%	24%	31%	27%	28%	25%	22%	26%	31%	29%	32%	24%	26%	32%	28%	31%	26%				
Slightly agree	(4) 2117	573	501	503	539	175	194	204	199	173	169	199	195	149	162	169	200				
	34%	37%	33%	35%	35%	36%	36%	39%	30%	34%	34%	31%	37%	30%	32%	33%	39%				
Neither agree nor disagree	(3) 1174	288	271	316	299	89	115	84	101	91	79	127	102	88	114	78	108				
	19%	19%	18%	21%	19%	18%	22%	16%	19%	18%	16%	24%	20%	18%	23%	18%	21%				
Slightly disagree	(2) 726	177	167	194	169	65	55	56	69	60	58	57	60	76	50	74	45				
	12%	11%	12%	13%	11%	13%	10%	11%	13%	12%	12%	11%	12%	15%	10%	14%	8%				
Strongly disagree	(1) 415	124	98	103	91	38	48	37	34	33	31	47	28	28	35	33	22				
	7%	8%	6%	7%	6%	8%	9%	7%	6%	6%	3%	9%	5%	6%	7%	7%	4%				
Don't know	28	10	8	5	4	2	3	5	2	4	2	2	*	3	2	*	2				
	*	1%	1%	*	*	*	1%	1%	*	1%	*	*	*	1%	*	*	*				
NET Agree	3816	952	971	920	974	297	311	344	326	319	326	285	328	307	303	327	344				
	62%	61%	63%	60%	63%	61%	58%	65%	61%	62%	62%	55%	62%	61%	60%	64%	65%				
NET Disagree	1141	300	285	297	259	103	104	93	103	93	89	104	88	104	84	102	67				
	19%	19%	19%	17%	17%	21%	19%	18%	19%	18%	18%	20%	17%	21%	17%	21%	13%				
Mean	3.65	3.59	3.69	3.61	3.69	3.57	3.52	3.68	3.67	3.68	3.72%	3.50	3.66	3.67	3.65	3.67	3.75%				
Std Dev.	1.19	1.20	1.21	1.20	1.16	1.22	1.21	1.18	1.22	1.20	1.20	1.23	1.14	1.23	1.19	1.23	1.07				
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05				

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
There are some things that I will always need to send by post

Table 48

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5488	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Strongly agree	(6) 2666	625	2062	370	2316	1271	1413	265	247	418	365	605	410	376	512	783	1391	788	2348	315
	44%	63%	42%	47%	43%	42%	45%	32%	29%	39%	44%	39%	34%	35%	30%	40%	50%	39%	46%	33%
Slightly agree	(4) 2352	399	1953	289	2063	1138	1209	322	376	433	316	376	263	212	702	799	851	475	1935	384
	38%	32%	40%	37%	38%	38%	38%	39%	44%	43%	38%	39%	34%	34%	42%	41%	34%	34%	38%	42%
Neither agree nor disagree	(3) 602	90	512	57	544	317	283	109	116	132	80	85	52	27	226	213	164	78	475	118
	10%	7%	10%	7%	10%	11%	9%	13%	13%	12%	10%	9%	7%	4%	15%	14%	6%	6%	9%	12%
Slightly disagree	(2) 311	78	232	34	277	178	133	72	79	55	35	35	22	8	152	93	66	29	233	71
	5%	6%	5%	4%	5%	18%	10%	9%	10%	9%	9%	9%	3%	1%	16%	8%	3%	2%	5%	8%
Strongly disagree	(1) 160	23	136	33	127	80	79	41	38	28	21	18	9	5	79	49	32	14	126	33
	3%	2%	3%	2%	3%	3%	3%	10%	10%	8%	3%	2%	1%	1%	13%	7%	1%	1%	2%	3%
Don't know	59	17	33	7	44	26	23	13	7	5	12	10	4	-	20	17	13	4	41	9
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	3%	1%	1%	1%	1%	1%
NET Agree	6038	1024	4014	659	4379	2409	2622	587	627	901	681	981	673	586	1214	1582	2242	1261	4284	709
	82%	83%	81%	83%	82%	80%	81%	71%	72%	79%	75%	81%	75%	73%	72%	80%	80%	75%	81%	75%
NET Disagree	470	102	368	66	404	258	212	113	117	83	59	54	31	13	231	142	98	44	359	107
	8%	8%	7%	8%	8%	9%	7%	14%	14%	14%	10%	9%	4%	2%	14%	8%	4%	3%	7%	11%
Mean	4.16	4.28%	4.14	4.19	4.16	4.12	4.08%	3.86	3.83	4.06%	4.16%	4.16%	4.16%	4.16%	3.85	4.12%	4.40%	4.40%	4.20%	3.95
Std Dev.	0.97	0.98	0.97	1.03	0.97	1.00	0.95	1.12	1.08	0.95	0.96	0.87	0.83	0.71	1.10	0.96	0.83	0.78	0.96	1.05
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
There are some things that I will always need to send by post

Table 48

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Strongly agree	2698	526	780	619	780	1306	1379	1466	1191	230	350	666	674	422	1690	241	2240	565	2002	119
(5)	44%	41%ab	47%	49%	44%	43%	44%	40%	43%ab	40%	45%ab	47%ab	43%	38%	47%ab	40%	43%	44%	44%	41%
Slightly agree	2352	426	790	512	625	1215	1137	1490	823	169	263	563	656	450	1482	174	2016	480	1774	99
(4)	38%	37%	41%cd	37%	36%	40%cd	37%	41%ab	34%	33%	36%	37%	41%cd	41%cd	39%cd	33%	39%ab	37%	39%	34%
Neither agree nor disagree	602	95	171	144	192	268	336	376	213	66	61	152	140	108	352	68	486	130	425	47
(3)	10%	8%	9%	10%	11%	8%	11%ab	10%	9%	13%ab	8%	10%	8%	10%	8%	11%ab	8%	10%	8%	11%ab
Slightly disagree	311	53	103	74	80	157	154	217	90	28	31	64	72	83	168	28	262	56	243	12
(2)	5%	5%	5%	5%	5%	5%	5%	6%ab	4%	6%	4%	4%	5%	6%ab	4%	5%	5%	4%	5%	4%
Strongly disagree	160	29	55	23	53	84	76	88	59	16	20	48	34	30	101	16	135	35	119	6
(1)	3%	3%	3%	2%	3%ab	3%	2%	3%	2%	3%	3%	2%	2%	3%	3%	3%	3%	3%	3%	2%
Don't know	50	7	15	12	16	22	28	24	21	6	8	9	9	7	25	6	35	18	26	6
(0)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%ab	1%	2%ab
NET Agree	5038	852	1589	1131	1384	2521	2515	2959	2014	389	614	1229	1330	872	3172	415	4256	1044	3776	218
	82%	84%	82%	82%	80%	83%	81%	81%	81%ab	77%	81%ab	82%	84%ab	79%	82%ab	79%	82%ab	81%	82%ab	75%
NET Disagree	470	82	158	97	133	240	230	315	150	44	51	112	106	113	269	44	387	91	362	17
(0)	8%	7%	8%	7%	8%	8%	7%	8%ab	6%	9%	7%	7%	10%ab	10%ab	7%	8%	8%	7%	8%	6%
Mean	4.16	4.21	4.13	4.10	4.15	4.16	4.16	4.10	4.09	4.12	4.22ab	4.15ab	4.16ab	4.05	4.16ab	4.13	4.16	4.17	4.16	4.11
Std Dev.	0.97	0.98	0.98	0.94	1.00	0.97	0.98	0.99	0.95	1.03	0.97	0.99	0.93	1.02	0.96	1.03	0.97	0.97	0.98	0.96
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
There are some things that I will always need to send by post

Table 48

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Strongly agree	(5) 2686	2297	389	93	2241	232	132	80	119	283	219	195	236	248	296	307	248	37	196
	44%	43%	45%	49%	43%	45%	45%	47%	46%	42%	43%	43%	43%	43%	37%	43%	43%	43%	43%
Slightly agree	(4) 2352	2001	351	51	1999	186	102	66	77	252	213	186	218	222	324	320	188	21	164
	38%	38%	41%	31%	39%	36%	34%	38%	31%	37%	42%	42%	46%	39%	46%	38%	36%	32%	36%
Neither agree nor disagree	(3) 602	541	61	12	503	56	27	15	19	74	49	32	50	62	104	62	50	5	51
	10%	10%	7%	7%	10%	11%	9%	8%	8%	11%	10%	7%	9%	11%	11%	7%	10%	8%	11%
Slightly disagree	(2) 311	264	46	8	260	27	19	5	17	40	14	28	19	28	46	43	24	2	25
	5%	5%	5%	5%	5%	5%	5%	3%	7%	8%	3%	6%	4%	5%	6%	5%	5%	3%	6%
Strongly disagree	(1) 160	147	12	4	131	11	14	3	15	16	10	4	11	11	32	17	15	2	10
	3%	3%	1%	2%	3%	2%	4%	2%	6%	6%	2%	2%	2%	2%	4%	2%	3%	2%	3%
Don't know	50	49	2	*	43	4	1	2	3	11	3	3	9	-	8	4	3	-	4
	1%	1%	*	*	1%	1%	*	1%	1%	1%	1%	1%	2%	-	1%	*	1%	-	1%
NET Agree	5038	4297	741	144	4241	416	234	146	196	534	432	381	453	471	621	713	437	58	360
	82%	81%	83%	86%	82%	87%	79%	83%	79%	83%	83%	83%	83%	82%	77%	83%	83%	88%	80%
NET Disagree	470	412	59	11	391	39	33	8	32	32	30	30	40	7%	77	61	39	4	35
	8%	8%	7%	7%	6%	7%	14%	8%	13%	13%	7%	5%	7%	7%	12%	7%	7%	6%	8%
Mean	4.16	4.15	4.23	4.23	4.16	4.17	4.08	4.20	4.09	4.12	4.22	4.24	4.24	4.24	4.01	4.22	4.24	4.20	4.15
Std Dev.	0.97	0.99	0.90	0.95	0.97	0.97	1.11	0.88	1.17	0.99	0.88	0.89	0.91	0.95	1.04	0.94	0.98	0.94	0.98
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.03	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.07	0.03

Proportions/Mean: Columns Tested (5% risk level) - a-bic - d-eflg - h-ijklmnopq
* small base

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
There are some things that I will always need to send by post

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Strongly agree (9)	2616	1087	1019	1552	1485	1087	72	406	1019	108	637	1370	169	207	156	53	2708	209	1534	891	165	119	68	2338	177	576	2110		
	44%	45%	47%	44%	46%	45%	45%	45%	47%	50%	51%	62%mmopg	58%mmopg	26%	27%	21%	60%mmopg	23%	59%mmopg	35%	24%	33%	33%	48%mmopg	33%	45%	45%		
Slightly agree (4)	2352	921	846	1345	1270	921	48	247	846	74	394	486	1193	335	244	74	1688	319	790	1060	296	145	47	1850	193	632	1720		
	38%	38%	39%	38%	39%	38%	30%	32%	39%	35%	38%	25%	64%mmopg	42%mmopg	30%	24%	30%	42%mmopg	30%	42%mmopg	13%mmopg	13%mmopg	27%	42%mmopg	27%	42%mmopg	42%		
Neither agree nor disagree (3)	802	216	167	341	292	216	19	61	167	20	66	84	225	164	93	33	309	123	157	239	136	34	37	386	66	181	421		
	10%	9%	8%	10%	9%	9%	12%	8%	8%	10%	6%	4%	9%mmopg	21%mmopg	16%mmopg	14%mmopg	7%mmopg	15%mmopg	6%	10%mmopg	20%mmopg	10%mmopg	10%mmopg	8%mmopg	12%mmopg	12%mmopg	9%		
Slightly disagree (2)	311	109	83	161	135	109	12	23	83	8	29	42	101	60	67	40	143	107	67	120	62	38	22	167	59	85	228		
	5%	5%	4%	5%	4%	5%	7%mmopg	3%	4%	4%	3%	2%	4%mmopg	3%mmopg	1%mmopg	4%mmopg	3%	4%mmopg	3%	4%mmopg	4%mmopg	4%mmopg	4%mmopg	4%mmopg	4%mmopg	4%mmopg	4%mmopg		
Strongly disagree (1)	160	66	34	83	51	66	6	21	34	3	17	19	56	26	22	35	75	57	45	65	16	15	14	110	29	43	117		
	3%	3%	3%mmopg	2%	2%	3%	3%	3%	2%	1%	2%	1%	2%mmopg	3%mmopg	4%mmopg	14%mmopg	2%	2%mmopg	2%	2%mmopg	3%	4%mmopg	8%mmopg	2%	4%mmopg	4%mmopg	3%		
Don't know	50	12	13	19	21	12	3	5	13	1	6	8	13	8	5	11	21	16	13	15	5	7	4	28	11	4	46		
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
NET Agree	6036	2008	1865	2898	2755	2008	121	653	1865	180	931	1865	2091	542	400	127	3956	527	2324	1864	461	265	105	4188	370	1208	3831		
	82%	83%	82%mmopg	83%	85%	83%	75%	88%	86%	85%	89%	82%mmopg	84%mmopg	60%mmopg	60%mmopg	51%	89%mmopg	60%mmopg	82%mmopg	81%mmopg	68%	74%mmopg	59%	89%mmopg	69%	79%	85%		
NET Disagree	470	175	117	244	186	175	18	44	117	11	46	60	157	85	89	75	217	164	112	185	79	82	36	297	88	128	342		
	6%	6%mmopg	5%	7%	6%	7%	11%	6%	9%	9%	4%	3%	4%mmopg	4%mmopg	1%mmopg	1%mmopg	4%mmopg	4%mmopg	4%	4%mmopg	4%mmopg	4%mmopg	4%mmopg	4%mmopg	4%mmopg	4%mmopg	7%		
Mean	4.16	4.19	4.07mmopg	4.18	4.24	4.19	4.08	4.11mmopg	4.27	4.29	4.35	4.07mmopg	4.12mmopg	3.85mmopg	3.76mmopg	3.29	4.32mmopg	3.85mmopg	4.41mmopg	4.08mmopg	3.78	3.90	3.66	4.35mmopg	3.82	4.06	4.19		
Std Dev	0.97	0.97	0.88	0.95	0.90	0.97	1.10	0.95	0.88	0.89	0.85	0.75	0.90	1.01	1.08	1.38	0.86	1.19	0.85	0.96	1.00	1.11	1.28	0.92	1.18	0.99	0.97		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.03	0.02	0.06	0.03	0.02	0.02	0.04	0.05	0.09	0.01	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.03	0.01		

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
There are some things that I will always need to send by post

Table 48

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Strongly agree	(9) 2688	154	2520	12	763	1819	104	2977	36	27	44	2839	3
	44%	46%	44%	29%	48% ^{ab}	44% ^{cd}	34%	44% ^{gh}	31%	46%	67% ^{ghik}	43% ^h	13%
Slightly agree	(4) 2352	119	2213	20	600	1635	118	2278	38	14	18	2330	4
	38%	35%	38%	49%	36%	39%	38%	39%	33%	24%	27%	36%	17%
Neither agree nor disagree	(3) 602	35	560	6	163	378	61	555	22	10	3	588	12
	10%	11%	10%	15%	10%	9%	19% ^{de}	9%	19% ^{gh}	17%	5%	10%	55%
Slightly disagree	(2) 311	12	297	2	84	208	18	291	12	5	-	309	2
	5%	4%	5%	4%	5%	5%	6%	5%	10% ^{gh}	4% ^h	-	5%	7%
Strongly disagree	(1) 160	12	148	-	50	103	7	149	9	1	-	159	-
	3%	4%	3%	-	3%	2%	2%	3%	7% ^{gh}	2%	1%	3%	-
Don't know	50	3	46	1	16	30	4	48	-	1	-	49	2
	1%	1%	1%	3%	1%	1%	1%	1%	-	2%	-	1%	7%
NET Agree	8038	273	4733	32	1363	3453	222	4855	74	40	62	4970	7
	82%	81%	82%	78%	81% ^{ab}	83% ^{cd}	71%	82% ^{gh}	63%	70%	94% ^{ghik}	82% ^h	30%
NET Disagree	470	24	444	2	134	311	25	440	21	7	-	468	2
	8%	7%	8%	4%	8%	7%	6%	7%	18% ^{gh}	12% ^h	1%	8%	7%
Mean	4.16	4.17	4.16	4.06	4.17 ^{ab}	4.17 ^{cd}	3.96	4.17 ^{ab}	3.68	4.04	4.60 ^{ghik}	4.16 ^h	3.30
Std Dev.	0.97	1.01	0.97	0.80	1.00	0.96	0.98	0.97	1.22	1.12	0.65	0.98	0.84
Std Error	0.01	0.05	0.01	0.11	0.02	0.02	0.06	0.01	0.12	0.15	0.08	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
There are some things that I will always need to send by post

Table 48

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Strongly agree	(5) 2666	706	663	666	651	222	249	234	230	245	188	212	240	214	203	230	218				
	44%	46%	43%	43%	42%	45%	47%	44%	43%	48%	38%	41%	46%	43%	40%	45%	42%				
Slightly agree	(4) 2352	564	586	619	583	156	194	215	205	175	205	222	199	198	191	196	197				
	38%	36%	38%	40%	38%	32%	36%	41%	39%	33%	41%	43%	38%	39%	38%	38%	38%				
Neither agree nor disagree	(3) 602	143	154	143	163	56	53	33	61	42	50	45	46	51	58	55	50				
	10%	9%	10%	9%	11%	11%	10%	6%	11%	8%	10%	9%	9%	10%	12%	11%	10%				
Slightly disagree	(2) 311	84	78	68	61	37	23	24	19	22	36	25	22	21	33	19	30				
	5%	5%	5%	4%	5%	6%	4%	5%	4%	4%	7%	5%	4%	4%	6%	4%	6%				
Strongly disagree	(1) 160	42	38	37	43	11	12	19	13	17	8	12	9	16	15	5	23				
	3%	3%	2%	3%	3%	2%	2%	4%	3%	3%	2%	2%	2%	3%	3%	1%	4%				
Don't know	50	12	17	7	15	8	2	1	3	5	9	2	3	1	3	8	3				
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%				
NET Agree	6038	1270	1248	1285	1235	378	443	449	436	420	393	434	438	413	394	426	415				
	82%	82%	81%	84%	80%	77%	83%	85%	82%	83%	79%	84%	85%	82%	78%	83%	80%				
NET Disagree	476	126	116	105	124	49	35	43	32	39	44	37	30	37	48	24	52				
	8%	8%	8%	7%	8%	10%	6%	8%	6%	8%	7%	7%	6%	7%	9%	5%	10%				
Mean	4.16	4.18	4.16	4.18	4.13	4.12	4.22	4.18	4.18	4.21	4.08	4.16	4.26	4.14	4.07	4.26	4.08				
Std Dev.	0.97	0.99	0.97	0.94	0.99	1.04	0.94	0.99	0.94	1.01	0.96	0.94	0.90	0.99	1.03	0.87	1.07				
Std Error	0.01	0.03	0.02	0.02	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.05				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC3_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer

Table 49

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity			
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	608	1608	1939	2613	1461	5468	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Strongly agree	(5)	969	199	770	157	812	482	483	171	153	216	127	140	108	53	324	344	301	161	744	216
		16%	16%	29%	15%	15%	15%	21%	18%	19%	15%	17%	12%	8%	17%	17%	12%	14%	9%	24%	23%
Slightly agree	(4)	1894	368	1526	272	1623	883	1009	296	294	312	273	315	224	180	591	585	719	403	1564	311
		31%	30%	31%	33%	34%	30%	29%	32%	30%	28%	33%	28%	29%	29%	35%	30%	29%	29%	30%	33%
Neither agree nor disagree	(3)	1821	380	1441	179	1642	887	933	176	234	338	231	361	231	251	410	569	843	482	1572	228
		30%	31%	23%	29%	30%	29%	30%	21%	24%	24%	23%	24%	23%	24%	20%	27%	36%	17%	72%	10%
Slightly disagree	(2)	839	185	655	103	736	400	437	89	106	150	125	184	86	80	205	274	360	176	725	106
		14%	15%	13%	13%	14%	13%	14%	12%	12%	13%	15%	16%	13%	13%	12%	14%	14%	13%	14%	11%
Strongly disagree	(1)	829	67	482	71	458	317	212	68	61	91	63	115	83	46	129	155	245	131	458	71
		9%	5%	9%	9%	9%	15%	7%	8%	7%	8%	8%	10%	15%	8%	8%	8%	10%	9%	8%	8%
Don't know		107	34	73	7	100	41	66	12	20	14	13	14	15	16	31	27	49	34	94	11
		2%	3%	1%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	3%	2%	1%	2%	2%		1%
NET Agree		2863	567	2290	429	2452	1365	1493	467	447	529	400	456	332	914	929	1020	564	2308	527	
		46%	46%	47%	48%	46%	48%	49%	49%	49%	49%	49%	49%	49%	49%	49%	49%	49%	49%	49%	49%
NET Disagree		1369	252	1117	174	1195	717	649	167	167	241	188	290	179	128	334	429	605	306	1183	178
		22%	20%	23%	22%	22%	24%	21%	20%	19%	21%	23%	25%	24%	20%	20%	22%	24%	22%	23%	19%
Mean		3.32	3.37	3.31	3.43	3.30	3.27	3.43	3.43	3.43	3.43	3.43	3.16	3.18	3.47	3.43	3.19	3.21	3.28	3.53	
Std Dev.		1.16	1.10	1.17	1.21	1.15	1.20	1.12	1.19	1.14	1.18	1.14	1.16	1.19	1.03	1.16	1.16	1.13	1.12	1.15	1.18
Std Error		0.01	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05

QC3_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer

Table 49

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Strongly agree (5)	969	220	301	202	246	621	447	669	293	73	106	236	234	206	576	73	823	194	726	48
	14%	15%	16%	18%	14%	18%	14%	19%	12%	14%	14%	16%	15%	18%	15%	14%	16%	15%	16%	17%
Slightly agree (4)	1894	383	623	349	539	1005	888	1150	708	147	213	499	489	334	1202	152	1609	414	1367	84
	31%	34%	33%	25%	31%	33%	29%	31%	30%	28%	29%	33%	31%	30%	31%	28%	31%	32%	30%	29%
Neither agree nor disagree (3)	1821	282	545	466	520	827	895	1041	769	141	247	413	484	317	1143	149	1547	364	1382	76
	30%	25%	29%	28%	31%	27%	31%	30%	28%	27%	34%	28%	31%	29%	30%	29%	30%	29%	30%	26%
Slightly disagree (2)	839	142	266	206	226	408	432	475	353	75	93	207	228	139	529	77	705	185	610	44
	14%	13%	14%	15%	13%	13%	14%	13%	15%	15%	13%	14%	14%	13%	14%	14%	14%	14%	13%	15%
Strongly disagree (1)	529	96	155	132	147	251	278	296	224	57	61	129	128	97	316	60	430	100	409	20
	9%	8%	8%	10%	8%	8%	8%	8%	9%	11%	8%	9%	8%	9%	11%	11%	8%	8%	8%	7%
Don't know	107	13	24	30	40	38	69	49	52	22	14	16	23	7	53	23	62	28	64	15
	2%	1%	1%	2%	2%	1%	2%	1%	2%	4%	2%	1%	1%	1%	1%	4%	1%	2%	1%	3%
NET Agree	2863	610	924	550	705	1527	1335	1638	1001	220	319	726	724	541	1776	225	2452	608	2123	136
	46%	53%	49%	40%	49%	48%	43%	48%	42%	43%	43%	48%	46%	49%	47%	42%	47%	47%	46%	46%
NET Disagree	1369	238	420	338	373	669	710	771	577	132	154	336	354	235	845	137	1135	284	1020	65
	22%	21%	22%	24%	22%	22%	23%	21%	24%	26%	21%	22%	22%	21%	22%	26%	22%	22%	22%	22%
Mean	3.32	3.13	3.12	3.21	3.30	3.26	3.26	3.21	3.21	3.21	3.20	3.34	3.31	3.32	3.32	3.20	3.33	3.33	3.31	3.35
Std Dev.	1.16	1.19	1.15	1.16	1.14	1.16	1.15	1.21	1.14	1.21	1.13	1.16	1.14	1.18	1.14	1.21	1.14	1.16	1.16	1.17
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QC3_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer

Table 49

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Strongly agree	(5) 969	847	122	28	816	88	42	23	29	112	86	66	76	96	136	150	65	8	80
	16%	16%	14%	17%	16%	17%	14%	13%	12%	17%	13%	15%	14%	17%	17%	15%	12%	12%	10.3%
Slightly agree	(4) 1894	1654	240	42	1592	155	96	51	72	201	144	144	194	169	246	259	162	27	128
	31%	31%	28%	25%	31%	30%	32%	30%	29%	30%	28%	32%	36%	30%	30%	31%	31%	40%	29%
Neither agree nor disagree	(3) 1821	1554	268	49	1541	152	71	57	87	207	131	134	129	185	240	242	187	17	135
	30%	29%	31%	29%	30%	29%	24%	23%	23%	27%	26%	30%	24%	31%	30%	29%	27%	23%	15%
Slightly disagree	(2) 839	694	145	31	696	78	43	22	33	68	87	63	76	73	125	102	69	14	64
	14%	13%	17%	18%	13%	15%	15%	13%	13%	10%	17%	14%	14%	13%	19%	12%	13%	21%	14%
Strongly disagree	(1) 529	480	69	12	443	35	38	13	24	87	46	31	59	41	54	83	36	1	33
	9%	9%	8%	7%	9%	7%	13.3%	8%	12.4%	12.4%	9%	7%	11.1%	7%	7%	10.6%	7%	2%	7%
Don't know	107	88	18	6	90	9	4	4	5	19	14	10	8	9	10	7	9	-	9
	2%	2%	2%	3%	2%	2%	1%	2%	2%	3.6%	3%	2%	2%	2%	1%	1%	2%	-	2%
NET Agree	2863	2501	362	69	2407	243	138	74	101	313	231	210	270	265	382	409	227	35	216
	46%	45.5%	42%	47%	46%	47%	47%	43%	40%	46%	45%	47%	42.5%	46%	47%	45.5%	43%	53%	46%
NET Disagree	1369	1154	214	43	1139	113	81	36	57	135	133	94	136	115	179	185	106	15	98
	22%	22%	25%	26%	22%	22%	32.3%	21%	23%	20%	26%	21%	25%	20%	22%	22%	20%	22%	22%
Mean	3.32	3.33	3.24	3.26	3.32	3.37	3.21	3.29	3.20	3.34	3.26	3.35	3.26	3.36	3.36	3.35	3.29	3.41	3.36
Std Dev.	1.16	1.16	1.14	1.18	1.16	1.14	1.24	1.11	1.12	1.18	1.21	1.12	1.20	1.13	1.13	1.19	1.07	1.01	1.16
Std Error	0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.04

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC3_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer

Base : All participants

		Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	199	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Strongly agree	(9)	969	436	612	467	436	25	105	292	26	116	415	330	94	96	33	746	128	539	311	57	41	11	856	52	291	678	
		16%	15% hd	13%	14%	15% hd	16%	14%	13%	12%	11%	21% hd	13%	12%	16%	13%	12% hd	15%	21% hd	14% hd	8%	12%	6%	17% hd	10%	19% hd	15%	
Slightly agree	(4)	1884	763	667	1111	1015	763	47	223	667	59	321	625	186	162	60	1480	221	793	790	184	94	26	1593	120	554	1340	
		31%	31%	31%	32%	31%	32%	30%	29%	31%	28%	21% hd	23%	26%	24%	24%	21% hd	27%	21% hd	21% hd	21% hd	15%	15%	21% hd	22%	25% hd	29%	
Neither agree nor disagree	(3)	1821	675	672	904	990	675	37	233	672	69	352	498	328	184	66	1236	250	684	693	291	121	54	1347	176	362	1459	
		30%	28%	31%	28%	30%	28%	23%	30%	31%	33%	30% hd	41% hd	32% hd	27%	27%	26%	26%	29%	45% hd	34% hd	30%	27%	33% hd	24%	31% hd	35%	
Slightly disagree	(2)	839	319	295	479	456	319	22	121	295	29	143	275	343	112	70	37	618	107	340	321	89	47	36	661	83	170	669
		14%	13%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	12%	15%	14%	13%	13%	14%	13%	13%	13%	16%	17%	16% hd	
Strongly disagree	(1)	529	185	201	257	273	185	23	67	201	21	97	182	180	63	60	44	361	104	224	179	49	48	27	403	75	129	402
		9%	8%	9% hd	7%	8%	8%	16% hd	9%	9%	10%	9%	9%	7%	8%	10%	10%	8%	12% hd	8%	9%	8%	7%	15% hd	15% hd	8%	14% hd	8%
Don't know		107	34	36	49	51	34	6	15	36	9	20	24	37	17	11	7	62	18	27	32	12	7	23	59	30	15	92
		2%	1%	2%	1%	2%	1%	1% hd	2%	2%	1% hd	2%	1%	2%	2%	1%	3%	1%	2%	1%	1%	2%	2%	1%	1% hd	1%	2% hd	
NET Agree	2863	1199	959	1723	1482	1199	73	328	959	84	437	1040	1186	281	257	92	2226	350	1331	1108	242	135	37	2439	172	845	2018	
		46%	46% hd	44%	45% hd	44%	44%	43%	44%	40%	42%	52% hd	48% hd	35%	44% hd	37%	49% hd	42% hd	51% hd	48% hd	38% hd	38% hd	21%	50% hd	32% hd	56% hd	43%	
NET Disagree	1369	504	496	737	729	504	44	189	496	50	240	458	523	174	131	81	979	212	564	500	138	94	63	1064	158	298	1071	
	22%	21%	21%	21%	22%	21%	24%	25%	23%	23%	23%	23%	21%	22%	22%	22%	22% hd	22% hd	22%	22%	20%	20%	16% hd	22%	19% hd	20%	23% hd	
Mean	3.32	3.40 hd	3.26	3.39 hd	3.30	3.40 hd	3.20	3.24	3.26	3.19	3.21	3.41 hd	3.33 hd	3.18	3.26	3.00	3.37 hd	3.20	3.42 hd	3.33 hd	3.17 hd	3.19	2.72	3.39 hd	2.98	3.47%	3.27	
Std Dev	1.16	1.16	1.15	1.15	1.14	1.16	1.29	1.15	1.15	1.15	1.11	1.22	1.10	1.07	1.19	1.30	1.16	1.23	1.20	1.12	1.01	1.19	1.14	1.17	1.19	1.17	1.15	
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.10	0.04	0.02	0.08	0.03	0.03	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.07	0.10	0.02	0.06	0.03	0.02	

QC3_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer

Table 49

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Strongly agree (9)	969	49	914	5	250	669	80	906	12	12	7	960	3
	16%	15%	16%	12%	15%	16%	16%	16%	10%	21%	11%	16%	8%
Slightly agree (4)	1894	111	1770	13	503	1302	89	1835	36	9	13	1880	2
	31%	33%	31%	31%	30%	31%	29%	30%	31%	16%	20%	31%	8%
Neither agree nor disagree (3)	1821	102	1709	10	500	1227	95	1738	30	19	25	1785	10
	30%	30%	30%	25%	30%	29%	30%	29%	29%	33%	39%	29%	45%
Slightly disagree (2)	839	39	796	4	236	557	46	794	22	12	8	829	2
	14%	12%	14%	10%	14%	13%	15%	13%	19%	21%	13%	14%	10%
Strongly disagree (1)	529	26	495	8	153	352	24	504	14	4	4	522	3
	8%	8%	9%	15%	9%	8%	8%	9%	12%	7%	6%	9%	14%
Don't know	107	8	98	1	34	66	7	91	4	1	8	95	3
	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	12%	2%	14%
NET Agree	2863	160	2685	18	753	1971	139	2770	48	21	20	2839	4
	46%	48%	46%	43%	45%	47%	45%	47%	41%	37%	30%	47%	16%
NET Disagree	1369	66	1291	12	389	909	70	1298	36	16	12	1351	5
	22%	20%	22%	29%	23%	22%	23%	22%	31%	28%	19%	22%	24%
Mean	3.32	3.36	3.32	3.07	3.28	3.34	3.31	3.33	3.07	3.24	3.19	3.32	2.84
Std Dev.	1.16	1.12	1.16	1.32	1.16	1.16	1.15	1.16	1.19	1.22	1.06	1.16	1.15
Std Error	0.01	0.06	0.02	0.19	0.03	0.02	0.07	0.02	0.11	0.17	0.14	0.01	0.28

QC3_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer

Table 49

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Strongly agree	(5) 969	250	268	219	232	78	89	82	95	96	78	63	83	73	74	91	67				
	16%	16%	17%	14%	15%	16%	17%	16%	18%	19%	16%	12%	16%	14%	18%	18%	13%				
Slightly agree	(4) 1894	481	485	497	451	138	165	178	169	164	132	176	173	146	154	140	157				
	31%	31%	30%	32%	29%	28%	31%	34%	32%	32%	27%	33%	33%	30%	31%	27%	30%				
Neither agree nor disagree	(3) 1821	464	406	445	506	150	160	154	151	116	140	165	133	147	164	173	168				
	30%	30%	26%	29%	33%	29%	30%	29%	28%	23%	28%	32%	26%	29%	33%	34%	32%				
Slightly disagree	(2) 839	198	239	204	198	69	74	58	70	79	90	50	76	78	71	63	64				
	14%	13%	16%	13%	13%	14%	14%	11%	13%	15%	13%	10%	15%	15%	14%	12%	12%				
Strongly disagree	(1) 529	132	123	146	128	48	35	49	35	43	46	53	49	44	36	36	55				
	9%	9%	8%	9%	8%	10%	7%	9%	6%	8%	9%	10%	9%	9%	7%	7%	11%				
Don't know	107	25	33	28	21	8	9	8	14	9	10	12	5	11	3	9	9				
	2%	2%	2%	2%	1%	2%	2%	1%	3%	2%	2%	2%	1%	2%	1%	2%	2%				
NET Agree	2863	730	733	716	683	216	254	280	283	281	210	239	256	221	228	231	224				
	46%	47%	48%	47%	44%	44%	48%	49%	49%	55%	42%	46%	49%	44%	45%	45%	43%				
NET Disagree	1369	321	362	350	326	117	109	105	104	122	136	102	124	123	108	89	119				
	22%	21%	24%	23%	21%	24%	20%	20%	20%	24%	23%	20%	24%	23%	21%	19%	23%				
Mean	3.32	3.34	3.34	3.29	3.30	3.27	3.38	3.36	3.42	3.39	3.22	3.29	3.32	3.26	3.31	3.37	3.23				
Std Dev.	1.16	1.15	1.18	1.16	1.13	1.19	1.13	1.15	1.13	1.21	1.20	1.13	1.19	1.16	1.11	1.13	1.16				
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05				

QC3_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Table 50

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	608	1608	1939	2613	1481	5488	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Strongly agree (5)	682	152	530	143	539	323	358	112	132	171	93	86	55	31	244	264	175	86	510	165
17%		12%	11%	16% ^{ab}	10%	11%	11%	14% ^{ab}	15% ^{ab}	15% ^{ab}	11% ^{ab}	11% ^{ab}	8%	5%	14% ^{ab}	15% ^{ab}	7%	8%	10%	17% ^{ab}
Slightly agree (4)	1477	326	1151	231	1246	727	747	211	222	276	205	233	132	108	523	493	473	240	1192	220
24%		26%	23%	29% ^{cd}	23%	24%	24%	31% ^{gh}	31% ^{gh}	25% ^{gh}	25% ^{gh}	21%	17%	17%	31% ^{opq}	25% ^{opq}	19%	17%	23%	29% ^{cd}
Neither agree nor disagree (3)	1890	408	1483	209	1681	879	1009	223	244	321	253	342	265	242	487	574	850	508	1600	268
37%		33%	30%	28%	31% ^{cd}	29%	32%	27%	28%	29%	30%	30%	20% ^{ef}	20% ^{ef}	28%	29%	29%	29% ^{cd}	31%	28%
Slightly disagree (2)	1085	198	887	119	967	523	559	131	128	163	144	212	155	131	259	327	409	257	936	139
18%		16%	18%	12%	18%	17%	18%	16%	15%	16%	17%	19%	21% ^h	21% ^h	15%	17%	20% ^{no}	21% ^h	18%	15%
Strongly disagree (1)	914	112	802	82	832	516	398	82	81	152	125	241	135	98	163	277	474	233	827	83
15%		9%	15% ^{ab}	10%	15% ^{ab}	14% ^{cd}	13%	10%	9%	14% ^h	12% ^{gh}	24% ^{lmn}	12% ^{gh}	8% ^{ab}	10%	14% ^h	15% ^{ab}	11% ^{ab}	15% ^{ab}	9%
Don't know	111	37	74	7	104	42	69	23	10	19	13	14	15	16	34	32	45	32	92	19
1%		3% ^{ab}	2%	1%	2%	1%	2%	3% ^{ab}	1%	2%	2%	1%	2%	3%	2%	2%	2%	2%	2%	2%
NET Agree	2159	476	1682	374	1785	1051	1104	363	405	447	297	321	187	140	767	744	848	327	1702	435
35%		37% ^{ab}	34%	29% ^{cd}	33%	36%	35%	24% ^{gh}	24% ^{gh}	27% ^{gh}	21% ^{gh}	24% ^{gh}	25%	22%	24% ^{opq}	24% ^{opq}	29%	24%	33%	37% ^{ab}
NET Disagree	1999	310	1689	199	1789	1039	958	213	209	335	269	453	291	229	427	604	973	520	1764	222
32%		25%	34% ^{ab}	25%	34% ^{cd}	35% ^{cd}	30%	26%	24%	35% ^h	32% ^{gh}	40% ^{lmn}	35% ^{gh}	37% ^{gh}	25%	31% ^h	39% ^{lmn}	37% ^{lmn}	34% ^h	23%
Mean	2.99	3.17%	2.94	3.30%	2.94	2.94	3.03%	3.22% ^{ab}	3.29% ^{ab}	3.12% ^{ab}	3.00% ^{ab}	2.75	2.75	2.74	3.26% ^{opq}	3.07% ^{opq}	2.75	2.75	2.93	3.32%
Std Dev.	1.22	1.14	1.23	1.23	1.21	1.24	1.19	1.18	1.18	1.25	1.22	1.23	1.16	1.08	1.18	1.24	1.18	1.13	1.21	1.19
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05

QC3_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Table 50

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Strongly agree (5)	682	168	208	145	161	376	306	489	183	48	77	159	163	165	399	50	585	156	488	38
	11%	15%ab	11%	10%	9%	12%a	10%	15%ab	8%	9%	10%	11%	10%	10%	10%	9%	11%	12%	11%	13%
Slightly agree (4)	1477	330	474	307	365	804	673	949	496	135	147	349	419	284	915	137	1254	284	1134	59
	24%	29%abcd	25%cd	22%	21%	26%cd	22%	28%ab	21%	26%cd	20%	23%	26%cd	26%cd	24%	26%	24%	22%	25%	21%
Neither agree nor disagree (3)	1899	330	555	410	585	885	1005	1029	836	150	255	454	466	315	1175	154	1573	407	1396	87
	31%	29%	29%	30%	35%abc	29%	31%abc	28%	33%cd	30%	30%	30%	29%	29%	31%	29%	30%	32%	30%	30%
Slightly disagree (2)	1085	164	338	288	295	502	583	618	456	82	127	289	292	180	709	88	938	203	839	44
	18%	14%	18%	18%	17%	16%	19%	17%	19%	16%	17%	19%	18%	16%	19%	17%	18%	16%	18%	15%
Strongly disagree (1)	914	125	304	205	274	430	483	527	377	88	115	228	215	155	557	93	748	208	663	43
	15%	11%	16%a	15%a	16%a	14%	16%	17%	16%	17%	16%	15%	14%	14%	15%	17%	14%	16%	14%	15%
Don't know	111	19	33	26	33	52	59	57	51	12	12	23	28	12	64	12	78	26	69	16
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	6%cd
NET Agree	2159	498	683	452	526	1181	979	1439	679	183	224	507	583	435	1314	197	1839	440	1622	98
	35%	44%abcd	37%cd	33%	31%	36%cd	31%	43%ab	28%	36%	31%	34%	35%	39%ab	34%	36%	34%	35%	35%	34%
NET Disagree	1999	289	642	496	570	932	1066	1145	832	170	242	516	507	335	1265	181	1686	411	1502	86
	32%	25%	34%a	32%a	32%ab	31%	34%a	31%	33%ab	33%	33%	34%	32%	30%	34%	34%	33%	32%	33%	30%
Mean	2.99	2.72abcd	2.97	2.92	2.91	2.87abc	2.91	2.93a	2.85	2.95	2.92	2.95	3.02	2.97	2.97	2.93	3.00	2.98	2.99	3.03
Std Dev.	1.22	1.20	1.23	1.21	1.19	1.23	1.20	1.25	1.18	1.23	1.20	1.21	1.20	1.25	1.20	1.23	1.21	1.24	1.21	1.26
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QC3_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Table 50

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Strongly agree	(5) 682	598	84	12	582	58	28	16	24	68	54	64	62	64	99	107	42	5	53
	11%	11%	10%	7%	11%	11%	9%	9%	10%	10%	11%	19%	11%	11%	12%	10%	8%	7%	12%
Slightly agree	(4) 1477	1266	211	48	1217	137	74	48	50	172	105	96	141	136	187	182	150	22	115
	24%	24%	24%	28%	24%	27%	25%	28%	20%	25%	21%	21%	26%	24%	23%	22%	28%	33%	26%
Neither agree nor disagree	(3) 1890	1642	249	45	1600	153	75	54	83	197	135	141	152	190	288	289	153	20	133
	31%	31%	29%	27%	31%	30%	28%	31%	33%	29%	27%	31%	28%	33%	31%	32%	29%	30%	29%
Slightly disagree	(2) 1085	910	174	31	902	93	62	28	43	133	104	70	96	97	133	137	88	10	83
	18%	17%	20%	18%	18%	21%	21%	16%	17%	20%	21%	16%	18%	17%	16%	16%	17%	14%	19%
Strongly disagree	(1) 914	790	124	28	773	70	50	21	42	92	97	68	83	78	90	135	83	10	60
	15%	15%	14%	17%	15%	14%	14%	12%	14%	14%	14%	15%	15%	14%	11%	16%	17%	15%	12%
Don't know	111	92	20	3	94	6	7	4	9	14	12	10	9	6	13	13	8	*	6
	2%	2%	2%	2%	2%	1%	3%	2%	3%	2%	2%	2%	2%	1%	2%	2%	2%	*	1%
NET Agree	2169	1894	295	60	1800	195	100	64	74	239	160	159	202	200	285	289	151	27	169
	35%	35%	34%	36%	35%	38%	34%	36%	29%	35%	31%	36%	37%	35%	34%	36%	40%	33%	33%
NET Disagree	1999	1700	298	59	1675	163	112	49	85	225	201	138	179	224	272	272	178	20	143
	32%	32%	35%	35%	32%	32%	34%	29%	34%	33%	30%	31%	33%	31%	28%	32%	33%	29%	32%
Mean	2.99	2.99	2.95	2.91	2.99	3.07	2.98	3.07	2.86	2.99	2.83	2.86	3.00	3.00	2.99	2.99	2.94	3.02	3.00
Std Dev.	1.22	1.22	1.20	1.21	1.22	1.21	1.23	1.16	1.21	1.19	1.27	1.26	1.24	1.19	1.16	1.25	1.20	1.17	1.21
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.06	0.07	0.07	0.06	0.06	0.06	0.07	0.06	0.09	0.04

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC3_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	199	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	406	211	112	2963	323	901	2816	
Strongly agree	(5)	682	362	145	495	278	362	21	77	145	9	51	315	222	83	73	22	638	93	382	220	35	29	11	692	41	233	449
		17%	15%	7%	14%	9%	15%	1%	13%	7%	4%	5%	16%	9%	7%	12%	9%	12%	11%	15%	10%	5%	8%	6%	12%	8%	19%	10%
Slightly agree	(4)	1477	650	470	917	737	650	43	170	470	53	213	480	671	159	123	40	1151	163	641	600	142	72	17	1241	88	457	1020
		34%	27%	22%	22%	23%	27%	27%	22%	22%	25%	20%	23%	23%	20%	21%	16%	23%	20%	23%	20%	14%	10%	9%	23%	17%	27%	22%
Neither agree nor disagree	(3)	1890	695	662	1074	1041	695	38	261	662	66	358	560	752	331	178	64	1312	240	729	714	280	105	51	1443	156	367	1523
		31%	29%	31%	31%	32%	29%	24%	31%	31%	34%	28%	30%	30%	26%	29%	29%	29%	28%	31%	31%	29%	29%	29%	29%	24%	24%	33%
Slightly disagree	(2)	1085	401	444	573	616	401	25	138	444	37	221	313	491	132	104	41	804	145	409	442	122	66	41	852	107	242	843
		16%	17%	20%	16%	19%	17%	15%	18%	21%	17%	21%	16%	18%	16%	16%	16%	18%	17%	16%	16%	16%	16%	17%	20%	16%	16%	16%
Strongly disagree	(1)	914	262	410	361	525	262	29	95	410	43	189	330	304	112	85	72	634	169	411	269	92	80	42	700	122	203	711
		19%	17%	18%	17%	16%	17%	15%	12%	19%	20%	18%	16%	12%	14%	16%	25%	14%	22%	16%	26%	13%	22%	24%	14%	22%	13%	15%
Don't know		111	42	32	61	51	42	20	32	5	18	18	47	13	15	8	65	22	33	39	11	5	16	72	21	18	93	
		2%	2%	1%	2%	2%	2%	3%	3%	1%	2%	2%	1%	2%	2%	2%	1%	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%
NET Agree	2159	1012	615	1412	1015	1012	64	247	615	62	264	796	893	212	193	61	1680	255	1023	820	177	101	26	1844	129	690	1470	
		35%	42%	28%	40%	31%	42%	40%	32%	29%	25%	35%	36%	26%	32%	25%	35%	31%	35%	36%	28%	28%	16%	38%	24%	49%	32%	26%
NET Disagree	1999	664	854	955	1145	664	53	233	854	80	410	643	794	244	200	113	1437	313	821	730	214	146	83	1551	229	445	1554	
		32%	26%	37%	27%	30%	33%	30%	39%	37%	39%	32%	32%	30%	34%	25%	34%	32%	31%	32%	31%	31%	31%	31%	29%	29%	31%	30%
Mean	2.99	3.19	2.76	3.17	3.08	3.19	3.02	2.99	2.76	2.75	2.73	3.07	3.01	2.86	2.96	2.57	3.03	2.83	3.07	3.01	2.73	2.48	3.04	2.65	3.18	2.92	3.03	
Std Dev	1.22	1.21	1.19	1.19	1.19	1.21	1.31	1.16	1.19	1.17	1.13	1.30	1.16	1.09	1.25	1.32	1.22	1.28	1.28	1.17	1.06	1.25	1.19	1.23	1.24	1.26	1.19	
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.10	0.04	0.03	0.08	0.03	0.03	0.02	0.04	0.05	0.08	0.02	0.05	0.02	0.02	0.04	0.07	0.10	0.02	0.06	0.03	0.02	

QC3_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Strongly agree (9)	602	34	647	1	201	448	33	656	10	9	6	677	-
	11%	10%	11%	2%	12%	11%	11%	11%	8%	17%	8%	11%	-
Slightly agree (4)	1477	83	1382	13	368	1018	91	1421	29	12	13	1462	2
	24%	25%	24%	31%	22%	24%	29%	24%	25%	21%	20%	24%	9%
Neither agree nor disagree (3)	1890	108	1770	13	511	1282	97	1793	41	15	26	1849	15
	31%	32%	31%	31%	31%	31%	31%	30%	35%	27%	40%	30%	68%
Slightly disagree (2)	1085	47	1034	4	308	735	44	1036	21	14	12	1072	1
	18%	14%	18%	11%	18%	18%	14%	18%	18%	25%	19%	18%	4%
Strongly disagree (1)	914	57	848	9	254	623	37	891	14	4	3	905	2
	15%	17%	15%	23%	15%	15%	12%	15%	12%	7%	4%	15%	8%
Don't know	111	8	102	1	35	67	9	99	2	2	6	103	2
	2%	2%	2%	3%	2%	2%	3%	2%	2%	4%	3%	2%	10%
NET Agree	2159	117	2029	13	569	1466	125	2079	39	21	19	2139	2
	35%	35%	35%	33%	34%	35%	40%	35%	33%	37%	28%	35%	9%
NET Disagree	1999	103	1882	14	650	1358	80	1928	35	18	15	1981	3
	32%	31%	32%	33%	35%	33%	26%	33%	30%	32%	23%	33%	13%
Mean	2.99	2.97	2.99	2.77	2.97	2.98	3.14	2.99	2.99	3.16	3.11	2.99	2.87
Std Dev.	1.22	1.23	1.22	1.19	1.23	1.21	1.16	1.22	1.13	1.21	0.99	1.22	0.72
Std Error	0.02	0.06	0.02	0.17	0.03	0.02	0.07	0.02	0.11	0.16	0.13	0.02	0.18

QC3_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Table 50

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Strongly agree	(5) 682	170	193	152	167	53	57	60	61	72	60	34	51	67	48	65	54				
	17%	11%	13%	10%	11%	11%	11%	11%A	11%A	14%A	12%A	7%	10%	12%A	10%	12%A	10%				
Slightly agree	(4) 1477	397	335	389	355	127	135	135	123	112	101	140	132	117	123	119	113				
	24%	26%	22%	25%	23%	20%	20%	20%	23%	22%	20%	27%B	23%	22%	24%	23%	22%				
Neither agree nor disagree	(3) 1890	511	452	468	459	147	199	165	170	143	139	177	153	139	165	155	139				
	31%	33%	29%	30%	30%	30%	37%L	31%	32%	28%	28%	34%B	30%	28%	33%	30%	27%				
Slightly disagree	(2) 1085	239	291	279	277	73	78	78	92	107	107	84	92	102	86	88	100				
	18%	15%	21%A	18%	18%	15%	15%	17%	17%	18%	27%L	16%	16%	20%	18%	17%	19%				
Strongly disagree	(1) 914	208	227	225	255	83	55	70	70	76	81	70	82	72	76	75	104				
	15%	13%	15%	17%	17%	17%L	10%	13%	13%	15%	16%L	14%	16%L	14%	15%	15%	20%L				
Don't know	111	25	37	26	23	8	9	9	16	12	8	12	9	5	2	10	11				
	2%	2%	2%	2%	2%	2%	2%	2%	3%L	2%L	2%	2%	2%	1%	1%	2%	2%				
NET Agree	2159	567	529	541	523	180	191	195	184	184	161	174	182	184	171	184	167				
	35%	37%	34%	35%	34%	37%	36%	37%	35%	36%	32%	34%	35%	37%	34%	36%	32%				
NET Disagree	1999	447	517	503	531	156	133	158	162	186	182	155	174	175	164	164	204				
	32%	29%	34%A	33%	35%A	32%	25%	30%	30%	37%L	37%L	30%	34%L	35%L	33%L	32%	33%L				
Mean	2.99	3.05d	2.99	2.98	2.94	2.99	3.11p	3.05p	3.02	3.03	2.90	2.97	2.96	3.01	2.98	3.02	2.83				
Std Dev.	1.22	1.19	1.24	1.20	1.24	1.24	1.12	1.20	1.20	1.27	1.26	1.13	1.22	1.25	1.19	1.24	1.28				
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.06	0.06	0.05	0.05	0.06	0.05	0.06	0.06				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	809	1808	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	3371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I prefer to send emails rather than letters whenever possible	4320	864	3456	572	3748	2125	2185	643	670	818	620	752	456	361	1313	1438	1569	817	3566	713
	70%	70%	70%	72%	70%	71%	70%	78% _{kin}	77% _{kin}	72% _{kin}	74% _{kin}	67% _{kin}	60%	58%	78% _{app}	74% _{app}	62%	59%	69%	76% _r
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3899	768	3130	552	3347	1838	2053	482	535	738	531	737	479	396	1017	1269	1612	875	3298	565
	63%	62%	64%	76% _d	62%	61%	68% _d	59%	62%	68% _d	64%	68% _d	63%	63%	60%	65% _{kin}	64% _{kin}	63%	64%	60%
I only use post if there is no alternative	3089	674	2395	375	2694	1513	1549	464	472	627	469	465	336	237	936	1094	1039	573	2498	545
	50%	56% _s	49%	48%	50%	50%	49%	56% _{kin}	54% _{kin}	58% _{kin}	56% _{kin}	41%	44%	38%	65% _{app}	66% _{app}	41%	41%	46%	55% _r
I would feel cut off from society if I couldn't send or receive post	3462	660	2802	474	2987	1632	1824	350	403	578	451	728	494	456	753	1030	1678	950	2994	425
	56%	54%	57%	60%	56%	54%	58% _s	43%	46%	52% _{app}	54% _{app}	64% _{app}	64% _{app}	73% _{app}	45%	55% _{kin}	61% _{kin}	69% _{kin}	65% _s	45%
I only use post to send greetings cards	2520	490	2030	336	2184	1140	1378	295	368	451	404	431	307	266	661	855	1004	573	2146	357
	41%	40%	41%	43%	41%	38%	44% _s	36%	42% _s	40%	48% _{app}	38%	40%	42%	39%	44% _{app}	40%	47%	42%	36%
I send fewer letters by post now due to the cost	3816	636	3180	520	3296	1713	2097	460	491	632	530	731	529	443	951	1162	1703	972	3286	499
	62%	62%	60% _s	66%	61%	57%	61% _s	56%	57%	56%	64% _{app}	65% _{app}	70% _{app}	71% _{app}	56%	59%	63% _{kin}	62% _{kin}	64% _s	53%
There are some things that I will always need to send by post	5038	1024	4014	609	4379	2409	2622	587	627	921	681	913	673	598	1214	1502	2242	1213	4284	706
	82%	83%	81%	83%	82%	80%	83% _s	71%	72%	68% _{app}	62% _{app}	67% _{app}	65% _{app}	64% _{app}	72%	61% _{kin}	69% _{kin}	91% _{kin}	82% _s	79%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2863	567	2296	429	2434	1365	1493	467	447	529	400	498	332	232	914	929	1020	564	2308	527
	46%	46%	47%	54% _d	45%	45%	48%	57% _{app}	52% _{kin}	47% _{kin}	48% _{kin}	46%	44%	37%	54% _{app}	49% _{app}	47%	47%	46%	47% _r
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2159	478	1682	374	1785	1051	1104	363	405	447	297	321	187	140	767	744	648	327	1702	435
	35%	35% _s	34%	41% _d	33%	35%	35%	44% _{kin}	47% _{app}	46% _{kin}	50% _{kin}	50% _{kin}	25%	22%	46% _{app}	50% _{app}	26%	24%	33%	46% _r

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Table 51

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2/DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3038	828	2713	179
I prefer to send emails rather than letters whenever possible	4320	856	1399	947	1117	2255	2064	2736	1528	326	449	1052	1147	874	2649	333	3683	861	3279	180
70%		42% d	43% d	68%	69%	42% f		43% h	63%	61%	42% k	42% l	42% m	49% n	62%	41% p	67%	41% q	43% r	63%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3899	757	1181	886	1074	1937	1960	2344	1499	326	459	975	1007	704	2441	336	3301	843	2889	167
63%		43% b	62%	64%	62%	64%	63%	64%	63%	63%	63%	65%	64%	64%	64%	63%	64%	66%	63%	58%
I only use post if there is no alternative	3069	579	965	679	845	1544	1524	1969	1051	239	350	764	774	596	1889	253	2608	652	2288	129
50%		51%	50%	49%	49%	51%	49%	44% h	44%	46%	48%	51%	49%	54% m	49%	47%	50%	51%	50%	45%
I would feel cut off from society if I couldn't send or receive post	3462	640	1035	792	994	1675	1785	1942	1472	304	442	871	874	560	2187	311	2880	724	2576	162
56%		58%	54%	57%	58%	57%	57%	54% h	54% h	57% m	57% m	57% m	55%	51%	57% n	58%	56%	56%	56%	56%
I only use post to send greetings cards	2820	481	801	534	704	1282	1237	1531	947	197	295	600	656	478	1550	204	2119	504	1919	96
41%		42%	42%	39%	41%	42%	40%	42%	40%	38%	40%	40%	41%	43%	41%	38%	41%	39%	42% r	33%
I send fewer letters by post now due to the cost	3816	657	1218	852	1088	1875	1940	2211	1543	322	482	952	941	664	2374	338	3183	790	2858	162
62%		58%	44% b	62%	43% d	61%	62%	60%	54% h	63%	48% k	59%	59%	60%	62%	63%	62%	62%	62%	56%
There are some things that I will always need to send by post	5038	952	1569	1131	1384	2621	2515	2955	2014	399	614	1229	1330	872	3172	415	4256	1044	3776	218
82%		84%	82%	82%	80%	83%	81%	81%	84% h	77%	84% k	82%	84% m	79%	82% n	78%	82% p	81%	82% r	76%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2863	603	924	550	785	1527	1335	1808	1001	220	319	736	724	541	1778	225	2432	608	2123	132
46%		43% d	49% d	40%	45% f	40% f	43%	49% h	42%	43%	43%	49% k	46%	49%	47%	42%	47%	47%	46%	46%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2119	458	683	452	526	1181	979	1439	679	183	224	507	583	439	1314	187	1839	440	1622	98
35%		44% d	38% d	33%	38% f	31%	31%	39% h	28%	36%	31%	34%	37% k	40% m	34%	35%	36%	34%	35%	34%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
I prefer to send emails rather than letters whenever possible	4320	3714	606	116	3624	375	201	120	164	447	370	326	376	415	587	598	342	41	336	
	70%	70%	70%	70%	70%	73%	68%	71%	65%	66%	73%ab	72%ab	69%	72%ab	72%ab	71%	65%	61%	74%ab	
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3899	3340	559	119	3268	342	186	102	153	417	318	322	351	371	484	522	330	52	290	
	63%	63%	65%	71%a	63%	68%ab	63%	60%	61%	62%	63%	72%ab/percent	65%	65%	60%	62%	63%	78%ab/percent	64%	
I only use post if there is no alternative	3068	2668	401	69	2598	239	136	96	114	317	277	220	255	292	468	411	244	21	219	
	50%	59%a	46%	41%	50%	46%	46%	87%def	48%g	47%g	65%hi/ijg	49%g	47%g	51%g	66%hi/klppqr	49%g	48%g	31%	49%g	
I would feel cut off from society if I couldn't send or receive post	3462	2948	513	98	2888	314	159	101	150	402	279	245	318	353	383	460	297	48	266	
	56%	58%	60%	59%	56%	61%def	54%	59%	60%a	60%a	63%a	55%	60%a	63%a	57%	60%a	62%a	72%hi/klpp	67%a	
I only use post to send greetings cards	2820	2170	350	62	2138	202	105	74	93	255	221	191	214	257	354	351	202	21	181	
	47%	41%	47%	37%	47%a	39%	36%	44%a	37%	38%	43%	43%	39%	46%a	44%	42%	38%	32%	40%	
I send fewer letters by post now due to the cost	3816	3220	596	109	3215	308	179	115	144	411	321	303	342	384	426	548	334	41	267	
	62%	61%	63%a	65%	62%	59%	61%	65%def	59%	61%a	63%a	63%a	63%a	63%a	63%a	63%a	63%a	61%	59%	
There are some things that I will always need to send by post	5038	4297	741	144	4241	418	234	146	198	534	432	381	453	471	621	716	437	58	300	
	82%	81%	86%a	86%	82%	81%	79%	86%def	78%	79%	85%hnn	89%Ann	83%a	82%	77%	85%hnn	83%	86%	80%	
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2863	2501	362	69	2407	243	138	74	101	313	231	210	270	265	382	409	227	35	208	
	46%	47%a	42%	41%	46%	47%	47%	43%	40%	46%	45%	47%	50%a	46%	47%	49%a	43%	53%	46%	
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2118	1864	295	60	1800	195	100	64	74	239	100	159	202	200	285	288	191	27	169	
	35%	35%	34%	36%	35%	35%	34%	38%	29%	35%	31%	36%	37%a	35%	35%	34%	36%	40%	37%a	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1319	1429	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2891	503	1582	1381	408	211	112	2963	323	901	2816
I prefer to send emails rather than letters whenever possible	4320	1734	1456	2457	2179	1734	101	503	1456	133	638	1286	1785	541	493	219	3051	711	1805	1882	383	228	121	3486	363	1074	3246
70%	72% <i>abd</i>	67%	70%	70%	67%	72% <i>a</i>	63%	66%	67%	63%	61%	63%	72% <i>abp</i>	69%	62% <i>abmp</i>	65% <i>abmp</i>	68% <i>ab</i>	68% <i>abmp</i>	69% <i>ab</i>	72% <i>ab</i>	61%	76% <i>ab</i>	68%	71% <i>a</i>	72% <i>a</i>	71%	70%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3899	1576	1406	2232	2062	1576	93	588	1406	139	690	1396	1624	404	347	129	3009	476	1755	1465	341	237	84	3220	321	996	2902
63%	65%	62%	64%	63%	63%	65%	63%	62%	65%	65%	66%	69% <i>ammpq</i>	65% <i>ammp</i>	51%	69% <i>am</i>	52%	67% <i>ammpq</i>	67% <i>am</i>	67% <i>am</i>	64% <i>am</i>	50%	69% <i>am</i>	47%	69% <i>am</i>	65% <i>am</i>	98%	63%
I only use post if there is no alternative	3069	1239	1013	1737	1510	1239	66	333	1013	101	448	799	1274	418	377	187	2073	554	1206	1200	328	211	112	2406	323	836	2233
50%	51% <i>abd</i>	47%	50%	50% <i>ab</i>	46%	51% <i>ab</i>	41%	44%	47%	47%	43%	40%	51% <i>abp</i>	35% <i>abp</i>	35% <i>abmp</i>	35% <i>abmp</i>	44% <i>ab</i>	44% <i>abmp</i>	46%	42% <i>ab</i>	46%	43% <i>ab</i>	43% <i>ab</i>	49%	43% <i>ab</i>	42% <i>ab</i>	48%
I would feel cut off from society if I couldn't send or receive post	3462	1400	1339	2004	1943	1400	96	477	1552	1417	694	1552	1417	275	162	44	2968	206	1751	1212	280	140	68	2963	208	315	2546
56%	58%	62% <i>ab</i>	57%	60%	60%	58%	60%	62%	62%	62%	66%	67% <i>ammpq</i>	67% <i>ammpq</i>	34% <i>amq</i>	23% <i>a</i>	18%	66% <i>ammp</i>	25%	67% <i>ammp</i>	62% <i>am</i>	47%	39%	38%	69% <i>ammp</i>	39%	60% <i>a</i>	55%
I only use post to send greetings cards	2520	1016	916	1471	1371	1016	49	320	916	95	434	804	1087	297	241	76	1891	317	952	1016	252	192	92	1969	284	753	1766
41%	42%	42%	42%	42%	42%	42% <i>a</i>	30%	32% <i>a</i>	42%	45%	41%	42% <i>a</i>	44% <i>ammpq</i>	37%	41% <i>a</i>	31%	42% <i>am</i>	38%	37%	44% <i>am</i>	37%	37%	37%	44% <i>am</i>	37%	40% <i>a</i>	38%
I send fewer letters by post now due to the cost	3816	1318	1171	1972	2224	1318	81	443	1245	1204	454	1571	1904	454	354	140	2853	484	1623	1459	391	231	94	3092	325	1199	2650
62%	55%	73% <i>abd</i>	56%	65% <i>ab</i>	62% <i>ab</i>	55%	51%	58%	62% <i>am</i>	63% <i>am</i>	72%	62% <i>am</i>	63% <i>am</i>	57%	61%	57%	63% <i>am</i>	60%	62%	63% <i>am</i>	57%	64% <i>am</i>	53%	63% <i>am</i>	61%	57% <i>a</i>	57%
There are some things that I will always need to send by post	5038	2008	1865	2898	2755	2008	121	653	1865	180	931	1865	2091	542	450	127	3956	527	2324	1864	461	265	105	4188	370	1208	3831
82%	83%	80% <i>ab</i>	83%	85%	82% <i>a</i>	82% <i>a</i>	75%	86%	86%	86%	89%	82% <i>ammpq</i>	84% <i>ammpq</i>	69% <i>am</i>	69% <i>a</i>	51%	88% <i>ammpq</i>	64% <i>a</i>	89% <i>ammp</i>	81% <i>am</i>	68%	74% <i>am</i>	59%	88% <i>ammp</i>	69%	79%	83% <i>a</i>
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2863	1199	959	1723	1482	1199	73	328	1040	1186	437	1040	1186	281	257	92	2226	350	1331	1108	242	135	37	2439	172	845	2018
46%	60% <i>abd</i>	44%	49% <i>abd</i>	46%	46%	60% <i>ab</i>	45%	43%	44%	40%	42%	62% <i>ammpq</i>	49% <i>am</i>	35%	44% <i>am</i>	37%	49% <i>ammpq</i>	42% <i>am</i>	61% <i>am</i>	49% <i>am</i>	35% <i>am</i>	35% <i>am</i>	27%	60% <i>am</i>	32% <i>am</i>	60% <i>a</i>	43%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2169	1012	615	1412	1015	1012	64	247	615	62	264	796	893	212	193	61	1689	255	1023	820	177	101	28	1844	129	690	1470
35%	42% <i>abd</i>	28%	40% <i>abd</i>	31%	31%	42% <i>ab</i>	40%	32%	28%	29%	25%	39% <i>ammpq</i>	36% <i>am</i>	26%	32% <i>am</i>	25%	39% <i>am</i>	31%	39% <i>am</i>	39% <i>am</i>	26% <i>am</i>	26% <i>am</i>	16%	39% <i>am</i>	24%	49% <i>a</i>	32%

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I prefer to send emails rather than letters whenever possible	4320 70%	198 55%	4066 71%ab	27 65%	1116 67%	2907 72%a	207 66%	4320 70%a	69 43%	21 36%	13 20%	4299 71%ab	7 33%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3899 63%	226 67%	3650 63%	23 56%	1081 64%	2640 63%	178 57%	3760 64%	67 57%	30 52%	36 54%	3856 64%	7 32%
I only use post if there is no alternative	3069 50%	173 57%	2874 50%	22 54%	764 47%	2118 50%a	167 54%	2972 49%a	40 34%	25 44%	26 39%	3037 49%ab	7 30%
I would feel cut off from society if I couldn't send or receive post	3462 56%	213 63%ab	3226 56%	23 56%	1037 62%a	2299 54%	156 50%	3312 56%	67 57%	29 51%	48 73%ab	3408 56%	6 26%
I only use post to send greetings cards	2520 47%	142 42%	2361 41%	16 40%	635 38%	1733 42%a	152 47%ab	2421 41%	47 40%	16 28%	29 44%	2484 41%	6 26%
I send fewer letters by post now due to the cost	3816 62%	218 65%	3573 62%	25 60%	1110 67%a	2515 60%	184 59%	3676 62%	67 57%	28 49%	39 54%	3771 62%	10 44%
There are some things that I will always need to send by post	5038 82%	273 87%	4733 82%	32 78%	1303 81%a	3453 83%a	222 71%	4855 82%a	74 63%	40 70%	62 84%ab	4970 82%a	7 30%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2863 46%	160 48%	2685 46%	18 43%	753 45%	1971 47%	139 45%	2770 47%a	48 41%	21 37%	20 30%	2839 48%a	4 16%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2169 35%	117 35%	2029 35%	13 33%	569 34%	1466 35%	125 40%	2079 35%	39 33%	21 37%	19 28%	2139 35%	2 9%

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghijkl
* small base, ** very small base (under 30) - ineligible for sig testing

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Table 51

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
I prefer to send emails rather than letters whenever possible	4320	1091	1059	1072	1098	346	364	381	361	370	328	372	349	351	349	369	380				
70%	70%	70%	69%	70%	72%	71%	68%	72%	68%	73%	66%	72%	67%	70%	69%	72%	73%				
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3899	984	966	972	978	309	331	344	348	321	297	316	337	319	281	353	343				
63%	63%	63%	63%	63%	64%	63%	62%	65% ^u	65% ^u	63%	60%	61%	65% ^u	64%	56%	65% ^u	65% ^u				
I only use post if there is no alternative	3069	798	748	758	766	265	263	270	262	254	233	260	268	230	257	261	248				
50%	51%	49%	49%	50%	50%	54% ^u	49%	51%	49%	50%	47%	50%	52%	46%	51%	51%	48%				
I would feel cut off from society if I couldn't send or receive post	3462	862	908	873	819	266	311	284	335	288	285	279	316	278	254	307	258				
56%	56%	59% ^u	57%	53%	54%	54%	58% ^u	54%	63% ^u	57%	58% ^u	54%	61% ^u	55%	51%	60% ^u	50%				
I only use post to send greetings cards	2520	665	620	627	608	219	214	232	219	192	208	195	226	206	208	199	201				
47%	43%	40%	41%	40%	45%	45%	40%	44%	41%	38%	42%	38%	44%	41%	41%	39%	39%				
I send fewer letters by post now due to the cost	3816	952	971	920	974	297	311	344	326	319	326	285	328	307	303	327	344				
62%	61%	63%	60%	63%	61%	58%	58%	69% ^u	61%	63% ^u	66% ^u	55%	63% ^u	61%	60%	64% ^u	66% ^u				
There are some things that I will always need to send by post	5038	1270	1248	1285	1235	378	443	449	436	420	393	434	436	413	394	426	415				
82%	82%	81%	84%	80%	77%	83%	83%	85% ^u	82%	83%	79%	84% ^u	85% ^u	82%	78%	83%	80%				
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2863	730	733	716	683	216	254	260	263	261	210	239	256	221	228	231	224				
46%	47%	48%	47%	44%	44%	48%	48%	49%	49%	51% ^u	42%	46%	49%	44%	45%	45%	43%				
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2169	567	529	541	523	180	191	195	184	184	161	174	182	184	171	184	167				
35%	37%	34%	35%	34%	37%	37%	36%	37%	35%	36%	32%	34%	35%	37%	34%	36%	32%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5333	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I prefer to send emails rather than letters whenever possible	787	228	560	97	690	354	433	60	77	122	87	154	144	144	137	208	442	288	716	69
	12%	11% s	11%	12%	13%	12%	14%	7%	9%	11% g	10%	14% gh	19% ghjkl	23% ghjklm	8%	11% n	16% no	21% noq	14% r	7%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1082	299	823	123	959	555	525	183	143	195	144	168	138	111	326	340	417	249	913	162
	16%	21% s	17%	16%	18%	18%	17%	22% gh	16%	17%	17%	15%	18%	18%	19%	17%	17%	18%	18%	17%
I only use post if there is no alternative	1813	377	1436	236	1577	884	928	168	192	287	213	422	279	262	359	500	954	532	1586	205
	29%	31%	29%	30%	29%	29%	30%	20%	22%	29% g	26%	37% ghjkl	37% ghjkl	40% ghjkl	21%	32% n	33% no	33% no	31% s	22%
I would feel cut off from society if I couldn't send or receive post	1418	349	1069	170	1248	715	699	284	275	265	210	199	125	61	559	475	384	186	1138	274
	23%	29% s	22%	21%	23%	24%	22%	35% ghjklm	32% ghjklm	29% ghjklm	29% ghjklm	19% klm	19% klm	10%	33% opq	24% opq	15%	13%	22%	25% r
I only use post to send greetings cards	2577	583	1994	336	2241	1298	1272	396	332	463	313	523	340	250	688	776	1113	591	2162	388
	42%	33% s	40%	43%	42%	43%	47%	43%	38%	41%	38%	48% ghjkl	43% ghjkl	40%	41%	40%	44% no	43%	42%	49%
I send fewer letters by post now due to the cost	1141	370	771	153	989	632	509	168	191	245	144	193	111	90	359	389	393	200	922	210
	19%	30% s	16%	19%	18%	21% f	16%	20% ghm	22% ghm	22% ghm	17%	17%	15%	14%	21% opq	20% opq	16%	14%	18%	22% r
There are some things that I will always need to send by post	476	102	368	66	404	258	212	113	117	83	59	54	31	13	231	142	98	44	359	102
	8%	8%	7%	8%	8%	9% f	7%	14% ghjklm	14% ghjklm	7% klm	7% klm	8% klm	4%	2%	14% opqrs	7% opqrs	4%	3%	7%	11% r
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1369	252	1117	174	1195	717	649	167	167	241	188	209	179	128	334	429	605	306	1183	178
	22%	20%	23%	22%	22%	24% f	21%	20%	19%	21%	23%	20% ghjklm	24%	20%	20%	22%	24% no	22%	23% s	19%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1999	310	1689	199	1799	1039	958	213	209	335	289	453	291	229	422	604	973	520	1764	222
	32%	25%	24% s	25%	24% s	25% s	30%	21% gh	24%	30% gh	32% ghjkl	40% ghjkl	30% ghjkl	31% ghjkl	25%	31% n	30% no	31% no	36% s	23%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disagree Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
I prefer to send emails rather than letters whenever possible	787 13%	134 12%	200 10%	202 12% 15% 15% 15%	252 15%	333 17%	454 16%	371 10%	408 12%	90 11% 11% 11% 11%	139 19%	190 13%	186 10%	105 10%	495 13% 13% 13% 13%	67 10% 10% 10% 10%	645 12%	202 5%	546 12%	39 13%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1082 18%	192 17%	364 19%	230 17%	296 17%	556 18%	526 17%	630 17%	438 18%	77 15%	138 19%	260 17%	260 16%	213 19%	658 17%	79 15%	919 18%	230 18%	814 18%	38 13%
I only use post if there is no alternative	1813 29%	328 29%	547 29%	421 30%	516 30%	875 29%	937 30%	945 26%	848 35% 35% 35% 35%	162 31%	226 31%	444 30%	470 30%	282 26%	1141 30% 30% 30% 30%	166 31%	1503 29%	366 29%	1359 30%	87 30%
I would feel cut off from society if I couldn't send or receive post	1418 23%	303 27% 27% 27% 27%	459 24% 24% 24% 24%	280 20%	374 22%	762 25% 25% 25% 25%	654 21%	903 21%	485 21%	107 21%	160 22%	335 22%	338 21%	324 21% 21% 21% 21%	833 22%	109 20%	1229 24%	301 23%	1060 23%	57 20%
I only use post to send greetings cards	2877 42%	477 42%	815 43%	589 43%	695 40%	1282 42%	1283 41%	1513 41%	1036 43%	210 41%	291 40%	634 42%	692 44%	462 42%	1617 42%	217 41%	2206 43%	549 43%	1902 41%	126 44%
I send fewer letters by post now due to the cost	1141 19%	262 23% 23% 23% 23%	344 18%	246 19%	289 17%	606 20% 20% 20% 20%	535 17%	718 17%	409 17%	89 17%	118 16%	250 17%	328 20% 20% 20% 20%	216 19%	697 19%	91 17%	982 19%	250 20%	828 18%	63 22%
There are some things that I will always need to send by post	470 8%	82 7%	158 8%	97 7%	133 8%	240 8%	230 7%	315 6%	150 6%	44 9%	51 7%	112 7%	106 7%	113 7% 7% 7% 7%	269 7%	44 8%	367 8%	91 7%	362 8%	17 6%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1369 22%	238 21%	420 22%	338 24%	373 22%	659 22%	710 23%	771 21%	577 24% 24% 24% 24%	132 26%	154 21%	336 22%	354 22%	235 21%	845 22%	137 26%	1135 22%	284 22%	1020 22%	65 22%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1999 32%	288 25%	642 34% 34% 34% 34%	495 35% 35% 35% 35%	570 31% 31% 31% 31%	932 31%	1062 31%	1145 31%	632 33% 33% 33% 33%	170 33%	242 33%	516 34%	507 32%	335 30%	1265 33%	181 34%	1686 33%	411 32%	1502 33%	88 30%

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Table 52

Base : All participants

	Total	Rurality			Nation				Region													
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975			
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450			
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432			
I prefer to send emails rather than letters whenever possible	787 13%	667 13%	120 14%	29 17%	648 13%	67 13%	51 13%	22 13%	42 17%	86 13%	62 12%	54 12%	71 13%	61 11%	65 8%	116 14%	91 11%	13 13%	54 12%			
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1082 18%	942 18%	140 16%	22 13%	904 17%	87 17%	54 18%	38 22%	50 20%	122 18%	102 20%	61 14%	102 19%	80 14%	131 16%	170 20%	85 16%	6 9%	81 18%			
I only use post if there is no alternative	1813 29%	1531 29%	281 33%	66 40%	1510 29%	168 32%	91 31%	44 26%	98 39%	218 32%	136 27%	124 28%	186 34%	170 30%	155 19%	229 27%	194 30%	38 57%	130 29%			
I would feel cut off from society if I couldn't send or receive post	1418 23%	1237 23%	181 21%	25 15%	1199 23%	106 21%	74 25%	38 22%	62 25%	142 21%	113 22%	103 23%	122 23%	125 22%	202 25%	212 25%	118 22%	14 21%	92 20%			
I only use post to send greetings cards	2877 42%	2209 42%	368 43%	67 40%	2150 42%	223 43%	135 46%	69 41%	122 49%	302 43%	198 39%	177 40%	241 44%	213 37%	310 38%	347 41%	239 40%	34 50%	189 42%			
I send fewer letters by post now due to the cost	1141 19%	968 19%	154 18%	26 15%	969 19%	87 17%	62 21%	24 14%	51 20%	138 20%	99 20%	67 19%	111 20%	92 16%	195 20%	125 15%	91 17%	9 13%	78 17%			
There are some things that I will always need to send by post	470 8%	412 8%	59 7%	11 7%	391 8%	39 7%	33 11%	8 5%	32 13%	55 8%	24 5%	32 7%	30 6%	77 10%	61 7%	39 7%	4 6%	35 8%	78 17%			
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1369 22%	1154 22%	214 26%	43 26%	1139 22%	113 22%	81 28%	36 21%	57 23%	135 20%	133 26%	94 21%	136 25%	115 20%	179 22%	185 22%	106 20%	15 22%	98 22%			
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1999 32%	1700 32%	298 36%	59 35%	1675 32%	163 32%	112 39%	49 29%	85 34%	225 33%	201 40%	138 31%	179 33%	176 31%	224 28%	272 32%	176 33%	20 29%	143 32%			

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disagree Summary

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1318	1429	2075	1964	1318	109	536	1429	101	519	1471	1918	508	351	152	2891	503	1582	1308	408	211	112	2963	323	901	2816	
I prefer to send emails rather than letters whenever possible	787	311	306	459	445	311	33	146	306	38	164	369	281	69	52	11	650	63	364	251	94	38	35	614	73	197	590	
13%		13%	14%	13%	14%	13%	21% use	19% use	14%	18%	19% use	16% all/most	11% all/most	9%	8%	4%	14% all/most	8%	14% use	11%	14%	17%	39% use	13%	14%	13%	19%	
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1082	383	392	567	576	383	23	147	392	34	180	321	388	151	139	80	709	219	449	379	134	63	56	628	119	243	839	
16%		16%	18%	16%	18%	16%	15%	19%	16%	16%	17%	16%	16%	19%	24% all/most	31% all/most	16%	20% all/most	17%	16%	20%	16%	32% all/most	17%	22% all/most	16%	18%	
I only use post if there is no alternative	1813	716	704	1051	1040	716	64	291	704	68	393	861	685	147	97	22	1546	119	942	617	139	75	37	1558	111	378	1435	
29%		30%	33%	30%	32%	30%	24% use	24% use	30%	32%	32% use	42% all/most	25% all/most	14%	14%	9%	24% all/most	14%	34% all/most	24% all/most	20%	21%	21%	24% all/most	21%	25%	21% use	
I would feel cut off from society if I couldn't send or receive post	1418	543	426	757	640	543	37	166	426	31	173	244	517	239	250	183	761	413	445	569	192	133	71	1014	204	300	1118	
23%		22% all/most	20%	22%	20%	22%	23%	22%	20%	19%	17%	12%	21% all/most	16% all/most	42% all/most	66% all/most	17% all/most	56% all/most	17%	22% all/most	22% all/most	37% all/most	46% all/most	21% all/most	38% all/most	20%	24% all/most	
I only use post to send greetings cards	2577	996	937	1409	1350	996	80	331	937	75	457	952	955	273	253	137	1908	390	1269	883	226	127	60	2153	186	479	2099	
42%		41%	43%	40%	42%	41%	50%	43%	43%	35%	44%	32% all/most	38%	34%	23% all/most	33% all/most	42% all/most	34% all/most	38%	38%	33%	35%	34%	24% all/most	35%	31%	45% all/most	
I send fewer letters by post now due to the cost	1141	585	282	721	479	585	47	179	282	17	135	431	408	125	122	52	839	174	518	401	91	79	49	399	128	163	379	
19%		34% all/most	13%	22% all/most	15%	24%	26%	23%	13%	8%	13%	21% all/most	16%	16%	21% all/most	21%	19%	21% all/most	20% all/most	17%	13%	22% all/most	38% all/most	19% all/most	24% all/most	17%	21% all/most	
There are some things that I will always need to send by post	470	175	117	244	186	175	18	44	117	11	46	60	157	85	89	75	217	104	112	185	79	62	36	207	88	128	342	
8%		7% all/most	5%	7%	6%	7%	17%	6%	5%	5%	4%	3%	8% all/most	14% all/most	16% all/most	31% all/most	9% all/most	26% all/most	4%	6% all/most	12% all/most	14% all/most	29% all/most	6% all/most	16% all/most	8%	7%	
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1369	504	496	737	729	504	44	189	496	50	240	456	523	174	131	81	979	212	564	500	138	94	63	1064	158	298	1071	
22%		21%	23%	21%	22%	21%	24%	28%	23%	23%	23%	23%	21%	22%	22%	33% all/most	22%	29% all/most	22%	22%	20%	26%	36% all/most	22%	29% all/most	20%	23% all/most	
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1999	664	854	955	1145	664	53	233	854	80	410	643	794	244	200	113	1437	326	821	730	214	146	83	1551	229	445	1554	
32%		28%	38% all/most	27%	35% all/most	28%	33%	30%	39%	37%	39%	32%	32%	30%	34%	46% all/most	32%	38% all/most	31%	32%	31%	41% all/most	47% all/most	32%	43% all/most	29%	35% all/most	

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disagree Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I prefer to send emails rather than letters whenever possible	787 17%	70 21%	709 12%	8 20%	221 15% ^{ab}	488 12%	29 9%	666 17%	43 41%	22 35%	49 74%	736 12%	3 15%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1082 19%	56 17%	1018 18%	8 19%	288 17%	740 18%	54 17%	1014 17%	30 23%	17 35%	20 30%	1061 17%	2 7%
I only use post if there is no alternative	1813 29%	106 32%	1695 29%	11 28%	523 31%	1228 30%	62 20%	1715 29%	42 36%	21 37%	31 47%	1778 29%	3 15%
I would feel cut off from society if I couldn't send or receive post	1418 23%	62 18%	1353 23%	4 9%	314 19%	1022 24%	82 20%	1361 23%	26 22%	17 29%	12 18%	1404 23%	2 11%
I only use post to send greetings cards	2877 42%	126 37%	2442 42%	10 24%	713 43%	1776 43%	88 28%	2484 42%	36 31%	29 55%	24 36%	2549 42%	4 18%
I send fewer letters by post now due to the cost	1141 19%	58 17%	1077 19%	7 17%	279 17%	809 19%	53 17%	1087 18%	19 16%	15 31%	14 22%	1124 19%	3 15%
There are some things that I will always need to send by post	470 8%	24 7%	444 8%	2 4%	134 8%	311 7%	25 8%	440 7%	21 18%	7 12%	*	468 8%	2 7%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1369 22%	66 20%	1291 22%	12 29%	389 23%	909 22%	70 23%	1298 22%	36 31%	16 28%	12 19%	1351 22%	5 24%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1999 32%	103 31%	1882 33%	14 33%	560 33%	1358 33%	80 26%	1928 33%	35 30%	18 32%	15 23%	1981 33%	3 13%

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghijkl
 * small base, ** very small base (under 30) - ineligible for sig testing

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Table 52

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
I prefer to send emails rather than letters whenever possible	787	162	214	182	200	55	83	54	70	61	83	63	44	74	61	64	75				
13%		12%	14%	12%	13%	11%	16%	10%	13%	12%	17%	12%	9%	16%	12%	12%	14%				
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1082	258	302	255	267	88	89	81	78	106	118	96	69	89	103	79	85				
18%		17%	20%	17%	17%	18%	17%	15%	15%	21%	24%	19%	13%	18%	21%	15%	16%				
I only use post if there is no alternative	1813	423	484	459	447	109	163	151	157	173	153	154	147	158	135	154	157				
29%		27%	32%	30%	29%	22%	31%	29%	25%	33%	31%	30%	29%	33%	27%	31%	31%				
I would feel cut off from society if I couldn't send or receive post	1418	336	325	378	379	109	99	128	97	100	129	137	122	119	142	108	129				
23%		22%	21%	25%	25%	22%	19%	24%	18%	20%	26%	26%	24%	24%	28%	21%	25%				
I only use post to send greetings cards	2577	646	669	633	629	187	233	227	217	239	213	221	220	192	198	213	219				
42%		42%	44%	41%	41%	38%	44%	43%	41%	47%	43%	43%	42%	38%	39%	42%	42%				
I send fewer letters by post now due to the cost	1141	300	285	297	259	103	104	93	103	93	89	104	88	104	84	107	67				
19%		19%	19%	19%	17%	21%	19%	18%	19%	18%	18%	20%	17%	21%	17%	21%	13%				
There are some things that I will always need to send by post	470	126	116	105	124	49	35	43	32	39	44	37	30	37	48	24	52				
8%		8%	8%	7%	8%	13%	6%	8%	6%	8%	9%	7%	6%	7%	9%	5%	10%				
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1369	331	362	350	326	117	109	105	104	122	136	102	124	123	108	99	119				
22%		21%	24%	23%	21%	24%	20%	20%	20%	24%	21%	20%	24%	23%	21%	19%	23%				
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1999	447	517	503	531	156	133	158	162	168	188	155	174	175	164	164	204				
32%		29%	34%	33%	35%	32%	25%	30%	30%	33%	39%	30%	34%	35%	33%	32%	39%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	809	1808	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I prefer to send emails rather than letters whenever possible	3.88	3.90	3.88	3.92	3.88	3.92f	3.85	4.10pkm	4.08lkm	3.98km	4.01lkm	3.76km	3.57	3.49	4.11opp	4.00pq	3.65q	3.53	3.85	4.09
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.71	3.72	3.70	3.85a	3.69	3.63	3.78a	3.54	3.68p	3.73p	3.73p	3.81gha	3.86g	3.74g	3.62	3.73a	3.78a	3.71a	3.72a	3.64
I only use post if there is no alternative	3.27	3.38b	3.34	3.23	3.27	3.27	3.27	3.52km	3.43km	3.38km	3.41km	3.04	3.09	2.94	3.48pq	3.48pq	3.03	3.02	3.23	3.59
I would feel cut off from society if I couldn't send or receive post	3.51	3.42	3.63a	3.58	3.50	3.46	3.86a	3.08	3.20	3.41gh	3.44gh	3.74ghj	3.76ghj	4.05pkl	3.14	3.42a	3.82no	3.89no	3.59a	3.25
I only use post to send greetings cards	2.84	2.89	2.95	2.89	2.94	2.86	3.01a	2.83	3.00p	2.93	3.09pkl	2.84	2.92	2.99	2.92	3.00	2.90	2.95	2.95	2.88
I send fewer letters by post now due to the cost	3.65	3.37	3.71a	3.68	3.64	3.53	3.78a	3.47	3.49	3.48	3.70gh	3.74gh	3.86ghj	3.88ghj	3.48	3.57	3.81no	3.86no	3.68a	3.45
There are some things that I will always need to send by post	4.16	4.20b	4.14	4.19	4.16	4.12	4.20b	3.86	3.83	4.08p	4.18p	4.39pq	4.39pq	4.51pkl	3.85	4.12a	4.40no	4.48no	4.20a	3.95
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.32	3.37	3.31	3.42b	3.30	3.27	3.78a	3.50pkm	3.48km	3.37km	3.38km	3.16	3.24	3.18	3.47opp	3.36pq	3.19	3.21	3.28	3.52
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	3.17b	2.94	3.30a	2.94	2.94	3.03a	3.22lkm	3.20pkm	3.12km	3.00km	2.75	2.75	2.74	3.26opp	3.07pq	2.75	2.75	2.93	3.32

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I prefer to send emails rather than letters whenever possible	3.89	4.55m	3.97m	3.85a	3.74	3.99f	3.78	4.01n	3.70	3.66	3.64	3.86j	3.96km	4.11pm	3.66i	3.63	3.81p	3.79	3.82ns	3.72
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.71	3.79m	3.66	3.78n	3.69	3.70	3.71	3.72	3.70	3.74	3.68	3.73	3.74	3.69	3.72	3.73	3.71	3.77r	3.69	3.66
I only use post if there is no alternative	3.27	3.30	3.28	3.23	3.27	3.29	3.25	3.37h	3.11	3.23	3.24	3.26	3.24	3.38ns	3.25	3.24	3.28	3.32	3.26	3.15
I would feel cut off from society if I couldn't send or receive post	3.51	3.47	3.46	3.56	3.55	3.46	3.56a	3.42	3.64g	3.54m	3.60m	3.58m	3.54m	3.30	3.55m	3.53	3.49	3.51	3.50	3.57
I only use post to send greetings cards	2.94	2.94	2.97	2.87	2.95	2.96	2.91	2.95	2.91	2.87	2.96	2.93	2.91	2.95	2.93	2.88	2.92	2.89	2.96	2.83
I send fewer letters by post now due to the cost	3.65	3.50	3.67a	3.66a	3.71a	3.61	3.68a	3.59	3.72y	3.68	3.78m	3.71m	3.55	3.57	3.68i	3.69	3.63	3.66	3.65	3.53
There are some things that I will always need to send by post	4.16	4.21	4.13	4.19	4.15	4.16	4.16	4.10	4.26g	4.12	4.23m	4.18m	4.18m	4.05	4.18m	4.13	4.16	4.17	4.16	4.11
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.32	3.43u	3.34c	3.21	3.30	3.38f	3.26	3.38h	3.21	3.21	3.29	3.34	3.31	3.38i	3.32	3.20	3.33	3.33	3.31	3.35
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	3.02m	2.97	2.92	2.91	3.07i	2.91	3.05n	2.85	2.95	2.92	2.95	3.02	3.10km	2.97	2.93	3.00	2.96	2.99	3.03

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
I prefer to send emails rather than letters whenever possible	3.89	3.89	3.84	3.72	3.89	3.93	3.77	3.85	3.77	3.80	3.90pq	3.90hijpq	3.82	3.98hijpq	4.08qjlmopqr	3.98hijq	3.75	3.55	3.99hijpq	
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.71	3.70	3.74	3.84de	3.71	3.76	3.68	3.58	3.60	3.69	3.67	3.88qjlmopqr	3.70	3.78n	3.67	3.68	3.71	3.88hijq	3.73	
I only use post if there is no alternative	3.27	3.28bc	3.14c	2.92	3.28	3.18	3.20	3.48ef	3.11q	3.16q	3.28hijpq	3.30q	3.17q	3.31hijq	3.52hklmnopqr	3.28q	3.13q	2.69	3.26q	
I would feel cut off from society if I couldn't send or receive post	3.51	3.50	3.58	3.71e	3.50	3.64ef	3.46	3.54	3.68n	3.58n	3.50	3.45	3.54n	3.64n	3.34	3.47	3.51	3.28hno	3.61n	
I only use post to send greetings cards	2.94	2.94	2.90	2.87	2.94f	2.91	2.81	3.03f	2.79	2.88	3.01h	3.02n	2.85	3.08hij	3.02n	2.93	2.83	2.78	2.93	
I send fewer letters by post now due to the cost	3.65	3.63	3.74	3.71	3.65	3.61	3.60	3.84def	3.59	3.60n	3.65n	3.77hde	3.58	3.88hijlm	3.41	3.75n	3.72n	3.60	3.62n	
There are some things that I will always need to send by post	4.16	4.15	4.23	4.33e	4.16	4.17	4.08	4.28ff	4.09	4.12	4.22n	4.21n	4.01n	4.17n	4.01	4.23n	4.20n	4.33n	4.15	
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.32	3.33	3.24	3.26	3.32f	3.38f	3.21	3.29	3.20	3.34	3.28	3.35	3.28	3.36	3.36	3.35	3.29	3.41	3.36	
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	2.99	2.95	2.91	2.99	3.04f	2.88	3.06f	2.88	2.99	2.83	2.94n	3.00	3.02j	3.08q	2.99	2.94	3.02	2.94n	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/ef/fg - h/i/j/kl/m/n/op/pqr
* small base

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2891	503	1582	1381	408	211	112	2963	323	901	2816
I prefer to send emails rather than letters whenever possible	3.89	3.91nc	3.79	3.98nc	3.81	3.91nc	3.53	3.70	3.78	3.66	3.61	3.67	3.89nc	3.93cp	4.31kmp	4.91kmpcp	3.98c	4.97kmp	3.88	3.95vnc	3.70	4.13vncvnc	3.71	3.90v	3.85	3.95y	
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.71	3.76nc	3.71	3.74	3.70	3.78	3.73	3.71	3.71	3.75	3.73	3.88kmpcp 3.72kmpcp 3.44 3.96nc 3.32 3.88kmpcp 3.49c						3.82vncvnc 3.78v 3.49v 3.81vnc 3.23 3.76vncvnc 3.62v	3.78z	3.69							
I only use post if there is no alternative	3.27	3.26nc	3.17	3.26	3.18	3.28p	3.05	3.07	3.17f	3.25	3.05	2.92	3.31kp	3.44kp	3.72kmp	4.07kmpcp	3.14k	3.42kmp	3.14	3.31vnc	3.39vnc	3.53vnc	3.65vnc	3.22v	3.57vnc	3.49z	3.23
I would feel cut off from society if I couldn't send or receive post	3.61	3.54	3.66nc	3.55	3.62	3.54	3.49	3.67	3.65	3.74	3.78p	4.68kmpcp	3.49kmpcp	3.58kmp	2.78cp	2.11	3.76kmpcp	2.95c	3.82vncvncvnc	3.99vncvnc	3.17vncvnc	2.95	2.88	3.62vncvncvnc	2.93	3.81z	3.47
I only use post to send greetings cards	2.94	2.98	2.93	2.99	2.95	2.98f	2.65	2.98f	2.93	3.05	2.91	2.84c	3.64kmpcp	3.09kcp	2.95c	2.54	2.99kcp	2.79	2.77	3.92vnc	3.03vnc	3.23vnc	3.94vnc	2.89v	3.23vnc	3.21z	2.85
I send fewer letters by post now due to the cost	3.65	3.43	3.90kcp	3.48	3.89cp	3.43	3.28	3.51	3.90	4.07	3.93	3.63	3.67	3.58	3.67	3.62	3.65	3.66	3.63	3.66	3.64	3.71	3.53	3.64	3.65	3.90z	3.53
There are some things that I will always need to send by post	4.16	4.19	4.27nc	4.18	4.24	4.19	4.08	4.31ef	4.27	4.29	4.35	4.67kmpcp	4.12kmpcp	3.83kcp	3.79c	3.29	4.33kmpcp	3.63c	4.43vncvncvnc	4.96vncvncvnc	3.78	3.90	3.66	4.25vncvncvnc	3.82	4.06	4.19y
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.32	3.40nc	3.26	3.39nc	3.30	3.40g	3.20	3.24	3.26	3.19	3.21	3.41kmpcp	3.33kmpcp	3.18	3.28c	3.00	3.37kmpcp	3.20	3.42vncvnc	3.33vncvnc	3.17vncvnc	3.10v	2.72	3.38vncvnc	2.98	3.47z	3.27
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	3.18nc	2.76	3.17nc	2.89c	3.18p	3.02	2.99	2.76	2.75	2.73	3.67kmpcp	3.61kmpcp	2.88c	2.94c	2.57	3.68kmpcp	2.83c	3.67vncvnc	3.61vncvnc	2.89vnc	2.73	2.48	3.04vncvnc	2.65	3.18z	2.92

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I prefer to send emails rather than letters whenever possible	3.89	3.56	3.91ns	3.55	3.75	3.94ns	3.88ns	3.94(nj)	2.88	2.95	1.87	3.97(nj)	2.11j
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.71	3.75	3.71	3.43	3.74f	3.70f	3.58	3.72(nj)	3.43	3.35	3.40	3.74ns	3.31
I only use post if there is no alternative	3.27	3.26	3.27	3.22	3.20	3.28	3.44ns	3.28(nj)	2.88	3.09	2.90	3.29ns	3.09
I would feel cut off from society if I couldn't send or receive post	3.51	3.71ns	3.50	3.68	3.51ns	3.45	3.34	3.50	3.63	3.50	3.58ns	3.50	3.16
I only use post to send greetings cards	2.94	3.04	2.93	3.16	2.89	2.93	3.22ns	2.93	3.05	2.57	3.19f	2.93	3.12
I send fewer letters by post now due to the cost	3.65	3.69	3.64	3.70	3.76ns	3.60	3.62	3.65	3.52	3.37	3.67	3.65	3.33
There are some things that I will always need to send by post	4.16	4.17	4.16	4.06	4.17f	4.17f	3.96	4.17(nj)	3.68	4.04	4.00(nj)ns	4.16ns	3.39
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.32	3.36	3.32	3.07	3.28	3.34	3.31	3.33	3.07	3.24	3.19	3.32	2.84
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	2.97	2.99	2.77	2.97	2.98	3.14	2.99	2.99	3.16	3.11	2.99	2.87

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
I prefer to send emails rather than letters whenever possible	3.89	3.90	3.83	3.91b	3.91b	3.92b	3.81	3.92b	3.81	3.92b	3.74	3.94b	3.85	3.85	3.91	3.94b	3.83				
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.71	3.72	3.70	3.71	3.70	3.67	3.69b	3.78b	3.81b	3.79b	3.58	3.63	3.75b	3.73p	3.56	3.85b	3.73p				
I only use post if there is no alternative	3.27	3.28b	3.21	3.27	3.27	3.43p	3.24	3.34	3.25	3.21	3.16	3.28	3.30	3.22	3.32	3.24	3.25				
I would feel cut off from society if I couldn't send or receive post	3.51	3.54	3.58d	3.47	3.45	3.54	3.59b	3.49	3.68b	3.59b	3.49	3.37	3.54	3.49	3.35	3.69b	3.40				
I only use post to send greetings cards	2.94	2.97	2.91	2.94	2.93	3.07	2.90	2.94	2.98	2.82	2.90	2.87	2.94	3.01	2.98	2.91	2.89				
I send fewer letters by post now due to the cost	3.65	3.59	3.69	3.61	3.69	3.57	3.52	3.68	3.67	3.68	3.73b	3.50	3.66	3.67	3.65	3.67	3.75b				
There are some things that I will always need to send by post	4.16	4.18	4.16	4.18	4.13	4.12	4.22	4.18	4.18	4.21	4.08	4.16	4.26b	4.14	4.07	4.26b	4.08				
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.32	3.34	3.34	3.29	3.30	3.27	3.38	3.36	3.40p	3.39	3.22	3.29	3.32	3.26	3.31	3.37	3.23				
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	3.06d	2.99	2.98	2.94	2.99	3.11p	3.05p	3.02	3.03	2.90	2.97	2.96	3.01	2.96	3.02	2.83				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC4_1. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Post

Table 54

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	887	5353	2962	3185	791	817	1134	805	1152	852	609	1658	1939	2613	1481	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Irrelevant	(1) 549	167	382	56	492	277	271	112	113	103	62	86	50	23	224	165	159	73	460	89
	9%	1.6%	8%	7%	9%	9%	9%	1.8% _g	1.7% _h	1.9% _i	1.7% _j	1.9% _k	1.7% _l	0.4% _m	3.4% _n	2.7% _o	2.4% _p	1.9% _q	9%	9%
Not very important	(2) 1673	313	1360	164	1416	870	797	249	233	319	209	309	176	125	450	554	608	300	1444	216
	27%	23%	29%	23%	29%	28%	25%	39% _g	27% _h	39% _i	32% _j	37% _k	23% _l	20%	39% _n	39% _o	24%	22%	39% _r	23%
Fairly important	(3) 2673	550	2123	340	2334	1250	1421	342	326	478	340	500	380	308	668	819	1187	698	2226	413
	43%	45%	43%	43%	43%	42%	45%	42%	38%	43%	41%	43%	41%	39%	40%	42%	45%	42%	43%	44%
Essential	(4) 1266	202	1063	200	1059	612	651	121	198	222	163	236	153	174	317	385	553	327	1028	225
	21%	16%	22% _a	26% _d	20%	20%	21%	15%	23% _g	25% _h	26% _i	21% _j	29% _k	28% _l	19%	20%	22% _p	24% _q	20%	24% _s
NET Essential/Fairly important	3939	753	3186	549	3390	1862	2073	463	522	701	504	736	534	480	985	1204	1750	1014	3254	638
	64%	61%	65%	60%	62%	62%	65%	56%	60%	62%	61%	62%	62%	59%	58%	62%	65%	62%	63%	65%
NET Irrelevant/Not very important	2221	480	1741	240	1581	1162	1089	359	345	421	329	394	226	147	704	750	767	379	1923	395
	36%	39%	35%	30%	31% _d	35% _f	34%	44% _g	40% _h	38% _i	38% _j	35% _k	39% _l	24%	42% _n	38% _o	30%	27%	37% _r	32%
Mean	2.76	2.64	2.76%	2.66%	2.74	2.73	2.78	2.58	2.70%	2.70%	2.70%	2.70%	2.84% _g	3.01% _h	2.64	2.73%	2.66%	2.64%	2.74	2.82
Std Dev.	0.88	0.91	0.87	0.88	0.88	0.89	0.87	0.90	0.96	0.88	0.86	0.86	0.82	0.79	0.93	0.87	0.83	0.81	0.88	0.90
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

QC4_1. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Post

Table 54

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Irrelevant	(1) 549	112	164	109	162	277	271	351	187	39	69	116	129	116	314	41	474	130	380	33
	9%	10%	9%	8%	9%	9%	9%	10%	8%	8%	9%	8%	8%	11%	8%	9%	9%	15%	8%	11%
Not very important	(2) 1672	291	567	364	451	858	815	1011	636	125	183	377	439	359	999	126	1422	330	1283	60
	27%	26%	30%	26%	26%	28%	26%	28%	27%	24%	20%	25%	28%	32% <i>ijk/mn</i>	26%	24%	27%	26%	28%	21%
Fairly important	(3) 2673	503	820	603	747	1323	1350	1539	1090	237	319	645	714	456	1679	247	2234	518	2030	125
	43%	44%	43%	44%	43%	43%	43%	42%	42% <i>gh</i>	46%	44%	43%	42%	41%	44%	46%	43%	42%	44% <i>gh</i>	44%
Essential	(4) 1266	230	362	309	365	592	674	769	476	114	162	383	303	169	828	119	1045	300	895	70
	21%	20%	19%	22%	21%	19%	22%	21%	20%	22% <i>mn</i>	22% <i>mn</i>	24% <i>lmn</i>	19%	15%	22% <i>mn</i>	22%	20%	23% <i>qr</i>	20%	24%
NET Essential/Fairly important	3939	733	1182	911	1112	1915	2024	2308	1574	351	462	1038	1017	625	2508	366	3279	818	2526	195
	64%	64%	62%	66%	64%	63%	63%	63%	66%	63% <i>mn</i>	63% <i>mn</i>	63% <i>mn</i>	63% <i>mn</i>	57%	63% <i>mn</i>	63%	63%	64%	64%	68%
NET Irrelevant/Not very important	2221	403	731	473	613	1134	1085	1362	823	164	251	494	568	475	1313	167	1896	466	1663	93
	36%	36%	38%	34%	36%	37%	35%	37%	34%	32%	34%	33%	36%	42% <i>ijk/mn</i>	34%	31%	37%	36%	36%	32%
Mean	2.76	2.75	2.72	2.70	2.76	2.73	2.78	2.74	2.78	2.63	2.63	2.63	2.62	2.62	2.63	2.63	2.74	2.77	2.75	2.81
Std Dev.	0.88	0.89	0.87	0.87	0.89	0.88	0.88	0.90	0.85	0.86	0.89	0.88	0.86	0.87	0.86	0.86	0.88	0.93	0.86	0.93
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.06

QC4_1. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Post

Table 54

Base : All participants

	Total	Rurality				Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901		3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167		5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187		2842	491	498	508	321	354	340	334	345	339	346	339	339	59	432		
Irrelevant	(1) 549	481	68	6		452	42	32	23	30	60	64	40	38	33	65	70	42	1	41		
	9%	8%	8%	4%		9%	8%	11%	3%	5%	15%	15%	10%	9%	7%	6%	9%	8%	2%	9%		
Not very important	(2) 1672	1398	274	54		1373	148	93	58	68	161	163	130	116	146	178	245	164	16	133		
	27%	26%	32%	32%		27%	29%	32%	34%	27%	24%	32%	29%	21%	26%	22%	29%	31%	23%	39%		
Fairly important	(3) 2673	2327	346	69		2269	238	110	59	94	298	197	178	260	268	427	319	228	33	203		
	43%	44%	40%	41%		41%	43%	37%	34%	38%	44%	39%	40%	45%	45%	43%	38%	43%	49%	43%		
Essential	(4) 1266	1092	173	38		1084	91	60	31	57	155	83	99	129	126	140	200	94	17	74		
	21%	21%	20%	23%		21%	18%	20%	18%	22%	22%	16%	22%	24%	22%	17%	24%	18%	25%	16%		
NET Essential/Fairly important	3939	3419	520	107		3353	328	170	90	151	453	261	277	389	394	567	519	323	50	276		
	64%	65%	60%	64%		63%	63%	58%	53%	61%	63%	59%	62%	62%	62%	61%	61%	61%	61%	61%		
NET Irrelevant/Not very important	2221	1879	342	60		1825	191	125	81	99	221	227	171	154	179	243	325	206	17	174		
	36%	35%	40%	36%		37%	42%	42%	47%	39%	33%	49%	38%	28%	31%	30%	39%	39%	25%	38%		
Mean	2.76	2.76	2.73	2.83		2.76	2.73	2.67	2.57	2.71	2.71	2.59	2.56	2.58	2.59	2.71	2.71	2.71	2.59	2.69		
Std Dev	0.88	0.88	0.87	0.82		0.88	0.85	0.92	0.94	0.95	0.89	0.91	0.90	0.85	0.83	0.82	0.92	0.85	0.76	0.85		
Std Error	0.01	0.01	0.02	0.03		0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.05	0.04	0.06	0.03		

QC4_1. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Post

Table 54

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Total																												
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Irrelevant	649	179	145	248	214	179	9	85	145	10	57	89	159	70	111	113	245	223	202	176	60	57	45	378	102	72	477	
		8%	7%	7%	7%	7%	6%	7%	7%	5%	5%	4%	6%	6%	10%	5%	27%	27%	8%	8%	9%	16%	16%	8%	19%	10%	10%	
Not very important	1672	630	610	870	850	630	39	197	610	50	263	345	638	293	288	98	982	388	584	638	225	145	72	1220	217	297	1376	
	27%	26%	28%	25%	26%	26%	24%	26%	26%	24%	25%	17%	2%	2%	2%	4%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	
Fairly important	2673	1088	978	1591	1481	1088	74	355	978	107	511	867	1272	354	150	24	2139	174	1078	1102	318	114	47	2180	161	702	1972	
	43%	45%	45%	45%	46%	45%	46%	46%	45%	50%	49%	42%	42%	41%	44%	10%	46%	41%	41%	40%	32%	26%	26%	44%	30%	46%	42%	
Essential	1266	516	430	793	708	516	39	157	430	45	219	716	420	83	34	12	1136	46	743	389	78	41	14	1132	55	450	816	
	21%	21%	20%	23%	22%	21%	24%	21%	20%	21%	21%	58%	33%	41%	6%	5%	2%	6%	2%	2%	12%	11%	8%	12%	10%	12%	16%	
NET Essential/Fairly important	3939	1604	1408	2385	2188	1604	112	512	1408	153	730	1583	1692	437	184	36	3275	221	1821	1451	308	155	61	3312	216	1151	2788	
	64%	66%	65%	68%	67%	66%	70%	67%	65%	72%	70%	70%	70%	65%	65%	15%	72%	72%	70%	68%	43%	34%	34%	67%	40%	76%	60%	
NET Irrelevant/Not very important	2221	809	755	1118	1054	809	48	251	755	60	319	434	784	362	399	210	1228	609	785	812	285	202	117	1598	319	369	1852	
	36%	34%	35%	32%	33%	34%	30%	33%	36%	28%	30%	22%	2%	2%	2%	4%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	
Mean	2.76	2.80	2.78	2.84	2.82	2.80	2.89	2.81	2.78	2.89	2.85	3.1%	3.1%	3.1%	3.1%	1.74	3.1%	3.1%	3.1%	3.1%	3.1%	3.1%	3.1%	3.1%	3.1%	3.1%	3.01	2.67
Std Dev.	0.88	0.86	0.84	0.86	0.84	0.86	0.84	0.84	0.84	0.79	0.81	0.83	0.79	0.79	0.80	0.83	0.83	0.84	0.90	0.83	0.89	0.89	0.90	0.87	0.90	0.83	0.88	
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.05	0.02	0.02	0.02	0.03	0.03	0.05	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.02	0.01	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QC4_1. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Post

Table 54

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Irrelevant	(1) 849	19	527	2	135	401	13	532	9	3	4	544	2
	9%	6%	9%	5%	8%	16% ^f	4%	9%	8%	5%	5%	9%	7%
Not very important	(2) 1672	66	1599	7	405	1169	98	1639	12	8	10	1659	3
	27%	20%	27% ^f	17%	24%	28% ^d	31% ^d	27% ^{gh}	10%	14%	15%	26% ^h	16%
Fairly important	(3) 2673	152	2503	19	733	1814	126	2533	65	26	30	2528	15
	43%	45%	43%	47%	44%	43%	40%	43%	58% ^{gh}	45%	45%	43%	69%
Essential	(4) 1266	98	1154	13	403	788	75	1193	28	21	22	1241	2
	21%	26% ^f	20%	31%	24% ^{gh}	19%	24%	20%	23%	53% ^{gh}	54% ^{gh}	20%	7%
NET Essential/Fairly important	3939	250	3657	32	1136	2603	201	3727	97	46	52	3670	17
	64%	72% ^{gh}	63%	78%	68% ^{gh}	62%	64%	63%	82% ^{gh}	81% ^{gh}	79% ^{gh}	64%	77%
NET Irrelevant/Not very important	2221	86	2126	9	540	1570	111	2171	21	11	14	2202	5
	36%	25%	36% ^f	22%	32%	37% ^d	36%	35% ^{gh}	18%	19%	21%	36% ^{gh}	23%
Mean	2.76	2.65%	2.74	3.04	2.66%	2.72	2.84	2.74	2.59%	3.12% ^f	3.08% ^f	2.75	2.77
Std Dev.	0.88	0.85	0.88	0.84	0.88	0.88	0.84	0.88	0.93	0.84	0.84	0.88	0.70
Std Error	0.01	0.04	0.01	0.12	0.02	0.01	0.05	0.01	0.08	0.11	0.10	0.01	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC4_1. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Post

Table 54

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Inrelevant	(1) 549	148	111	134	156	50	45	53	30	37	44	47	51	36	52	38	66				
	9%	10%	7%	9%	10%h	10%h	8%	10%h	6%	7%	9%	9%	10%	7%	10%h	7%	13%hmm				
Not very important	(2) 1672	424	390	431	428	147	140	136	136	107	148	162	143	126	161	125	161				
	27%	27%	25%	28%	28%	28%h	26%	26%	25%	21%	29%	31%	28%	25%	31%	24%	32%				
Fairly important	(3) 2673	666	682	686	639	194	239	233	248	245	189	223	224	240	199	235	204				
	43%	43%	44%	45%	42%	40%	45%	44%	47%	46%kmp	38%	43%	43%	48%kmp	40%	46%	39%				
Essential	(4) 1266	313	351	288	314	100	108	105	118	115	115	87	100	101	101	113	100				
	21%	20%	23%h	19%	20%	20%	20%	20%	22%	23%h	23%h	17%	19%	20%	20%	22%	19%				
NET Essential/Fairly important	3939	979	1033	974	952	295	347	337	366	363	304	309	324	341	300	349	304				
	64%	63%	67%h	63%	62%	60%	65%	64%	69%kmp	72%kmp	61%	60%	63%	68%kmp	60%	69%kmp	58%				
NET Inrelevant/Not very important	2221	571	502	565	584	197	185	190	166	144	191	209	194	162	203	163	217				
	36%	37%	33%	37%	38%h	37%h	35%	36%	26%	28%	37%	35%h	32%	32%	33%hmm	32%	35%hmm				
Mean	2.76	2.74	2.83acd	2.73	2.72	2.70	2.77	2.74	2.86kmp	2.87kmp	2.76	2.67	2.72	2.81hp	2.69	2.83hp	2.65				
Std Dev.	0.88	0.89	0.86	0.86	0.90	0.91	0.87	0.89	0.83	0.85	0.91	0.86	0.89	0.84	0.91	0.86	0.93				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

QC4_2. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Phone calls

Table 55

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base		6160	1017	5143	887	5353	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5468	644
Weighted Base		6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1964	2517	1387	5158	943
Effective Base		3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Irrelevant		(1) 45	7	38	10	35	25	19	4	8	3	11	13	3	2	13	14	19	6	44	1
Not very important		(2) 397	30	367	66	331	220	174	54	64	83	65	82	35	14	118	149	131	49	339	38
		7%	2%	7% 94%	6%	6%	7% 94%	6%	7% 94%	6%	7%	6%	7%	3%	2%	7% 94%	6%	7%	6%	7% 94%	6%
Fairly important		(3) 2290	315	1975	290	2000	1194	1095	337	315	429	297	434	272	206	651	726	912	478	1956	309
		37%	26%	40% 94%	37%	37%	40% 94%	37%	36%	38%	36%	38%	36%	30%	33%	36%	33%	34%	34%	36%	38%
Essential		(4) 3427	880	2547	424	3003	1570	1852	427	481	606	459	601	440	405	908	1065	1455	854	2800	595
		56%	71% 94%	80% 94%	52%	58%	52%	54%	52%	53%	54%	52%	53%	44%	42% 94%	54%	53%	52%	53%	54%	56%
NET Essential/Fairly important		5718	1195	4522	714	5004	2765	2947	764	795	1035	756	1035	721	611	1559	1791	2367	1332	4756	904
		93%	97% 94%	92%	90%	93% 94%	92%	94% 94%	93%	92%	92%	91%	92%	89% 94%	97% 94%	92%	92%	91%	94% 94%	96% 94%	92%
NET Irrelevant/Not very important		442	37	405	75	367	245	193	59	72	87	75	95	38	16	121	162	149	55	402	39
		7%	3%	7% 94%	7%	7%	7% 94%	7%	7% 94%	7%	7%	7%	7%	3%	2%	7% 94%	7%	7%	7%	7% 94%	7%
Mean		3.48	3.48%	3.43	3.43	3.48	3.43	3.43	3.44	3.46	3.46	3.45	3.44	3.44	3.45	3.45	3.45	3.45	3.46	3.46	3.46
Std Dev.		0.65	0.55	0.66	0.70	0.64	0.66	0.63	0.64	0.67	0.64	0.69	0.68	0.61	0.55	0.66	0.67	0.63	0.58	0.66	0.57
Std Error		0.01	0.02	0.01	0.02	0.01	0.01	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02

QC4_2. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Phone calls

Table 55

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2367	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Irrelevant	(1) 45	12	10	7	16	22	23	21	19	10	2	6	13	4	21	10	27	13	25	6
		1%	1%	1%	-	1%	1%	1%	-	0.2% [min]	-	-	1%	-	1%	0.2% [min]	1%	1%	1%	0.2% [min]
Not very important	(2) 397	67	102	92	136	169	228	245	146	42	52	103	78	89	233	42	336	102	283	13
	6%	6%	6%	7%	8%	6%	7%	7%	6%	6%	7%	7%	5%	6%	6%	8%	6%	8%	6%	5%
Fairly important	(3) 2290	405	685	520	681	1090	1201	1359	896	200	279	526	627	426	1432	207	1939	457	1735	99
	37%	36%	36%	38%	39%	36%	39%	37%	37%	36%	36%	35%	37%	39%	37%	39%	37%	36%	38%	34%
Essential	(4) 3427	653	1116	766	892	1769	1657	2045	1337	263	400	867	867	581	2134	275	2874	712	2546	170
	56%	57% [min]	59% [min]	55%	52%	59% [min]	53%	56%	56%	51%	55%	59% [min]	56%	53%	56%	51%	56%	55%	55%	59%
NET Essential/Fairly important	5718	1057	1801	1285	1573	2558	2858	3404	2233	464	679	1393	1493	1005	3565	482	4813	1169	4280	268
	93%	93%	94% [min]	93%	91%	94% [min]	92%	93%	93%	90%	93%	93%	94% [min]	91%	93%	90%	93%	91%	93% [min]	93%
NET Irrelevant/Not very important	442	79	112	99	152	191	251	266	165	52	54	108	91	94	253	52	362	115	308	20
	7%	7%	6%	7%	9%	6%	8%	7%	7%	10% [min]	7%	7%	6%	8%	7%	10%	7%	8%	7%	7%
Mean	3.46	3.45	3.52	3.48	3.42	3.51	3.44	3.48	3.48	3.39	3.47	3.45	3.46	3.44	3.45	3.40	3.45	3.46	3.46	3.50
Std Dev.	0.66	0.66	0.62	0.64	0.68	0.64	0.66	0.65	0.65	0.72	0.64	0.64	0.63	0.66	0.64	0.71	0.64	0.68	0.64	0.69
Std Error	0.01	0.02	0.01	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.02	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.04

QC4_2. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Phone calls

Base : All participants

		Rurality			Nation				Region											
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	72	
Irrelevant	(1)	45	37	8	35	7	1	1	6	6	3	-	2	1	4	9	5	-	7	
	1%	1%	1%	1%	1%	1%	1%	1%	2.2% ^{ab}	1%	1%	-	*	*	*	1%	1%	-	2.4% ^{ab}	
Not very important	(2)	397	352	46	11	340	29	23	6	17	47	43	29	29	40	49	45	3	26	
	6%	6%	7%	5%	6%	7%	6%	4%	7%	7%	7%	6%	8%	7%	5%	6%	9%	4%	6%	
Fairly important	(3)	2290	1959	332	69	1921	205	110	54	91	252	183	156	192	214	310	318	206	180	
	37%	37%	38%	41%	37%	37%	37%	32%	36%	37%	37%	36%	35%	37%	38%	38%	38%	37%	40%	
Essential	(4)	3427	2951	477	87	2881	276	161	109	136	370	279	263	320	317	457	467	272	40	
	56%	56%	55%	52%	56%	53%	55%	84% ^{ab}	54%	55%	55%	59%	59%	55%	56%	55%	51%	59%	52%	
NET Essential/Fairly important	5718	4959	808	156	4803	481	271	163	227	622	462	419	512	531	765	785	478	64	417	
	93%	93%	94%	93%	92%	92%	92%	83% ^{ab}	91%	92%	91%	94%	94%	89%	92% ^{ab}	93%	90%	88%	93%	
NET Irrelevant/Not very important	442	389	54	11	375	36	24	7	23	53	46	29	31	41	44	58	51	3	34	
	7%	7%	6%	7%	7%	7%	8%	4%	6% ^{ab}	8%	9%	6%	6%	7%	5%	7%	10% ^{ab}	4%	7%	
Mean	3.46	3.46	3.48	3.45	3.46	3.45	3.46	3.43	3.43	3.46	3.45	3.45	3.45	3.48	3.50	3.48	3.41	3.56	3.43	
Std Dev.	0.66	0.65	0.64	0.63	0.65	0.67	0.66	0.60	0.73	0.66	0.67	0.62	0.62	0.62	0.63	0.61	0.65	0.69	0.57	
Std Error	0.01	0.01	0.01	0.02	0.01	0.02	0.02	0.02	0.04	0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.04	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC4_2. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Phone calls

Table 55

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Irrelevant	46	11	19	16	24	11	*	2	19	7	11	18	9	2	7	6	28	13	12	11	8	6	7	23	13	15	30		
		1%	*	1%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Not very important	397	136	161	201	226	136	11	46	161	14	53	97	128	78	56	30	225	86	152	130	65	28	14	281	42	104	294		
		6%	7%	6%	7%	6%	7%	6%	6%	5%	5%	5%	5%	5%	5%	5%	5%	5%	6%	6%	4%	6%	8%	6%	6%	7%	6%		
Fairly important	2290	846	815	1259	1228	846	72	269	815	78	416	567	1034	358	230	96	1601	335	775	973	335	133	63	1748	196	610	1680		
	37%	35%	38%	36%	38%	35%	42%	35%	28%	38%	40%	28%	42%	45%	39%	39%	36%	39%	30%	42%	49%	37%	35%	36%	40%	36%			
Essential	3427	1419	1169	2026	1776	1419	77	447	1169	114	569	1335	1315	362	291	115	2645	405	1667	1190	274	181	84	2657	285	791	2636		
	56%	54%	54%	52%	50%	54%	49%	52%	54%	54%	54%	56%	55%	43%	50%	47%	49%	49%	54%	52%	40%	45%	45%	45%	45%	52%	43%		
NET Essential/Fairly important	5718	2265	1984	3285	3003	2265	149	716	1984	192	985	1902	2349	720	520	211	4250	731	2442	2153	609	324	157	4655	481	1401	4316		
	93%	94%	92%	94%	92%	94%	93%	94%	92%	90%	94%	94%	94%	90%	89%	86%	88%	88%	94%	94%	89%	91%	88%	94%	90%	92%	89%		
NET Irrelevant/Not very important	442	147	179	217	249	147	11	48	179	20	64	115	137	80	63	36	253	99	164	140	73	34	21	304	55	119	324		
	7%	6%	8%	6%	8%	6%	6%	6%	8%	10%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	7%	6%		
Mean	3.48	3.52	3.45	3.51	3.46	3.46	3.52	3.41	3.52	3.45	3.41	3.47	3.50	3.47	3.35	3.38	3.30	3.52	3.45	3.28	3.42	3.37	3.52	3.41	3.43	3.45			
Std Dev.	0.66	0.62	0.67	0.63	0.66	0.62	0.62	0.62	0.67	0.75	0.64	0.63	0.61	0.66	0.71	0.77	0.62	0.73	0.62	0.62	0.66	0.71	0.79	0.63	0.74	0.66	0.64		
Std Error	0.01	0.01	0.01	0.01	0.01	0.01	0.05	0.02	0.01	0.05	0.02	0.01	0.01	0.02	0.03	0.05	0.01	0.03	0.01	0.01	0.03	0.04	0.06	0.01	0.03	0.02	0.01		

QC4_2. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Phone calls

Table 55

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Irrelevant	(1) 48	2	43	-	23	22	-	38	2	3	-	43	2
	1%		1%		13% d	1%		1%	1%	6% h,i		1%	7%
Not very important	(2) 397	22	375	1	131	247	20	375	11	5	2	391	5
	6%	6%	6%	2%	6% d	6%	6%	6%	10%	9%	3%	6%	21%
Fairly important	(3) 2290	132	2142	16	618	1532	140	2193	52	26	11	2270	9
	37%	39%	37%	40%	37%	37%	44% d,e	37%	44% i	44% i	17%	37% j	41%
Essential	(4) 3427	181	3223	24	904	2371	152	3292	53	23	53	3369	7
	56%	54%	56%	58%	54% d	54% d	49%	50%	43%	41%	54% g,h,i	52%	31%
NET Essential/Fairly important	5718	313	5365	40	1522	3904	202	5484	104	49	64	5638	16
	93%	93%	93%	98%	91% d	91% d	94%	93%	89%	85%	97%	93%	72%
NET Irrelevant/Not very important	442	23	418	1	154	269	20	413	13	8	2	434	6
	7%	7%	7%	2%	6% d	6%	6%	7%	17%	15%	3%	7%	28%
Mean	3.48	3.46	3.48	3.56	3.43	3.50% d	3.43	3.48% d	3.32	3.20	3.7% h,i,j,k	3.45% d	2.95
Std Dev.	0.65	0.64	0.65	0.54	0.70	0.63	0.61	0.64	0.71	0.84	0.48	0.65	0.92
Std Error	0.01	0.03	0.01	0.08	0.02	0.01	0.04	0.01	0.07	0.11	0.06	0.01	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QC4_2. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Phone calls

Table 55

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Inrelevant	(1) 45	8	9	15	13	6	2	1	3	3	3	3	5	8	4	5	4				
	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	*	1%	2%	1%	1%	1%				
Not very important	(2) 397	108	88	97	104	35	45	28	33	21	34	30	40	27	34	42	28				
	6%	7%	6%	6%	7%	7%	3%	5%	6%	4%	7%	6%	8%	6%	7%	5%	5%				
Fairly important	(3) 2290	600	542	537	611	195	202	203	214	156	172	167	159	192	202	193	216				
	37%	39%	35%	35%	40%	40%	38%	39%	40%	31%	35%	36%	31%	38%	40%	38%	41%				
Essential	(4) 3427	834	896	889	809	256	284	294	262	327	286	299	314	276	263	273	273				
	56%	54%	58%	58%	53%	52%	53%	56%	53%	63%	56%	56%	61%	52%	52%	53%	52%				
NET Essential/Fairly important	5718	1434	1438	1427	1419	451	486	497	496	483	458	485	473	468	465	466	489				
	93%	92%	94%	93%	92%	92%	91%	94%	93%	95%	92%	94%	91%	93%	92%	91%	94%				
NET Inrelevant/Not very important	442	116	97	112	117	40	46	30	35	24	37	33	45	35	38	45	32				
	7%	8%	6%	7%	8%	8%	9%	6%	7%	5%	6%	6%	8%	7%	6%	9%	6%				
Mean	3.48	3.46	3.51	3.49	3.44	3.43	3.44	3.50	3.46	3.56	3.50	3.51	3.51	3.46	3.44	3.43	3.45				
Std Dev.	0.65	0.65	0.63	0.66	0.66	0.67	0.66	0.61	0.64	0.60	0.65	0.63	0.68	0.67	0.65	0.68	0.64				
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC4_4. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Text messages

Table 56

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	887	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Irrelevant	(1) 165	63	102	10	155	82	83	5	13	10	13	31	42	52	18	22	124	94	155	9
	3%	5%	2%	1%	5%	3%	3%		1%	1%	2%	5%	5%	8%	1%	1%	5%	5%	5%	1%
Not very important	(2) 511	96	414	53	458	302	205	37	61	81	49	109	78	65	98	130	292	173	443	65
	8%	8%	8%	7%	9%	10%	7%	6%	7%	7%	6%	10%	10%	10%	6%	7%	11%	12%	9%	7%
Fairly important	(3) 2784	434	2349	312	2472	1471	1306	297	380	530	379	528	381	289	678	910	1198	670	2362	392
	45%	35%	46%	39%	46%	42%	42%	36%	46%	52%	46%	52%	38%	46%	40%	46%	46%	46%	46%	42%
Essential	(4) 2701	630	2062	415	2286	1151	1545	482	413	500	391	451	259	192	896	891	914	450	2197	479
	44%	52%	42%	53%	43%	38%	49%	59%	49%	49%	49%	47%	34%	31%	53%	49%	49%	36%	43%	51%
NET Essential/Fairly important	5485	1073	4411	727	4758	2623	2852	780	794	1031	770	990	640	480	1573	1801	2110	1120	4559	869
	89%	87%	90%	82%	89%	67%	67%	59%	59%	59%	59%	59%	52%	52%	53%	52%	52%	44%	86%	92%
NET Irrelevant/Not very important	675	159	516	63	613	387	286	43	74	91	62	140	120	147	116	153	406	267	599	74
	11%	13%	10%	8%	11%	12%	9%	5%	9%	8%	7%	12%	16%	23%	7%	8%	16%	19%	12%	8%
Mean	3.30	3.34	3.29	3.45d	3.28	3.23	3.37e	3.62hijklm	3.38klm	3.38klm	3.38klm	3.26klm	3.13lm	2.99	3.45opq	3.37pqr	3.16q	3.06	3.28	3.42r
Std Dev.	0.73	0.83	0.71	0.67	0.74	0.74	0.72	0.62	0.68	0.65	0.67	0.74	0.80	0.89	0.65	0.66	0.81	0.85	0.74	0.66
Std Error	0.01	0.03	0.01	0.02	0.01	0.01	0.01	0.02	0.02	0.02	0.02	0.02	0.03	0.04	0.02	0.01	0.02	0.02	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC4_4. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Text messages

Table 56

Base : All participants

		Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6100	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6100	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179	
Irrelevant	(1)	165	29	54	20	83	82	46	114	27	27	36	20	16	83	29	114	36	113	15	
	3%		3%	5%	1%	3%	3%	1%	2%	0.4%	0.4%	2%	1%	1%	2%	4.3%	2%	3%	2%	5.3%	
Not very important	(2)	511	94	160	115	142	254	257	247	254	53	74	92	132	104	299	54	422	101	389	20
	8%		8%		8%	8%	8%	8%	7%	11%	10%	10%	6%	8%	8%	8%	10%	8%	8%	8%	7%
Fairly important	(3)	2794	458	829	662	835	1287	1497	1625	1117	252	352	702	729	495	1783	257	2363	576	2074	133
	45%		40%	43%	37%	42%	42%	44%	44%	40%	40%	40%	47%	46%	45%	47%	46%	45%	45%	46%	46%
Essential	(4)	2701	556	870	587	686	1426	1273	1752	912	184	280	671	703	485	1654	194	2277	570	2012	119
	44%		49%	49%	42%	40%	47%	41%	38%	36%	36%	45%	44%	44%	43%	36%	44%	44%	44%	41%	41%
NET Essential/Fairly important	5488	1014	1699	1249	1521	2713	2770	3377	2029	435	632	1373	1432	980	3437	450	4540	1146	4086	253	
	89%		89%	90%	88%	89%	89%	89%	82%	84%	86%	83%	82%	87%	87%	84%	85%	89%	89%	88%	89%
NET Irrelevant/Not very important	675	122	214	135	204	336	339	293	368	80	101	128	153	120	382	83	536	138	502	35	
	11%		11%	10%	12%	11%	11%	8%	10%	10%	14%	14%	10%	11%	10%	10%	10%	11%	11%	12%	12%
Mean	3.30																				
		1.92	1.91	1.91	3.24	2.57	3.27	2.92	3.18	3.15	3.21	3.19	3.20	3.22	3.10	3.15	3.10	3.31	3.30	3.24	
Std Dev.	0.73	0.74	0.74	0.68	0.75	0.74	0.72	0.67	0.80	0.80	0.77	0.70	0.68	0.70	0.71	0.81	0.71	0.74	0.73	0.80	
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.02	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05	

QC4_4. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Text messages

Table 56

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Irrelevant	(1) 165	132	8	33	139	14	9	3	8	8	13	15	15	14	18	25	23	4	10	
	3%	2%	4%	0.5%	3%	3%	3%	2%	3%	1%	3%	3%	3%	2%	2%	3%	4.3%	0.2%	2%	
Not very important	(2) 511	420	91	17	431	42	22	16	19	58	45	38	38	59	44	72	58	8	34	
	8%	8%	11%	10%	8%	8%	7%	9%	8%	9%	9%	8%	7%	10%	5%	9%	11%	12%	8%	
Fairly important	(3) 2794	2409	384	70	2350	229	126	78	99	348	211	200	213	280	406	360	231	31	198	
	45%	45%	45%	42%	45%	44%	43%	46%	40%	47%	42%	42%	39%	47%	47%	43%	44%	46%	44%	
Essential	(4) 2701	2347	354	72	2258	232	138	74	124	259	238	196	277	220	342	385	216	24	207	
	44%	44%	41%	43%	44%	45%	47%	43%	90%	38%	47%	44%	91%	38%	42%	46%	41%	36%	46%	
NET Essential/Fairly important	5485	4747	738	142	4608	461	264	152	224	606	449	396	491	499	746	746	447	55	405	
	89%	87%	85%	85%	89%	89%	90%	89%	89%	87%	89%	88%	89%	87%	87%	88%	85%	82%	83%	
NET Irrelevant/Not very important	675	551	124	25	570	57	31	18	26	67	58	52	52	73	62	97	81	12	45	
	11%	10%	14%	12%	11%	11%	10%	11%	11%	10%	11%	12%	10%	12%	8%	12%	18%	19%	10%	
Mean	3.30	3.23	3.23	3.23	3.30	3.31	3.33	3.31	3.27	3.27	3.29	3.29	3.27	3.23	3.31	3.21	3.13	3.13	3.27	
Std Dev.	0.73	0.72	0.79	0.83	0.73	0.74	0.74	0.70	0.75	0.67	0.74	0.75	0.73	0.73	0.68	0.75	0.81	0.85	0.72	
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.03	0.04	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.07	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC4_4. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Text messages

Table 56

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2891	503	1582	1381	408	211	112	2963	323	901	2816
Irrelevant	168	37	89	58	1155	37	3	28	89	16	55	75	48	15	15	7	123	22	59	40	21	14	27	98	41	23	162
	3%	2%	4%	2%	3%	2%	2%	4%	4%	1%	5%	4%	2%	2%	2%	3%	3%	3%	2%	2%	3%	4%	5%	2%	4%	1%	3%
Not very important	511	157	217	257	317	157	13	69	217	26	134	177	190	65	46	30	367	77	211	151	80	47	19	362	66	100	410
	8%	6%	10%	7%	10%	6%	6%	9%	10%	12%	13%	9%	8%	8%	8%	10%	8%	9%	8%	7%	10%	10%	11%	7%	10%	7%	9%
Fairly important	2764	1092	1002	1593	1594	1092	81	354	1002	104	502	813	1185	441	247	88	1988	335	1000	1134	402	146	84	2135	230	692	2991
	45%	45%	46%	45%	46%	45%	51%	46%	46%	49%	46%	40%	45%	44%	42%	36%	44%	40%	38%	45%	40%	41%	47%	43%	43%	46%	45%
Essential	2701	1127	854	1594	1321	1127	63	313	854	67	358	951	1063	278	274	121	2015	366	1338	978	178	150	48	2313	198	705	1998
	44%	47%	39%	41%	41%	44%	40%	41%	47%	34%	34%	41%	43%	33%	41%	40%	40%	40%	38%	45%	38%	28%	45%	27%	44%	46%	43%
NET Essential/Fairly important	5485	2225	1858	3187	2825	2225	145	668	1858	171	860	1764	2248	719	521	210	4012	731	2336	2112	580	298	132	4448	428	1357	4087
	89%	92%	86%	91%	87%	89%	90%	87%	91%	80%	82%	87%	90%	89%	89%	89%	89%	88%	86%	92%	86%	83%	74%	91%	80%	88%	88%
NET Irrelevant/Not very important	675	194	306	315	428	194	16	67	306	42	189	252	238	81	62	37	490	99	270	191	101	61	46	461	107	123	552
	11%	6%	14%	9%	13%	6%	10%	7%	14%	20%	16%	12%	10%	10%	11%	12%	12%	10%	9%	10%	10%	10%	10%	9%	10%	9%	11%
Mean	3.30	3.37	3.21	3.30	3.24	3.37	3.28	3.25	3.32	3.04	3.11	3.30	3.31	3.23	3.30	3.31	3.30	3.30	3.30	3.30	3.30	3.30	3.30	3.30	3.30	3.30	3.28
Std Dev.	0.73	0.68	0.78	0.69	0.76	0.68	0.69	0.77	0.78	0.86	0.82	0.78	0.70	0.67	0.74	0.79	0.74	0.75	0.73	0.67	0.71	0.82	0.98	0.71	0.89	0.67	0.75
Std Error	0.01	0.01	0.02	0.01	0.01	0.01	0.05	0.03	0.02	0.06	0.02	0.02	0.01	0.02	0.03	0.05	0.01	0.03	0.01	0.01	0.03	0.05	0.08	0.01	0.04	0.02	0.01

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QC4_4. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Text messages

Table 56

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Irrelevant	(1) 165	20	144	1	70	87	8	121	7	5	20	133	2
		5%	2%	2%	4%	2%	3%	2%	6%	6%	40%	2%	7%
Not very important	(2) 511	26	483	2	153	328	31	454	30	13	10	497	3
	8%	8%	8%	4%	9%	8%	10%	8%	30%	25%	14%	8%	15%
Fairly important	(3) 2764	164	2593	27	736	1911	137	2677	43	28	19	2753	11
	45%	49%	45%	54%	44%	46%	44%	45%	41%	49%	29%	45%	52%
Essential	(4) 2701	126	2563	11	717	1849	135	2646	31	12	6	2689	6
	44%	38%	44%	28%	43%	44%	43%	45%	27%	21%	10%	47%	26%
NET Essential/Fairly important	5465	290	5156	38	1452	3760	272	5323	70	40	25	5442	17
	89%	86%	89%	94%	87%	90%	87%	90%	62%	69%	39%	90%	78%
NET Irrelevant/Not very important	676	46	627	3	223	413	39	575	38	18	40	630	5
	11%	14%	11%	6%	12%	10%	13%	10%	25%	17%	14%	10%	22%
Mean	3.30	3.18	3.31	3.19	3.25	3.32	3.28	3.33	2.85	2.88	2.03	3.32	2.97
Std Dev.	0.73	0.81	0.73	0.62	0.79	0.71	0.75	0.71	0.88	0.86	1.07	0.72	0.86
Std Error	0.01	0.04	0.01	0.09	0.02	0.01	0.04	0.01	0.08	0.12	0.13	0.01	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC4_4. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Text messages

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Inrelevant	(1) 165	41	44	31	48	11	13	17	19	16	10	10	7	13	16	9	23				
Not very important	(2) 511	145	100	123	143	46	46	53	39	28	33	44	42	37	43	62	48				
	8%	5.8%	7%	8%	9.3%	9%	9%	10.2%	7%	6%	7%	8%	8%	7%	9%	12.5%	9%				
Fairly important	(3) 2784	734	672	703	674	246	249	239	231	220	221	249	225	230	223	223	228				
	45%	47%	44%	46%	44%	50%	47%	45%	43%	43%	45%	48%	43%	46%	44%	43%	44%				
Essential	(4) 2701	630	718	682	671	186	224	216	244	243	231	215	244	224	221	228	222				
	44%	41%	47%	44%	44%	38%	42%	41%	46%	45%	45%	42%	47%	44%	44%	45%	43%				
NET Essential/Fairly important	5485	1364	1390	1386	1345	434	473	457	474	464	453	464	469	453	444	451	450				
	89%	88%	91% ^d	90%	88%	88%	89%	87%	89%	91%	91%	90%	90%	90%	88%	88%	86%				
NET Inrelevant/Not very important	675	186	145	153	191	57	59	70	56	44	43	54	50	50	60	61	71				
	11%	12%	9%	10%	12.5%	12%	11%	13%	11%	9%	9%	10%	10%	10%	12%	12%	14%				
Mean	3.30	3.26	3.34 ^a	3.32	3.28	3.24	3.29	3.25	3.31	3.36 ^a	3.36 ^a	3.29	3.36 ^a	3.32	3.29	3.31	3.25				
Std Dev.	0.73	0.73	0.73	0.71	0.76	0.71	0.73	0.76	0.76	0.73	0.70	0.70	0.69	0.72	0.76	0.73	0.80				
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC4_5. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Email

Table 57

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3198	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Irrelevant	(1) 382	210	173	32	350	160	222	55	54	54	37	65	50	67	108	92	182	117	344	36
	6%	17%	4%		2%	5%	2%	7%	6%	5%	4%	6%	7%	11%	8%	5%	2%	2%	2%	4%
Not very important	(2) 1047	205	842	92	925	496	551	174	156	220	141	181	139	52	330	349	368	188	996	134
	17%	17%	17%	12%	16%	16%	18%	21%	19%	19%	17%	18%	18%	8%	20%	18%	15%	14%	18%	14%
Fairly important	(3) 2815	383	2132	308	2207	1275	1237	290	333	452	340	478	329	292	623	792	1100	621	2121	364
	45%	31%	42%	39%	41%	42%	39%	35%	38%	40%	41%	42%	37%	37%	37%	41%	42%	41%	41%	39%
Essential	(4) 2216	434	1781	357	1859	1070	1131	303	325	407	314	409	244	216	629	721	866	400	1787	429
	36%	36%	36%	36%	35%	36%	36%	37%	37%	36%	36%	36%	32%	34%	37%	37%	34%	33%	35%	45%
NET Essential/Fairly important	4731	817	3913	665	4065	2354	2367	593	658	860	654	884	574	508	1251	1513	1986	1082	3908	773
	77%	66%	76%	62%	76%	72%	75%	72%	76%	77%	72%	76%	76%	74%	74%	77%	74%	73%	76%	75%
NET Irrelevant/Not very important	1429	415	1014	124	1305	656	773	222	209	262	179	246	186	119	438	441	551	305	1210	170
	23%	34%	21%	16%	24%	22%	24%	28%	24%	23%	21%	22%	24%	19%	26%	23%	22%	22%	24%	18%
Mean	3.07	2.85	3.12	3.26	3.04	3.09	3.04	3.02	3.07	3.08	3.12	3.08	3.01	3.05	3.05	3.10	3.05	3.03	3.04	3.22
Std Dev.	0.88	1.08	0.81	0.82	0.89	0.85	0.90	0.92	0.89	0.86	0.84	0.86	0.87	0.92	0.91	0.85	0.88	0.90	0.89	0.83
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC4_5. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Email

Table 57

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2367	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179	
Irrelevant	(1)	382	49	97	74	162	146	236	166	213	53	70	72	56	40	207	68	287	111	233	39
		6%	4%	6%	5%	4%	4%	5%	2%	3%	1%	1%	1%	4%	4%	1%	1%	0%	0%	1%	1%
Not very important	(2)	1047	180	313	259	494	553	621	401	82	142	229	272	211	643	84	893	232	774	42	
	17%	16%	16%	19%	17%	16%	16%	18%	17%	16%	19%	15%	17%	19%	17%	16%	17%	18%	17%	14%	14%
Fairly important	(3)	2515	433	742	593	1176	1338	1469	1010	219	289	618	686	466	1592	225	2144	520	1887	107	
	41%	38%	39%	43%	39%	43%	40%	42%	42%	42%	39%	41%	43%	42%	42%	42%	41%	41%	41%	37%	37%
Essential	(4)	2215	474	760	458	1234	982	1415	774	161	223	582	571	384	1376	167	1851	420	1695	100	
	36%	42%	49%	33%	30%	39%	32%	39%	32%	31%	30%	39%	38%	35%	38%	31%	36%	33%	37%	35%	35%
NET Essential/Fairly important	4731	907	1503	1050	1269	2410	2320	2883	1784	380	511	1201	1257	849	2969	392	3595	941	3532	208	
	77%	80%	79%	76%	74%	75%	74%	76%	74%	70%	70%	80%	82%	77%	77%	73%	77%	73%	74%	72%	72%
NET Irrelevant/Not very important	1429	230	410	334	458	640	789	786	614	135	222	301	327	251	850	141	1180	343	1007	80	
	23%	20%	21%	24%	21%	21%	26%	21%	22%	26%	26%	20%	21%	23%	22%	27%	23%	27%	22%	28%	28%
Mean	3.07	3.11	3.15	3.13	3.06	2.95	3.19	2.99	3.04	2.98	2.95	2.89	3.14	3.10	3.07	2.94	3.03	2.97	3.03	2.94	2.94
Std Dev.	0.88	0.85	0.86	0.86	0.92	0.86	0.89	0.85	0.92	0.94	0.96	0.84	0.81	0.82	0.86	0.95	0.86	0.92	0.86	1.01	1.01
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.04	0.02	0.02	0.02	0.01	0.04	0.01	0.03	0.01	0.06	0.06

QC4_5. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Email

Table 57

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	348	347	339	59	59	432	
Inrelevant	(1) 382	348	33	7	328	19	26	9	29	57	63	33	25	27	34	40	29	2	17	
		6%	2%	4%	4%	5%	4%	5%	12%	10%	9%	10%	9%	9%	8%	4%	5%	2%	4%	
Not very important	(2) 1047	902	145	28	847	105	58	40	41	118	109	78	96	83	103	144	78	4	101	
		17%	17%	17%	17%	20%	19%	23%	16%	17%	22%	17%	19%	14%	13%	17%	15%	6%	22%	
Fairly important	(3) 2515	2141	374	72	2136	200	114	66	104	268	179	179	204	262	382	334	235	39	164	
		41%	40%	43%	43%	41%	39%	39%	41%	40%	39%	40%	38%	44%	42%	40%	44%	34%	36%	
Essential	(4) 2215	1906	309	61	1867	193	100	56	76	232	166	161	217	210	291	326	187	25	168	
		36%	36%	36%	37%	36%	36%	34%	30%	34%	33%	34%	36%	36%	38%	37%	36%	37%	37%	
NET Essential/Fairly important	4731	4047	683	133	4002	393	214	121	180	500	345	339	422	462	673	659	422	61	332	
		77%	76%	79%	79%	77%	78%	72%	71%	72%	68%	75%	75%	81%	79%	82%	79%	81%	74%	
NET Inrelevant/Not very important	1429	1251	178	34	1175	124	81	49	70	175	162	109	121	110	137	183	107	6	118	
		23%	24%	21%	23%	24%	28%	29%	28%	25%	27%	24%	22%	19%	17%	22%	20%	9%	26%	
Mean	3.07	3.06	3.11	3.12	3.06	3.09	2.98	2.98	2.91	3.00	2.90	3.04	2.95	3.03	3.06	3.06	3.04	2.99	2.99	
Std Dev	0.88	0.89	0.82	0.83	0.88	0.85	0.94	0.88	0.97	0.93	0.88	0.91	0.89	0.83	0.80	0.86	0.84	0.69	0.86	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.04	0.05	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC4_5. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Email

Table 57

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Irrelevant	(1) 382	146	128	194	176	146	14	82	128	21	77	153	119	41	38	33	268	68	156	97	49	26	48	254	75	62	320		
		6%	6%	6%	6%	6%	9%	11%	6%	10%	7%	7%	5%	5%	7%	12%	6%	6%	6%	4%	7%	7%	27%	5%	14%	7%	7%		
Not very important	(2) 1047	414	344	572	502	414	27	146	344	32	151	317	416	140	105	65	732	170	433	380	116	82	31	813	113	162	885		
	17%	17%	16%	16%	15%	17%	7%	19%	16%	15%	14%	16%	17%	17%	17%	18%	20% (Min)	16%	21%	17%	17%	17%	22%	17%	7%	21%	10%		
Fairly important	(3) 2615	976	907	1452	1384	976	72	299	907	85	473	763	1071	362	243	66	1834	339	955	1018	347	125	60	1973	164	611	1905		
	42%	40%	41%	42%	43%	40%	45%	39%	42%	40%	45%	39%	40%	40%	47%	27%	37%	37%	44%	41%	37%	35%	34%	40%	34%	40%	41%		
Essential	(4) 2215	876	784	1283	1191	876	47	237	784	75	348	787	880	257	197	86	1668	283	1062	808	169	125	39	1870	164	685	1530		
	36%	36%	36%	37%	37%	36%	29%	31%	36%	35%	33%	36%	36%	32%	34%	35%	34%	34%	34%	25%	25%	22%	22%	18%	19%	31%	33%		
NET Essential/Fairly important	4731	1852	1691	2736	2575	1852	119	536	1691	160	821	1551	1951	619	440	152	3502	592	2017	1826	518	249	99	3843	348	1296	3435		
	77%	77%	78%	78%	79%	78%	74%	70%	78%	75%	78%	77%	78%	76%	76%	81%	78%	78%	77%	78%	78%	78%	80%	78%	78%	78%	74%		
NET Irrelevant/Not very important	1429	561	472	766	677	561	41	228	472	53	228	466	535	181	143	95	1001	238	589	477	165	109	79	1067	187	224	1205		
	23%	22%	22%	22%	21%	23%	26%	22%	22%	22%	22%	22%	22%	22%	23%	22%	22%	22%	23%	21%	24%	24%	21%	21%	15%	15%			
Mean	3.07	3.07	3.09	3.09	3.10	3.10	2.94	2.90	3.09	3.00	3.04	3.06	3.06	3.04	3.03	2.84	3.06	3.06	3.06	3.06	3.06	3.06	3.06	3.06	3.06	3.06	3.06		
Std Dev.	0.88	0.88	0.87	0.86	0.85	0.88	0.90	0.96	0.87	0.95	0.88	0.92	0.84	0.84	0.88	1.04	0.87	0.93	0.89	0.82	0.84	0.94	1.11	0.86	1.02	0.81	0.89		
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.09	0.01	0.05	0.02	0.01		

QC4_5. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Email

Table 57

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
Irrelevant	(1) 382	28	348	6	144	223	15	294	74	12	13	329	*
	6%	8%	6%	14%	9% ^a	5%	5%	5%	25% ^{ab}	20% ^{ab}	60% ^{ghijkl}	5%	*
Not very important	(2) 1047	48	993	6	268	736	43	994	29	13	2	1036	8
	17%	14%	17%	14%	16%	18%	14%	16%	25%	23%	4%	17%	38%
Fairly important	(3) 2515	124	2380	12	652	1718	165	2444	39	20	3	2553	9
	41%	37%	41%	28%	39%	47%	41% ^d	41%	33%	36%	4%	41%	42%
Essential	(4) 2215	136	2062	18	611	1498	108	2165	26	12	8	2204	4
	36%	40%	36%	43%	36%	36%	35%	37% ^{gh}	22%	21%	12%	37% ^{gh}	20%
NET Essential/Fairly important	4731	259	4442	29	1263	3214	254	4609	65	32	11	4707	14
	77%	77%	77%	72%	75%	77%	81%	76% ^{hij}	55%	52%	16%	76% ^{hij}	62%
NET Irrelevant/Not very important	1429	77	1341	12	413	959	58	1288	53	25	55	1366	8
	23%	22%	23%	28%	25%	23%	19%	22%	45% ^{gh}	43% ^{gh}	54% ^{ghkl}	22%	38%
Mean	3.07	3.09	3.08	3.01	3.03	3.08	3.11	3.10 ^h	2.57	2.58	1.47	3.05 ^h	2.81
Std Dev.	0.88	0.94	0.87	1.08	0.93	0.86	0.82	0.85	1.05	1.04	1.02	0.86	0.76
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.05	0.01	0.10	0.14	0.13	0.01	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC4_5. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Email

Table 57

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Inrelevant	(1) 382	108	96	100	78	38	37	33	41	30	26	47	27	26	29	25	24				
	6%	7%	6%	7%	5%	8%	7%	6%	8%	6%	5%	9%	5%	5%	6%	5%	5%				
Not very important	(2) 1047	257	240	257	293	88	86	84	79	63	68	86	85	75	89	87	107				
	17%	17%	16%	17%	19%	16%	16%	16%	15%	12%	13%	17%	16%	15%	17%	17%	21%				
Fairly important	(3) 2515	660	619	605	632	200	229	231	227	200	193	215	195	195	200	214	218				
	41%	43%	40%	39%	41%	41%	43%	44%	43%	39%	39%	42%	38%	39%	40%	42%	42%				
Essential	(4) 2215	525	580	577	533	165	181	179	185	215	179	169	201	207	176	186	171				
	36%	34%	38%	37%	35%	34%	34%	34%	35%	41%	36%	33%	39%	41%	35%	36%	33%				
NET Essential/Fairly important	4731	1185	1199	1182	1165	365	410	410	412	415	372	385	396	402	376	400	390				
	77%	76%	78%	77%	76%	74%	77%	78%	77%	82%	75%	74%	76%	80%	75%	78%	75%				
NET Inrelevant/Not very important	1429	365	336	357	371	126	122	117	120	93	124	134	123	101	128	112	131				
	23%	24%	22%	23%	24%	23%	23%	22%	23%	18%	23%	24%	24%	20%	23%	22%	23%				
Mean	3.07	3.03	3.10	3.08	3.06	3.00	3.04	3.05	3.05	3.16	3.06	2.98	3.10	3.16	3.04	3.10	3.03				
Std Dev.	0.88	0.88	0.88	0.89	0.86	0.91	0.88	0.87	0.90	0.87	0.88	0.93	0.88	0.86	0.88	0.85	0.85				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC4_6. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Social media (e.g. Facebook, X, etc)

Table 58

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	887	5371	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Inrelevant	(1) 1026	251	776	61	965	560	466	18	40	79	93	287	250	209	58	163	805	519	986	33
	77%	24%	16%	8%	16%	16%	15%	2%	4%	7%	11%	23%	23%	43%	3%	4%	22%	27%	10%	4%
Not very important	(2) 1494	239	1255	140	1154	709	693	109	183	254	210	291	234	204	292	434	728	437	1781	174
	24%	19%	25%	18%	22%	22%	22%	73%	21%	23%	16%	16%	11%	12%	17%	16%	19%	12%	18%	18%
Fairly important	(3) 2197	411	1785	314	1883	1007	1186	306	341	500	333	400	197	120	648	832	717	317	1815	385
	36%	33%	36%	35%	33%	33%	37%	21%	27%	29%	29%	29%	22%	19%	23%	23%	23%	22%	35%	11%
Essential	(4) 1443	332	1111	274	1188	644	795	389	393	303	298	187	153	78	650	485	268	113	1075	359
	23%	27%	23%	23%	22%	21%	25%	47%	47%	32%	32%	22%	14%	10%	6%	41%	29%	71%	8%	31%
NET Essential/Fairly important	3639	743	2896	588	3051	1651	1981	695	644	797	520	552	275	155	1339	1317	983	431	2860	736
	59%	60%	59%	63%	57%	55%	62%	26%	26%	23%	23%	22%	22%	25%	23%	23%	23%	31%	55%	22%
NET Inrelevant/Not very important	2521	489	2031	201	2319	1359	1159	127	223	324	312	577	484	472	350	637	1534	956	2268	207
	41%	40%	41%	25%	43%	40%	37%	15%	20%	29%	16%	11%	64%	73%	21%	13%	61%	69%	46%	22%
Mean	2.66	2.67	2.66	2.65	2.61	2.58	2.74	3.38%	3.06%	2.93%	2.74%	2.74%	2.37%	2.14%	1.88	3.17%	2.84%	2.16%	2.02	2.57
Std Dev.	1.01	1.08	1.00	0.91	1.02	1.02	1.00	0.78	0.86	0.86	0.93	1.01	0.99	0.91	0.83	0.89	1.00	0.96	1.02	0.83
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC4_6. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Social media (e.g. Facebook, X, etc)

Table 58

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Inrelevant	(1) 1038	171	294	209	353	465	561	355	657	109	160	247	228	114	634	118	806	201	778	48
	17%	18%	16%	19%	20% g	15%	19% h	10%	21% i	14% j	21% k	16% l	14% m	10%	16% n	23% o	16%	16%	17%	17%
Not very important	(2) 1494	261	460	347	426	721	773	805	668	135	190	374	390	276	944	135	1257	294	1135	65
	24%	23%	24%	25%	25%	24%	25%	22%	28% f	26%	26%	25%	25%	25%	25%	25%	24%	23%	25%	22%
Fairly important	(3) 2197	350	723	528	594	1073	1123	1459	701	180	235	545	698	424	1376	186	1881	478	1605	116
	36%	31%	35% h	37% i	34%	35%	36%	33%	29%	33%	32%	36%	37% j	31% k	36%	35%	37%	37%	33%	40%
Essential	(4) 1443	355	436	300	352	791	652	1050	372	91	160	336	370	286	866	94	1232	312	1071	60
	23%	31% h	23%	22%	20%	29% f	21%	16%	29% h	18%	22%	22%	23% j	26% k	23% l	18%	24% o	24%	23%	21%
NET Essential/Fairly important	3639	704	1159	828	946	1864	1775	2505	1073	271	395	880	988	710	2242	281	3112	789	2676	175
	59%	61% d	61% d	60% d	62%	63% f	67% h	45%	62% h	63%	64%	65% j	65% j	62% k	65% l	63%	66% o	61%	68%	61%
NET Inrelevant/Not very important	2521	432	754	556	779	1186	1336	1161	1325	244	338	621	618	390	1577	253	2063	465	1913	113
	41%	38%	39%	40%	40% g	39%	43% h	32%	50% f	47% j	49% k	41% l	39%	35%	41% n	47% o	40%	39%	42%	39%
Mean	2.06	2.06 ^g	2.06 ^g	2.06 ^g	2.05	2.06 ^g	2.06	2.06 ^g	2.33	2.49	2.54	2.45	2.50 ^h	2.49 ^h	2.50 ^h	2.48	2.50 ^h	2.70	2.65	2.65
Std Dev.	1.01	1.05	0.99	0.98	1.03	1.01	1.01	0.94	1.04	1.01	1.06	1.00	0.96	0.94	1.01	1.02	1.00	1.01	1.02	0.99
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.02	0.06

QC4_6. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Social media (e.g. Facebook, X, etc)

Table 58

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Inrelevant	(1) 1038	857	169	44	872	76	51	27	61	100	100	76	117	69	88	132	114	9	67	
	17%	16%	20%	23%	17%	15%	17%	16%	21%ablmnpqr	17%a	23%klmnopqr	15%	15%a	17%a	17%	16%	23%ablmnp	13%	10%	
Not very important	(2) 1494	1294	200	41	1223	152	74	45	56	157	112	114	97	136	188	218	145	23	129	
	24%	24%	23%	24%	24%	29%	25%	26%	23%	23%	22%	28%	18%	24%	23%	26%	28%	34%	29%	
Fairly important	(3) 2197	1881	316	53	1862	172	103	59	87	226	170	164	203	220	311	306	175	23	149	
	36%	35%	37%	31%	36%	33%	33%	35%	35%	33%	34%	37%	37%	38%	38%	36%	33%	35%	33%	
Essential	(4) 1443	1266	177	30	1221	117	66	39	46	183	108	101	154	124	223	187	95	13	105	
	23%	24%	21%	18%	24%	23%	22%	23%	18%	27%a	21%	23%	22%	22%	25%a	22%	18%	19%	23%	
NET Essential/Fairly important	3639	3147	493	83	3083	289	169	98	133	409	279	265	356	343	535	483	270	36	253	
	59%	57%	57%	49%	60%	56%	57%	58%	53%	61%a	56%	56%	60%a	60%a	60%a	58%a	51%	54%	59%	
NET Inrelevant/Not very important	2521	2151	369	85	2095	228	126	72	117	266	229	183	186	229	275	350	259	31	197	
	41%	41%	43%	51%	40%	44%	43%	42%	47%a	39%	49%a	41%	44%	40%	34%	42%a	49%a	46%	44%a	
Mean	2.66	2.53a	2.58	2.41	2.66	2.64	2.62	2.64	2.47	2.52a	2.53	2.56a	2.56a	2.56a	2.56a	2.56a	2.47	2.60	2.57a	
Std Dev	1.01	1.01	1.02	1.06	1.02	0.99	1.02	1.01	1.05	1.03	1.07	0.99	1.04	0.99	0.95	0.99	1.02	0.94	1.00	
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC4_6. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Social media (e.g. Facebook, X, etc)

Table 58

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Total																											
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Irrelevant	(1)	1028	305	513	449	305	27	188	513	58	356	455	348	98	78	38	805	115	424	298	132	83	20	722	163	146	881
			13%	19%	17%	13%	12%	12%	13%	27%	12%	13%	12%	13%	12%	12%	13%	11%	14%	12%	13%	12%	12%	12%	12%	12%	12%
Not very important	(2)	1494	557	595	801	557	42	204	556	56	306	483	606	189	149	63	1089	212	622	543	178	107	31	1165	138	263	1231
			24%	23%	27%	23%	23%	26%	27%	26%	29%	24%	24%	24%	26%	24%	26%	24%	24%	24%	24%	30%	17%	24%	23%	17%	27%
Fairly important	(3)	2197	926	701	1126	926	60	244	701	71	284	618	862	337	205	68	1579	272	874	823	256	99	40	1797	139	608	1588
			24%	23%	27%	23%	23%	26%	27%	26%	29%	24%	24%	24%	26%	24%	26%	24%	24%	24%	24%	30%	17%	24%	23%	17%	27%
Essential	(4)	1443	624	355	627	624	31	128	355	28	103	459	570	176	152	79	1028	230	688	539	115	59	37	1225	96	503	940
			23%	16%	20%	20%	19%	19%	17%	13%	10%	23%	23%	22%	26%	26%	23%	23%	23%	23%	23%	17%	17%	21%	21%	33%	20%
NET Essential/Fairly important	3639	1551	1056	2253	1758	1551	91	371	1056	88	387	1076	1531	513	357	146	2608	503	1550	1452	372	158	77	3022	235	1112	2528
			59%	54%	54%	54%	51%	57%	52%	49%	49%	53%	52%	51%	52%	49%	52%	51%	50%	50%	50%	44%	43%	43%	43%	44%	54%
NET Irrelevant/Not very important	2521	862	1107	1249	1495	862	69	392	1107	114	663	940	1247	427	287	100	1895	327	1046	841	310	200	100	1887	300	409	2112
			34%	36%	31%	34%	30%	35%	34%	35%	31%	37%	35%	36%	39%	41%	37%	37%	37%	36%	37%	27%	27%	27%	27%	27%	27%
Mean	2.66	2.73	2.42	2.76	2.56	2.72	2.59	2.41	2.42	2.35	2.13	2.53	2.76	2.74	2.76	2.76	2.74	2.70	2.66	2.70	2.35	2.25	2.35	2.70	2.31	2.62	2.56
Std Dev.	1.01	0.97	1.02	0.98	1.03	0.97	0.99	1.03	1.02	1.01	0.99	1.08	0.97	0.94	0.99	1.06	1.02	1.01	1.03	0.96	0.99	1.04	1.18	1.00	1.09	0.94	1.02
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.02	0.04	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

QC4_6. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Social media (e.g. Facebook, X, etc)

Table 58

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
Irrelevant	(1) 1028	64	959	3	311	652	43	925	28	15	58	968	-
	17%	19%	17%	8%	30% d	16%	14%	16%	24%	27%	68% ghij	16%	-
Not very important	(2) 1494	84	1399	11	429	1004	61	1444	20	16	8	1480	6
	24%	23%	24%	28%	26%	24%	20%	23%	17%	28%	12%	23%	30%
Fairly important	(3) 2197	115	2066	16	537	1551	109	2128	37	22	*	2187	10
	36%	34%	36%	38%	32%	37% d	35%	36%	31%	39% d	*	36%	44%
Essential	(4) 1443	73	1359	11	379	967	88	1402	32	3	*	1437	6
	23%	22%	23%	28%	23%	23%	27% d	23% d	23% d	6%	*	23% d	28%
NET Essential/Fairly important	3639	188	3425	26	915	2517	207	3530	69	26	*	3524	15
	59%	56%	59%	64%	55%	60% d	68% d	60%	56%	48% d	*	60%	70%
NET Irrelevant/Not very important	2521	148	2358	15	780	1656	105	2368	49	32	66	2448	6
	41%	44%	41%	38%	42% d	40%	34%	40%	42%	55%	100% ghij	40%	30%
Mean	2.66	2.59	2.66	2.81	2.57	2.66	2.64	2.66	2.61	2.56	1.12	2.62	2.97
Std Dev.	1.01	1.03	1.01	0.92	1.05	1.00	1.02	1.00	1.13	0.92	0.35	1.01	0.76
Std Error	0.01	0.05	0.01	0.13	0.02	0.02	0.06	0.01	0.11	0.12	0.04	0.01	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC4_6. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Social media (e.g. Facebook, X, etc)

Table 58

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Inrelevant	(1) 1026	267	262	264	234	103	84	81	84	85	92	81	88	95	72	69	92				
	17%	17%	17%	17%	15%	21% ^{un}	16%	15%	16%	17%	19%	16%	17%	19%	14%	14%	18%				
Not very important	(2) 1494	369	371	387	366	125	122	122	136	126	109	126	132	129	105	122	139				
	24%	24%	24%	25%	24%	28%	23%	23%	28%	25%	22%	24%	28%	26%	21%	24%	27%				
Fairly important	(3) 2197	556	538	533	570	160	195	201	182	162	194	205	165	163	162	199	179				
	36%	36%	35%	35%	37%	33%	37%	38%	34%	32%	39%	40% ^{un}	32%	32%	38%	39%	34%				
Essential	(4) 1443	358	364	355	366	104	131	123	130	134	100	106	133	115	134	122	110				
	23%	23%	24%	23%	24%	21%	25%	23%	24%	26%	20%	20%	26%	23%	27%	24%	21%				
NET Essential/Fairly important	(4) 3639	914	902	888	936	264	326	324	312	296	294	311	298	278	326	321	289				
	59%	59%	59%	58%	61%	54%	61%	62% ^{un}	59%	58%	59%	60%	58%	55%	65% ^{unimp}	63% ^{un}	55%				
NET Inrelevant/Not very important	2521	636	633	651	600	227	206	203	220	211	202	207	220	224	177	152	232				
	41%	41%	41%	42%	39%	40% ^{un}	39%	39%	41%	42%	41%	40%	42%	45% ^{un}	35%	37%	43% ^{un}				
Mean	2.66	2.65	2.65	2.64	2.70	2.54	2.70 ^{un}	2.70	2.67	2.68	2.61	2.65	2.66	2.59	2.77 ^{unimp}	2.73 ^{un}	2.59				
Std Dev.	1.01	1.02	1.02	1.02	1.00	1.04	1.01	0.99	1.01	1.04	1.01	0.97	1.04	1.04	1.00	0.97	1.01				
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.04	0.04	0.04	0.05	0.05	0.04	0.05	0.05	0.04	0.04	0.05				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC4_7. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Video calling (e.g. Skype, FaceTime, etc)

Table 59

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Inrelevant	(1) 923	231	692	74	849	476	446	28	62	79	104	236	218	199	90	182	650	414	886	34
Not very important	(2) 1077	209	1405	165	1492	670	792	174	185	269	240	359	233	220	309	558	812	454	1488	183
Fairly important	(3) 2194	440	1755	277	1917	1057	1135	358	355	469	319	358	204	136	711	788	696	340	1781	382
Essential	(4) 1366	353	1013	253	1113	598	767	265	265	303	170	189	107	72	530	477	359	179	1003	344
NET Essential/Fairly important	3650	753	2768	530	3030	1656	1902	621	620	777	488	535	311	208	1241	1265	1054	519	2785	728
NET Inrelevant/Not very important	2600	440	2160	259	2341	1354	1238	201	247	345	344	595	449	419	449	689	1462	868	2373	217
Mean	2.65	2.746	2.63	2.66d	2.61	2.59	2.71e	2.60dmin	2.60dmin	2.60dmin	2.67dmin	2.62dmin	2.27	2.13	2.60davg	2.60davg	2.36d	2.20	2.56	2.16r
Std Dev	0.99	1.07	0.96	0.96	0.98	0.98	0.99	0.82	0.90	0.88	0.94	0.99	1.02	0.99	0.86	0.91	1.01	1.01	0.99	0.83
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC4_7. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Video calling (e.g. Skype, FaceTime, etc)

Table 59

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	654	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Irrelevant	923	109	233	222	358	342	580	344	564	125	160	216	191	79	565	129	692	214	655	53
(1)	18%	10%	12%	17%	22%	17%	21%	9%	21%	14%	22%	25%	15%	7%	15%	13%	17%	17%	14%	16%
Not very important	1677	253	511	383	530	764	913	920	733	129	238	434	406	309	1077	136	1433	372	1240	65
(2)	27%	22%	27%	28%	31%	25%	29%	25%	31%	25%	32%	29%	26%	28%	28%	25%	28%	37%	124%	22%
Fairly important	2194	442	703	603	545	1145	1048	1445	724	175	213	517	628	422	1358	180	1879	418	1673	104
(3)	35%	29%	33%	32%	32%	35%	34%	39%	30%	34%	29%	34%	37%	34%	34%	34%	35%	33%	37%	35%
Essential	1366	332	466	276	292	798	568	961	377	86	123	335	359	290	818	89	1170	280	1020	67
(4)	22%	25%	24%	24%	24%	26%	18%	16%	16%	17%	22%	23%	23%	26%	21%	17%	23%	22%	22%	23%
NET Essential/Fairly important	3560	774	1170	779	836	1844	1615	2406	1101	261	337	852	987	712	2175	269	3050	697	2693	170
Important	58%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%
NET Irrelevant/Not very important	2600	362	744	606	889	1106	1494	1264	1267	254	398	649	597	388	1643	265	2126	586	1896	118
(42%)	42%	32%	39%	44%	52%	36%	48%	34%	46%	49%	54%	43%	38%	35%	42%	30%	47%	46%	47%	41%
Mean	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.43	2.41	2.41	2.41	2.41	2.41	2.43	2.43	2.59	2.67	2.64
Std Dev.	0.99	0.94	0.96	0.96	1.00	0.96	0.99	0.93	1.01	1.03	1.01	0.98	0.95	0.90	0.98	1.03	0.97	1.01	0.98	1.03
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

QC4_7. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Video calling (e.g. Skype, FaceTime, etc)

Table 59

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Inrelevant	(1) 923	770	153	36	762	70	41	29	65	100	101	60	78	82	71	133	92	11	69		
	18%	18%	18%	2.5%	19%	13%	14%	17%	8.5%klmopqr	1.0%	2.5%lmn	13%	1.5%kl	1.0%	9%	1.5%kl	1.0%kl	16%	1.5%kl		
Not very important	(2) 1677	1467	210	35	1398	151	79	49	60	208	151	128	111	142	190	266	142	21	130		
	27%	28%kl	24%	21%	27%	29%	27%	29%	24%	31%lm	39%kl	29%kl	20%	25%	23%	32%lmn	29%kl	31%	29%kl		
Fairly important	(3) 2194	1880	314	61	1837	187	109	62	77	225	188	161	206	214	359	254	173	19	169		
	36%	35%	38%	36%	35%	38%	37%	36%	31%	33%	33%	36%	3.5%kl	1.0%	4.4%hikloqr	30%	33%	28%	4.5%kl		
Essential	(4) 1366	1181	186	34	1160	109	66	31	47	141	88	100	148	135	190	189	121	17	92		
	22%	22%	22%	20%	22%kl	21%	23%	18%	19%	21%	17%	22%	27%hijr	24%kl	23%kl	22%	23%	25%	20%		
NET Essential/Fairly important	3560	3061	499	94	2957	296	175	92	125	366	255	261	354	345	549	443	294	35	261		
	58%	58%	58%	56%	58%	57%	58%	54%	50%	54%	50%	52%kl	6.5%hikloqr	1.5%kl	6.5%hikloqr	53%	55%	53%	6.5%kl		
NET Inrelevant/Not very important	2600	2237	363	73	2181	221	120	78	125	308	252	187	189	224	261	400	235	32	189		
	42%	42%	42%	44%	42%	43%	41%	46%	39%klmnoqr	48%kl	39%klmnoqr	42%kl	35%	39%	32%	47%klmn	44%kl	47%kl	42%kl		
Mean	2.05	2.05	2.02	2.54	2.05	2.05	2.05	2.55	2.43	2.05	2.48	2.05	2.05	2.05	2.05	2.05	2.05	2.62	2.05		
Std Dev.	0.99	0.98	1.01	1.05	0.99	0.96	0.98	0.96	1.07	0.98	1.00	0.97	1.00	0.98	0.89	1.00	1.02	1.03	0.95		
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.08	0.03		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC4_7. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Video calling (e.g. Skype, FaceTime, etc)

Table 59

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total																													
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Irrelevant	(1)	923	293	423	417	547	293	25	177	423	58	271	402	99	72	35	705	107	402	251	116	75	89	653	144	134	769		
		15%	72%	12%	50%ab	12%	17%ab	12%	20%	20%h	25%h	20%kanoq	12%	12%	12%	14%	18%l	13%	19%ow	11%	11%ow	21%ow	39%unreux	13%u	27%unre	9%	17%y		
Not very important	(2)	1677	600	662	874	936	600	45	222	662	60	337	536	651	227	181	76	1187	257	710	591	211	122	34	1301	156	391	1286	
	27%	25%	13%ab	25%	27%ab	25%	28%	29%	28%	31%	28%	27%	26%	28%	31%	26%	21%o	21%o	27%	26%	18%ov	35%ovw	19%	26%	25%	26%	28%		
Fairly important	(3)	2194	872	716	1302	1145	872	53	225	716	69	308	604	985	328	198	72	1588	270	838	689	252	82	43	1807	125	574	1620	
	36%	36%	33%	37%b	35%	36%b	33%	29%	33%	33%	29%	30%	40%kanoq	41%kanoq	34%	29%	35%b	32%	35%ux	42%unreux	37%unre	23%	24%	37%unre	23%	38%	35%		
Essential	(4)	1366	648	362	610	624	648	37	140	648	25	133	475	544	145	130	64	1019	196	658	452	102	79	31	1148	110	421	945	
	22%	22%ab	17%	52%ab	19%	25%ab	23%	18%	22%h	12%	13%	22%	22%	19%	23%	19%	21%om	21%om	25%ab	21%ab	15%	15%	17%	22%u	21%u	23%u	20%		
NET Essential/Fairly important	3560	1520	1077	2212	1789	1520	90	365	1077	94	441	1078	1529	473	331	135	2607	466	1494	1462	354	161	74	2856	235	825	2565		
	58%	62%ab	50%	62%ab	54%b	62%ab	56%	48%	60%h	44%	42%	53%	62%kag	62%k	57%	55%	60%k	56%	67%unre	63%unre	62%u	45%	42%	60%unre	44%	60%u	55%		
NET Irrelevant/Not very important	2600	893	1086	1291	1484	893	70	399	1086	119	608	939	857	327	253	111	1895	364	1112	841	328	197	104	1954	300	525	2074		
	42%	37%	49%ab	37%	45%ab	37%	44%	45%h	50%	56%	51%h	47%kanoq	38%	41%	43%	45%	42%l	41%l	37%	44%unre	37%unre	37%unre	37%unre	37%u	45%unre	35%	41%y		
Mean	2.66	2.73ab	2.47	3.77ab	2.57%	2.76%	2.64	2.43	2.71%	2.28	2.29	2.57	3.31%	2.65	2.67	2.66	2.68%	2.67	2.67unre	2.74unre	2.70unre	2.46%	2.20	2.70unre	2.38	2.84%	2.59		
Std Dev.	0.99	0.98	0.99	0.97	0.98	0.98	1.01	1.04	0.99	0.99	0.99	1.06	0.94	0.92	0.96	1.01	1.00	0.98	1.02	0.92	0.94	1.05	1.14	0.97	1.09	0.93	1.00		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01		

QC4_7. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Video calling (e.g. Skype, FaceTime, etc)

Table 59

Base : All participants

		Housebound			Disability			Internet access						
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base		6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base		3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Irrelevant	(1)	923	65	854	4	302	585	35	824	27	18	92	870	*
		15%	19%	15%	9%	16% ^d	14%	11%	14%	23% ^{gh}	31% ^{gh}	60% ^{ghkl}	14%	1%
Not very important	(2)	1677	90	1573	14	515	1094	68	1623	28	12	11	1663	3
		27%	27%	27%	35%	6.3% ^d	26%	22%	28%	24%	21%	17%	27%	16%
Fairly important	(3)	2194	113	2067	14	518	1552	126	2122	38	20	2	2179	13
		36%	34%	36%	35%	31%	37% ^d	46% ^d	56% ^d	32% ^d	38% ^d	3%	36% ^d	60%
Essential	(4)	1366	68	1289	9	342	941	83	1329	24	7	*	1361	5
		22%	20%	22%	21%	20%	23%	27%	32% ^d	24% ^d	15% ^d	*	24% ^d	24%
NET Essential/Fairly important		3560	181	3356	23	858	2493	209	3451	62	27	2	3540	18
		58%	54%	58%	55%	51%	60% ^d	51% ^d	59% ^d	52% ^d	44% ^d	3%	60% ^d	84%
NET Irrelevant/Not very important		2600	155	2427	19	818	1880	102	2447	55	30	64	2532	4
		42%	40%	42%	44%	6.9% ^d	42% ^d	33%	41%	47%	53%	57% ^{ghkl}	42%	16%
Mean		2.65	2.55	2.66	2.67	2.54	2.68% ^d	2.53% ^d	2.67 ^d	2.55% ^d	2.58% ^d	1.24	2.66% ^d	3.06
Std Dev.		0.99	1.02	0.98	0.92	1.01	0.97	0.95	0.98	1.07	1.05	0.52	0.98	0.67
Std Error		0.01	0.05	0.01	0.13	0.02	0.02	0.05	0.01	0.10	0.14	0.06	0.01	0.14

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC4_7. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Video calling (e.g. Skype, FaceTime, etc)

Table 59

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Inrelevant	(1) 923	237	228	214	243	78	95	64	78	63	88	68	74	71	90	66	88				
	15%	15%	15%	14%	16%	16%	18%	12%	15%	12%	18%	13%	14%	14%	18%	13%	17%				
Not very important	(2) 1677	446	395	420	416	144	131	171	138	133	125	150	138	131	129	145	142				
	27%	29%	26%	27%	27%	28%	25%	33%	28%	26%	23%	29%	27%	26%	26%	28%	27%				
Fairly important	(3) 2194	544	547	570	534	178	196	170	182	186	179	208	176	185	170	178	185				
	36%	35%	36%	37%	35%	36%	37%	32%	34%	37%	36%	40%	34%	37%	34%	35%	36%				
Essential	(4) 1366	323	365	335	343	91	110	122	135	125	104	91	129	115	114	123	106				
	22%	21%	24%	22%	22%	16%	21%	23%	25%	24%	21%	18%	25%	23%	23%	25%	20%				
NET Essential/Fairly important	3500	867	911	905	877	269	306	292	317	312	283	300	305	300	284	302	291				
	58%	56%	59%	59%	57%	55%	58%	55%	60%	61%	57%	58%	59%	60%	56%	59%	56%				
NET Inrelevant/Not very important	2600	683	624	634	659	222	226	235	215	196	212	216	213	203	219	210	230				
	42%	44%	41%	41%	43%	45%	42%	45%	40%	39%	42%	42%	41%	40%	44%	41%	44%				
Mean	2.65	2.62	2.68	2.67	2.64	2.57	2.60	2.67	2.70	2.7%	2.61	2.62	2.70	2.68	2.61	2.70	2.59				
Std Dev.	0.99	0.98	0.99	0.97	1.00	0.97	1.01	0.96	1.01	0.97	1.01	0.92	1.00	0.98	1.02	0.97	0.99				
Std Error	0.01	0.02	0.03	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC4_8. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Table 60

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3198	791	817	1134	1152	852	609	1608	1939	2613	1481	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Irrelevant	(1) 436	125	312	21	415	256	180	5	12	17	43	105	108	148	17	60	359	254	429	6
	7%	16%a	6%	3%	8%a	6%a	6%	1%	1%	2%	14%g,h	14%g,h	14%g,h	23%h,m	1%	13%n	14%no	16%no	8%r	7%
Not very important	(2) 506	98	414	50	459	291	215	31	37	64	67	97	115	87	69	131	309	212	470	29
	8%	9%	8%	6%	9%	8%	8%	4%	4%	6%	6%	8%h	8%h	8%h	6%	12%o	12%o	12%o	3%	4%
Fairly important	(3) 2197	387	1811	258	1939	1157	1037	217	270	400	307	478	292	234	486	707	1004	528	1874	304
	36%	31%	37%a	33%	36%	36%a	33%	26%	31%	37%g	37%g	42%h	42%h	37%g	37%g	48%o	48%o	39%r	47%	39
Essential	(4) 3016	627	2391	460	2558	1307	1709	570	648	640	415	450	245	150	1118	1056	845	395	2379	604
	49%	49%	49%	48%	49%	49%	57%	57%h,i	57%h,i	57%h,i	57%h,i	57%h,i	48%k	48%k	48%k	48%k	48%k	48%k	48%k	62%
NET Essential/Fairly important	5215	1014	4202	718	4487	2464	2745	786	818	1040	722	928	536	384	1604	1763	1849	920	4253	908
	85%	82%	85%a	81%a	84%	82%	87%a	90%h,i	90%h,i	90%h,i	90%h,i	82%h,k	73%h	61%	85%o	89%o	73%r	68%	98%	98%
NET Irrelevant/Not very important	945	219	726	71	674	565	395	36	49	81	110	202	223	243	65	191	668	467	905	35
	15%	15%a	15%a	15%a	15%a	15%a	15%a	4%	4%	7%	10%	23%k	23%k	23%k	4%	15%p	15%p	15%p	4%	4%
Mean	3.27	3.23	3.27	3.47d	3.24	3.17	3.36	3.66h,i	3.66h,i	3.48h,i	3.32h,i	3.15h,i	2.82	2.62	3.66o,p	3.41p	2.93q	2.76	3.20	3.66r
Std Dev	0.89	0.97	0.86	0.73	0.90	0.92	0.84	0.59	0.65	0.68	0.83	0.92	1.02	1.09	0.62	0.75	1.01	1.06	0.92	0.98
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.01	0.02	0.02	0.02	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/j/k/m - n/o/p/q - r/s

QC4_8. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Table 60

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2367	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Irrelevant	(1) 436	64	118	77	177	182	254	126	305	67	90	82	75	40	247	70	325	96	315	27
	7%	6%	6%	6%	11% ^{ab}	6%	9% ^{ab}	3%	11% ^{ab}	1% ^{ab}	1% ^{ab}	1% ^{ab}	5%	4%	1% ^{ab}	6%	7%	7%	7%	9%
Not very important	(2) 508	87	120	156	166	186	322	216	281	60	72	152	116	60	339	62	411	125	361	22
	8%	6%	6%	11% ^{ab}	19% ^{ab}	6%	19% ^{ab}	6%	12% ^{ab}	1% ^{ab}	1% ^{ab}	1% ^{ab}	7%	5%	1% ^{ab}	1% ^{ab}	8%	10%	8%	8%
Fairly important	(3) 2197	354	685	527	632	1039	1158	1282	881	209	231	551	616	376	1369	214	1841	451	1645	102
	36%	31%	37% ^a	38% ^a	37% ^a	34%	37% ^a	35%	37%	4% ^{ab}	32%	37%	4% ^{ab}	34%	36%	40%	38%	35%	38%	35%
Essential	(4) 3018	651	991	624	750	1642	1375	2046	931	179	340	717	778	624	1835	188	2599	613	2267	138
	49%	57% ^{ab}	52% ^{ab}	45%	43%	54% ^{ab}	44%	56% ^{ab}	39%	35%	46% ^{ab}	46% ^{ab}	49% ^{ab}	47% ^{ab}	57% ^{ab}	35%	59% ^{ab}	48%	49%	46%
NET Essential/Fairly important	5215	1005	1675	1151	1362	2581	2533	3326	1812	388	571	1286	1394	1000	3252	402	4440	1064	3912	239
	85%	87% ^{ab}	89% ^{ab}	85%	80%	83% ^{ab}	87%	89% ^{ab}	75%	75%	78%	81% ^{ab}	82% ^{ab}	81% ^{ab}	83% ^{ab}	75%	85% ^{ab}	83%	85%	83%
NET Irrelevant/Not very important	945	131	238	233	343	368	576	342	586	127	162	233	191	100	586	131	735	220	676	48
	15%	11%	12%	17% ^{ab}	20% ^{ab}	12%	19% ^{ab}	9%	22% ^{ab}	20% ^{ab}	22% ^{ab}	18% ^{ab}	12%	9%	19% ^{ab}	28% ^{ab}	14%	17%	15%	17%
Mean	3.27	3.26 ^{ab}	3.26 ^{ab}	3.25 ^{ab}	3.13	3.27 ^{ab}	3.18	3.23 ^{ab}	3.02	2.97	3.03	3.23 ^{ab}	3.20	3.22 ^{ab}	3.21	2.98	3.25 ^{ab}	3.23	3.26	3.22
Std Dev	0.89	0.83	0.85	0.86	0.96	0.84	0.92	0.75	1.01	0.99	1.02	0.85	0.81	0.76	0.87	1.00	0.86	0.80	0.88	0.94
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.04	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC4_8. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Table 60

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Irrelevant	(1)	436	361	76	376	29	21	11	27	51	60	29	35	27	37	57	57	4	24	
	7%	7%	9%	10% ^a	7%	6%	7%	6%	11% ^b	7%	11% ^b	7%	6%	6%	9%	7%	11% ^b	7%	9%	
Not very important	(2)	508	424	84	17	409	55	32	11	23	53	41	37	26	56	51	69	52	8	
	8%	8%	10%	10%	8%	11%	11%	7%	9%	8%	8%	8%	8%	10%	6%	8%	10%	12%	11%	
Fairly important	(3)	2197	1910	288	51	1866	183	99	50	87	258	186	161	196	231	301	278	186	26	
	36%	36%	33%	30%	30%	30%	34%	29%	35%	38%	33%	36%	36%	40%	37%	33%	35%	38%	35%	
Essential	(4)	3018	2604	414	76	2526	250	142	99	113	313	245	220	285	257	421	439	233	29	
	49%	49%	48%	45%	49%	48%	48%	38%	45%	46%	48%	49%	53%	45%	52%	52%	44%	43%	49%	
NET Essential/Fairly important	5215	4514	702	126	4382	433	242	148	201	571	411	381	482	489	723	718	419	55	378	
	85%	85%	81%	75%	85%	84%	82%	13%	80%	85%	81%	85%	89%	89%	89%	89%	79%	81%	84%	
NET Irrelevant/Not very important	945	784	160	41	765	84	53	22	49	104	97	67	61	84	87	127	110	12	72	
	15%	15%	19%	22%	15%	16%	18%	13%	20%	15%	19%	15%	15%	15%	11%	15%	21%	19%	16%	
Mean	3.27	3.25 ^c	3.21	3.06	3.26	3.27	3.23	3.25 ^d	3.15	3.24	3.18	3.20	3.20	3.25	3.27 ^d	3.26	3.12	3.18	3.25 ^d	
Std Dev.	0.89	0.88	0.94	1.07	0.89	0.86	0.91	0.86	0.98	0.89	0.89	0.87	0.84	0.82	0.79	0.89	0.98	0.89	0.86	
Std Error	0.01	0.01	0.02	0.04	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.05	0.05	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a:b:c - d:e:f:g - h:i:j:k:l:m:n:o:p:q:r
* small base

QC4_8. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Table 60

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Irrelevant	(1)	436	116	224	183	293	116	80	224	39	162	213	136	33	35	16	345	51	168	121	54	41	46	289	87	56	381
Not very important	(2)	508	164	230	242	305	164	17	82	230	147	162	193	79	50	22	355	72	169	184	93	44	16	353	60	105	403
	8%	7%	7%	11%	7%	9%	7%	11%	11%	13%	14%	8%	8%	10%	9%	9%	8%	9%	6%	8%	14%	12%	9%	7%	11%	7%	9%
Fairly important	(3)	2197	886	776	1278	1158	886	69	287	776	386	659	982	322	184	62	1621	246	792	901	317	124	52	1693	176	573	1624
	36%	37%	30%	36%	36%	37%	43%	36%	36%	36%	37%	33%	34%	36%	32%	25%	30%	29%	30%	29%	35%	29%	24%	33%	33%	33%	35%
Essential	(4)	3018	1247	613	433	1059	446	369	1247	364	354	1434	1694	466	344	109	2177	460	1477	1058	217	148	64	2575	213	786	2232
	60%	67%	61%	43%	39%	46%	44%	38%	41%	40%	34%	49%	40%	46%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%
NET Essential/Fairly important	5215	2132	1708	3077	2653	2132	130	601	1708	184	740	1942	2156	688	498	208	3798	706	2269	1959	534	272	116	4268	389	1359	3856
85%	85%	85%	79%	85%	82%	85%	79%	82%	85%	79%	72%	87%	87%	80%	85%	85%	85%	85%	85%	85%	85%	85%	65%	85%	73%	85%	83%
NET Irrelevant/Not very important	945	280	125	425	589	280	160	102	280	160	102	375	330	147	84	103	342	131	642	305	145	64	167	645	784	61	784
10%	10%	11%	45%	45%	51%	12%	12%	11%	12%	12%	11%	12%	12%	14%	12%	15%	15%	13%	15%	13%	22%	24%	13%	24%	13%	24%	13%
Mean	3.27	3.25	3.12	3.24	3.18	3.25	3.10	3.09	3.20	2.79	2.89	3.20	3.26	3.28	3.25	3.25	3.26	3.26	3.26	3.26	3.26	3.26	3.26	3.26	3.26	3.26	3.23
Std Dev	0.89	0.81	0.97	0.82	0.94	0.81	0.90	0.96	0.97	1.07	1.04	0.98	0.83	0.80	0.87	0.90	0.88	0.87	0.83	0.88	1.00	1.20	0.85	1.08	0.77	0.92	0.92
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QC4_8. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Table 60

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Irrelevant	(1) 438	70	396	2	152	268	19	355	20	16	46	390	-
		19%	7%	4%	8%	7%	6%	6%	17%	27%	70%	6%	-
Not very important	(2) 508	46	460	2	185	291	33	463	20	8	15	490	3
	8%	12%	8%	5%	11%	7%	10%	8%	17%	13%	22%	8%	16%
Fairly important	(3) 2197	120	2056	22	591	1498	109	2112	54	20	1	2186	10
	36%	36%	36%	54%	35%	36%	35%	36%	48%	36%	2%	36%	47%
Essential	(4) 3018	132	2871	15	750	2117	152	2966	24	14	4	3006	8
	49%	39%	49%	37%	45%	51%	49%	50%	21%	24%	6%	50%	37%
NET Essential/Fairly important	5215	251	4927	37	1340	3515	260	5080	78	34	5	5192	18
	85%	75%	85%	91%	80%	87%	84%	86%	68%	69%	8%	85%	84%
NET Irrelevant/Not very important	945	85	856	4	335	558	51	818	40	23	61	881	3
	15%	22%	15%	9%	19%	13%	16%	14%	34%	37%	31%	15%	16%
Mean	3.27	3.03	3.25%	3.23	3.16	3.31%	3.26	3.30%	2.7%	2.56%	1.44	3.26%	3.21
Std Dev.	0.89	1.00	0.88	0.75	0.94	0.86	0.87	0.85	0.98	1.14	0.81	0.87	0.71
Std Error	0.01	0.05	0.01	0.11	0.02	0.01	0.05	0.01	0.09	0.15	0.10	0.01	0.15

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC4_8. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Table 60

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Inrelevant	(1)	436	122	114	83	118	46	42	34	45	35	34	26	24	34	40	38				
		7%	8%	7%	5%	8%	9%	8%	8%	9%	7%	7%	6%	6%	7%	8%	7%				
Not very important	(2)	508	124	156	128	100	38	43	43	56	54	46	40	48	41	27	37				
		8%	8%	10%	8%	6%	8%	8%	8%	11%	11%	9%	8%	9%	8%	5%	7%				
Fairly important	(3)	2197	556	502	560	579	162	204	190	174	157	172	200	169	191	194	180				
		36%	36%	33%	36%	38%	33%	38%	36%	33%	31%	35%	39%	33%	38%	39%	35%				
Essential	(4)	3018	748	763	768	739	246	244	259	257	262	244	253	278	238	242	255				
		49%	48%	50%	50%	48%	50%	46%	49%	48%	52%	49%	49%	54%	47%	48%	46%				
NET Essential/Fairly important	8215	1304	1265	1328	1318	407	447	450	431	418	416	453	447	428	436	436	447				
		85%	84%	82%	86%	86%	83%	84%	85%	81%	82%	84%	87%	86%	85%	87%	86%				
NET Inrelevant/Not very important	945	246	270	231	218	84	85	77	101	89	80	65	71	74	68	77	74				
		15%	16%	17%	14%	14%	17%	16%	15%	19%	18%	16%	13%	14%	15%	13%	15%				
Mean	3.27	3.25	3.25	3.31	3.26	3.24	3.22	3.28	3.21	3.27	3.27	3.31	3.30%	3.26	3.27	3.27	3.25				
Std Dev.	0.89	0.90	0.91	0.84	0.89	0.95	0.90	0.87	0.94	0.91	0.89	0.82	0.83	0.87	0.89	0.90	0.87				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QC4_9. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Other ways of communicating over the internet

Table 61

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	887	5353	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Irrelevant	(1) 1410	397	1013	128	1281	610	789	108	159	165	182	315	244	237	267	347	795	481	1302	98
Not very important	(2) 2006	342	1664	195	1811	1019	983	224	227	351	254	399	297	254	451	604	990	551	1772	224
Fairly important	(3) 2038	348	1690	302	1736	1018	1016	326	336	428	318	347	170	118	661	742	635	288	1596	417
Essential	(4) 706	145	561	164	543	362	343	154	145	193	83	63	43	19	310	290	136	67	488	235
NET Essential/Fairly important	455%	40%	46%	42%	42%	46%	43%	29% ^{ab}	17% ^{ab}	18% ^{ab}	10% ^{ab}	8% ^{ab}	6% ^{ab}	3%	18% ^{ab}	13% ^{ab}	5%	5%	22% ^{ab}	22% ^{ab}
NET Irrelevant/Not very important	545%	60% ^{ab}	54%	41%	58% ^{ab}	54%	57%	40%	45%	46%	52% ^{ab}	63% ^{ab}	71% ^{ab}	78% ^{ab}	43%	48% ^{ab}	69% ^{ab}	74% ^{ab}	60% ^{ab}	34%
Mean	2.33	2.20	2.36%	2.65d	2.29	2.36f	2.29	2.66h ^{ab}	2.56h ^{ab}	2.59h ^{ab}	2.35h ^{ab}	2.15h ^{ab}	2.05h ^{ab}	1.87	2.66h ^{ab}	2.47h ^{ab}	2.04h ^{ab}	1.96	2.25	2.77f
Std Dev	0.95	1.02	0.93	0.99	0.94	0.94	0.97	0.94	0.98	0.93	0.93	0.90	0.90	0.82	0.96	0.93	0.89	0.86	0.94	0.90
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC4_9. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Other ways of communicating over the internet

Table 61

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Irrelevant	(1) 1410	240	395	317	458	635	774	648	743	142	187	315	338	215	840	147	1142	296	1054	60
	33%	21%	21%	23%	28%	21%	27%	19%	27%	13%	13%	21%	21%	20%	22%	13%	22%	23%	23%	21%
Not very important	(2) 2006	338	692	445	531	1030	976	1101	878	158	243	512	497	377	1251	164	1695	395	1517	94
	33%	30%	36%	32%	31%	34%	31%	30%	37%	31%	33%	34%	31%	34%	33%	31%	33%	31%	33%	33%
Fairly important	(3) 2038	383	619	459	576	1002	1035	1352	613	151	238	483	687	382	1308	158	1759	417	1520	102
	33%	34%	32%	33%	33%	33%	33%	29%	29%	29%	32%	32%	37%	35%	34%	30%	34%	32%	33%	35%
Essential	(4) 706	175	207	164	160	382	324	530	165	65	65	192	162	127	419	65	580	177	498	32
	11%	15%	11%	12%	9%	13%	10%	13%	14%	13%	9%	12%	10%	12%	11%	12%	11%	14%	11%	11%
NET Essential/Fairly important	2744	555	826	622	737	1384	1359	1921	778	215	303	675	749	509	1728	223	2339	593	2018	133
	45%	40%	43%	42%	44%	42%	44%	32%	32%	42%	41%	45%	47%	45%	45%	40%	45%	46%	44%	45%
NET Irrelevant/Not very important	3416	579	1087	762	989	1665	1750	1748	1619	300	430	826	835	591	2091	311	2836	690	2571	154
	55%	51%	57%	55%	59%	55%	56%	48%	60%	58%	59%	55%	53%	54%	55%	58%	55%	54%	56%	54%
Mean	2.53	2.42	2.50	2.34	2.25	2.50	2.29	2.42	2.08	2.27	2.25	2.50	2.50	2.45	2.50	2.26	2.34	2.37	2.32	2.36
Std Dev.	0.98	0.99	0.92	0.86	0.95	0.95	0.96	0.94	0.91	1.00	0.94	0.95	0.93	0.93	0.94	0.99	0.94	0.98	0.95	0.93
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

QC4_9. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Other ways of communicating over the internet

Table 61

Base : All participants

		Rurality			Nation				Region												
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base		6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base		6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base		3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Inrelevant	(1)	1410	1190	220	111	1146	111	92	61	76	195	164	84	93	100	108	100	161	12	89	
		23%	22%	29%	53% ^{ab}	22%	21%	11% ^{de}	63% ^{de}	63% ^{ablmopqr}	62% ^{de}	63% ^{ablmopqr}	61% ^{de}	61%	61% ^{de}	63%	63% ^{de}	63% ^{ablmopqr}	16%	23% ^{de}	
Not very important	(2)	2006	1701	305	49	1653	213	91	48	78	216	157	154	167	154	248	308	170	32	182	
		33%	32%	35%	29%	32%	41% ^{de}	31%	28%	31%	31%	32%	31%	34% ^{lm}	31%	27%	31%	37% ^{lm}	32%	46% ^{hijlmnopqr}	
Fairly important	(3)	2038	1782	257	46	1764	148	82	44	76	222	132	169	220	221	330	237	159	18	130	
		33%	34%	30%	28%	31% ^{ab}	30%	33%	26%	31%	31%	33%	30%	31% ^{lmopqr}	31% ^{hijlmopqr}	31% ^{hijlmopqr}	41% ^{hijlmopqr}	28%	30%	27%	
Essential	(4)	706	626	80	14	615	45	29	17	20	82	55	42	63	89	124	102	37	5	40	
		11%	12%	9%	9%	12% ^{de}	9%	10%	10%	8%	8%	12% ^{lm}	11%	9%	12% ^{lm}	16% ^{lmopqr}	16% ^{lmopqr}	16% ^{lmopqr}	7%	7%	
NET Essential/Fairly important		2744	2408	336	61	2379	193	112	61	96	303	187	210	263	310	454	339	197	23	170	
		45%	45% ^{ab}	39%	36%	45% ^{ab}	37%	38%	36%	39%	45% ^{lm}	37%	42% ^{lmopqr}	35% ^{hijlmopqr}	42% ^{hijlmopqr}	42% ^{hijlmopqr}	40%	37%	34%	38%	
NET Inrelevant/Not very important		3416	2860	525	107	2799	324	183	109	154	371	321	238	260	263	356	504	332	44	280	
		55%	55% ^{de}	61%	64%	54%	62% ^{de}	62% ^{de}	64% ^{de}	61% ^{klmn}	62% ^{lmn}	63% ^{klmn}	63% ^{de}	48%	46%	44%	60% ^{klmn}	60% ^{klmn}	66% ^{klmn}	62% ^{klmn}	
Mean		2.33	2.30	2.23	2.10	2.30 ^{de}	2.30	2.17	2.10	2.16	2.25 ^{lm}	2.16	2.25 ^{lm}	2.25 ^{lmopqr}	2.25 ^{lmopqr}	2.30 ^{lmopqr}	2.30 ^{lmopqr}	2.32	2.14	2.22	
Std Dev.		0.96	0.96	0.93	0.98	0.95	0.89	0.98	1.00	0.95	0.96	1.00	0.89	0.91	0.97	0.90	0.96	0.93	0.83	0.90	
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/kl/m/n/op/q/r
* small base

QC4_9. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Other ways of communicating over the internet

Table 61

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)			
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	2214	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640			
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816			
Irrelevant	1410	495	579	893	777	496	32	231	579	67	252	579	67	357	560	456	154	142	81	1012	224	669	403	136	100	81	1073	181	194	1216
		20%	22%	20%	24%	20%	20%	39%	27%	31%	34%	25%	18%	19%	24%	33%	22%	27%	26%	18%	20%	26%	46%	22%	34%	13%	45%			
Not very important	2006	740	787	1062	1109	740	58	292	787	72	397	602	823	262	227	83	1425	310	774	765	264	146	51	1539	188	388	1618			
	33%	31%	37%	30%	26%	31%	36%	24%	36%	38%	30%	30%	33%	33%	24%	34%	32%	27%	30%	22%	23%	29%	31%	19%	26%	34%				
Fairly important	2038	818	840	1252	1074	818	44	177	840	52	248	581	941	306	160	50	1522	210	793	850	232	92	27	1683	119	635	1403			
	35%	33%	37%	30%	26%	33%	27%	23%	32%	24%	24%	27%	20%	24%	26%	23%	25%	25%	30%	24%	24%	26%	19%	28%	22%	40%				
Essential	2744	1178	1200	1866	1886	1178	91	523	1200	138	753	1182	1279	416	369	164	2441	533	1443	1169	400	246	132	2612	378	582	2834			
	71%	68%	76%	64%	68%	71%	8%	19%	68%	8%	19%	5%	11%	5%	12%	12%	10%	19%	14%	11%	7%	5%	15%	13%	10%	29%	9%			
NET Essential/Fairly important	2744	1178	1200	1866	1886	1178	91	523	1200	138	753	1182	1279	416	369	164	2441	533	1443	1169	400	246	132	2612	378	582	2834			
	45%	49%	37%	59%	42%	49%	31%	32%	49%	34%	32%	28%	42%	49%	37%	37%	33%	40%	45%	49%	41%	31%	26%	49%	29%	62%	1808			
NET Irrelevant/Not very important	3416	1234	1366	1755	1886	1234	91	523	1366	138	753	1182	1279	416	369	164	2441	533	1443	1169	400	246	132	2612	378	582	2834			
	39%	51%	51%	50%	52%	39%	12%	12%	51%	12%	12%	12%	8%	8%	8%	8%	8%	8%	44%	51%	50%	50%	50%	50%	51%	51%				
Mean	2.33	2.43	2.17	2.44	2.27	2.43	2.26	2.10	2.17	2.14	1.99	2.28	2.41	2.21	2.14	2.26	2.19	2.33	2.30	2.30	2.09	1.91	2.32	2.03	2.86	2.21				
Std Dev	0.96	0.98	0.91	0.96	0.92	0.98	0.99	0.93	0.91	0.98	0.87	1.01	0.91	0.90	0.92	1.02	0.96	0.95	1.01	0.90	0.87	0.86	1.01	0.96	0.92	0.93	0.93			
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.01			

QC4_9. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

- Other ways of communicating over the internet

Table 61

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Irrelevant	(1) 1410	68	1337	5	366	882	42	1331	25	14	36	1371	3
	23%	20%	23%	12%	23% <i>f</i>	24% <i>f</i>	13%	23%	22%	25%	65% <i>ghij</i>	23%	12%
Not very important	(2) 2006	108	1891	7	552	1364	81	1930	30	20	22	1980	4
	33%	32%	33%	16%	32% <i>f</i>	33%	26%	33%	25%	35%	34%	33%	19%
Fairly important	(3) 2038	106	1912	21	527	1379	132	1958	50	15	4	2022	12
	33%	32%	33%	10% <i>ab</i>	31%	33%	42% <i>de</i>	33%	42% <i>f</i>	26% <i>f</i>	6%	32% <i>f</i>	53%
Essential	(4) 706	54	644	8	202	448	57	679	13	8	3	700	3
	11%	15% <i>bc</i>	11%	21%	12%	11%	61% <i>de</i>	12%	11%	14%	5%	12%	16%
NET Essential/Fairly important	2744	160	2555	29	728	1827	189	2637	62	23	7	2722	15
	45%	48%	44%	71% <i>ab</i>	43%	44%	61% <i>de</i>	45%	62% <i>f</i>	46% <i>f</i>	11%	45% <i>f</i>	69%
NET Irrelevant/Not very important	3416	176	3227	12	947	2346	122	3361	55	35	58	3350	7
	55%	47% <i>bc</i>	49% <i>bc</i>	29%	54% <i>f</i>	57% <i>f</i>	39%	55%	47%	60%	54% <i>ghij</i>	55%	31%
Mean	2.33	2.43	2.32	2.68	2.32	2.31	2.66	2.34	2.45	2.36	1.61	2.34	2.72
Std Dev.	0.95	0.99	0.95	0.91	0.96	0.95	0.93	0.95	0.95	1.00	0.81	0.95	0.89
Std Error	0.01	0.05	0.01	0.13	0.02	0.01	0.05	0.01	0.09	0.13	0.10	0.01	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC4_9. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Other ways of communicating over the internet

Table 61

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Inrelevant	(1) 1410	366	321	370	352	123	118	126	118	101	102	127	122	121	122	91	138				
	23%	24%	21%	24%	23%	23% _h	22%	24%	22%	20%	21%	20%	24%	24%	24%	18%	27% _h				
Not very important	(2) 2006	512	493	479	522	157	179	177	163	142	188	154	153	173	166	160	165				
	33%	33%	32%	31%	34%	32%	34%	34%	31%	28%	35% _h	30%	30%	34%	33%	33%	32%				
Fairly important	(3) 2038	502	550	512	474	161	173	167	200	190	159	182	188	142	162	160	152				
	33%	32%	36% _d	33%	31%	33%	33%	32%	32% _h	32% _h	32%	35%	32% _h	28%	32%	31%	29%				
Essential	(4) 706	169	171	177	188	50	62	57	50	74	47	56	55	67	53	70	65				
	11%	11%	11%	12%	12%	10%	12%	11%	9%	15% _h	9%	11%	11%	13%	11%	14%	12%				
NET Essential/Fairly important	2744	671	721	690	663	212	235	224	250	265	206	237	243	209	215	230	217				
	45%	43%	47%	45%	43%	43%	44%	43%	47%	52% _h	42%	46%	47%	42%	43%	45%	42%				
NET Inrelevant/Not very important	3416	879	814	849	873	275	297	302	262	243	290	261	275	293	288	282	303				
	55%	57%	53%	55%	57%	53% _h	57% _h	57% _h	53%	48%	55% _h	54%	53%	55% _h	57% _h	55%	57% _h				
Mean	2.33	2.31	2.37	2.32	2.33	2.28	2.34	2.30	2.34	2.47% _g	2.30	2.32	2.34	2.31	2.29	2.41	2.28				
Std Dev.	0.95	0.95	0.94	0.96	0.96	0.95	0.95	0.95	0.93	0.97	0.90	0.96	0.95	0.98	0.95	0.94	0.99				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QC4_NET_ESSENTIAL. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Essential/Fairly important Summary

Table 62

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Post	3939	753	3186	549	3390	1862	2073	463	522	701	504	736	534	480	985	1204	1750	1014	3254	638
64%		61%	65%	59%	63%	62%	66%	56%	60%	66%	61%	63%	53%	63%	58%	62%	70%	52%	63%	68%
Phone calls	8718	1195	4522	714	5004	2785	2942	764	795	1035	756	1035	721	611	1559	1791	2307	1332	4756	904
93%		93%	92%	90%	93%	92%	94%	93%	92%	92%	91%	92%	85%	87%	92%	92%	84%	86%	92%	98%
Text messages	5485	1073	4411	727	4758	2623	2852	789	794	1031	770	990	640	480	1573	1801	2110	1120	4559	869
89%		87%	90%	82%	89%	87%	89%	82%	87%	89%	88%	89%	82%	77%	89%	89%	84%	81%	88%	92%
Email	4731	817	3913	655	4055	2354	2367	693	659	890	654	894	574	556	1251	1513	1965	1062	3908	773
77%		66%	78%	64%	76%	78%	75%	72%	76%	77%	77%	78%	76%	61%	74%	77%	76%	76%	76%	82%
Social media (e.g. Facebook, X, etc.)	3639	743	2896	588	3051	1651	1981	695	644	797	520	552	275	155	1339	1317	983	431	2860	736
59%		60%	55%	50%	57%	55%	59%	52%	52%	52%	51%	52%	42%	25%	54%	54%	52%	31%	55%	63%
Video calling (e.g. Skype, FaceTime, etc.)	3560	723	2788	530	3030	1656	1902	621	620	777	488	535	311	208	1341	1385	1054	519	2785	726
58%		64%	55%	52%	56%	55%	61%	58%	58%	58%	58%	58%	47%	33%	72%	65%	62%	37%	54%	77%
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	5215	1014	4202	718	4497	2464	2745	788	818	1040	722	908	535	384	1604	1763	1849	920	4253	908
85%		82%	85%	71%	84%	82%	87%	82%	82%	82%	81%	82%	71%	61%	85%	85%	83%	65%	82%	89%
Other ways of communicating over the internet	2744	494	2251	466	2279	1380	1359	490	481	606	397	416	219	137	971	1002	771	355	2084	622
45%		40%	46%	39%	42%	46%	43%	49%	49%	49%	44%	47%	32%	22%	49%	47%	41%	26%	40%	46%

QC4_NET_ESSENTIAL. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Essential/Fairly important Summary

Table 62

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3098	828	2713	179
Post	3939	733	1182	911	1112	1915	2024	2308	1574	351	482	1008	1017	625	2506	366	3279	818	2926	195
		64%	62%	64%	63%	63%	65%	63%	66%	63%	65%	63%	64%	57%	69%	69%	63%	64%	64%	68%
Phone calls	6718	1057	1801	1285	1573	2858	2858	3404	2233	464	679	1393	1493	1006	3566	482	4813	1169	4280	268
	93%	93%	94%	93%	91%	94%	92%	93%	93%	90%	93%	93%	94%	91%	92%	90%	93%	91%	93%	93%
Text messages	5485	1014	1699	1249	1521	2713	2770	3377	2029	435	632	1373	1432	980	3437	450	4640	1146	4085	253
	89%	89%	89%	89%	88%	89%	89%	92%	85%	84%	86%	87%	87%	84%	84%	84%	85%	89%	88%	88%
Email	4731	907	1503	1050	1269	2410	2320	2883	1784	380	511	1201	1257	849	2969	392	3995	941	3582	208
	77%	80%	79%	76%	74%	79%	75%	74%	74%	74%	70%	80%	79%	77%	78%	73%	77%	73%	78%	72%
Social media (e.g. Facebook, X, etc)	3639	704	1159	828	946	1864	1775	2509	1073	271	395	880	889	710	2242	281	3112	789	2576	175
	59%	63%	61%	58%	57%	63%	57%	60%	49%	53%	54%	59%	60%	53%	53%	53%	58%	61%	58%	61%
Video calling (e.g. Skype, FaceTime, etc)	3660	774	1170	779	836	1844	1615	2406	1101	261	337	852	987	712	2178	269	3050	697	2693	170
	58%	60%	61%	56%	49%	64%	52%	60%	46%	51%	46%	57%	62%	60%	57%	50%	59%	54%	59%	59%
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	5215	1006	1675	1151	1382	2681	2533	3328	1812	388	571	1288	1394	1000	3232	402	4440	1064	3912	239
	85%	85%	85%	83%	80%	85%	81%	81%	76%	75%	78%	81%	81%	75%	75%	75%	83%	83%	82%	83%
Other ways of communicating over the internet	2744	558	826	622	737	1384	1359	1921	778	215	303	675	749	509	1728	223	2339	593	2018	133
	45%	53%	43%	45%	43%	49%	44%	53%	32%	42%	41%	45%	43%	46%	42%	45%	46%	46%	44%	46%

QC4_NET_ESSENTIAL. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Essential/Fairly important Summary

Table 62

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Post	3939	3419	520	107	3353	326	170	90	151	453	281	277	389	394	567	518	323	50	276
	64%	60%	60%	64%	63%	63%	58%	53%	61%	63%	59%	62%	63%hloper	63%hloper	61%hloper	61%	61%	61%hloper	61%
Phone calls	6718	4909	808	156	4803	481	271	163	227	622	462	419	512	531	766	785	478	64	417
	93%	93%	94%	93%	93%	93%	92%	96%ldf	91%	92%	91%	94%	94%	93%	95%lhp	93%	90%	96%	93%
Text messages	5485	4747	738	142	4608	461	254	152	224	695	449	396	491	499	746	746	447	55	405
	89%	87%hlo	86%	85%	89%	89%	89%	89%	89%	89%	89%	88%	87%	87%	87%hloper	88%	85%	82%	80%hlo
Email	4731	4047	683	133	4002	393	214	121	180	500	346	339	422	462	673	659	422	61	332
	77%	76%	79%	79%	77%ldf	76%	72%	71%	72%	74%	68%	76%	78%	81%hloper	82%hloper	78%	69%hloper	61%hloper	74%
Social media (e.g. Facebook, X, etc)	3639	3147	493	83	3083	289	169	98	133	495	279	255	356	343	535	493	270	36	253
	59%	57%hlo	57%	49%	56%	56%	57%	58%	53%	61%hlo	56%	56%hloper	60%hloper	60%hloper	60%hloper	56%	51%	54%	59%
Video calling (e.g. Skype, FaceTime, etc)	3560	3061	499	94	2997	296	175	92	125	366	255	261	354	349	549	443	294	35	261
	58%	56%	58%	56%	56%	57%	59%	54%	50%	54%	50%	58%hlo	60%hloper	61%hloper	60%hloper	53%	56%	53%	59%ldf
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	5215	4514	702	126	4382	433	242	146	201	571	411	381	462	489	723	716	419	51	378
	85%	83%hlo	81%	75%	85%	84%	82%	83%ldf	80%	85%	81%	85%	85%hloper	85%hloper	83%hloper	83%hloper	79%	81%	84%
Other ways of communicating over the internet	2744	2408	336	61	2379	193	112	61	96	303	187	210	283	310	454	339	197	23	170
	45%	43%hlo	39%	36%	45%hloldf	37%	38%	36%	39%	43%hlo	37%	40%hloper	43%hloper	43%hloper	43%hloper	40%	37%	34%	38%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC4_NET_ESSENTIAL. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Essential/Fairly important Summary

Table 62

Base : All participants

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2309	635	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1457	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Post	3939	1604	1408	2385	2188	1604	112	512	1408	153	730	1583	1692	437	184	36	3275	221	1821	1491	306	155	61	3312	216	1151	2788		
64%	64%	66%	65%	68%	67%	66%	70%	67%	65%	72%	70%h	70%lmmgg	65%mmmg	65%mmg	32%u	15%	70%lmmgg	27%u	70%lmmgg	65%lmmgg	65%lmmgg	43%	34%	67%lmmgg	40%	78%l	60%		
Phone calls	8718	2265	1984	3285	3003	2265	149	716	1984	192	985	1902	2348	720	520	211	4250	731	2442	2183	609	324	157	4605	481	1401	4316		
83%	83%	82%h	82%	84%h	82%	84%	93%	84%	82%	90%	84%	80%h	80%hmmgg	90%	89%	85%	85%	88%	80%h	80%h	89%	91%	80%	80%h	80%	92%	93%		
Text messages	5485	2219	1856	3187	2825	2219	145	666	1856	171	880	1784	2248	719	521	210	4012	731	2336	2112	580	286	132	4448	428	1397	4087		
89%	89%	82%h	86%	91%h	87%	82%h	90%	87%	85%	80%	82%	87%	80%h	90%	89%	85%	85%	88%	80%h	82%h	85%h	85%h	83%	74%	91%h	80%	82%h	88%	
Email	4731	1852	1691	2736	2575	1852	119	536	1691	160	821	1551	1951	619	440	152	3502	592	2017	1826	516	249	99	3843	348	1296	3435		
77%	77%	77%	78%	78%	79%	77%h	74%	70%	78%	75%	78%	80%h	80%h	80%h	72%u	61%	80%h	80%h	80%h	80%h	80%h	80%	80%	80%h	80%	80%h	74%		
Social media (e.g. Facebook, X, etc)	3638	1551	1056	2253	1758	1551	91	371	1056	153	513	1076	1531	513	357	146	2608	503	1580	1452	372	158	77	3022	235	1112	2528		
59%	59%	64%h	49%	84%h	64%h	64%h	57%	49%	53%	40%	46%h	53%	62%h	64%h	61%h	59%	60%h	61%h	60%h	63%h	65%h	44%	43%	62%h	44%	73%h	54%		
Video calling (e.g. Skype, FaceTime, etc)	3580	1520	1077	2212	1789	1520	90	365	1077	94	441	1078	1520	473	331	135	2607	466	1494	1452	354	161	74	2958	235	995	2665		
80%	80%	80%h	50%	84%h	64%h	64%h	58%	49%	53%	40%	42%	53%	62%h	64%h	61%h	59%	60%h	61%h	60%h	63%h	65%h	44%	43%	62%h	44%	73%h	54%		
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	8218	2132	1708	3077	2653	2132	130	601	1708	145	740	1642	2195	688	498	208	3798	706	2289	1999	534	272	116	4268	389	1359	3856		
85%	85%	85%h	79%	88%h	82%	88%h	81%	79%	81%	68%	71%	81%	87%h	89%h	85%	85%	84%h	85%	87%h	87%h	78%h	78%h	65%	67%h	73%	89%h	83%		
Other ways of communicating over the internet	2744	1178	797	1747	1366	1178	70	241	797	74	296	855	1207	384	214	83	2061	296	1163	1135	282	111	46	2297	157	938	1808		
45%	45%	49%h	37%	60%h	42%h	49%h	43%h	32%	42%h	37%	26%	42%h	49%h	49%h	37%	33%	46%h	36%	45%h	49%h	61%h	31%	26%	47%h	29%	62%h	39%		

QC4_NET_ESSENTIAL. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Essential/Fairly important Summary

Table 62

Base : All participants

	Housebound				Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Post	3939	250	3657	32	1136	2603	201	3727	97	46	52	3870	17
	64%	78%	63%	78%	68%	62%	64%	63%	82%	81%	73%	64%	77%
Phone calls	5718	313	5365	40	1522	3904	292	5484	104	49	64	5638	16
	83%	83%	83%	98%	91%	86%	94%	93%	89%	85%	97%	90%	72%
Text messages	5455	290	5156	30	1452	3760	272	5323	79	40	25	5442	17
	89%	86%	89%	94%	87%	90%	87%	90%	88%	89%	39%	90%	78%
Email	4731	259	4442	29	1263	3214	254	4609	65	32	11	4707	14
	77%	77%	77%	72%	75%	77%	81%	80%	82%	85%	10%	80%	62%
Social media (e.g. Facebook, X, etc)	3639	188	3425	26	915	2517	207	3530	69	26	*	3624	15
	59%	56%	59%	64%	55%	60%	68%	60%	58%	45%	*	60%	70%
Video calling (e.g. Skype, FaceTime, etc)	3560	181	3356	23	858	2493	209	3451	62	27	2	3540	18
	58%	54%	58%	56%	51%	56%	57%	52%	52%	47%	3%	52%	84%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	6215	251	4927	37	1340	3515	260	5090	78	34	5	5162	18
	85%	70%	89%	91%	80%	87%	84%	88%	88%	89%	8%	88%	84%
Other ways of communicating over the internet	2744	160	2555	29	728	1827	189	2637	62	23	7	2722	15
	45%	48%	44%	71%	43%	44%	61%	49%	53%	49%	11%	49%	69%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QC4_NET_ESSENTIAL. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Essential/Fairly important Summary

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Post	3939	979	1033	974	952	295	347	337	366	363	304	309	324	341	300	349	304				
	64%	63%	67%	63%	62%	60%	65%	64%	69%	72%	61%	60%	63%	68%	60%	68%	58%				
Phone calls	8718	1434	1438	1427	1419	451	486	497	496	483	458	485	473	468	465	468	489				
	83%	92%	94%	93%	92%	92%	91%	94%	93%	93%	92%	94%	91%	91%	93%	92%	94%				
Text messages	5485	1364	1390	1386	1345	434	473	457	474	464	453	464	469	453	444	451	450				
	89%	88%	91%	90%	88%	88%	89%	87%	89%	91%	91%	90%	90%	90%	88%	88%	86%				
Email	4731	1185	1199	1182	1165	365	410	410	412	415	372	385	396	402	376	400	390				
	77%	76%	78%	77%	76%	74%	77%	78%	77%	81%	73%	74%	76%	80%	73%	78%	75%				
Social media (e.g. Facebook, X, etc)	3639	914	902	888	936	264	326	324	312	296	294	311	298	278	326	321	289				
	59%	59%	59%	58%	61%	54%	61%	62%	59%	58%	59%	60%	58%	55%	65%	63%	55%				
Video calling (e.g. Skype, FaceTime, etc)	3580	867	911	905	877	269	306	292	317	312	283	300	305	300	284	302	291				
	58%	56%	59%	59%	57%	59%	58%	55%	60%	61%	57%	59%	59%	60%	56%	58%	55%				
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	5215	1304	1265	1326	1318	407	447	450	431	418	416	453	447	428	436	436	447				
	85%	84%	82%	85%	85%	83%	84%	85%	81%	82%	84%	87%	86%	85%	87%	85%	86%				
Other ways of communicating over the internet	2744	671	721	690	663	212	235	224	250	265	206	237	243	209	215	230	217				
	45%	43%	47%	45%	43%	43%	44%	43%	47%	52%	42%	46%	47%	42%	43%	45%	42%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC4_NET_IRRELEVANT. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Irrelevant/Not very important Summary

Table 63

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	921	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Post	2221	480	1741	240	1981	1148	1068	359	345	421	329	394	226	147	704	750	767	373	1903	305
36%		39%	35%	30%	37%	34%	44% ^{ab}	42% ^{ab}	28% ^{ab}	29% ^{ab}	28% ^{ab}	29% ^{ab}	24%	42% ^{ab}	40% ^{ab}	30%	27%	27% ^{ab}	32%	
Phone calls	442	37	405	75	367	245	193	59	72	87	78	95	38	16	131	162	149	55	402	39
7%		3%	6% ^a	19% ^{ab}	7%	6%	7% ^{ab}	6% ^{ab}	6% ^{ab}	6% ^{ab}	6% ^{ab}	6% ^{ab}	5%	3%	8% ^a	8% ^{ab}	6% ^a	4%	8% ^a	4%
Text messages	675	159	516	63	613	387	288	43	74	91	62	140	120	147	116	153	406	267	599	74
17%		13%	10%	8%	11% ^c	9%	5%	2%	2%	8%	7%	12% ^{ab}	11% ^{ab}	7%	7%	8%	10% ^{ab}	10% ^{ab}	12% ^{ab}	8%
Email	1429	415	1014	124	1305	656	773	229	209	262	179	246	186	119	438	441	551	305	1249	170
23%		34% ^{ab}	27%	16%	24% ^c	22%	25% ^{ab}	23% ^{ab}	23%	21%	22%	24%	19%	26% ^{ab}	23%	22%	22%	24% ^{ab}	18%	
Social media (e.g. Facebook, X, etc)	2521	489	2031	201	2319	1359	1159	127	223	324	312	577	484	472	350	637	1534	956	2298	207
47%		40%	47%	25%	43% ^c	37%	15%	22% ^{ab}	22% ^{ab}	23% ^{ab}	23% ^{ab}	24% ^{ab}	23% ^{ab}	21%	23% ^{ab}	23% ^{ab}	23% ^{ab}	23% ^{ab}	22%	
Video calling (e.g. Skype, FaceTime, etc)	2690	440	2160	259	2341	1354	1238	201	247	345	344	595	449	419	440	689	1462	888	2373	217
42%		36%	44% ^{ab}	33%	44% ^c	48% ^{ab}	39%	25%	26%	31% ^{ab}	41% ^{ab}	43% ^{ab}	48% ^{ab}	47% ^{ab}	27%	35% ^{ab}	38% ^{ab}	43% ^{ab}	46% ^{ab}	23%
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	945	219	726	71	874	546	395	36	49	81	110	202	223	243	85	191	668	467	905	35
15%		15% ^{ab}	15%	9%	16% ^c	16% ^{ab}	13%	4%	6%	7% ^{ab}	13% ^{ab}	13% ^{ab}	23% ^{ab}	23% ^{ab}	5%	16% ^{ab}	21% ^{ab}	24% ^{ab}	19% ^{ab}	4%
Other ways of communicating over the internet	3416	739	2677	324	3052	1630	1781	332	386	516	436	714	541	491	718	952	1746	1032	3074	321
55%		65% ^{ab}	54%	41%	55% ^c	54%	57%	40%	45%	46%	62% ^{ab}	62% ^{ab}	71% ^{ab}	73% ^{ab}	43%	49% ^{ab}	60% ^{ab}	74% ^{ab}	60% ^{ab}	34%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC4_NET_IRRELEVANT. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Irrelevant/Not very important Summary

Table 63

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Post	2221	403	731	473	613	1134	1085	1362	823	164	251	494	568	475	1313	167	1896	466	1663	93
		36%	38%	38%	34%	36%	37%	35%	37%	32%	34%	33%	36%	45% <i>Up</i>	34%	31%	37%	36%	36%	32%
Phone calls	442	79	112	99	152	191	251	266	165	52	54	108	91	94	253	52	362	115	308	20
		7%	7%	6%	7%	9%	6%	7%	7%	19% <i>Up</i>	7%	7%	6%	8%	10%	7%	9%	7%	7%	7%
Text messages	678	122	214	135	204	336	339	293	368	80	101	128	153	120	382	83	536	138	502	35
		17%	17%	17%	17%	17%	17%	8%	12% <i>Up</i>	13% <i>Up</i>	14% <i>Up</i>	9%	10%	11%	10%	10%	11%	11%	11%	12%
Email	1429	230	410	334	456	640	789	786	614	135	222	301	327	251	850	141	1180	343	1007	80
		23%	20%	21%	24%	28% <i>Up</i>	21%	28% <i>Up</i>	21%	26% <i>Up</i>	29% <i>Up</i>	20%	21%	23%	22%	27%	23%	27%	27%	28%
Social media (e.g. Facebook, X, etc)	2521	432	754	556	779	1186	1335	1161	1325	244	338	521	618	390	1577	253	2063	485	1913	113
		41%	38%	39%	46%	47% <i>Up</i>	39%	43% <i>Up</i>	42% <i>Up</i>	42% <i>Up</i>	48% <i>Up</i>	41% <i>Up</i>	38%	35%	41% <i>Up</i>	40%	40%	39%	42%	35%
Video calling (e.g. Skype, FaceTime, etc)	2600	362	744	605	889	1106	1494	1264	1297	254	396	649	597	388	1643	265	2126	566	1896	118
	42%	32%	39% <i>Up</i>	34% <i>Up</i>	52% <i>Up</i>	36%	48% <i>Up</i>	34%	54% <i>Up</i>	49% <i>Up</i>	64% <i>Up</i>	49% <i>Up</i>	38%	35%	43% <i>Up</i>	50% <i>Up</i>	41%	46% <i>Up</i>	41%	41%
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	946	131	238	233	343	368	576	342	585	127	162	233	191	100	586	131	735	220	676	48
	15%	11%	12%	18% <i>Up</i>	22% <i>Up</i>	12%	18% <i>Up</i>	9%	21% <i>Up</i>	23% <i>Up</i>	22% <i>Up</i>	15% <i>Up</i>	12%	9%	19% <i>Up</i>	23% <i>Up</i>	14%	17%	15%	17%
Other ways of communicating over the internet	3416	579	1087	762	989	1665	1750	1748	1619	300	430	826	835	591	2091	311	2836	660	2571	154
	55%	51%	57% <i>Up</i>	55%	59% <i>Up</i>	55%	56%	46%	57% <i>Up</i>	58%	59%	55%	53%	54%	55%	58%	55%	54%	56%	54%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QC4_NET_IRRELEVANT. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Irrelevant/Not very important Summay

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	517	503	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Post	2221	1879	342	60	1825	191	125	81	99	221	227	171	154	179	243	325	206	29	174
	36%	33%	40%	36%	33%	37%			33%	40%	43%	33%	29%	30%	33%	33%	33%	29%	33%
Phone calls	442	389	54	11	375	36	24	7	23	53	46	29	31	41	44	58	51	3	34
	7%	7%	6%	7%	7%	7%	8%	4%	8%	8%	9%	6%	6%	7%	5%	7%	10%	4%	7%
Text messages	675	551	124	25	570	57	31	18	26	67	58	52	52	73	62	97	81	12	45
	11%	10%	14%	15%	11%	11%	10%	11%	11%	10%	11%	12%	10%	12%	8%	12%	13%	13%	10%
Email	1429	1251	178	34	1175	124	81	49	70	175	162	109	121	110	137	183	107	6	118
	23%	24%	21%	21%	23%	24%			26%	26%	26%	32%	31%	22%	19%	17%	22%	20%	9%
Social media (e.g. Facebook, X, etc)	2521	2151	369	85	2056	228	126	72	117	266	229	163	186	225	275	350	259	31	197
	41%	41%	43%	63%	40%	44%	43%	42%	47%	39%	43%	41%	44%	40%	34%	42%	43%	46%	44%
Video calling (e.g. Skype, FaceTime, etc)	2600	2237	363	73	2181	221	120	78	125	308	252	187	189	224	261	400	235	32	189
	42%	42%	42%	44%	42%	43%	41%	46%	50%	46%	46%	42%	39%	39%	32%	47%	44%	47%	42%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	945	784	160	41	785	84	53	22	49	104	97	67	61	84	87	127	110	12	72
	15%	15%	16%	23%	15%	16%		13%	20%	15%	16%	15%	11%	15%	11%	15%	23%	19%	13%
Other ways of communicating over the internet	3416	2890	525	107	2799	324	183	109	154	371	321	238	260	263	356	504	332	44	280
	55%	55%	53%	57%	54%	53%	55%	45%	61%	50%	53%	53%	48%	46%	44%	60%	53%	54%	45%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QC4_NET_IRRELEVANT. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Irrelevant/Not very important Summary

Table 63

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2480	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Post	2221	809	755	1118	1064	809	48	251	755	60	319	434	794	362	399	210	1228	609	785	812	285	202	117	1598	319	369	1852
36%		34%	35%	32%	33%	34%	30%	33%	35%	28%	30%	22%	32%ap	45%ap	65%amap	85%amap	27%b	73%amap	30%	39%u	45%raw	67%raw	86%raw	33%	60%raw	24%	40%y
Phone calls	442	147	179	217	249	147	11	48	179	20	64	115	137	80	63	36	253	99	164	140	137	34	21	304	55	119	324
7%		8%	14%ac	6%	8%	7%	6%	6%	8%	10%	6%	6%	6%	19%ap	15%ap	16%ai	17%amap	6%	12%u	16%raw	9%	15%raw	21%raw	6%	16%raw	8%	7%z
Text messages	676	194	306	315	428	194	16	97	306	42	180	252	238	81	62	37	490	99	270	191	101	61	46	461	107	123	552
11%		8%	14%ac	9%	13%ac	8%	10%	13%a	14%	20%	18%h	12%h	10%	10%	11%	18%h	11%	12%	8%	19%raw	17%raw	26%raw	9%	20%raw	8%	12%y	
Email	1429	561	472	766	677	561	41	228	472	53	228	466	535	181	143	95	1001	238	589	477	165	109	79	1067	187	224	1205
23%		23%	22%	22%	21%	23%	26%	22%	23%	22%	22%	22%	22%	23%	23%	23%	22%	23%	23%	21%	24%	19%raw	14%raw	22%	17%raw	15%	16%y
Social media (e.g. Facebook, X, etc)	2521	862	1107	1249	1465	862	69	392	1107	114	663	940	954	287	227	100	1895	327	1046	841	310	200	100	1867	300	409	2112
41%		36%	31%ac	36%	46%ac	36%	43%	31%a	51%	54%	62%h	47%amap	38%	36%	39%	41%	42%h	39%	40%h	37%	46%raw	66%raw	67%raw	36%	56%raw	40%	46%y
Video calling (e.g. Skype, FaceTime, etc)	2600	893	1085	1291	1484	893	70	399	1086	119	608	935	957	327	253	111	1895	364	1112	841	328	197	104	1954	300	525	2074
42%		37%	30%ac	37%	46%ac	37%	44%	32%a	50%	56%	63%h	47%amap	38%	41%	43%	45%	42%h	37%	46%raw	65%raw	65%raw	36%	56%raw	40%	46%y		
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	946	280	455	425	599	280	31	162	455	68	395	375	330	112	86	38	705	124	337	305	147	85	61	642	147	161	784
15%		12%	21%ac	12%	18%ac	12%	18%a	21%a	21%	12%h	26%h	18%amap	13%	14%	15%	16%h	15%	13%	13%	22%raw	24%raw	38%raw	13%	27%raw	11%	17%y	
Other ways of communicating over the internet	3416	1234	1366	1755	1886	1234	91	523	1366	138	753	1162	1279	416	369	164	2441	533	1443	1169	400	246	132	2612	378	582	2834
55%		51%	43%ac	50%	58%ac	51%	57%	48%af	63%	65%	72%h	58%amap	51%	52%	53%amap	54%	54%amap	55%h	51%	59%raw	69%raw	74%raw	53%	71%raw	38%	61%y	

QC4_NET_IRRELEVANT. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Irrelevant/Not very important Summary

Table 63

Base : All participants

		Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2654	191	3551	69	38	46	3657	15	
Post	2221	86	2128	9	540	1570	111	2171	21	11	14	2002	5	
36%		26%	37%a	22%	32%	38%a	36%	37%a	18%	19%	21%	35%a	23%	
Phone calls	442	23	418	1	154	269	20	413	13	8	4	434	6	
7%		7%	7%	2%	8%a	6%	6%	7%	11%	15%	3%	7%	28%	
Text messages	675	46	627	3	223	413	30	575	38	18	40	630	5	
11%		14%	11%	6%	13%a	10%	13%	10%	32%a	31%a	61%a	10%	22%	
Email	1429	77	1341	12	413	959	58	1288	53	25	55	1366	8	
23%		23%	23%	28%	25%	23%	19%	22%	43%a	43%a	54%a	22%	38%	
Social media (e.g. Facebook, X, etc)	2521	148	2358	15	760	1656	105	2388	49	32	66	2448	6	
41%		44%	41%	36%	45%a	40%	34%	40%	42%	55%	100%a	40%	30%	
Video calling (e.g. Skype, FaceTime, etc)	2600	155	2427	18	818	1680	102	2447	55	30	64	2532	4	
42%		46%	42%	44%	48%a	45%a	33%	41%	47%	53%	53%a	42%	16%	
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	945	85	856	4	335	556	51	818	40	23	61	881	3	
15%		23%a	15%	9%	25%a	13%	16%	14%	34%a	41%a	92%a	15%	16%	
Other ways of communicating over the internet	3416	176	3227	12	947	2346	122	3261	55	35	58	3350	7	
55%		52%a	55%a	29%	57%a	56%a	39%	55%	47%	60%	59%a	55%	31%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k
* small base, ** very small base (under 30) ineligible for sig testing

QC4_NET_IRRELEVANT. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?
- Irrelevant/Not very important Summary

Table 63

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Post	2221	571	502	565	564	197	185	190	166	144	191	209	194	162	203	163	217				
	36%	37%	33%	37%	38%	40%	35%	39%	31%	28%	39%	40%	37%	32%	40%	32%	42%				
Phone calls	442	116	97	112	117	40	46	30	36	24	37	33	45	35	38	49	32				
	7%	6%	7%	8%	8%	8%	9%	6%	7%	5%	6%	6%	9%	7%	8%	10%	6%				
Text messages	675	186	145	153	191	57	59	70	58	44	43	54	50	50	60	61	71				
	11%	12%	9%	10%	12%	12%	11%	13%	11%	9%	9%	10%	10%	10%	12%	12%	14%				
Email	1429	365	336	357	371	126	122	117	120	93	121	134	123	101	128	112	131				
	23%	24%	22%	23%	24%	25%	23%	22%	23%	18%	25%	25%	24%	20%	25%	22%	25%				
Social media (e.g. Facebook, X, etc)	2521	636	633	651	600	227	206	203	220	211	202	207	220	224	177	192	232				
	41%	41%	41%	42%	39%	43%	39%	38%	41%	42%	41%	40%	42%	45%	35%	37%	45%				
Video calling (e.g. Skype, FaceTime, etc)	2890	683	624	634	659	222	226	235	215	196	212	218	213	203	219	210	230				
	42%	44%	41%	41%	43%	43%	43%	45%	40%	39%	43%	42%	41%	40%	44%	41%	44%				
Instant messaging (e.g. WhatsApp, Message, Facebook Messenger)	945	245	270	211	218	84	85	77	101	89	80	65	71	74	68	77	74				
	15%	16%	18%	14%	14%	17%	16%	15%	19%	18%	16%	13%	14%	15%	13%	15%	14%				
Other ways of communicating over the internet	3416	879	814	849	873	279	297	302	282	243	290	281	275	293	288	282	303				
	55%	57%	53%	55%	57%	57%	58%	57%	53%	48%	58%	54%	53%	58%	57%	55%	58%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QC4_MEAN. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Mean Summary

Table 64

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	609		1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Post	2.76	2.64	2.78a	2.88d	2.74	2.73	2.78a	2.58	2.70g	2.71g	2.71g	2.70g	2.64g	3.01ghlm		2.64	2.73n	2.66no	2.91noo	2.74	2.85r
Phone calls	3.48	3.68b	3.43	3.43	3.48b	3.43	3.52a	3.44	3.46	3.46	3.45	3.44	3.44gghk	3.62ghlm		3.45	3.45	3.61no	3.67noo	3.46	3.66r
Text messages	3.30	3.34	3.29	3.43d	3.28	3.23	3.37a	3.63hjkim	3.58kim	3.58kim	3.58kim	3.26kim	3.13m	2.99		3.46opq	3.27pq	3.16q	3.06	3.28	3.48r
Email	3.07	2.85	3.12a	3.26a	3.04	3.09	3.04	3.02	3.07	3.08	3.12	3.06	3.01	3.05		3.05	3.10	3.05	3.03	3.04	3.22r
Social media (e.g. Facebook, X, etc)	2.66	2.67	2.66	3.02d	2.61	2.58	2.74a	3.02hjkim	3.00kim	2.91kim	2.74kim	2.27im	2.14m	1.88		3.17opq	2.84pq	2.18q	2.02	2.57	3.12r
Video calling (e.g. Skype, FaceTime, etc)	2.65	2.74b	2.63	2.86d	2.61	2.59	2.71a	3.04hkim	2.95kim	2.90kim	2.67kim	2.42im	2.27	2.13		3.00opq	2.80pq	2.30q	2.20	2.56	3.16r
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.27	3.23	3.27	3.47d	3.24	3.17	3.36a	3.64hjkim	3.60kim	3.40kim	3.25kim	3.13im	2.66m	2.62		3.60opq	3.41pq	2.83q	2.76	3.20	3.68r
Other ways of communicating over the internet	2.33	2.20	2.35a	2.63d	2.29	2.38f	2.29	2.60hjkim	2.64kim	2.60kim	2.38kim	2.18im	2.00m	1.87		2.60opq	2.47pq	2.04q	1.96	2.25	2.77r

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QC4_MEAN. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Mean Summary

Table 64

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive (r)	Don't know/prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1596	1130	3812	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Post	2.76	2.75	2.72	2.66m	2.76	2.73	2.76m	2.74	2.78	2.83m	2.78m	2.86mm	2.76m	2.62	2.78m	2.63m	2.74	2.77	2.75	2.81
Phone calls	3.48	3.48m	3.52m	3.48m	3.42	3.51l	3.44	3.48	3.48	3.39	3.47l	3.59mm	3.48m	3.44	3.49mm	3.40	3.48m	3.46	3.48	3.50
Text messages	3.30	3.25m	3.31m	3.21m	3.24	3.32m	3.27	3.35m	3.18	3.15	3.21	3.34m	3.32m	3.32m	3.31m	3.15	3.31m	3.31	3.30	3.24
Email	3.07	3.12m	3.12m	3.04m	2.95	3.10m	2.99	3.12m	2.98	2.95	2.86	3.14m	3.12m	3.08m	3.08m	2.94	3.07m	2.97	3.10m	2.94
Social media (e.g. Facebook, X, etc)	2.66	2.78m	2.88m	2.66m	2.55	2.72m	2.60	2.82m	2.33	2.49	2.54	2.68m	2.76m	2.62m	2.86m	2.48	2.66m	2.70	2.65	2.65
Video calling (e.g. Skype, FaceTime, etc)	2.65	2.88m	2.73m	2.66m	2.45	2.79m	2.52	2.82m	2.38	2.43	2.41	2.68m	2.73m	2.64m	2.84m	2.43	2.68m	2.59	2.67	2.64
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.27	3.48m	3.33m	3.23m	3.13	3.36m	3.18	3.42m	3.02	2.97	3.12m	3.22m	3.32m	3.44m	3.28m	2.98	3.30m	3.23	3.28	3.22
Other ways of communicating over the internet	2.33	2.43m	2.33m	2.34	2.25	2.37m	2.29	2.46m	2.08	2.27	2.25	2.37m	2.36m	2.38m	2.34m	2.26	2.34	2.37	2.32	2.36

QC4_MEAN. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Mean Summary

Table 64

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Post	2.76	2.76	2.73	2.83	2.77	2.72	2.67	2.57	2.71	2.87per	2.59	2.78per	2.88hperper	2.69hperper	2.78per	2.71	2.71	2.88hperper	2.69	
Phone calls	3.48	3.48	3.48	3.45	3.48	3.45	3.46	3.59	3.43	3.46	3.45	3.69per	3.59hperper	3.48p	3.89per	3.48p	3.41	3.56	3.43	
Text messages	3.30	3.30	3.23	3.23	3.30	3.31	3.33	3.31	3.28perper	3.27	3.33p	3.29	3.38perper	3.23	3.32perper	3.31	3.21	3.13	3.34perper	
Email	3.07	3.06	3.11	3.12	3.12p	3.16p	2.98	2.96	2.91	3.00	2.90	3.04	3.12p	3.12p	3.12p	3.13p	3.16p	3.16p	3.07p	
Social media (e.g. Facebook, X, etc)	2.66	2.65	2.58	2.41	2.66	2.64	2.62	2.64	2.47	2.72p	2.53	2.66p	2.70p	2.69p	2.82hperperper	2.65p	2.47	2.60	2.68p	
Video calling (e.g. Skype, FaceTime, etc)	2.65	2.66	2.62	2.54	2.65p	2.65	2.68p	2.55	2.43	2.68p	2.48	2.67p	2.78hperper	2.78p	2.82hperperper	2.68h	2.61h	2.62	2.68p	
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.27	3.28	3.21	3.06	3.26	3.27	3.23	3.38p	3.15	3.24	3.18	3.38p	3.38p	3.26	3.37hperper	3.30p	3.12	3.18	3.29p	
Other ways of communicating over the internet	2.33	2.38p	2.23	2.10	2.36p	2.35p	2.17	2.10	2.16	2.34p	2.15	2.37p	2.47hperper	2.58hperperper	2.58hperperper	2.38p	2.14	2.22	2.25	

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

QC4_MEAN. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Mean Summary

Table 64

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Post	2.76	2.80	2.78	2.86	2.80	2.80	2.89	2.81	2.78	2.80	2.80	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
Phone calls	3.48	3.50	3.45	3.55	3.46	3.52	3.41	3.52	3.45	3.41	3.47	3.50	3.47	3.35	3.38	3.30	3.53	3.35	3.57	3.40	3.28	3.42	3.37	3.50	3.41	3.43	3.49
Text messages	3.30	3.30	3.21	3.38	3.24	3.37	3.28	3.25	3.21	3.04	3.11	3.31	3.31	3.23	3.20	3.31	3.31	3.30	3.30	3.30	3.30	3.30	3.30	3.30	3.30	3.30	3.30
Email	3.07	3.07	3.09	3.09	3.10	3.07	2.94	2.90	3.09	3.00	3.04	3.09	3.09	3.09	3.09	3.09	3.09	3.09	3.09	3.09	3.09	3.09	3.09	3.09	3.09	3.09	3.09
Social media (e.g. Facebook, X, etc)	2.66	2.77	2.42	2.78	2.56	2.77	2.59	2.41	2.42	2.35	2.13	2.53	2.70	2.74	2.74	2.63	2.74	2.74	2.70	2.74	2.50	2.35	2.25	2.72	2.31	2.57	2.56
Video calling (e.g. Skype, FaceTime, etc)	2.65	2.78	2.47	2.77	2.57	2.78	2.64	2.43	2.47	2.28	2.29	2.57	2.71	2.65	2.67	2.66	2.66	2.67	2.67	2.74	2.50	2.46	2.20	2.70	2.38	2.60	2.59
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.27	3.38	3.12	3.38	3.18	3.38	3.10	3.09	3.12	2.79	2.88	3.20	3.29	3.28	3.33	3.37	3.25	3.34	3.37	3.29	3.05	3.06	2.76	3.33	2.96	3.37	3.23
Other ways of communicating over the internet	2.33	2.43	2.17	2.44	2.27	2.43	2.39	2.39	2.17	2.14	1.99	2.28	2.41	2.38	2.21	2.14	2.38	2.19	2.33	2.40	2.28	2.09	1.91	2.37	2.03	2.68	2.21

QC4_MEAN. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Mean Summary

Table 64

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Post	2.76	3.56a	2.74	3.87a	2.76	2.72	2.87a	2.74	3.56a	3.56a	3.87a	2.75	2.77
Phone calls	3.48	3.46	3.43	3.56	3.43	3.52a	3.43	3.43a	3.52a	3.20	3.57a	3.48a	2.95
Text messages	3.30	3.18	3.31a	3.19	3.25	3.32a	3.28	3.33a	2.85	2.85	2.03	3.32a	2.97
Email	3.07	3.09	3.06	3.01	3.03	3.08	3.11	3.10a	2.55	2.98	1.47	3.08a	2.81
Social media (e.g. Facebook, X, etc)	2.66	2.59	2.66	2.81	2.57	2.68a	2.84a	2.68a	2.61	3.24	1.12	2.61a	2.97
Video calling (e.g. Skype, FaceTime, etc)	2.65	2.55	2.66	2.67	2.54	2.68a	2.83a	2.67a	2.55	2.28	1.24	2.68a	3.06
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.27	3.03	3.28a	3.23	3.16	3.31a	3.26	3.30a	2.75	2.96	1.44	3.28a	3.21
Other ways of communicating over the internet	2.33	2.43	2.32	3.88a	2.32	2.31	3.86a	2.34	2.45	3.29	1.61	2.34	2.72

QC4_MEAN. Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? - Mean Summary

Table 64

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Post	2.76	2.74	2.82nd	2.73	2.72	2.70	2.73up	2.74w	2.82upkilo	2.82upkilo	2.76up	2.67	2.72	2.81kilo	2.69	2.82upkilo	2.65				
Phone calls	3.48	3.46	3.51st	3.48st	3.44	3.43	3.44	3.50med	3.46	3.50upkilo	3.50med	3.51stno	3.51stno	3.46	3.44	3.43	3.45				
Text messages	3.30	3.26	3.34st	3.32	3.28	3.24	3.29	3.25	3.31	3.36st	3.36st	3.29	3.36st	3.32	3.29	3.31	3.25				
Email	3.07	3.03	3.10	3.08	3.06	3.00	3.04	3.05	3.05	3.18stno	3.06	2.98	3.10	3.16st	3.04	3.10	3.03				
Social media (e.g. Facebook, X, etc.)	2.66	2.65	2.65	2.64	2.70	2.54	2.70w	2.70	2.67	2.68	2.61	2.65	2.66	2.59	2.77upup	2.72w	2.59				
Video calling (e.g. Skype, FaceTime, etc.)	2.65	2.62	2.68	2.67	2.64	2.57	2.60	2.67	2.70	2.74w	2.61	2.62	2.70	2.68	2.61	2.70	2.59				
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.27	3.25	3.25	3.31	3.26	3.24	3.22	3.28	3.21	3.27	3.27	3.31	3.30w	3.26	3.27	3.27	3.25				
Other ways of communicating over the internet	2.33	2.31	2.37	2.32	2.33	2.28	2.34	2.30	2.34	2.47upupup	2.30	2.32	2.34	2.31	2.29	2.41	2.28				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QD1_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Table 65

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all reliant	(1) 247	76	171	22	224	152	95	47	43	51	35	33	29	7	90	86	70	37	210	37
		4%	8%b	3%	4%	5%f	3%	6%km	5%km	6%km	4%km	3%	4%km	1%	5%kn	4%kn	3%	3%	4%	4%
Not very reliant	(2) 583	141	443	76	507	295	288	105	107	99	80	94	54	35	212	199	182	89	483	96
	9%	11%b	9%	10%	9%	10%	9%	11%kkm	11%kkm	9%	11%km	6%	7%	6%	11%kkn	10%kkn	7%	6%	9%	10%
Neither reliant nor not	800	149	651	98	702	434	362	144	141	152	105	148	64	46	285	257	258	110	647	141
reliant	(3) 130	12%	13%	12%	13%	11%k	12%	11%kkm	11%km	11%km	11%km	11%km	8%	7%	11%kkn	11%kkn	10%	8%	13%	15%
Fairly reliant	(4) 2486	484	2002	314	2172	1209	1273	331	364	489	331	439	299	233	695	820	971	532	2035	410
	40%	39%	41%	40%	40%	40%	41%	40%	42%	44%km	40%	39%	39%	37%	41%	42%	39%	38%	39%	44%k
Very reliant	(5) 2017	375	1642	278	1739	911	1104	188	207	329	268	410	313	302	395	597	1025	615	1761	247
	33%	30%	33%	33%	32%	30%	32%km	23%	24%	29%kn	25%kn	30%kn	41%kn	40%kn	23%	31%kn	41%kn	44%kn	24%kn	28%
Don't know	25	8	20	1	26	9	18	7	6	2	3	6	-	4	13	6	10	4	22	9
	1%	1%	1%	1%	1%	1%	1%	1%l	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Veryfairly reliant	4593	859	3644	591	3911	2120	2377	519	571	818	599	849	613	535	1090	1417	1997	1147	3796	663
	73%	70%	74%b	73%	73%	70%	72%km	63%	66%	72%kn	72%kn	74%kn	64%kn	60%kn	64%	72%kn	73%kn	73%kn	74%	70%
NET Not at all/not very	839	217	613	98	711	445	383	152	150	150	125	177	83	42	302	272	253	126	693	133
reliant	(6) 12%	18%b	12%	12%	14%	15%l	12%	19%kkm	17%kkm	13%km	15%km	11%km	11%km	7%	12%kkn	14%kkn	10%	9%	13%	14%
Mean	3.89	3.77	3.92a	3.95	3.88	3.81	3.96b	3.62	3.68	3.86gh	3.85gh	3.96ghj	4.07ghj	4.26ghjkl	3.65	3.89a	4.08bcd	4.16bcd	3.91a	3.79
Std Dev	1.09	1.18	1.06	1.06	1.10	1.12	1.05	1.14	1.12	1.08	1.12	1.05	1.06	0.91	1.13	1.10	1.02	1.00	1.10	1.07
Std Error	0.01	0.04	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.04	0.03	0.02	0.02	0.03	0.01	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QD1_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Table 65

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1638	1207	1640	3312	2847	3378	2700	537	737	1479	1585	1100	3819	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all reliant	(1) 247	50	81	32	81	131	116	154	92	24	28	59	46	61	133	24	207	74	164	9
	4%	3% <i>ab</i>	5% <i>bc</i>	2%	5% <i>cd</i>	4%	4%	4%	4%	5%	4%	4%	3%	5% <i>lm</i>	3%	4%	4%	5% <i>q</i>	4%	3%
Not very reliant	(2) 583	126	178	138	140	305	277	389	189	32	62	120	165	117	347	35	496	108	448	27
	9%	11% <i>ab</i>	9%	10%	8%	10%	9%	11% <i>ab</i>	8%	8%	8%	8%	10% <i>l</i>	11% <i>lm</i>	9%	7%	10%	8%	10%	9%
Neither reliant nor not	800	102	273	178	248	374	426	479	295	81	103	189	188	159	480	63	662	171	570	59
reliant	(3) 139	9%	14% <i>ab</i>	10% <i>bc</i>	14% <i>cd</i>	12%	14%	13%	12%	10% <i>ab</i>	14%	11%	12%	14%	12%	16%	13%	13%	12%	10% <i>ab</i>
Fairly reliant	(4) 2486	504	752	550	639	1286	1189	1535	910	208	248	620	683	455	1551	214	2091	473	1904	109
	40%	44% <i>ab</i>	41% <i>ab</i>	40%	37%	43% <i>ab</i>	38%	42% <i>ab</i>	38%	40%	34%	41% <i>ab</i>	43% <i>ab</i>	41% <i>ab</i>	41% <i>ab</i>	40%	40%	37%	44% <i>ab</i>	38%
Very reliant	(5) 2017	351	584	473	610	934	1083	1098	902	167	285	525	502	310	1313	174	1703	453	1488	77
	33%	31%	34%	34%	35%	31%	33% <i>ab</i>	30%	34% <i>ab</i>	32%	35% <i>ab</i>	33% <i>ab</i>	32%	28%	33%	33%	33%	35% <i>ab</i>	32%	27%
Don't know	28	3	6	13	5	9	19	14	11	4	7	7	*	1	15	4	16	6	15	6
	*	*	*	1%	*	*	1%	*	*	4% <i>ab</i>	1% <i>ab</i>	1%	*	*	*	1%	*	*	*	2% <i>ab</i>
NET Very/fairly reliant	4893	855	1376	1024	1248	2231	2272	2633	1811	375	534	1146	1185	765	2865	388	3794	925	3391	186
	79%	75%	72%	74%	72%	72%	73%	72%	73%	73%	73%	73% <i>ab</i>	73% <i>ab</i>	70%	73% <i>ab</i>	72%	72%	72% <i>ab</i>	74% <i>ab</i>	65%
NET Not at all/not very	830	176	259	170	223	435	363	543	281	55	90	180	211	178	480	59	703	181	612	36
reliant	13%	16%	14%	12%	13%	14%	13%	15% <i>ab</i>	12%	11%	12%	12%	13%	16% <i>ab</i>	13%	11%	14%	14%	13%	13%
Mean	3.89	3.86	3.85	3.94	3.90	3.85	3.92	3.83	3.89	3.90	3.93 <i>ab</i>	3.90 <i>ab</i>	3.90 <i>ab</i>	3.76	3.90 <i>ab</i>	3.90	3.89	3.88	3.90	3.77
Std Dev.	1.09	1.11	1.09	1.04	1.12	1.09	1.09	1.10	1.08	1.07	1.11	1.07	1.05	1.14	1.07	1.07	1.09	1.15	1.07	1.05
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.06

QD1_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Table 65

Base : All participants

		Rurality							Nation							Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)								
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975								
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450								
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432								
Not at all reliant (1)	247	214	32	3	201	19	14	12	10	19	25	16	21	18	30	32	31	2	17								
	4%	4%	4%	2%	4%	4%	4%	5%	4%	3%	5%	3%	4%	3%	4%	4%	3%	3%	4%								
Not very reliant (2)	583	499	84	12	480	56	28	19	23	57	59	35	40	54	68	84	61	4	52								
	9%	9%	10%	7%	9%	11%	9%	11%	9%	8%	12%	8%	7%	9%	8%	10%	11%	8%	11%								
Neither reliant nor not reliant (3)	800	720	80	20	664	61	46	29	25	95	69	50	65	68	114	115	64	6	55								
	13%	12%	9%	12%	13%	12%	16%	13%	10%	14%	14%	11%	12%	12%	14%	14%	12%	10%	12%								
Fairly reliant (4)	2486	2135	346	63	2059	214	113	60	100	281	203	182	219	249	405	290	170	24	190								
	40%	40%	40%	38%	41%	41%	38%	35%	40%	42%	40%	41%	40%	43%	40%	39%	34%	36%	42%								
Very reliant (5)	2017	1707	310	69	1707	167	92	50	88	221	151	166	190	182	190	321	189	31	136								
	33%	32%	36%	41%	33%	32%	31%	29%	33%	43%	30%	39%	42%	43%	29%	39%	40%	40%	30%								
Don't know	28	18	9	-	25	1	2	*	4	2	1	-	9	2	3	2	4	-	1								
	*	*	1%	-	*	*	1%	*	1%	*	*	-	2%	*	*	*	1%	-	*								
NET Very/fairly reliant	4503	3845	657	132	3800	381	205	111	188	502	354	349	409	431	595	611	369	55	326								
	73%	73%	78%	79%	73%	74%	70%	63%	73%	74%	70%	73%	73%	73%	73%	72%	70%	82%	72%								
NET Not at all/not very reliant	830	713	116	15	682	75	42	31	33	76	83	50	61	72	98	116	92	6	69								
	13%	13%	14%	9%	13%	14%	14%	18%	13%	11%	16%	11%	11%	13%	12%	14%	17%	9%	15%								
Mean	3.89	3.88	3.96	4.02	3.89	3.89	3.82	3.69	3.94	3.93	3.79	3.80	3.73	3.92	3.81	3.93	3.85	3.86	3.64								
Std Dev.	1.09	1.08	1.09	0.99	1.08	1.09	1.12	1.21	1.10	1.03	1.14	1.05	1.06	1.05	1.01	1.12	1.21	1.02	1.10								
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.04	0.06	0.05	0.06	0.06	0.06	0.05	0.05	0.06	0.06	0.08	0.04								

QD1_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Table 65

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2891	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all reliant (1)	247	70	57	87	75	70	6	25	57	5	24	-	-	-	-	-	-	-	58	89	37	26	27	128	63	23	223		
	4%	3%	3%	2%	2%	3%	4%	3%	3%	2%	2%	-	-	-	-	-	100%all/most	-	50%all/most	2%	3%	1%low	1%low	32%all/most	3%	15%all/most	-	2%	4%
Not very reliant (2)	583	208	205	303	300	208	14	53	205	8	82	-	-	-	583	-	-	583	110	237	73	132	27	347	160	126	457		
	8%	9%	9%	9%	9%	9%	9%	7%	8%	4%	8%	-	-	-	-	-	100%all/most	-	70%all/most	4%	10%low	11%low	3%notatall	10%low	7%notatall	10%low	8%	10%	
Neither reliant nor not reliant (3)	806	281	252	438	407	281	21	83	252	28	105	-	-	-	806	-	-	806	156	325	225	30	11	351	41	202	598		
	13%	12%	12%	12%	13%	12%	13%	11%	12%	13%	10%	-	-	-	-	-	-	100%all/most	-	6%	10%low	10%low	8%	6%	10%low	8%	13%	13%	
Fairly reliant (4)	2486	1057	806	1540	1288	1057	65	316	806	87	370	-	2486	-	-	-	2486	-	821	1295	216	102	45	2116	147	658	1830		
	40%	24%low	37%	40%low	40%	44%	41%	41%	37%	41%	35%	-	100%all/most	-	-	-	40%all/most	-	31%	31%low	32%	26%	26%	26%	26%	27%	39%	39%	
Very reliant (5)	2017	752	835	1128	1170	752	53	286	835	82	469	-	-	-	-	-	-	2017	-	1482	375	79	65	92	1837	97	510	1307	
	33%	33%	39%low	32%	36%low	33%	33%	38%	39%	39%	44%low	-	100%all/most	-	-	-	40%all/most	-	50%all/most	16%low	12%	12%	16%low	16%low	37%all/most	16%low	34%	32%	
Don't know	28	4	9	7	12	4	-	1	9	2	3	-	-	-	-	-	-	-	-	1	-	3	5	1	8	3	25		
	1%	-	-	-	1%	-	-	-	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	1%	
NET Very/fairly reliant	4503	1849	1640	2668	2459	1849	119	602	1640	170	835	-	2017	2486	-	-	-	4503	-	2293	1671	296	166	79	3954	244	1156	3337	
	73%	77%	76%	76%	76%	77%	74%	79%	76%	80%	80%	-	100%all/most	100%all/most	-	-	-	100%all/most	-	80%all/most	73%all/most	43%	47%	44%	81%all/most	46%	77%low	72%	
NET Not at all/not very reliant	830	279	262	391	374	279	21	77	262	12	106	-	-	-	583	247	-	830	-	167	306	110	158	84	473	243	149	680	
	13%	12%	11%	12%	11%	13%	13%	10%	14%low	6%	10%	-	-	-	100%all/most	100%all/most	-	100%all/most	6%	10%low	10%low	10%low	10%low	10%low	10%low	10%low	10%	11%	
Mean	3.89	3.95	4.00	3.95	3.98	3.95	3.90	4.03	4.00	4.12	4.03	-	4.03	4.00	3.95	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	
Std Dev.	1.09	1.03	1.06	1.01	1.03	1.03	1.08	1.03	1.06	0.93	1.02	0.00	0.00	0.00	0.00	0.00	0.46	0.93	0.93	0.95	1.00	1.29	1.57	0.99	1.40	0.97	1.13		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.03	0.02	0.06	0.03	0.00	0.00	0.00	0.00	0.00	0.01	0.02	0.02	0.02	0.04	0.07	0.13	0.01	0.06	0.03	0.02		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QD1_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Table 65

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all reliant (1)	247	12	235	-	64	172	10	240	3	2	2	245	-
	4%	4%	4%	-	4%	4%	3%	4%	2%	4%	3%	4%	-
Not very reliant (2)	583	31	550	3	128	429	26	561	12	5	5	578	*
	9%	9%	10%	8%	8%	10%	8%	10%	10%	8%	8%	10%	1%
Neither reliant nor not reliant (3)	800	39	749	12	212	522	35	750	21	12	5	783	11
	13%	12%	13%	29% ^{ab}	13%	13%	21% ^{ab}	13%	18%	27%	8%	13%	52%
Fairly reliant (4)	2486	145	2329	12	643	1736	107	2413	37	14	14	2465	7
	40%	43%	40%	28%	38%	42%	34%	41%	32%	25%	21%	41%	32%
Very reliant (5)	2017	109	1894	14	620	1285	101	1911	44	23	38	1977	2
	33%	32%	33%	35%	37%	31%	32%	37%	32%	40%	63% ^{ghij}	33%	7%
Don't know	28	-	27	1	8	18	1	24	-	1	1	25	2
	*	*	*	2%	1%	1%	*	*	-	2%	2%	*	7%
NET Very/fairly reliant	4503	254	4223	26	1263	3031	208	4324	81	37	52	4442	9
	73%	76%	73%	63%	73%	73%	67%	73%	69%	65%	75%	73%	39%
NET Not at all/not very reliant	830	43	784	3	192	601	36	801	15	7	7	822	*
	13%	13%	14%	6%	17%	15%	12%	14%	13%	12%	11%	14%	1%
Mean	3.89	3.92	3.89	3.93	3.89	3.86	3.85	3.88	3.91	3.91	4.25% ^{gh}	3.89	3.49
Std Dev.	1.09	1.06	1.09	0.96	1.07	1.10	1.07	1.09	1.09	1.15	1.11	1.09	0.67
Std Error	0.01	0.05	0.01	0.14	0.03	0.02	0.06	0.01	0.10	0.16	0.14	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QD1_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Not at all reliant	(1) 247	66	65	57	69	28	17	23	28	13	13	24	19	13	26	19	25
	4%	4%	4%	4%	4%	5%	3%	4%	5%	3%	3%	5%	4%	3%	5%	4%	5%
Not very reliant	(2) 883	153	141	151	138	54	49	50	45	49	48	65	41	45	45	43	50
	9%	10%	9%	10%	9%	11%	9%	9%	8%	10%	10%	13%	8%	9%	9%	8%	10%
Neither reliant nor not reliant	(3) 800	226	178	218	179	76	84	64	56	46	76	79	63	75	70	51	57
	13%	15%	12%	14%	12%	16% hi	16% hi	12%	11%	9%	16% hi	16% hi	12%	16% hi	14%	10%	11%
Fairly reliant	(4) 2486	601	575	638	672	185	202	215	190	195	190	227	217	194	207	237	226
	40%	39%	37%	41%	44% hi	38%	38%	41%	36%	38%	38%	42% hi	42%	39%	41%	47% hi	46% hi
Very reliant	(5) 2017	495	577	471	474	146	179	171	208	200	169	122	175	175	155	160	158
	33%	32%	38% hi	31%	31%	30%	34% hi	32% hi	39% hi	39% hi	34% hi	24%	34% hi	35% hi	31% hi	31% hi	30%
Don't know	28	9	10	4	5	3	2	4	5	4	*	-	3	1	2	1	3
	*	1%	1%	*	*	1%	*	1%	1%	1%	*	*	1%	*	*	*	*
NET Very/fairly reliant	4903	1096	1151	1109	1145	330	381	386	398	395	359	349	392	368	362	398	386
	72%	71%	76% hi	72%	75%	67%	72%	73%	76% hi	76% hi	72%	67%	76% hi	73%	72%	76% hi	74%
NET Not at all/not very reliant	830	219	196	208	207	80	66	73	73	62	61	80	60	58	70	62	75
	13%	14%	13%	14%	13%	16%	12%	14%	14%	12%	12%	13% hi	12%	12%	14%	12%	14%
Mean	3.89	3.85	3.97 hi	3.86	3.88	3.76	3.90 hi	3.90 hi	3.90 hi	3.83 hi	3.82 hi	3.69	3.94 hi	3.94 hi	3.84	3.93 hi	3.85
Std Dev.	1.09	1.11	1.09	1.08	1.08	1.15	1.07	1.10	1.15	1.06	1.06	1.11	1.06	1.04	1.11	1.04	1.10
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p

QD1_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all relevant	(1) 178	73	105	11	167	112	66	16	19	21	22	36	36	28	36	42	99	64	166	12
	7%	8%	2%	1%	9%	4%	2%	2%	2%	2%	3%	3%	8%	4%	2%	2%	9%	9%	9%	1%
Not very relevant	(2) 358	94	263	29	329	178	178	37	37	36	36	99	79	67	75	95	188	109	320	36
	6%	8%	5%	4%	8%	6%	6%	5%	4%	3%	4%	8%	7%	7%	4%	5%	9%	9%	9%	4%
Neither relevant nor not relevant	(3) 681	123	559	57	624	390	290	74	130	104	66	152	82	73	204	169	308	156	580	95
	11%	10%	11%	7%	12%	13%	9%	9%	13%	9%	8%	13%	11%	12%	12%	9%	15%	11%	11%	10%
Fairly relevant	(4) 2303	466	1838	260	2043	1103	1196	358	337	470	322	363	246	208	605	792	817	453	1886	377
	37%	38%	37%	33%	38%	37%	38%	44%	39%	42%	39%	32%	32%	33%	41%	41%	32%	33%	37%	40%
Very relevant	(5) 2606	468	2138	429	2177	1209	1395	328	337	487	360	499	337	259	665	846	1095	596	2167	419
	42%	38%	43%	47%	41%	40%	43%	40%	39%	43%	43%	44%	44%	41%	39%	43%	49%	43%	42%	44%
Don't know	34	8	26	3	31	19	15	6	7	5	4	1	2	2	15	9	10	9	29	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly relevant	4809	934	3975	689	4220	2312	2590	686	674	956	682	862	583	466	1360	1638	1912	1050	4063	796
	80%	76%	81%	67%	79%	77%	82%	62%	60%	84%	76%	77%	74%	74%	80%	80%	76%	76%	79%	82%
NET Not at all/not very relevant	836	107	368	39	406	244	54	57	83	115	87	85	87	85	110	137	293	172	486	47
	9%	14%	7%	6%	9%	10%	8%	7%	7%	5%	10%	10%	12%	14%	7%	7%	11%	12%	9%	5%
Mean	4.11	3.95	4.16%	4.36%	4.07	4.04	4.16%	4.09	4.22%	4.13%	4.07	4.06	3.98	4.06	4.12%	4.16%	4.04	4.02	4.09	4.23%
Std Dev.	1.01	1.15	0.97	0.87	1.02	1.05	0.96	0.91	0.96	0.88	1.01	1.07	1.12	1.14	0.94	0.94	1.10	1.13	1.03	0.87
Std Error	0.01	0.04	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.04	0.03	0.04	0.05	0.02	0.02	0.02	0.03	0.01	0.03

QD1_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Table 66

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1638	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all reliant	(1) 178	31	48	31	69	79	99	80	96	27	26	30	35	24	90	28	125	35	130	12
	9%	3%	3%	2%	4%	3%	3%	2%	4%	5%	4%	2%	2%	2%	2%	4%	2%	3%	3%	4%
Not very reliant	(2) 358	62	117	75	104	179	179	196	156	33	45	86	88	57	218	35	302	67	273	17
	6%	5%	6%	5%	6%	6%	6%	5%	7%	6%	6%	6%	6%	5%	6%	6%	6%	5%	6%	6%
Neither reliant nor not	681	87	211	162	221	298	383	378	283	62	91	196	170	115	417	58	569	144	495	43
reliant	(3) 11%	6%	11%	10%	12%	10%	12%	10%	12%	10%	12%	10%	11%	10%	11%	11%	11%	11%	11%	10%
Fairly reliant	(4) 2303	461	715	532	594	1176	1126	1408	857	184	241	567	613	418	1420	189	1926	494	1705	105
	37%	41%	37%	37%	34%	39%	36%	38%	36%	33%	33%	38%	38%	37%	37%	35%	37%	38%	37%	36%
Very reliant	(5) 2808	490	811	576	729	1301	1305	1593	990	216	321	653	675	481	1649	220	2224	537	1962	107
	45%	43%	42%	42%	42%	43%	42%	43%	41%	42%	44%	44%	43%	44%	43%	41%	43%	42%	43%	37%
Don't know	34	6	11	8	9	17	17	15	16	3	11	9	5	5	24	3	29	7	23	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly reliant	4909	950	1527	1108	1323	2477	2431	3000	1846	400	561	1220	1288	900	3069	410	4150	1030	3667	212
	80%	83%	80%	80%	77%	78%	77%	78%	77%	76%	77%	76%	76%	75%	76%	77%	76%	76%	74%	74%
NET Not at all/not very	535	93	165	106	172	257	278	277	253	60	70	116	122	81	309	62	427	103	403	29
reliant	9%	8%	9%	8%	10%	8%	9%	8%	11%	12%	10%	8%	8%	7%	8%	12%	8%	8%	9%	10%
Mean	4.11	4.12	4.12	4.12	4.06	4.13	4.09	4.10	4.04	4.03	4.09	4.16	4.14	4.16	4.14	4.02	4.03	4.12	4.12	3.98
Std Dev.	1.01	0.97	1.00	0.97	1.07	0.99	1.03	0.96	1.08	1.12	1.06	0.96	0.97	0.96	0.99	1.12	0.99	0.99	1.01	1.07
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.02	0.03	0.02	0.05	0.01	0.03	0.02	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QD1_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Table 66

Base : All participants

		Rurality			Nation				Region											
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base		6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base		3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Not at all reliant	(1)	178	143	35	6	158	7	10	3	15	13	27	13	20	16	5	21	29	-	7
		3%	3%	4%	3%	5%	1%	3%	2%	4%	2%	5%	3%	5%	3%	1%	2%	4%	-	2%
Not very reliant	(2)	358	294	64	11	306	29	16	6	18	37	27	34	42	31	40	38	38	2	28
		6%	6%	7%	7%	6%	6%	5%	4%	7%	5%	5%	8%	8%	5%	5%	5%	7%	2%	6%
Neither reliant nor not reliant	(3)	681	605	76	9	566	59	35	21	22	62	79	43	59	64	93	92	62	1	58
		11%	11%	9%	6%	11%	11%	12%	12%	9%	9%	10%	10%	11%	11%	11%	11%	10%	2%	13%
Fairly reliant	(4)	2303	1985	317	56	1958	192	95	58	84	265	151	168	218	237	348	292	195	24	168
		37%	37%	37%	37%	36%	37%	32%	34%	34%	39%	30%	37%	40%	41%	43%	35%	37%	36%	37%
Very reliant	(5)	2686	2239	368	85	2159	229	137	81	108	293	220	189	201	222	319	399	209	40	189
		43%	42%	43%	51%	42%	44%	46%	45%	43%	43%	43%	42%	37%	39%	39%	47%	40%	40%	42%
Don't know		34	32	2	1	30	1	3	-	3	5	3	2	3	2	5	2	6	-	1
		1%	1%	*	*	1%	*	1%	-	1%	1%	1%	*	1%	*	1%	*	1%	-	*
NET Very/fairly reliant		4969	4224	685	141	4117	420	232	140	192	558	372	357	418	459	667	691	404	64	358
		80%	80%	84%	84%	80%	81%	79%	82%	77%	77%	73%	70%	77%	75%	75%	76%	78%	70%	79%
NET Not at all/not very reliant		535	437	98	17	464	36	25	10	33	50	54	47	62	47	45	59	67	2	35
		9%	8%	10%	10%	9%	7%	9%	6%	13%	10%	11%	10%	11%	8%	6%	7%	13%	2%	8%
Mean		4.11	4.12	4.07	4.22	4.10	4.17	4.14	4.22	4.02	4.12	4.01	4.09	4.00	4.08	4.12	4.10	3.99	4.03	4.12
Std Dev.		1.01	1.00	1.08	1.04	1.02	0.94	1.04	0.94	1.17	0.95	1.14	1.04	1.06	0.98	0.96	0.97	1.13	0.86	0.96
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.06	0.06	0.06	0.05	0.05	0.05	0.06	0.05	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QD1_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	199	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Not at all reliant (1)	178	61	72	78	89	61	10	37	72	8	38	32	45	11	27	12	78	54	-	-	-	-	128	-	178	24	153
	3%	3%	3%	2%	3%	3%	6%	5%	3%	3%	4%	2%	2%	1%	6%	22%	10%	2%	10%	-	-	-	100%	-	13%	2%	3%
Not very reliant (2)	358	116	148	168	200	116	7	33	148	18	90	65	102	30	132	26	166	158	-	-	-	358	-	358	64	294	4%
	6%	5%	7%	5%	6%	5%	4%	4%	7%	8%	9%	3%	4%	4%	23%	11%	4%	19%	-	-	-	100%	-	6%	4%	1%	1%
Neither reliant nor not reliant (3)	681	221	241	360	302	221	16	85	241	21	118	79	215	275	73	32	295	110	-	-	681	-	-	-	-	178	508
	17%	9%	11%	10%	13%	9%	10%	11%	11%	10%	11%	4%	9%	4%	19%	10%	13%	13%	-	-	100%	-	-	-	-	12%	17%
Fairly reliant (4)	2303	920	787	1347	1215	920	56	278	787	72	360	375	1205	325	237	69	1671	308	-	2303	-	-	-	2303	-	610	1693
	37%	39%	36%	36%	37%	36%	35%	36%	36%	34%	34%	19%	52%	4%	4%	25%	2%	2%	-	100%	-	-	-	100%	-	4%	36%
Very reliant (5)	2806	1084	907	1533	1355	1084	71	324	907	93	437	1462	921	155	110	58	2393	167	2806	-	-	-	-	2806	-	840	1969
	42%	45%	42%	44%	42%	45%	44%	42%	42%	44%	42%	14%	22%	19%	23%	2%	51%	20%	100%	-	-	-	-	100%	-	42%	42%
Don't know	34	10	8	16	14	10	-	4	8	1	6	3	6	3	4	-	9	4	-	-	-	-	-	-	-	6	28
	1%	-	-	-	-	-	-	1%	-	-	1%	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
NET Very/fairly reliant	4909	2004	1694	2880	2570	2004	127	602	1694	165	797	1837	2116	481	347	126	3954	473	2806	2303	-	-	-	4909	-	1251	3658
	80%	82%	78%	82%	79%	82%	79%	79%	78%	77%	76%	91%	89%	60%	51%	8%	57%	57%	100%	100%	-	-	-	100%	-	82%	79%
NET Not at all/not very reliant	835	177	220	246	289	177	17	71	220	28	128	97	147	41	160	83	244	243	-	-	-	358	178	-	535	88	447
	9%	7%	10%	7%	10%	7%	11%	9%	10%	12%	12%	5%	6%	5%	2%	5%	2%	2%	-	-	-	100%	100%	-	100%	6%	10%
Mean	4.11	4.18	4.07	4.12	4.09	4.18	4.07	4.08	4.07	4.08	4.02	4.57	4.61	3.72	3.65	3.18	4.32	3.39	4.08	4.58	3.08	2.00	1.00	4.53	1.67	4.12	4.09
Std Dev.	1.01	0.96	1.05	0.95	1.01	0.96	1.13	1.07	1.05	1.10	1.10	0.84	0.86	0.86	1.17	1.49	0.88	1.28	-	0.00	-	0.00	0.00	0.50	0.47	0.91	1.04
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.04	0.02	0.08	0.03	0.02	0.02	0.03	0.05	0.09	0.01	0.04	-	0.00	-	0.00	0.00	0.01	0.02	0.02	0.02

QD1_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all reliant (1)	178	14	164	+	51	117	9	145	6	10	17	160	+
	3%	4%	3%	+	3%	3%	3%	2%	5%	11% ^{ghik}	26% ^{ghik}	3%	1%
Not very reliant (2)	358	17	340	1	90	248	20	326	9	9	14	344	-
	6%	5%	6%	3%	5%	6%	6%	6%	8%	13% ^{ghik}	21% ^{ghik}	6%	-
Neither reliant nor not reliant (3)	691	42	633	7	200	428	53	630	22	9	11	666	5
	11%	13%	11%	16%	12%	10%	17% ^{ghik}	11%	22% ^{ghik}	16%	17%	11%	21%
Fairly reliant (4)	2303	138	2148	17	587	1602	115	2219	45	19	10	2282	11
	37%	47%	37%	42%	35%	38%	37%	63% ^{ghik}	39% ^{ghik}	33%	14%	62% ^{ghik}	52%
Very reliant (5)	2806	125	2468	15	734	1758	114	2552	28	10	13	2550	3
	42%	37%	43%	37%	44%	42%	36%	83% ^{ghik}	24%	18%	20%	83% ^{ghik}	13%
Don't know	34	-	33	1	13	20	1	26	3	1	1	30	3
	1%	-	1%	2% ^{ghik}	1%	1%	+	+	2% ^{ghik}	1%	2%	+	14%
NET Very/fairly reliant	4909	263	4613	32	1321	3360	228	4771	72	29	23	4873	14
	80%	78%	80%	79%	79%	81% ^{ghik}	73%	81% ^{ghik}	62% ^{ghik}	51%	34%	80% ^{ghik}	64%
NET Not at all/not very reliant	535	30	504	1	141	365	29	471	15	18	31	504	+
	9%	9%	9%	3%	8%	9%	9%	8%	12%	15% ^{ghik}	19% ^{ghik}	8%	1%
Mean	4.11	4.03	4.12	4.14	4.12	4.12	3.98	4.14% ^{ghik}	3.67% ^{ghik}	3.21	2.80	4.13% ^{ghik}	3.88
Std Dev.	1.01	1.03	1.01	0.83	1.02	1.00	1.03	0.98	1.09	1.38	1.49	0.99	0.70
Std Error	0.01	0.05	0.01	0.12	0.02	0.02	0.06	0.01	0.10	0.19	0.18	0.01	0.18

QD1_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6169	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Not at all reliant	(1) 17%	47	43	49	39	23	13	11	13	17	13	18	15	17	7	10	21
		3%	3%	3%	3%	3%	3%	2%	2%	3%	3%	3%	3%	3%	1%	2%	4%
Not very reliant	(2) 35%	94	84	101	79	31	29	33	29	22	33	39	43	20	30	26	23
		6%	6%	6%	5%	6%	6%	6%	5%	4%	7%	8%	8%	4%	6%	5%	5%
Neither reliant nor not reliant	(3) 6%	189	195	196	192	69	69	52	62	44	59	63	43	60	57	54	51
		12%	12%	11%	11%	14%	13%	10%	12%	9%	12%	12%	8%	12%	11%	11%	10%
Fairly reliant	(4) 23%	561	590	586	567	190	186	186	196	187	206	203	203	179	205	177	185
		36%	38%	38%	37%	39%	35%	35%	37%	37%	42%	39%	39%	36%	41%	35%	36%
Very reliant	(5) 26%	649	645	635	676	173	231	244	228	233	184	195	215	225	200	243	235
		42%	42%	41%	44%	35%	43%	46%	43%	46%	37%	38%	41%	41%	40%	47%	49%
Don't know	3%	11	9	2	12	6	4	1	5	4	*	-	-	2	5	2	5
		1%	1%	1%	1%	1%	1%	*	1%	1%	*	-	-	*	1%	*	1%
NET Very/fairly reliant	80%	1210	1234	1220	1245	363	417	430	423	421	390	398	418	404	404	420	420
		78%	80%	79%	81%	74%	78%	82%	80%	82%	79%	77%	82%	80%	80%	82%	81%
NET Not at all/not very reliant	19%	140	127	151	118	54	43	44	42	39	46	57	57	37	37	36	45
		9%	8%	10%	8%	11%	8%	8%	8%	8%	9%	11%	11%	7%	7%	7%	9%
Mean	4.11	4.09	4.12	4.08	4.16	3.95	4.12	4.13	4.13	4.13	4.04	4.00	4.08	4.13	4.13	4.21	4.14
Std Dev.	1.01	1.03	1.00	1.03	0.98	1.08	1.00	0.98	0.99	1.00	1.00	1.05	1.04	1.00	0.93	0.98	1.05
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.05	0.05	0.05	0.04	0.04	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QD1_NET_RELiant. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	809	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	827	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	838	3182	511
Letters and cards	4503	859	3644	591	3911	2120	2377	518	571	818	599	849	613	535	1090	1417	1997	1147	3796	663
	73%	70%	74% ^{ab}	75%	72%	70%	78% ^{cd}	63%	66%	72% ^{gh}	72% ^{gh}	76% ^{gh}	81% ^{ghijk}	85% ^{ghijk}	64%	72% ^{lm}	79% ^{lm}	82% ^{lmno}	74%	70%
Parcels	4909	934	3975	680	4220	2312	2590	686	674	956	682	882	583	496	1360	1636	1912	1050	4063	796
	80%	76%	81% ^{ab}	81% ^{cd}	79%	77%	82% ^{cd}	63% ^{gh}	67% ^{gh}	83% ^{gh}	83% ^{gh}	79%	77%	74%	80% ^{lm}	81% ^{lm}	76%	76%	79%	82% ^{lm}

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QD1_NET_RELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Table 67

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Letters and cards	855	1376	1024	1248	2231	2272	2633	1811	375	534	1146	1185	785	2865	388	3794	925	3391	186
73%	79%	72%	74%	72%	73%	73%	72%	62% ^{ab}	73%	72%	62% ^{ab}	62% ^{ab}	70%	67% ^{ab}	73%	73%	73% ^{ab}	67% ^{ab}	65%
Parcels	950	1527	1108	1323	2477	2431	3000	1846	400	661	1220	1268	900	3069	410	4150	1030	3667	212
80%	84% ^{cd}	80%	80%	77%	81% ^f	78%	84% ^{gh}	77%	78%	77%	81% ^{gh}	81% ^{gh}	82% ^{gh}	80%	77%	80%	80% ^{gh}	80% ^{gh}	74%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QD1_NET_RELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	348	345	339	346	347	339	59	432	
Letters and cards	4593	3848	132	67	3806	381	205	111	188	502	354	348	409	431	595	611	369	55	328	
	73%	73%	78%	79%	82%	82%	70%	69%	75%	74%	70%	80%	75%	75%	73%	72%	70%	82%	72%	
Parcels	4895	4224	665	141	4117	420	232	140	192	558	372	357	418	459	667	691	404	64	356	
	80%	80%	79%	84%	80%	81%	79%	82%	77%	82%	73%	80%	77%	80%	82%	84%	78%	94%	79%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QD1_NET_RELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Table 67

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2806	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Letters and cards	4603	1849	1640	2668	2459	1849	118	602	1640	170	835	2017	2499	-	-	-	4503	-	2203	1971	296	166	78	3954	244	1105	3337
	72%	77%	76%	76%	76%	77%	74%	79%	76%	80%	80%	83%	80%	100%	100%	100%	83%	100%	81%	73%	43%	47%	44%	81%	46%	77%	72%
Parcels	4909	2004	1694	2880	2570	2004	127	602	1694	165	797	1837	2116	481	347	126	3954	473	2606	2303	-	-	-	4909	-	1251	3658
	80%	83%	78%	82%	79%	83%	79%	79%	78%	77%	76%	91%	89%	60%	50%	51%	88%	57%	100%	100%	-	-	-	100%	-	82%	79%

QD1_NET_RELIAINT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Table 67

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
Letters and cards	4503	254	4223	26	1763	3031	238	4324	81	37	52	4442	9
	73%	76%	73%	63%	79%	73%	67%	79%	69%	65%	79%	73%	39%
Parcels	4909	263	4613	32	1321	3360	228	4771	72	29	23	4873	14
	80%	78%	80%	79%	79%	81%	73%	81%	82%	51%	34%	80%	64%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QD1_NET_RELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Table 67

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	318	307	292	317	312				
Letters and cards	4903	1096	1151	1109	1145	330	381	386	398	395	359	349	392	368	362	398	386				
		73%	71%	72%	75%	67%	72%	73%	76%	76%	72%	67%	76%	73%	72%	76%	74%				
Parcels	4909	1210	1234	1220	1245	363	417	430	423	421	390	398	418	404	404	420	420				
	80%	78%	80%	79%	81%	74%	78%	81%	80%	81%	79%	77%	81%	80%	80%	82%	81%				

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Table 68

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Letters and cards	830	217	613	98	731	446	383	152	150	150	125	127	83	42	302	275	253	126	693	133
	1375	18%b	12%	12%	14%	19%e	12%	19%g	17%h	13%i	16%j	11%k	11%l	7%	16%ng	14%o	10%	9%	13%	14%
Parcels	535	107	386	39	406	200	244	54	57	57	80	115	87	85	110	137	200	172	486	47
	6%	14%a	7%	5%	9%e	11%e	8%	7%	7%	5%	10%j	11%k	12%l	14%l	7%	7%	11%o	12%o	7%r	5%

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Letters and cards	176	259	170	223	435	393	543	281	55	90	180	211	178	480	59	703	181	612	36
13%	16%	14%	12%	13%	14%	13%	15%	12%	11%	12%	12%	13%	10%	13%	11%	14%	14%	13%	13%
Parcels	93	165	106	172	257	278	277	263	60	70	116	122	81	309	62	427	103	403	29
9%	8%	9%	8%	10%	8%	9%	8%	11%	12%	10%	8%	8%	7%	8%	12%	8%	8%	9%	10%

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Table 68

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Letters and cards	830	713	116	15	682	75	42	31	33	76	83	50	61	72	98	116	22	6	69
13%		13%	14%	9%	13%	14%	14%	6.1% ^a	12%	11%	10%	11%	11%	13%	12%	14%	12.2% ^b	9%	15%
Parcels	635	437	98	17	464	36	25	10	33	50	54	47	62	47	45	69	67	2	35
9%		8%	11% ^a	10%	9% ^b	7%	9%	6%	13% ^c ^{none}	7%	11% ^b	10% ^a	11% ^{none}	8%	6%	7%	13% ^{none}	2%	8%

Proportions/Mean: Columns Tested (5% risk level) - a:b:c - d:e:f:g - h:i/j:k:l:m:n:op:pqr
* small base

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Table 68

Base : All participants

	Stamp usage				1st class usage		2nd class usage		Reliance on postal service for sending/receiving letters and cards										Reliance on postal service for sending/receiving parcels						Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	514	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Letters and cards	836	279	262	381	374	279	21	77	262	12	106	-	-	-	583	247	-	530	167	806	110	158	84	473	243	149	680
	17%	12%	12%	17%	12%	12%	13%	10%	10%	6%	10%	-	-	-	100%kimp	100%kimp	-	100%kimp	6%	33%rsw	10%rsw	44%rsw	47%rsw	10%r	45%rsw	10%	41%y
Parcels	535	177	220	246	289	177	17	71	220	26	128	97	147	41	180	83	244	243	-	-	-	358	178	-	535	88	447
	9%	7%	19%w	7%	9%w	7%	11%	9%	10%	12%	12%	8%	6%	5%	27%kimp	34%kimp	5%	29%kimp	-	-	-	100%rsw	100%rsw	-	100%rsw	6%	10%y

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Letters and cards	630	43	794	3	192	401	36	801	15	7	7	822	*
	73%	13%	14%	6%	71%	14%	72%	14%	13%	12%	11%	14%	1%
Parcels	635	30	504	1	141	365	29	471	15	18	31	504	*
	9%	9%	9%	3%	8%	9%	9%	8%	13%	32%ghik	47%ghik	8%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Letters and cards	830	219	196	208	207	80	66	73	73	62	61	90	60	58	70	62	75				
	13%	14%	13%	14%	13%	16%	12%	14%	14%	12%	12%	17%	12%	12%	14%	12%	14%				
Parcels	535	140	127	151	118	54	43	44	42	39	46	57	57	37	37	36	45				
	8%	9%	8%	10%	8%	11%	8%	8%	8%	8%	9%	11%	11%	7%	7%	7%	8%				

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Table 69

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Letters and cards	3.89	3.77	3.95a	3.95d	3.88	3.81	3.96a	3.62	3.68	3.84gh	3.85gh	3.89ghj	4.07puvs	4.26puvj	3.65	3.85a	4.08no	4.18nop	3.91a	3.79
Parcels	4.11	3.95	4.15a	4.39d	4.07	4.04	4.18a	4.16aklm	4.09m	4.22pklm	4.13m	4.07m	4.06	3.98	4.12pq	4.18pqrs	4.04	4.02	4.09	4.23v

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Letters and cards	3.89	3.86	3.85	3.90	3.85	3.92a	3.83	3.90a	3.90a	3.97a	3.96a	3.96a	3.76	3.94a	3.90	3.89	3.88	3.90a	3.77
Parcels	4.11	4.16a	4.12a	4.12a	4.10a	4.09	4.16a	4.04	4.03	4.09	4.16	4.16	4.16a	4.16	4.02	4.13a	4.12a	4.12a	3.98

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1959	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Letters and cards	3.89	3.88	3.96a	4.09a	3.90	3.88	3.82	3.69	3.94	3.93a	3.79	4.09bpr	3.97bpr	3.93a	3.81	3.93a	3.85	4.16bpr	3.64
Parcels	4.11	4.12	4.07	4.22	4.10	4.17	4.14	4.22	4.02	4.10bpr	4.01	4.09	4.00	4.08	4.10bpr	4.20bpr	3.99	4.53bpr	4.12a

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Table 69

Base : All participants

	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 1st class all/most of the time (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
		Use 1st class (c)	Use 2nd class (d)			Use 1st class (e)	Use 2nd class (f)		Use 1st class (h)	Use 2nd class (i)																	Use 1st class (k)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Letters and cards	3.89	3.95	4.02	3.95	3.98	3.95	3.90	4.02	4.00	4.12	4.04	4.04	4.04	3.99	3.96	4.00	4.04	4.04	4.04	4.04	4.04	4.04	4.04	4.04	4.04	3.85	3.85
Parcels	4.11	4.10	4.07	4.10	4.09	4.10	4.07	4.08	4.07	4.08	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Table 69

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Letters and cards	3.09	3.92	3.89	3.93	3.86	3.86	3.85	3.88	3.91	3.91	3.89	3.89	3.49
Parcels	4.11	4.03	4.12	4.14	4.12	4.12	3.98	4.14	3.99	3.21	2.80	4.12	3.88

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Table 69

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Letters and cards	3.89	3.85	3.92	3.86	3.88	3.76	3.95a	3.89a	3.94a	3.83a	3.82a	3.69	3.74a	3.71a	3.69	3.73a	3.75				
Parcels	4.11	4.09	4.12	4.08	4.16a	3.95	4.12a	4.16a	4.13a	4.16a	4.04	4.00	4.08a	4.15a	4.12a	4.21a	4.14a				

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6166	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6166	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Very dissatisfied	(1) 192	34	157	22	170	108	83	18	11	27	32	40	36	28	29	58	104	65	178	12
		3%	3%	3%	3%	4%	3%	2%	1%	2%	4%	4%	6%	6%	2%	3%	7%	6%	9%	1%
Fairly dissatisfied	(2) 397	62	336	42	355	197	198	36	37	61	44	97	58	64	73	106	210	122	367	26
		6%	5%	7%	5%	7%	6%	4%	4%	9%	5%	8%	8%	10%	4%	5%	9%	8%	10%	3%
Neither satisfied or dissatisfied	(3) 636	129	506	45	591	313	321	63	94	112	108	118	75	64	157	220	258	139	555	75
		10%	11%	6%	11%	10%	10%	8%	11%	10%	12%	10%	10%	10%	9%	11%	10%	10%	11%	8%
Fairly satisfied	(4) 2971	600	2371	353	2618	1428	1536	454	413	562	422	539	345	236	807	984	1121	581	2519	420
		48%	49%	48%	45%	49%	47%	49%	35%	46%	51%	49%	49%	38%	37%	50%	45%	42%	49%	44%
Very satisfied	(5) 1960	407	1543	328	1622	955	994	252	308	357	223	331	244	235	560	580	811	479	1530	404
		32%	33%	31%	42%	32%	32%	31%	36%	32%	27%	29%	32%	37%	33%	30%	32%	29%	30%	45%
Don't know	15	1	14	-	15	8	6	1	3	3	3	4	-	-	4	6	4	-	9	6
																				1%
NET Very/fairly satisfied	4821	1007	3914	681	4240	2383	2532	705	721	918	645	871	590	471	1426	1564	1931	1061	4049	824
		80%	82%	79%	80%	79%	81%	58%	60%	62%	78%	77%	78%	75%	67%	68%	77%	76%	78%	87%
NET Very/fairly dissatisfied	889	96	493	64	525	306	281	53	49	88	76	136	95	82	102	154	323	197	545	38
		10%	8%	10%	6%	10%	9%	6%	6%	8%	9%	12%	12%	10%	6%	8%	13%	13%	11%	4%
Mean	3.99	4.04	3.98	4.11	3.96	3.97	4.01	4.08	4.12	4.04	3.92	3.91	3.93	3.93	4.16	3.99	3.92	3.93	3.94	4.26
Std Dev	0.98	0.94	0.99	0.95	0.98	1.01	0.95	0.86	0.86	0.92	0.98	1.03	1.07	1.14	0.86	0.95	1.07	1.10	1.00	0.82
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.04	0.05	0.02	0.02	0.02	0.03	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Very dissatisfied	(1) 192	30	69	39	52	99	92	93	92	16	22	52	46	31	119	18	157	35	142	15
	3%	3%	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	9%
Fairly dissatisfied	(2) 397	93	124	69	112	217	181	205	180	35	36	117	79	81	231	35	326	76	310	11
	6%	8%	6%	5%	6%	7%	6%	6%	7%	7%	5%	8%	5%	7%	6%	7%	6%	6%	7%	4%
Neither satisfied or dissatisfied	(3) 636	92	180	165	198	272	363	360	265	70	91	135	142	107	368	74	501	141	469	25
	10%	8%	9%	10%	10%	9%	12%	10%	11%	10%	10%	10%	9%	9%	10%	10%	10%	11%	10%	9%
Fairly satisfied	(4) 2871	571	979	664	756	1551	1420	1831	1099	221	321	707	824	554	1852	229	2532	563	2261	127
	48%	50%	51%	48%	44%	51%	46%	50%	46%	43%	44%	47%	52%	50%	48%	43%	49%	45%	49%	44%
Very satisfied	(5) 1950	347	559	442	601	906	1044	1174	747	169	264	488	493	324	1245	172	1654	444	1402	104
	32%	31%	29%	32%	30%	32%	34%	32%	31%	33%	30%	33%	31%	29%	33%	32%	32%	32%	31%	36%
Don't know	15	2	3	4	5	5	9	8	5	5	2	2	2	3	2	5	5	4	5	6
	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%
NET Very/fairly satisfied	4921	918	1538	1107	1357	2457	2464	3005	1846	389	584	1195	1318	878	3097	401	4198	1027	3663	231
	80%	81%	80%	80%	79%	81%	79%	82%	77%	76%	80%	80%	80%	80%	79%	79%	80%	80%	80%	80%
NET Very/fairly dissatisfied	589	123	192	108	164	315	272	398	281	51	57	169	124	112	351	54	483	112	452	26
	10%	11%	10%	8%	10%	10%	9%	8%	12%	10%	8%	11%	8%	10%	9%	10%	9%	9%	10%	9%
Mean	3.99	3.98	3.96	4.02	4.01	3.97	4.01	4.00	3.93	3.96	4.05	3.98	4.04	3.96	4.01	3.95	4.01	4.03	3.98	4.05
Std Dev.	0.98	0.96	0.98	0.95	1.00	0.98	0.98	0.93	1.04	1.01	0.97	1.02	0.93	0.97	0.97	1.02	0.97	0.97	0.98	1.04
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	107	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Very dissatisfied (1)	192	181	2	10	178	8	5	1	6	28	10	9	14	18	21	45	27	*	7		
3%	3%	3%	1%	1%	3%	1%	2%	*	3%	4%	2%	2%	3%	3%	6%	9%	5%	*	2%		
Fairly dissatisfied (2)	397	349	48	10	354	24	13	6	19	38	36	26	22	49	30	83	52	3	20		
6%	6%	7%	6%	6%	7%	2%	5%	4%	6%	6%	6%	6%	4%	8%	4%	10%	10%	5%	4%		
Neither satisfied or dissatisfied (3)	636	540	96	15	544	50	29	12	25	55	55	51	77	55	59	91	76	2	48		
10%	10%	10%	11%	9%	9%	10%	10%	7%	10%	8%	11%	10%	10%	10%	7%	11%	10%	3%	11%		
Fairly satisfied (4)	2871	2535	436	78	2469	261	151	90	111	312	231	212	263	303	433	360	244	32	229		
46%	46%	46%	51%	47%	46%	50%	51%	53%	44%	46%	45%	45%	47%	48%	53%	53%	43%	46%	51%		
Very satisfied (5)	1850	1682	269	62	1620	174	95	61	87	239	174	149	163	148	268	264	127	29	145		
32%	32%	31%	37%	37%	31%	34%	32%	30%	33%	35%	32%	33%	30%	29%	33%	33%	24%	44%	35%		
Don't know	15	10	4	-	12	1	1	-	1	*	2	-	4	-	-	3	-	-	1		
*	*	*	*		*	*	*		1%	*	*	-	1%	-	-	1%			*		
NET Very/fairly satisfied	4921	4217	704	140	4099	435	246	151	198	551	405	361	426	452	701	624	371	61	374		
80%	80%	80%	84%	84%	79%	81%	81%	80%	80%	81%	80%	80%	81%	80%	81%	80%	74%	85%	83%	80%	
NET Very/fairly dissatisfied	589	531	58	12	532	31	18	7	25	67	46	35	36	66	51	128	78	4	27		
10%	10%	10%	7%	7%	10%	6%	6%	4%	10%	10%	9%	8%	7%	12%	8%	10%	10%	5%	10%		
Mean	3.99	3.98	4.05	4.13	3.97	4.16	4.06	4.06	4.02	4.03	4.03	4.04	4.03	3.90	4.11	3.85	3.75	4.09	4.08		
Std Dev.	0.98	1.00	0.87	0.90	1.00	0.86	0.87	0.77	1.00	1.02	0.96	0.93	0.92	0.98	0.88	1.13	1.08	0.79	0.87		
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.06	0.06	0.03		

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	199	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Very dissatisfied	(1)	192	59	89	83	112	5	23	88	11	44	32	59	25	13	10	111	59	52	66	30	26	13	118	38	58	134		
	3%	2%	4% sd	2%	3% sd	2%	3%	3%	4%	5%	4%	3%	2%	3%	6% sd	6% sd	2%	6% sd	2%	3%	4% sd	2% sd	7% sd	1% sd	2%	7% sd	4%	3%	
Fairly dissatisfied	(2)	397	133	193	179	239	133	2	53	193	24	108	113	133	45	71	34	246	105	123	118	89	49	33	241	82	84	313	
	6%	6%	9% sd	5%	7% sd	6%	1%	7% sd	9%	17%	10%	6%	5%	6%	12% sd	14% sd	5%	19% sd	5%	8%	10% sd	14% sd	10% sd	5%	11% sd	6%	7%		
Neither satisfied or dissatisfied	(3)	636	177	272	281	308	177	24	57	272	29	126	102	151	102	57	318	183	143	271	144	70	52	363	122	147	489		
	10%	7%	13% sd	7%	11% sd	7%	15% sd	7%	13%	14%	12%	5%	9% sd	10% sd	10% sd	23% sd	9% sd	19% sd	5%	10% sd	21% sd	13% sd	20% sd	7% sd	23% sd	10%	11%		
Fairly satisfied	(4)	2871	1159	1005	1735	1581	1159	72	362	1005	81	463	775	1447	400	259	83	2222	343	1115	1348	298	147	52	2462	199	744	2227	
	48%	46%	46%	50%	49%	48%	45%	47%	46%	38%	44%	36%	60% sd	60% sd	60% sd	46% sd	47%	47%	45% sd	50% sd	50% sd	41% sd	29%	45% sd	37%	49%			
Very satisfied	(5)	1950	854	630	1243	959	884	57	269	630	66	308	375	630	175	116	50	1005	165	1172	549	135	63	26	1721	89	487	1463	
	32%	37% sd	28%	35% sd	29%	37%	36%	35%	28%	31%	29%	20%	46% sd	46% sd	22%	20%	20%	46% sd	20%	45% sd	24% sd	19%	15%	19%	45% sd	17%	32%	32%	
Don't know		15	-	4	1	6	-	-	4	1	1	-	-	4	1	4	-	6	1	3	5	3	2	4	5	-	15		
NET Very/fairly satisfied	4921	2043	1605	2977	2540	2043	129	631	1605	147	771	1750	2077	575	375	133	3827	509	2287	1896	433	210	78	4193	298	1231	3690		
	80%	85% sd	74%	89% sd	78% sd	80%	81%	83%	74%	69%	73%	67% sd	84% sd	72% sd	64% sd	54%	85% sd	61%	80% sd	82% sd	64% sd	69% sd	44%	80% sd	54%	81%	80%		
NET Very/fairly dissatisfied	589	192	281	263	352	192	7	76	281	36	152	165	193	69	102	53	358	155	175	183	99	75	48	359	121	142	447		
	10%	8%	12% sd	8%	14% sd	8%	5%	10%	13%	17%	14%	8%	8%	9%	14% sd	14% sd	8%	14% sd	7%	8%	10% sd	14% sd	7%	8%	10% sd	9%	10%		
Mean	3.99	4.11% sd	3.85	4.10% sd	3.93% sd	4.11	4.08	4.05	3.85	3.78	3.84	4.24% sd	4.24% sd	3.99% sd	3.81	3.46	4.10% sd	3.57	4.14% sd	4.05% sd	3.84% sd	3.49	3.26	3.91	4.11% sd	3.41	4.00	3.99	
Std Dev.	0.98	0.93	1.05	0.92	1.00	0.93	0.92	0.99	1.05	1.16	1.08	0.97	0.88	0.94	1.10	1.18	0.93	1.13	0.90	0.89	1.05	1.15	1.14	0.91	1.15	0.99	0.98		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.03	0.06	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.03	0.01		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117**	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Very dissatisfied (1)	192	17	173	2	62	125	5	182	3	1	3	186	3
	3%	5%	3%	4%	4%	3%	2%	3%	2%	1%	4%	3%	10%
Fairly dissatisfied (2)	397	31	364	2	134	249	15	378	15	4	*	397	-
	6%	9%	6%	4%	6.3%	6%	5%	6%	12.4%	7%	*	7%	-
Neither satisfied or dissatisfied (3)	636	34	597	4	162	422	52	592	21	9	6	622	7
	10%	10%	10%	10%	10%	10%	17.0%	10%	18.6%	16%	9%	10%	34%
Fairly satisfied (4)	2971	137	2814	20	769	2060	142	2862	44	23	32	2929	10
	48%	47%	48.6%	50%	46%	49%	46%	49%	38%	39%	49%	49%	44%
Very satisfied (5)	1869	117	1820	13	547	1308	95	1869	35	21	25	1925	-
	32%	35%	31%	32%	33%	31%	33%	32%	30%	37%	38%	32%	-
Don't know	15	-	14	*	2	10	3	13	-	-	-	13	1
	*	-	*	1%	*	1%	1%	*	-	-	-	*	7%
NET Very/fairly satisfied	4921	254	4634	33	1316	3368	237	4732	79	44	57	4854	10
	80%	76%	80%	81%	79%	81%	76%	80.1%	67%	76%	87.1%	80.1%	44%
NET Very/fairly dissatisfied	589	48	537	3	196	373	20	561	17	4	3	583	3
	10%	12.4%	9%	8%	10.5%	9%	6%	10%	15%	8%	4%	10%	13%
Mean	3.99	3.91	4.00	4.01	3.96	4.00	3.99	4.00	3.80	4.04	4.16	3.99	3.14
Std Dev.	0.98	1.12	0.97	0.99	1.04	0.96	0.91	0.98	1.07	0.95	0.91	0.98	1.08
Std Error	0.01	0.06	0.01	0.14	0.02	0.02	0.05	0.01	0.10	0.13	0.11	0.01	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Very dissatisfied	(1) 192	29	70	47	45	12	8	9	29	14	26	18	20	10	12	18	15
	3%	2%	4%	3%	3%	2%	1%	2%	5%	3%	5%	3%	4%	2%	2%	3%	3%
Fairly dissatisfied	(2) 397	91	110	104	93	29	25	37	46	33	31	38	28	39	43	20	29
	6%	6%	7%	7%	6%	6%	5%	7%	8%	6%	6%	7%	5%	8%	8%	4%	6%
Neither satisfied or dissatisfied	(3) 636	160	136	172	198	55	42	63	39	41	55	58	55	59	61	54	53
	10%	10%	9%	11%	11%	11%	8%	12%	7%	8%	11%	11%	11%	12%	12%	11%	10%
Fairly satisfied	(4) 2971	785	692	723	771	249	274	262	226	233	233	251	245	228	241	273	257
	48%	50%	45%	47%	50%	40%	45%	50%	43%	46%	47%	48%	47%	45%	46%	50%	49%
Very satisfied	(5) 1950	482	524	488	456	145	194	153	188	186	150	152	170	166	144	147	165
	32%	31%	34%	32%	30%	29%	35%	29%	35%	37%	30%	29%	33%	33%	29%	29%	32%
Don't know	15	3	4	5	2	-	-	3	4	-	-	1	2	2	1	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	4921	1267	1216	1211	1227	394	458	415	414	419	383	403	414	393	385	420	422
	80%	82%	79%	79%	80%	80%	86%	79%	78%	83%	77%	78%	80%	78%	77%	82%	81%
NET Very/fairly dissatisfied	889	120	180	151	138	41	33	46	75	47	57	56	47	48	56	38	44
	10%	8%	12%	10%	9%	8%	6%	9%	11%	9%	12%	11%	9%	10%	11%	7%	9%
Mean	3.99	4.03	3.97	3.98	3.98	3.99	4.13	3.98	3.94	4.07	3.91	3.93	4.00	4.00	3.92	4.00	4.02
Std Dev.	0.98	0.90	1.06	0.99	0.96	0.93	0.85	0.92	1.13	0.98	1.07	1.01	1.00	0.97	0.99	0.93	0.95
Std Error	0.01	0.02	0.03	0.03	0.02	0.04	0.04	0.04	0.05	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3198	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Very dissatisfied	(1) 136	19	117	9	128	85	52	16	20	28	17	17	23	15	36	45	55	38	124	11
	2%	2%	2%	1%	2%	3%	2%	2%	2%	3%	2%	2%	3%	2%	2%	2%	2%	3%	2%	1%
Fairly dissatisfied	(2) 283	53	230	40	243	130	153	38	38	44	36	53	35	40	76	80	128	74	252	28
	5%	4%	5%	5%	5%	4%	5%	5%	4%	4%	4%	5%	5%	6%	4%	4%	8%	5%	5%	3%
Neither satisfied or dissatisfied	(3) 733	125	608	64	669	377	353	121	99	147	107	135	74	50	220	254	259	124	616	109
	12%	10%	12%	8%	12%	13%	11%	15%	11%	13%	13%	12%	10%	8%	13%	13%	10%	9%	12%	12%
Fairly satisfied	(4) 2786	601	2185	340	2445	1355	1426	407	402	541	385	510	327	212	803	927	1049	539	2305	444
	45%	49%	44%	43%	46%	45%	45%	52%	46%	45%	45%	45%	43%	34%	45%	47%	42%	39%	45%	47%
Very satisfied	(5) 2180	428	1752	334	1845	1040	1138	233	303	357	270	410	300	307	536	627	1017	607	1826	343
	35%	35%	36%	32%	34%	35%	36%	29%	33%	32%	33%	33%	30%	37%	32%	32%	40%	40%	35%	36%
Don't know	42	6	36	2	41	24	18	7	6	5	16	5	1	3	13	20	9	4	34	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly satisfied	4966	1029	3937	675	4291	2394	2564	640	706	898	657	919	627	519	1346	1554	2066	1147	4132	787
	81%	81%	80%	79%	80%	80%	82%	78%	81%	80%	79%	81%	83%	83%	80%	80%	82%	83%	80%	83%
NET Very/fairly dissatisfied	419	72	347	49	370	214	205	54	57	73	52	70	58	55	111	125	183	112	376	39
	7%	6%	7%	7%	7%	7%	7%	7%	7%	6%	6%	6%	8%	9%	7%	6%	7%	8%	7%	4%
Mean	4.06	4.11	4.07	4.21	4.06	4.05	4.10	3.98	4.08	4.03	4.05	4.10	4.11	4.21	4.03	4.04	4.13	4.16	4.07	4.16
Std Dev.	0.93	0.87	0.94	0.86	0.93	0.95	0.90	0.89	0.92	0.92	0.91	0.90	0.97	1.00	0.91	0.91	0.94	0.96	0.94	0.83
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.03

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very dissatisfied (1)	136	33	42	24	37	75	61	68	63	8	23	34	23	29	80	10	111	36	89	11
	9%	3%	2%	2%	2%	2%	2%	2%	3%	1%	3%	2%	1%	3%	2%	2%	2%	3%	2%	4%
Fairly dissatisfied (2)	283	50	101	56	74	151	130	159	123	18	28	77	80	42	184	20	240	57	219	7
	8%	4%	5%	4%	4%	5%	4%	4%	5%	4%	4%	5%	5%	4%	4%	4%	5%	4%	5%	2%
Neither satisfied or dissatisfied (3)	733	106	206	205	217	312	421	442	272	82	80	175	157	111	412	87	560	165	516	51
	12%	9%	11%	13%	13%	10%	15%	13%	11%	15%	11%	12%	10%	10%	11%	15%	11%	13%	11%	11%
Fairly satisfied (4)	2786	534	908	593	752	1442	1344	1730	1017	214	320	658	744	531	1722	220	2367	545	2115	125
	45%	47%	49%	43%	44%	47%	43%	47%	42%	42%	44%	44%	47%	46%	45%	41%	46%	42%	46%	43%
Very satisfied (5)	2180	408	638	505	629	1047	1133	1250	906	187	278	547	569	384	1393	190	1868	466	1628	85
	35%	36%	33%	36%	38%	34%	38%	34%	33%	36%	38%	36%	36%	35%	36%	36%	35%	36%	35%	30%
Don't know	42	6	17	2	17	23	19	20	16	6	5	10	12	3	27	6	30	13	21	8
	7%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%
NET Veryfairly satisfied	4966	942	1546	1097	1380	2488	2477	2980	1923	401	597	1206	1312	515	3115	410	4254	1012	3743	211
	81%	83%	81%	79%	80%	82%	80%	81%	80%	78%	81%	80%	82%	81%	82%	77%	82%	79%	82%	73%
NET Veryfairly dissatisfied	419	83	143	80	111	226	191	228	186	26	50	110	103	71	264	30	351	94	308	18
	7%	7%	7%	6%	6%	7%	6%	6%	6%	5%	7%	7%	7%	6%	7%	6%	7%	7%	7%	6%
Mean	4.09	4.09	4.05	4.08	4.09	4.07	4.09	4.09	4.08	4.09	4.10	4.09	4.12	4.09	4.10	4.06	4.10	4.06	4.09	3.96
Std Dev.	0.93	0.94	0.93	0.91	0.92	0.93	0.92	0.89	0.97	0.89	0.96	0.94	0.89	0.91	0.92	0.92	0.92	0.96	0.91	0.97
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Table 71

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Very dissatisfied	(1) 136	123	13	1	124	5	6	2	7	23	14	7	14	17	11	17	15	*	5
	9%	2%	2%	1%	2%	1%	2%	1%	3%	6%	3%	2%	3%	3%	1%	2%	3%	1%	1%
Fairly dissatisfied	(2) 283	258	25	6	248	19	12	4	19	32	25	20	14	28	26	53	30	*	19
	8%	5%	3%	4%	7%	4%	4%	3%	8%	5%	5%	4%	3%	5%	3%	15%	8%	*	4%
Neither satisfied or dissatisfied	(3) 733	643	90	22	625	58	30	21	24	84	39	59	67	58	110	113	71	4	54
	12%	12%	10%	13%	12%	11%	10%	12%	8%	13%	8%	13%	12%	10%	13%	13%	13%	6%	12%
Fairly satisfied	(4) 2786	2402	384	52	2351	233	120	81	108	293	217	198	252	268	419	383	213	24	209
	45%	45%	45%	31%	45%	45%	41%	48%	43%	43%	43%	44%	46%	47%	52%	45%	40%	35%	46%
Very satisfied	(5) 2160	1836	344	85	1793	200	125	61	90	239	211	162	193	197	238	271	152	38	162
	35%	35%	35%	51%	35%	39%	41%	36%	35%	35%	41%	36%	36%	34%	35%	36%	36%	42%	36%
Don't know	42	38	4	*	37	2	2	1	3	3	3	3	3	5	5	5	8	-	2
	1%	1%	1%	*	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	-	*
NET Very/fairly satisfied	4966	4237	729	137	4144	433	246	143	198	532	427	360	445	465	698	654	405	62	371
	81%	80%	83%	82%	80%	84%	83%	84%	79%	79%	83%	80%	82%	81%	81%	78%	77%	82%	82%
NET Very/fairly dissatisfied	419	380	39	8	372	24	17	6	26	56	39	27	28	44	37	70	45	1	23
	7%	7%	5%	5%	7%	5%	6%	4%	10%	15%	10%	8%	5%	8%	5%	19%	12%	1%	5%
Mean	4.06	4.06	4.06	4.06	4.06	4.06	4.06	4.06	4.03	4.03	4.03	4.10	4.10	4.06	4.05	4.00	4.03	4.06	4.13
Std Dev.	0.93	0.93	0.85	0.90	0.94	0.84	0.91	0.81	1.01	0.99	0.95	0.90	0.90	0.96	0.83	0.95	1.00	0.70	0.85
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.03

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Table 71

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very dissatisfied (1)	136	49	49	73	74	49	4	23	49	5	21	38	48	20	12	13	86	26	34	52	23	7	13	86	20	45	92
	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	3%	2%	1%	2%	2%	2%	2%
Fairly dissatisfied (2)	283	111	110	151	148	111	6	41	110	12	58	66	106	41	52	19	172	79	83	111	41	30	16	194	46	91	192
	3%	5%	5%	4%	5%	5%	3%	5%	5%	6%	6%	3%	4%	5%	6%	4%	4%	4%	3%	2%	3%	2%	1%	4%	4%	4%	4%
Neither satisfied or dissatisfied (3)	733	247	259	378	381	247	23	95	259	30	98	115	274	194	98	44	389	142	182	278	175	82	39	459	92	240	493
	12%	10%	12%	11%	12%	10%	15%	12%	12%	14%	9%	6%	11%	24%	17%	16%	8%	8%	7%	12%	26%	17%	17%	9%	17%	16%	11%
Fairly satisfied (4)	2786	1080	977	1574	1471	1080	58	304	977	94	453	699	1345	350	285	103	2044	388	985	1242	322	171	59	2226	231	677	2109
	45%	45%	45%	45%	45%	45%	36%	40%	45%	44%	43%	30%	44%	36%	42%	40%	40%	40%	39%	42%	35%	23%	12%	43%	45%	45%	45%
Very satisfied (5)	2180	914	763	1313	1161	914	68	299	763	71	414	1091	705	186	131	80	1797	192	1318	607	109	84	52	1926	137	466	1714
	35%	38%	35%	37%	36%	38%	43%	39%	35%	33%	39%	44%	36%	23%	24%	24%	40%	23%	7%	31%	26%	16%	24%	36%	36%	31%	37%
Don't know	42	11	14	13	16	11	1	2	14	2	6	7	8	10	5	7	16	12	4	13	10	3	8	17	10	2	40
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly satisfied	4866	1994	1740	2887	2633	1994	127	603	1740	165	867	1790	2050	536	416	164	3840	580	2303	1949	432	256	112	4152	367	1142	3823
	81%	83%	80%	82%	81%	83%	79%	79%	80%	78%	83%	85%	86%	67%	71%	66%	85%	70%	77%	80%	63%	37%	21%	63%	69%	70%	82%
NET Very/fairly dissatisfied	419	160	159	224	223	160	9	64	159	17	79	104	154	60	84	32	258	86	117	163	65	37	29	281	66	135	284
	7%	7%	7%	6%	7%	7%	6%	6%	7%	6%	6%	5%	6%	6%	6%	6%	6%	6%	5%	6%	5%	3%	4%	6%	6%	6%	6%
Mean	4.08	4.12	4.07	4.12	4.08	4.12	4.14	4.07	4.07	4.01	4.13	4.08	4.09	3.81	3.74	3.79	4.16	3.79	4.13	3.99	3.67	3.53	3.72	4.11	3.80	3.94	4.12
Std Dev	0.93	0.91	0.94	0.91	0.93	0.91	0.96	1.00	0.94	0.95	0.94	0.88	0.86	0.94	0.96	1.09	0.88	1.00	0.84	0.89	0.94	0.95	1.21	0.88	1.04	0.98	0.90
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.04	0.05	0.10	0.01	0.05	0.03	0.01

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Table 71

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Very dissatisfied (1)	138	9	126	1	49	78	9	123	8	3	-	135	2
	2%	3%	2%	3%	3%	2%	3%	2%	7%	6%	-	2%	8%
Fairly dissatisfied (2)	283	15	265	3	90	182	11	271	4	3	4	278	-
	5%	5%	5%	6%	5%	4%	4%	5%	4%	6%	7%	5%	-
Neither satisfied or dissatisfied (3)	733	47	679	7	209	453	71	677	25	17	6	719	8
	12%	14%	12%	16%	12%	11%	23%	11%	21%	16%	9%	12%	37%
Fairly satisfied (4)	2786	153	2613	19	689	1986	132	2688	47	18	26	2753	7
	45%	46%	45%	47%	41%	48%	42%	46%	40%	31%	39%	45%	34%
Very satisfied (5)	2190	109	2060	11	630	1466	84	2103	31	16	29	2140	2
	36%	32%	36%	27%	35%	36%	27%	36%	27%	27%	44%	35%	7%
Don't know	42	3	39	-	10	27	5	37	1	-	1	38	3
	1%	1%	1%	-	1%	1%	2%	1%	1%	-	1%	1%	14%
NET Very/fairly satisfied	4966	262	4673	31	1318	3432	215	4790	79	33	55	4902	9
	81%	78%	81%	75%	79%	82%	69%	81%	67%	58%	83%	81%	41%
NET Very/fairly dissatisfied	419	24	391	4	139	260	20	393	13	7	4	413	2
	7%	7%	7%	9%	8%	6%	7%	7%	11%	12%	7%	7%	6%
Mean	4.08	4.01	4.08	3.90	4.08	4.10	3.88	4.09	3.76	3.67	4.22	4.08	3.38
Std Dev.	0.93	0.95	0.92	0.99	0.99	0.89	0.95	0.92	1.11	1.12	0.88	0.92	1.01
Std Error	0.01	0.05	0.01	0.14	0.02	0.01	0.06	0.01	0.11	0.15	0.11	0.01	0.23

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Table 71

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very dissatisfied (1)	136	30	51	29	27	3	17	10	25	10	16	9	10	9	4	10	12				
	2%	2%	3%	2%	2%	1%	3%	2%	5%	2%	3%	2%	2%	2%	1%	2%	2%				
Fairly dissatisfied (2)	283	55	83	76	69	20	16	19	18	26	39	14	37	26	22	23	23				
	5%	4%	5%	5%	4%	4%	3%	4%	3%	5%	8%	3%	7%	5%	4%	5%	4%				
Neither satisfied or dissatisfied (3)	733	200	169	178	187	68	60	72	57	47	64	63	57	58	75	53	58				
	12%	13%	11%	12%	12%	14%	11%	14%	11%	9%	13%	12%	11%	12%	16%	10%	11%				
Fairly satisfied (4)	2786	694	664	688	741	221	230	242	214	221	229	232	224	231	257	245	238				
	45%	45%	43%	45%	48%	45%	43%	46%	40%	44%	46%	45%	43%	46%	51%	47%	46%				
Very satisfied (5)	2180	564	556	552	507	177	208	180	210	202	145	196	172	142	179	179	186				
	35%	36%	36%	36%	33%	34%	39%	34%	39%	39%	29%	38%	33%	28%	35%	35%	36%				
Don't know	42	7	13	17	6	2	2	4	8	2	2	5	5	6	2	1	3				
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%				
NET Very/fairly satisfied	4966	1258	1220	1240	1248	398	438	422	424	422	374	428	409	403	400	424	425				
	81%	81%	79%	81%	81%	76%	83%	80%	80%	82%	73%	82%	79%	80%	79%	82%	82%				
NET Very/fairly dissatisfied	419	85	134	105	95	23	33	29	43	36	55	23	47	35	27	34	35				
	7%	5%	9%	7%	6%	5%	6%	6%	8%	7%	11%	4%	9%	7%	5%	7%	7%				
Mean	4.08	4.11	4.05	4.09	4.07	4.12	4.12	4.06	4.14	4.14	3.91	4.15	4.05	4.07	4.02	4.08	4.09				
Std Dev.	0.93	0.90	1.00	0.92	0.89	0.84	0.95	0.89	1.04	0.93	1.01	0.86	0.97	0.92	0.83	0.90	0.92				
Std Error	0.01	0.02	0.03	0.02	0.02	0.04	0.04	0.04	0.05	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04				

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Table 72

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Very dissatisfied	(1) 126	24	102	24	103	51	76	14	15	18	22	20	16	22	28	40	58	37	120	7
	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	2%	2%	2%	3%	9%	1%
Fairly dissatisfied	(2) 220	31	189	27	193	111	109	27	32	41	28	46	22	20	60	69	91	42	202	14
	4%	2%	4%	3%	4%	4%	3%	3%	4%	4%	3%	4%	3%	3%	4%	4%	4%	3%	8%	2%
Neither satisfied or dissatisfied	(3) 729	118	611	66	663	354	373	108	111	125	99	144	83	59	219	225	286	142	608	116
	12%	10%	12%	8%	12%	12%	12%	13%	13%	11%	12%	13%	11%	9%	13%	12%	11%	10%	12%	12%
Fairly satisfied	(4) 2852	600	2251	329	2523	1378	1468	385	424	554	384	509	332	252	810	948	1094	585	2374	435
	46%	49%	46%	42%	47%	47%	47%	47%	49%	50%	46%	45%	44%	40%	49%	49%	43%	42%	46%	46%
Very satisfied	(5) 2148	435	1713	339	1809	1065	1080	263	278	381	291	390	301	263	541	653	954	564	1787	353
	35%	35%	35%	32%	34%	35%	34%	32%	32%	32%	35%	35%	32%	32%	32%	33%	39%	36%	37%	37%
Don't know	85	25	60	4	81	51	34	25	7	11	8	17	6	10	32	19	34	17	67	18
	1%	2%	1%	1%	2%	1%	1%	3%	1%	1%	1%	2%	1%	2%	2%	1%	1%	1%	1%	2%
NET Very/fairly satisfied	9000	1035	3965	669	4331	2443	2548	649	702	926	675	899	633	515	1351	1601	2048	1149	4161	789
	91%	91%	90%	89%	91%	91%	91%	79%	81%	83%	81%	80%	83%	82%	80%	82%	81%	83%	81%	84%
NET Very/fairly dissatisfied	346	55	291	51	295	161	185	41	47	59	50	69	37	42	88	109	148	79	322	21
	6%	4%	6%	6%	6%	5%	6%	5%	5%	5%	6%	6%	5%	7%	5%	6%	6%	6%	6%	2%
Mean	4.10	4.15	4.09	4.10	4.09	4.11	4.08	4.07	4.07	4.09	4.08	4.08	4.17	4.16	4.07	4.09	4.13	4.10	4.08	4.09
Std Dev.	0.89	0.85	0.90	0.94	0.88	0.88	0.91	0.87	0.87	0.85	0.92	0.90	0.88	0.97	0.87	0.88	0.92	0.93	0.91	0.77
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Table 72

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very dissatisfied	(1) 126	28	31	35	32	59	67	65	60	15	8	34	28	21	70	15	92	33	90	2
	9%	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	3%	2%	3%	2%	1%
Fairly dissatisfied	(2) 220	39	80	55	46	119	101	141	77	17	24	49	52	50	125	19	182	37	162	21
	4%	3%	4%	4%	3%	4%	3%	4%	3%	3%	3%	3%	3%	5%	3%	4%	4%	3%	4%	7%
Neither satisfied or dissatisfied	(3) 729	138	199	166	224	337	392	417	297	71	93	172	157	122	421	76	577	160	531	38
	12%	12%	10%	12%	13%	11%	13%	11%	12%	10%	13%	11%	10%	11%	11%	14%	11%	12%	12%	13%
Fairly satisfied	(4) 2852	502	925	623	801	1427	1423	1735	1050	242	317	676	774	516	1767	248	2395	556	2162	134
	46%	44%	48%	45%	49%	47%	46%	48%	44%	47%	43%	45%	46%	47%	46%	46%	46%	43%	47%	47%
Very satisfied	(5) 2148	411	652	494	591	1063	1085	1280	868	151	283	553	562	379	1367	157	1876	473	1590	85
	35%	36%	34%	36%	34%	35%	35%	34%	36%	22%	33%	37%	35%	34%	37%	25%	33%	37%	35%	25%
Don't know	85	19	25	10	31	44	41	31	46	19	8	17	12	13	38	19	54	24	53	8
	1%	2%	1%	1%	2%	1%	1%	1%	2%	4%	1%	1%	1%	1%	1%	4%	1%	2%	1%	3%
NET Very/fairly satisfied	5060	912	1577	1117	1362	2480	2509	3015	1918	393	600	1226	1336	895	3164	405	4271	1029	3752	219
	81%	80%	82%	81%	81%	82%	81%	82%	80%	76%	82%	83%	84%	81%	83%	76%	80%	82%	82%	76%
NET Very/fairly dissatisfied	346	67	112	89	78	179	167	206	137	32	32	83	80	70	196	34	273	70	253	23
	6%	6%	6%	6%	6%	6%	5%	6%	6%	6%	4%	6%	5%	6%	5%	6%	5%	6%	6%	8%
Mean	4.10	4.10	4.08	4.08	4.11	4.10	4.10	4.10	4.10	4.00	4.12	4.12	4.12	4.09	4.12	4.00	4.12	4.11	4.10	3.99
Std Dev.	0.89	0.92	0.87	0.93	0.87	0.89	0.89	0.88	0.92	0.93	0.85	0.90	0.85	0.90	0.87	0.93	0.88	0.92	0.88	0.90
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Table 72

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Very dissatisfied	(1) 126	118	8	2	110	10	3	3	6	17	12	4	8	4	11	34	14	1	9	
	2%	2%	1%	1%	2%	2%	1%	2%	2%	3%	2%	1%	1%	1%	3%	8.3%	3%	1%	2%	
Fairly dissatisfied	(2) 220	189	31	6	194	13	7	5	9	38	19	13	20	23	19	26	28	1	12	
	4%	4%	4%	4%	4%	3%	2%	3%	4%	8%	4%	3%	4%	4%	2%	3%	6%	1%	3%	
Neither satisfied or dissatisfied	(3) 729	630	89	9	616	60	29	16	22	90	69	49	64	67	83	112	59	6	63	
	12%	11.3%	4.5%	6%	12%	4.1%	10%	8%	9%	13%	14%	11%	12%	12%	10%	13%	11%	8%	14.3%	
Fairly satisfied	(4) 2852	2443	409	73	2417	227	128	81	108	296	215	203	253	287	456	367	231	33	194	
	46%	46%	47%	44%	47%	44%	43%	47%	43%	44%	42%	45%	47%	90%	96%	44%	44%	49%	43%	
Very satisfied	(5) 2148	1844	304	75	1768	194	123	63	96	227	189	175	193	188	232	284	184	27	167	
	35%	35%	35%	43%	34%	37%	42%	37%	33%	34%	37%	33%	35%	33%	29%	34%	46%	46%	23%	
Don't know	85	75	10	1	72	5	5	3	8	7	3	5	5	4	8	21	13	*	5	
	1%	1%	1%	1%	1%	1%	2%	2%	3%	1%	1%	1%	1%	1%	1%	2%	2%	*	1%	
NET Very/satisfied	5060	4287	713	149	4185	420	251	144	204	523	404	379	446	474	686	651	415	60	361	
	81%	81%	83%	83%	81%	81%	84%	84%	82%	79%	80%	83%	82%	83%	83%	77%	79%	89%	80%	
NET Very/dissatisfied	346	306	40	8	305	23	10	8	15	55	31	16	28	27	31	60	42	1	22	
	6%	6%	5%	5%	5%	4%	3%	5%	6%	14%	6%	4%	5%	5%	4%	7%	6%	2%	5%	
Mean	4.10	4.09	4.14	4.23	4.08	4.13	4.20	4.17	4.15	4.02	4.09	4.09	4.12	4.11	4.10	4.02	4.05	4.26	4.11	
Std Dev.	0.89	0.90	0.83	0.83	0.90	0.88	0.81	0.85	0.92	0.96	0.93	0.81	0.86	0.82	0.78	0.99	0.97	0.74	0.90	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.05	0.04	0.04	0.05	0.05	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very dissatisfied (1)	126	43	65	58	80	43	6	23	65	5	27	36	46	18	21	6	82	27	40	45	26	9	5	84	14	47	79
	2%	2%	3%	2%	2%	2%	4%	3%	3%	2%	3%	2%	2%	2%	4%	2%	2%	2%	2%	2%	4%	2%	3%	2%	3%	3%	2%
Fairly dissatisfied (2)	220	77	89	114	126	77	2	20	89	12	36	51	72	30	47	15	123	62	53	65	45	44	7	118	52	69	151
	4%	3%	4%	3%	4%	3%	1%	3%	4%	5%	3%	3%	3%	4%	3%	4%	3%	3%	2%	3%	3%	4%	2%	12%	5%	3%	3%
Neither satisfied or dissatisfied (3)	729	246	227	400	381	246	26	90	227	23	116	113	281	184	99	45	394	145	177	254	154	63	37	441	100	230	499
	12%	10%	11%	11%	12%	10%	17%	12%	11%	11%	11%	6%	11%	22%	17%	19%	9%	17%	7%	11%	27%	19%	21%	9%	19%	10%	11%
Fairly satisfied (4)	2852	1103	1018	1592	1507	1103	65	308	1018	105	485	719	1389	379	261	100	2108	361	997	1319	313	154	65	2316	219	724	2127
	46%	46%	47%	45%	46%	46%	40%	40%	47%	49%	46%	36%	54%	42%	41%	41%	44%	44%	38%	47%	34%	43%	27%	52%	41%	48%	46%
Very satisfied (5)	2145	925	742	1314	1131	925	58	319	742	65	389	1020	679	178	140	57	1769	197	1318	593	107	78	66	1911	122	441	1707
	35%	35%	34%	38%	35%	35%	36%	42%	34%	31%	35%	54%	27%	22%	24%	23%	35%	35%	41%	26%	21%	26%	26%	22%	29%	37%	37%
Don't know	85	18	21	24	28	18	4	5	21	2	17	7	19	12	15	23	26	38	23	17	7	12	17	40	29	9	76
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly satisfied	8000	2026	1761	2908	2638	2026	122	626	1761	170	854	1809	2068	557	401	157	3877	558	2316	1912	419	230	111	4227	341	1166	3834
	81%	84%	81%	83%	81%	84%	76%	82%	81%	80%	81%	86%	83%	70%	69%	64%	86%	67%	69%	62%	64%	62%	64%	68%	64%	77%	83%
NET Very/fairly dissatisfied	346	120	154	172	206	120	8	42	154	17	63	87	118	47	68	21	205	89	92	110	71	53	13	202	85	116	230
	6%	5%	7%	5%	6%	5%	6%	6%	7%	6%	6%	4%	5%	6%	5%	5%	4%	4%	4%	5%	4%	4%	4%	4%	5%	5%	5%
Mean	4.10	4.16	4.07	4.19	4.08	4.16	4.06	4.16	4.07	4.01	4.10	4.10	4.10	3.85	3.79	3.84	4.10	3.81	4.10	4.05	3.94	3.71	3.96	4.05	3.96	4.10	4.10
Std Dev	0.89	0.87	0.94	0.87	0.92	0.87	0.97	0.94	0.94	0.94	0.91	0.85	0.82	0.89	1.02	0.97	0.85	1.01	0.82	0.82	0.96	1.03	0.99	0.83	1.02	0.95	0.87
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.04	0.02	0.02	0.04	0.06	0.08	0.01	0.05	0.03	0.01

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Very dissatisfied (1)	128	15	110	1	51	69	6	108	13	4	1	125	-
	2%	3.9%	2%	3%	2.8%	2%	2%	3%	1.1%	0.6%	0.2%	2%	-
Fairly dissatisfied (2)	220	7	209	4	59	148	13	206	6	5	3	217	*
	4%	2%	4%	1.2%	3.3%	4%	4%	3%	0.5%	0.3%	0.2%	4%	1%
Neither satisfied or dissatisfied (3)	729	48	676	6	205	458	65	691	21	5	5	717	7
	12%	14%	12%	14%	12%	11%	21%	12%	18%	8%	8%	12%	34%
Fairly satisfied (4)	2852	149	2680	22	728	1976	148	2738	47	28	28	2813	11
	46%	44%	46%	55%	43%	48%	48%	46%	40%	49%	43%	46%	51%
Very satisfied (5)	2145	111	2028	8	604	1471	73	2076	30	15	27	2121	-
	35%	33%	35%	20%	33%	36%	23%	35%	26%	25%	41%	35%	-
Don't know	88	5	80	-	29	51	6	78	1	1	2	80	3
	1%	1%	1%	-	2%	1%	2%	1%	1%	2%	2%	1%	14%
NET Very/fairly satisfied	6000	261	4708	31	1331	3447	221	4814	77	42	55	4833	11
	81%	78%	81%	74%	73%	83%	71%	82%	65%	74%	84%	81%	51%
NET Very/fairly dissatisfied	348	22	319	5	110	217	19	314	19	9	4	342	*
	6%	7%	6%	12%	7%	5%	6%	5%	1.6%	0.8%	0%	6%	1%
Mean	4.10	4.01	4.11	3.79	4.08	4.12	3.88	4.10	3.65	3.79	4.18	4.10	3.59
Std Dev.	0.89	0.99	0.88	0.97	0.95	0.86	0.88	0.88	1.24	1.14	0.92	0.89	0.53
Std Error	0.01	0.05	0.01	0.14	0.02	0.01	0.05	0.01	0.12	0.15	0.11	0.01	0.12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Table 72

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very dissatisfied	(1) 126	28	42	31	24	8	14	6	16	12	14	7	15	10	*	16	8				
	2%	2%	3%	2%	2%	2% _n	3% _n	1%	3% _n	2% _n	3% _n	1%	3% _n	2% _n	*	3% _n	2% _n				
Fairly dissatisfied	(2) 220	64	54	46	56	18	20	26	20	9	25	18	15	13	26	16	15				
	4%	4%	4%	3%	4%	4%	4%	5% _n	4%	2%	5% _n	4%	3%	3%	5% _n	3%	3%				
Neither satisfied or dissatisfied	(3) 729	178	166	195	190	67	56	55	61	56	49	76	64	53	76	47	68				
	12%	11%	11%	13%	12%	14%	10%	10%	11%	11%	10%	10% _n	12%	11%	10% _n	9%	13%				
Fairly satisfied	(4) 2852	700	699	692	702	220	229	251	223	219	256	221	243	228	260	295	247				
	46%	45%	46%	45%	46% _n	45%	43%	48%	45%	43%	53% _n	43%	47%	45%	53% _n	47%	47%				
Very satisfied	(5) 2148	558	548	554	488	170	205	183	203	203	145	189	174	192	140	172	177				
	35%	36%	36%	36%	32%	35%	38% _n	35%	38% _n	40% _n	29%	36% _n	33%	38% _n	28%	34%	34%				
Don't know	85	23	26	21	15	7	9	6	11	8	7	5	9	7	2	7	6				
	1%	1%	2%	1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	*	1%	1%				
NET Very/fairly satisfied	9000	1257	1247	1245	1250	390	434	434	424	422	401	410	416	420	400	427	423				
	81%	81%	81%	81%	81%	79%	81%	82%	80%	83%	81%	79%	80%	84%	79%	83%	81%				
NET Very/fairly dissatisfied	346	92	97	77	81	27	34	31	36	22	39	25	29	22	25	32	24				
	6%	6%	6%	5%	5%	5%	6%	6%	7%	4%	8%	5%	6%	4%	5%	6%	5%				
Mean	4.10	4.11	4.10	4.11	4.07	4.09	4.13	4.11	4.10	4.10	4.01	4.10	4.07	4.17% _n	4.03	4.09	4.10				
Std Dev.	0.89	0.90	0.93	0.89	0.86	0.89	0.94	0.86	0.96	0.88	0.93	0.88	0.92	0.86	0.80	0.91	0.85				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6166	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Very dissatisfied (1)	84	8	77	13	71	49	35	10	12	26	7	22	3	4	22	33	29	7	73	9
	1%	1%	2%	2%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%
Fairly dissatisfied (2)	256	35	215	25	225	115	135	47	29	43	31	50	31	19	76	74	100	50	224	22
	4%	3%	4%	3%	4%	4%	4%	6%	3%	4%	4%	4%	4%	3%	4%	4%	4%	4%	4%	2%
Neither satisfied or dissatisfied (3)	806	133	673	93	713	420	385	116	132	157	111	149	79	61	249	269	289	140	667	132
	13%	11%	13%	12%	13%	14%	12%	15%	13%	14%	13%	13%	10%	10%	16%	17%	11%	10%	13%	14%
Fairly satisfied (4)	2807	585	2221	328	2480	1316	1484	351	432	515	374	503	340	252	823	888	1095	592	2334	439
	46%	47%	45%	41%	46%	44%	47%	43%	43%	46%	45%	45%	45%	40%	49%	45%	44%	43%	43%	46%
Very satisfied (5)	2173	459	1713	330	1842	1083	1088	247	258	374	301	403	302	287	506	675	992	589	1826	335
	35%	37%	35%	32%	34%	36%	35%	30%	30%	33%	33%	33%	33%	30%	30%	32%	32%	32%	35%	36%
Don't know	40	12	29	2	35	27	13	10	4	7	6	3	3	5	14	15	12	9	34	6
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly satisfied	4979	1045	3934	657	4323	2399	2572	639	690	888	675	906	642	539	1329	1563	2087	1181	4159	773
	81%	85%	80%	80%	80%	80%	82%	78%	80%	79%	81%	80%	79%	79%	79%	80%	80%	79%	81%	82%
NET Very/fairly dissatisfied	334	43	291	38	296	164	171	57	40	70	38	72	34	22	98	108	129	57	299	31
	5%	4%	6%	5%	6%	5%	5%	7%	5%	6%	5%	6%	5%	4%	6%	6%	5%	4%	6%	3%
Mean	4.10	4.19%	4.08	4.18%	4.09	4.10	4.10	4.01	4.04	4.05	4.10%	4.08	4.20%	4.20%	4.02	4.08	4.17%	4.28%	4.10	4.14
Std Dev.	0.87	0.79	0.89	0.86	0.87	0.89	0.86	0.89	0.84	0.92	0.84	0.92	0.82	0.81	0.87	0.89	0.86	0.81	0.88	0.81
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Table 73

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very dissatisfied	(1)	84	25	23	15	22	47	60	22	16	4	29	14	8	47	16	57	24	51	9
	1%	2%	1%	1%	1%	2%	1%	2%	1%	0.3% <i>ab</i>	*	0.2% <i>cd</i>	1%	1%	1%	0.3% <i>ab</i>	1%	2%	1%	0.3% <i>ab</i>
Fairly dissatisfied	(2)	250	32	89	61	67	121	129	136	21	29	60	62	45	151	23	202	39	198	14
	4%	3%	5%	4%	4%	4%	4%	4%	5%	4%	4%	4%	4%	4%	4%	4%	4%	3%	4%	5%
Neither satisfied or dissatisfied	(3)	866	145	212	204	245	357	449	476	94	102	183	205	105	490	100	638	192	562	53
	14%	13%	11%	11%	11% <i>cd</i>	12%	14% <i>cd</i>	13%	12%	0.3% <i>ab</i>	0.3% <i>ab</i>	1%	0.3% <i>ab</i>	10%	0.3% <i>ab</i>	0.3% <i>ab</i>	12%	0.3% <i>ab</i>	12%	0.3% <i>ab</i>
Fairly satisfied	(4)	2807	525	925	623	732	1450	1355	1718	189	321	686	734	560	1749	195	2407	545	2134	128
	46%	46%	46% <i>d</i>	45%	42%	46% <i>d</i>	44%	47%	44%	37%	44% <i>kl</i>	46% <i>kl</i>	46% <i>kl</i>	51% <i>klmn</i>	46% <i>kl</i>	37%	47% <i>op</i>	42%	46% <i>op</i>	45%
Very satisfied	(5)	2172	402	653	475	643	1055	1118	1259	189	274	536	561	381	1371	194	1848	473	1619	81
	35%	35%	34%	34%	37%	35%	38%	34%	37%	37%	37%	38%	38%	35%	36%	35%	38%	37% <i>q</i>	35%	28%
Don't know		40	8	11	6	16	19	22	20	5	4	8	9	1	21	5	25	12	25	3
	1%	1%	1%	*	1%	1%	1%	1%	1%	0.3% <i>ab</i>	1%	1%	1%	*	1%	1%	*	1%	1%	1%
NET Very/fairly satisfied	4979	927	1578	1088	1375	2526	2473	2977	1938	379	584	1222	1284	841	3111	389	4253	1017	3753	209
	81%	82%	82%	79%	80%	82% <i>d</i>	80%	81%	81%	73%	81% <i>kl</i>	81% <i>kl</i>	82% <i>kl</i>	89% <i>klmn</i>	81% <i>kl</i>	73%	82% <i>op</i>	79%	82% <i>op</i>	73%
NET Very/fairly dissatisfied	334	57	112	76	89	169	166	197	133	37	32	88	77	53	197	39	259	62	249	23
	5%	5%	6%	6%	5%	6%	5%	5%	6%	7%	4%	6%	5%	5%	5%	7%	5%	5%	5%	8%
Mean	4.10	4.10	4.10	4.07	4.12	4.10	4.10	4.09	4.12	4.01	4.12	4.10	4.12	4.12	4.12	4.00	4.12	4.10	4.12	3.91
Std Dev.	0.87	0.89	0.86	0.87	0.88	0.87	0.88	0.87	0.87	1.01	0.84	0.90	0.84	0.81	0.85	1.01	0.85	0.90	0.86	0.97
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

	Total	Rurality			Nation						Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Angles East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975			
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450			
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432			
Very dissatisfied	(1)	84	76	8	72	5	5	2	3	15	4	4	13	6	4	16	7	*	5			
1%		1%	1%	1%	1%	1%	1%	2%	1%	1%	4%	1%	1%	4%	1%	1%	2%	1%	*			
Fairly dissatisfied	(2)	250	220	30	5	219	13	14	3	9	40	16	15	10	19	36	44	31	2			
4%		4%	4%	3%	3%	4%	3%	5%	2%	4%	10%	3%	3%	2%	3%	4%	12%	8%	4%			
Neither satisfied or dissatisfied	(3)	866	693	113	23	695	65	27	20	33	92	66	45	85	73	125	106	69	6			
13%		13%	13%	14%	13%	13%	9%	12%	13%	13%	14%	13%	10%	12%	13%	13%	13%	13%	8%			
Fairly satisfied	(4)	2807	2444	362	61	2353	230	137	87	104	285	230	206	237	278	433	360	219	32			
46%		46%	46%	42%	36%	45%	44%	47%	51%	42%	42%	45%	46%	44%	49%	53%	43%	42%	47%			
Very satisfied	(5)	2172	1829	343	76	1803	203	110	57	95	241	188	174	196	194	205	312	189	26			
36%		36%	35%	43%	43%	35%	39%	34%	37%	43%	43%	37%	43%	43%	43%	35%	43%	43%	43%			
Don't know		40	35	5	1	35	1	2	2	5	2	3	5	3	3	7	4	4	*			
1%		1%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%	1%	*	*	1%	1%	1%	*			
NET Very/fairly satisfied	4979	4273	706	137	4156	433	247	144	169	526	418	380	432	472	638	672	419	56	375			
81%		81%	82%	82%	80%	84%	84%	84%	79%	79%	80%	80%	80%	82%	79%	80%	79%	87%	63%			
NET Very/fairly dissatisfied	334	296	38	7	292	19	19	5	13	55	20	18	23	25	40	60	37	3	16			
5%		5%	6%	4%	4%	5%	4%	4%	3%	5%	15%	4%	4%	4%	5%	16%	10%	4%	4%			
Mean	4.10	4.09	4.17	4.27	4.09	4.10	4.13	4.16	4.09	4.03	4.03	4.03	4.10	4.11	4.09	4.08	4.09	4.09	4.03			
Std Dev.	0.87	0.88	0.86	0.87	0.88	0.83	0.89	0.78	0.88	0.97	0.83	0.81	0.90	0.83	0.80	0.94	0.92	0.79	0.63			
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.04	0.04	0.05	0.05	0.06	0.03			

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very dissatisfied (1)	84	28	32	43	48	28	7	10	32	5	5	21	23	13	16	7	44	23	22	37	10	6	5	60	11	31	51
Fairly dissatisfied (2)	250	96	90	138	132	96	6	35	90	9	51	50	105	44	41	7	155	48	81	86	41	28	10	167	38	94	158
Neither satisfied or dissatisfied (3)	806	260	294	414	448	260	26	89	294	36	124	135	309	205	100	40	443	149	188	332	174	54	30	520	103	255	541
Fairly satisfied (4)	2807	1135	955	1619	1439	1135	56	336	955	83	466	714	1364	340	280	106	2078	386	1013	1233	330	164	62	2247	225	695	2112
Very satisfied (5)	2173	886	777	1278	1170	886	62	292	777	79	398	1022	674	185	143	73	1765	215	1297	604	116	95	54	1901	148	428	1745
Don't know	40	8	14	10	17	8	*	2	14	1	5	5	11	9	3	5	16	8	4	11	10	1	8	15	9	5	35
NET Very/fairly satisfied	4875	2021	1733	2897	2609	2021	118	628	1733	161	864	1807	2038	625	423	179	3844	602	2311	1837	446	258	116	4148	374	1123	3857
NET Very/fairly dissatisfied	334	124	122	181	180	124	13	45	122	14	56	71	128	57	57	14	199	71	103	123	51	34	15	226	49	127	207
Mean	4.10	4.15	4.10	4.13	4.10	4.15	4.00	4.13	4.10	4.05	4.15	4.06	4.06	3.81	3.85	3.96	4.06	3.88	4.04	4.04	3.75	3.88	3.88	4.04	3.88	3.92	4.16
Std Dev	0.87	0.85	0.89	0.86	0.89	0.85	1.05	0.88	0.89	0.96	0.85	0.81	0.81	0.91	0.96	0.93	0.83	0.96	0.81	0.84	0.87	0.95	1.03	0.84	0.97	0.95	0.84
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.08	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.01

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Very dissatisfied (1)	84	5	78	1	32	44	9	75	6	-	1	82	2
	1%	1%	1%	3%	2%	1%	3%	1%	5%	-	1%	1%	8%
Fairly dissatisfied (2)	250	21	228	2	92	145	13	230	10	7	3	247	*
	4%	6%	4%	4%	5%	3%	4%	4%	8%	12%	4%	4%	-
Neither satisfied or dissatisfied (3)	806	54	743	9	345	491	70	757	21	8	10	786	10
	13%	16%	13%	23%	19%	12%	23%	13%	18%	15%	15%	13%	45%
Fairly satisfied (4)	2807	146	2644	16	717	1983	127	2697	54	24	23	2775	9
	46%	44%	46%	40%	43%	47%	41%	46%	48%	42%	33%	46%	40%
Very satisfied (5)	2173	105	2055	13	580	1594	80	2104	25	18	25	2147	-
	35%	31%	36%	30%	35%	39%	29%	38%	21%	31%	38%	35%	-
Don't know	40	5	35	-	10	27	4	35	*	-	4	35	2
	1%	2%	1%	-	1%	1%	1%	1%	*	-	2%	1%	7%
NET Very/fairly satisfied	4879	251	4699	29	1296	3467	216	4801	80	42	48	4922	9
	81%	75%	81%	70%	77%	83%	69%	81%	68%	73%	73%	81%	40%
NET Very/fairly dissatisfied	334	25	306	3	124	189	22	305	16	7	4	329	2
	5%	6%	5%	7%	7%	5%	7%	5%	15%	12%	6%	5%	6%
Mean	4.10	3.99	4.11	3.90	4.03	4.14	3.89	4.10	3.70	3.93	4.10	4.10	3.25
Std Dev.	0.87	0.93	0.87	0.99	0.94	0.83	0.97	0.86	1.07	0.98	0.94	0.87	0.88
Std Error	0.01	0.05	0.01	0.14	0.02	0.01	0.06	0.01	0.10	0.13	0.12	0.01	0.19

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Table 73

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very dissatisfied (1)	84	21	20	15	20	6	8	7	7	6	16	4	3	7	7	8	5				
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%				
Fairly dissatisfied (2)	250	68	63	55	64	21	17	30	33	17	13	9	25	21	26	18	19				
	4%	4%	4%	4%	4%	4%	3%	6%	6%	3%	3%	2%	5%	4%	5%	4%	4%				
Neither satisfied or dissatisfied (3)	806	203	168	214	222	91	61	51	51	53	63	80	74	60	74	65	82				
	13%	13%	11%	14%	14%	17%	11%	10%	10%	10%	13%	16%	14%	12%	15%	13%	16%				
Fairly satisfied (4)	2807	691	722	670	724	200	235	256	235	228	259	229	214	226	248	247	229				
	46%	45%	47%	46%	47%	41%	44%	49%	44%	45%	53%	44%	41%	45%	49%	48%	44%				
Very satisfied (5)	2173	563	543	571	496	170	210	182	202	200	141	193	196	182	147	167	181				
	35%	36%	35%	37%	32%	35%	40%	35%	38%	39%	29%	37%	36%	36%	29%	33%	35%				
Don't know	40	5	10	15	10	2	2	1	4	3	3	3	7	5	*	7	3				
	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	*	1%	1%				
NET Very/fairly satisfied	4979	1253	1265	1241	1220	371	445	437	437	428	400	422	410	409	395	414	411				
	81%	81%	82%	81%	79%	75%	84%	83%	82%	84%	81%	81%	79%	81%	79%	81%	79%				
NET Very/fairly dissatisfied	334	89	92	70	84	28	24	37	39	24	26	13	26	26	33	26	25				
	5%	6%	6%	5%	5%	6%	5%	7%	7%	5%	7%	3%	5%	7%	7%	5%	5%				
Mean	4.10	4.10	4.11	4.13	4.06	4.04	4.16	4.10	4.12	4.16	4.01	4.16	4.12	4.12	4.00	4.08	4.09				
Std Dev.	0.87	0.88	0.89	0.85	0.87	0.91	0.86	0.88	0.91	0.85	0.91	0.81	0.87	0.88	0.88	0.86	0.86				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Very dissatisfied	(1) 293	48	245	26	267	146	146	25	21	52	31	51	63	49	46	83	164	112	275	18
	8%	4%	5%	3%	5%	5%	5%	3%	2%	5%	4%	5%	8%	8%	3%	4%	8%	6%	9%	2%
Fairly dissatisfied	(2) 548	72	476	79	469	265	261	72	49	81	81	124	64	70	122	162	264	149	439	39
	9%	6%	10%	10%	9%	9%	9%	9%	6%	7%	10%	11%	8%	12%	7%	8%	11%	10%	10%	4%
Neither satisfied or dissatisfied	(3) 825	147	679	77	748	412	411	132	109	144	118	163	90	71	241	282	323	160	674	140
	13%	12%	14%	10%	13%	14%	13%	13%	13%	13%	14%	14%	12%	11%	14%	13%	13%	12%	13%	15%
Fairly satisfied	(4) 3017	639	2378	340	2677	1445	1571	388	439	567	399	546	391	287	827	966	1224	678	2535	450
	49%	52%	48%	43%	50%	46%	50%	47%	51%	51%	48%	48%	52%	46%	49%	49%	49%	49%	49%	48%
Very satisfied	(5) 1427	313	1114	266	1161	703	721	193	237	272	192	238	150	144	431	464	533	294	1135	287
	23%	25%	23%	30%	23%	23%	23%	24%	27%	24%	22%	21%	20%	23%	25%	24%	21%	21%	22%	30%
Don't know	50	14	36	2	48	39	11	12	6	11	8	1	1	1	24	17	9	2	38	9
	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	*	*	*	1%	1%	*	*	1%	1%
NET Very/fairly satisfied	4444	952	3492	581	3838	2148	2292	581	676	839	591	784	542	430	1257	1430	1756	972	3671	738
	72%	77%	71%	70%	71%	71%	73%	71%	78%	75%	71%	69%	77%	69%	76%	72%	70%	70%	71%	70%
NET Very/fairly dissatisfied	841	120	721	105	736	411	427	97	71	133	112	175	127	125	169	245	428	263	775	57
	14%	10%	15%	13%	14%	14%	14%	12%	8%	12%	14%	16%	17%	20%	10%	13%	17%	16%	16%	6%
Mean	3.78	3.86%	3.74	3.84%	3.75	3.77	3.78	3.61%	3.66%	3.63%	3.78	3.71	3.66	3.64	3.69%	3.67%	3.68	3.65	3.73	4.02%
Std Dev.	1.05	0.98	1.07	1.06	1.05	1.06	1.04	1.00	0.93	1.03	1.03	1.06	1.14	1.19	0.96	1.03	1.12	1.16	1.08	0.89
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.04	0.03	0.04	0.05	0.02	0.02	0.02	0.03	0.01	0.04

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Table 74

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base		1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base		697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very dissatisfied	(1)	50	97	55	91	147	148	150	139	25	30	91	69	44	186	25	237	64	216	13
		9%	4%	9%	4%	9%	9%	4%	8%	5%	4%	6%	4%	4%	9%	9%	9%	9%	9%	4%
Fairly dissatisfied	(2)	548	100	171	138	137	271	275	276	265	46	73	139	119	101	330	50	449	94	435
		9%	9%	9%	10%	8%	9%	8%	11%	9%	10%	9%	7%	9%	9%	9%	9%	7%	9%	19
Neither satisfied or dissatisfied	(3)	825	156	228	197	245	383	442	498	323	77	101	178	210	155	490	82	678	187	600
		13%	14%	12%	14%	14%	13%	13%	13%	15%	14%	12%	13%	14%	14%	13%	13%	13%	13%	13%
Fairly satisfied	(4)	3017	571	1005	639	801	1577	1440	1824	1150	241	338	726	816	549	1880	248	2562	605	2281
		49%	50%	83%ed	46%	46%	52%ed	50%	46%	47%	46%	48%	51%	49%	50%	47%	50%	47%	47%	45%
Very satisfied	(5)	1427	252	399	345	432	650	777	903	503	120	184	355	368	243	907	121	1215	319	1027
		23%	22%	21%	20%ed	21%	23%ed	21%	21%	23%	23%	24%	23%	23%	24%	23%	23%	23%	23%	28%
Don't know		50	8	14	9	19	22	28	28	18	6	7	12	7	8	26	7	34	14	31
		7%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	5
NET Very/fairly satisfied		4444	823	1404	984	1223	2227	2217	2727	1654	361	522	1081	1183	793	2797	369	3778	924	3368
		72%	72%	73%	71%	71%	73%	71%	74%ed	69%	70%	71%	72%	72%	72%	69%	72%	72%	72%	74%
NET Very/fairly dissatisfied		841	150	268	193	228	418	422	427	404	72	103	229	184	145	516	75	686	158	650
		14%	13%	14%	14%	14%	14%	14%	12%	14%ed	14%	14%	13%	12%	14%	14%	13%	12%	14%	11%
Mean		3.76	3.76	3.76	3.76	3.76	3.76	3.76	3.68	3.75	3.75	3.75	3.82	3.77	3.75	3.74	3.79	3.80	3.76	3.86
Std Dev.		1.06	1.03	1.04	1.05	1.07	1.04	1.07	1.02	1.10	1.07	1.06	1.10	1.01	1.02	1.06	1.06	1.06	1.05	1.04
Std Error		0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01	0.03	0.02	0.06

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Very dissatisfied	(1) 293	273	19	3	261	20	8	4	8	33	20	16	26	23	25	74	35	1	19	
	9%	6%	2%	2%	9%	4%	3%	2%	3%	9%	4%	4%	9%	4%	3%	20%	10%	1%	4%	
Fairly dissatisfied	(2) 548	469	79	16	456	29	21	12	23	74	44	35	37	59	47	91	78	3	26	
	9%	9%	9%	10%	16%	6%	7%	7%	9%	19%	9%	8%	7%	16%	6%	11%	14%	5%	6%	
Neither satisfied or dissatisfied	(3) 825	701	124	21	703	70	31	22	37	77	53	63	76	64	133	114	89	6	63	
	13%	13%	14%	13%	14%	13%	10%	13%	15%	11%	11%	14%	14%	11%	11%	14%	10%	8%	14%	
Fairly satisfied	(4) 3017	2605	412	76	2492	278	158	88	117	296	248	226	297	294	407	368	239	36	242	
	49%	49%	48%	45%	48%	54%	54%	52%	47%	44%	49%	51%	55%	51%	50%	44%	45%	54%	54%	
Very satisfied	(5) 1427	1209	219	51	1191	120	74	43	58	189	140	103	104	126	192	191	86	21	99	
	23%	23%	25%	23%	23%	23%	25%	25%	23%	23%	24%	24%	19%	22%	23%	23%	16%	21%	22%	
Don't know	50	40	10	*	45	1	3	1	6	5	2	4	2	6	7	5	7	-	1	
	1%	1%	1%	*	1%	*	1%	1%	2%	1%	*	1%	*	1%	1%	1%	1%	-	*	
NET Very/slightly satisfied	4444	3814	630	127	3693	398	232	131	176	485	388	330	401	420	599	590	325	57	341	
	72%	72%	73%	76%	71%	77%	74%	77%	70%	72%	70%	74%	74%	72%	71%	66%	62%	55%	78%	
NET Very/slightly dissatisfied	841	743	98	20	747	49	29	16	31	108	64	51	63	82	71	165	111	4	45	
	14%	14%	17%	12%	12%	9%	10%	10%	7%	18%	13%	11%	12%	14%	9%	29%	21%	6%	10%	
Mean	3.78	3.76	3.86	3.75	3.75	3.81	3.82	3.84	3.76	3.76	3.76	3.72	3.77	3.76	3.76	3.61	3.91	3.86	3.84	
Std Dev.	1.06	1.06	0.98	1.00	1.07	0.96	0.94	0.94	1.02	1.12	1.04	1.00	1.00	1.04	0.95	1.20	1.13	0.82	0.98	
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.06	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/klm/n/op/p/q/r
* small base

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - almost of the time (a)	2nd class - almost of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class almost of the time (e)	Use 1st class almost of the time and HH income <£11.5 (f)	Use 1st class almost of the time and Not Working (g)	Use 2nd class almost of the time (h)	Use 2nd class almost of the time and HH income <£11.5 (i)	Use 2nd class almost of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very dissatisfied (1)	293	98	130	140	174	96	6	44	130	13	59	77	108	34	45	22	185	70	82	97	54	42	14	180	15	80	213
	5%	4%	6%	4%	5%	4%	4%	5%	6%	6%	5%	4%	4%	4%	8%	8%	4%	8%	3%	4%	9%	17%	9%	4%	10%	5%	5%
Fairly dissatisfied (2)	548	181	240	260	319	181	14	72	240	23	131	142	221	77	82	26	363	107	200	186	79	53	28	386	81	160	388
	9%	7%	10%	7%	10%	7%	9%	9%	11%	11%	12%	7%	9%	10%	10%	8%	10%	8%	8%	9%	12%	9%	10%	8%	10%	8%	10%
Neither satisfied or dissatisfied (3)	825	271	310	425	454	271	20	84	310	33	154	166	329	189	97	37	495	134	219	321	183	64	32	534	96	215	610
	13%	11%	14%	12%	14%	11%	12%	11%	14%	15%	15%	8%	13%	24%	17%	10%	11%	16%	8%	14%	27%	18%	18%	11%	18%	14%	13%
Fairly satisfied (4)	3017	1187	1089	1709	1592	1187	71	365	1089	105	517	891	1392	368	254	106	2283	360	1202	1301	296	152	61	2503	212	696	2320
	49%	49%	49%	49%	49%	49%	44%	49%	44%	49%	49%	44%	49%	46%	44%	43%	43%	43%	43%	43%	43%	42%	34%	43%	40%	46%	46%
Very satisfied (5)	1427	572	405	953	687	572	48	194	405	39	186	735	421	124	96	46	1157	142	801	354	57	47	34	1294	81	361	1666
	23%	25%	19%	27%	21%	28%	30%	25%	19%	18%	18%	35%	17%	15%	17%	19%	25%	17%	38%	17%	8%	13%	19%	26%	19%	24%	19%
Don't know	50	6	9	15	17	6	2	4	6	4	1	4	14	9	6	10	19	16	8	15	12	-	9	22	9	8	42
	1%	-	-	-	1%	-	1%	1%	-	-	-	-	1%	1%	1%	1%	1%	1%	-	1%	-	-	-	-	-	1%	1%
NET Very/fairly satisfied	4444	1858	1475	2663	2279	1858	119	559	1475	144	704	1827	1813	491	350	152	3440	503	2103	1685	353	199	95	3788	294	1057	3387
	72%	77%	68%	76%	70%	77%	74%	73%	68%	68%	67%	81%	79%	61%	60%	62%	76%	61%	61%	61%	52%	56%	53%	77%	55%	70%	73%
NET Very/fairly dissatisfied	841	277	370	400	482	277	19	116	370	36	190	219	329	111	130	47	548	177	283	283	132	95	42	566	136	240	601
	14%	11%	14%	11%	15%	11%	12%	15%	17%	17%	16%	11%	13%	14%	12%	12%	14%	12%	11%	12%	12%	10%	10%	12%	13%	13%	13%
Mean	3.78	3.80	3.64	3.88	3.71	3.80	3.90	3.78	3.64	3.63	3.61	4.03	3.99	3.59	3.47	3.55	3.86	3.49	4.02	3.94	3.34	3.31	3.43	3.85	3.35	3.73	3.79
Std Dev	1.06	1.02	1.09	1.02	1.07	1.02	1.05	1.11	1.09	1.09	1.09	1.04	0.99	1.00	1.17	1.19	1.02	1.18	1.01	0.97	1.06	1.22	1.22	1.00	1.22	1.10	1.04
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.04	0.02	0.08	0.03	0.02	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.07	0.10	0.01	0.06	0.03	0.02

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Very dissatisfied (1)	293	13	279	1	92	188	13	283	7	*	3	290	-
	8%	4%	5%	3%	5%	5%	4%	8%	6%	1%	4%	5%	-
Fairly dissatisfied (2)	548	38	508	4	188	332	27	522	13	8	1	543	3
	9%	11%	9%	9%	10%	8%	9%	9%	11%	1%	2%	9%	16%
Neither satisfied or dissatisfied (3)	825	44	770	12	220	532	68	763	22	16	12	807	7
	13%	13%	13%	24%	13%	13%	35%	13%	22%	29%	18%	13%	33%
Fairly satisfied (4)	3017	165	2838	14	757	2123	137	2908	48	28	30	2981	6
	49%	49%	49%	34%	40%	51%	44%	49%	47%	48%	45%	49%	29%
Very satisfied (5)	1427	72	1345	10	396	988	63	1380	22	5	18	1407	2
	23%	21%	23%	25%	24%	23%	20%	23%	19%	8%	26%	23%	7%
Don't know	50	4	46	-	17	29	3	43	-	1	2	44	3
	1%	1%	1%	-	1%	1%	1%	1%	-	2%	3%	1%	14%
NET Very/fairly satisfied	4444	237	4183	24	1153	3091	200	4286	70	31	48	4388	8
	72%	71%	72%	59%	69%	74%	64%	73%	60%	55%	73%	72%	37%
NET Very/fairly dissatisfied	841	51	785	5	280	620	40	805	20	8	4	834	3
	14%	15%	14%	12%	15%	12%	13%	14%	17%	15%	6%	14%	16%
Mean	3.78	3.74	3.78	3.69	3.71	3.81	3.68	3.78	3.56	3.48	3.94	3.77	3.33
Std Dev.	1.08	1.04	1.05	1.06	1.12	1.03	1.03	1.05	1.11	0.87	0.96	1.05	0.90
Std Error	0.01	0.05	0.01	0.15	0.03	0.02	0.06	0.01	0.10	0.12	0.12	0.01	0.20

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Table 74

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very dissatisfied (1)	293	53	115	71	53	9	23	21	42	30	44	22	33	16	15	18	20				
	5%	3%	7%	5%	3%	2%	4%	4%	8%	6%	8%	4%	6%	3%	3%	4%	4%				
Fairly dissatisfied (2)	546	122	118	156	153	40	32	49	48	29	40	48	49	89	87	45	51				
	9%	8%	8%	10%	10%	8%	6%	9%	9%	6%	8%	9%	9%	15%	15%	9%	10%				
Neither satisfied or dissatisfied (3)	826	219	186	207	213	90	60	69	56	45	85	74	70	64	83	62	68				
	13%	14%	12%	13%	14%	15%	11%	13%	10%	9%	17%	14%	13%	13%	16%	12%	13%				
Fairly satisfied (4)	3017	757	746	734	780	238	259	261	252	265	229	245	243	246	256	269	255				
	49%	49%	49%	48%	51%	48%	49%	50%	47%	52%	46%	47%	47%	49%	51%	53%	49%				
Very satisfied (5)	1427	380	359	363	325	108	150	122	128	137	95	125	122	116	90	112	122				
	23%	25%	23%	24%	21%	22%	28%	23%	24%	27%	19%	24%	24%	23%	18%	22%	23%				
Don't know	50	19	11	8	12	6	9	5	6	2	3	4	2	2	2	5	5				
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
NET Very/fairly satisfied	4444	1137	1105	1097	1105	346	409	383	380	401	324	370	365	362	346	382	377				
	72%	73%	72%	71%	72%	70%	77%	73%	71%	78%	65%	71%	70%	72%	69%	72%	72%				
NET Very/fairly dissatisfied	841	175	223	227	236	49	55	70	90	59	64	71	62	75	72	63	71				
	14%	11%	15%	15%	15%	10%	10%	13%	17%	12%	13%	14%	15%	14%	14%	12%	14%				
Mean	3.76	3.64	3.73	3.76	3.77	3.61	3.62	3.76	3.72	3.69	3.59	3.76	3.72	3.71	3.70	3.61	3.76				
Std Dev.	1.06	1.00	1.13	1.07	1.01	0.94	1.02	1.03	1.16	1.05	1.15	1.05	1.12	1.03	0.99	1.00	1.03				
Std Error	0.01	0.03	0.03	0.03	0.03	0.04	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.04	0.05				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6166	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Very dissatisfied (1)	133	21	113	12	122	71	61	15	11	26	17	18	22	23	27	43	64	45	126	5
	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	3%	4%	2%	3%	3%	2%	2%	1%
Fairly dissatisfied (2)	336	49	287	35	301	141	153	47	40	69	35	66	44	34	87	105	144	78	290	40
	5%	4%	6%	4%	6%	5%	6%	6%	5%	6%	4%	6%	6%	5%	6%	5%	6%	6%	6%	4%
Neither satisfied or dissatisfied (3)	815	134	681	97	719	446	368	130	127	178	111	138	83	48	258	289	269	131	666	143
	13%	11%	13%	12%	13%	13%	12%	16%	15%	16%	13%	15%	11%	8%	16%	15%	11%	9%	13%	15%
Fairly satisfied (4)	2767	605	2161	333	2434	1318	1447	388	386	521	375	506	330	282	774	895	1087	591	2304	426
	45%	49%	44%	42%	45%	44%	46%	47%	44%	46%	45%	45%	43%	42%	46%	46%	44%	43%	45%	45%
Very satisfied (5)	2036	406	1630	309	1726	988	1045	228	230	312	282	395	274	255	518	594	925	530	1710	317
	33%	33%	33%	32%	32%	33%	33%	28%	28%	28%	28%	28%	28%	28%	31%	30%	35%	32%	33%	34%
Don't know	72	17	55	4	69	46	26	14	12	15	13	6	7	5	22	28	15	12	81	11
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%
NET Very/fairly satisfied	4893	1011	3791	642	4160	2306	2492	615	678	833	657	901	604	517	1291	1490	2022	1121	4014	744
	79%	79%	77%	61%	77%	77%	78%	75%	78%	74%	79%	78%	74%	74%	78%	78%	76%	73%	75%	79%
NET Very/fairly dissatisfied	476	70	400	47	423	212	254	62	52	95	52	85	65	57	114	148	208	123	417	45
	8%	6%	8%	6%	8%	7%	8%	8%	6%	9%	6%	7%	9%	9%	7%	8%	8%	9%	8%	5%
Mean	4.02	4.09%	4.01	4.14%	4.01	4.02	4.03	3.95	4.06%	3.92	4.06%	4.06%	4.05	4.11%	4.00	3.98	4.07%	4.06%	4.02	4.08
Std Dev.	0.94	0.87	0.96	0.90	0.95	0.94	0.94	0.92	0.89	0.95	0.91	0.92	0.99	1.01	0.91	0.94	0.97	1.00	0.96	0.84
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.03

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Table 75

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very dissatisfied (1)	133	24	34	33	42	58	75	70	60	23	11	25	33	22	69	23	94	31	96	7
	9%	2%	2%	2%	2%	2%	2%	2%	3%	4%	1%	2%	2%	2%	2%	4%	2%	2%	2%	2%
Fairly dissatisfied (2)	336	60	122	61	94	181	155	192	133	29	31	96	89	59	215	32	283	85	239	12
	8%	5%	6%	4%	6%	6%	5%	5%	6%	6%	4%	6%	6%	5%	6%	6%	5%	7%	5%	4%
Neither satisfied or dissatisfied (3)	815	134	241	193	246	378	440	508	297	75	96	179	204	144	480	61	662	148	611	86
	13%	12%	13%	14%	14%	12%	14%	14%	12%	14%	13%	12%	13%	12%	13%	13%	12%	12%	13%	10%
Fairly satisfied (4)	2767	533	863	634	735	1396	1369	1670	1062	199	327	677	733	512	1736	205	2355	557	2075	135
	45%	47%	45%	46%	43%	46%	44%	45%	44%	39%	45%	48%	46%	47%	48%	38%	48%	43%	45%	47%
Very satisfied (5)	2096	375	635	454	573	1009	1026	1201	809	180	256	508	512	350	1278	183	1728	437	1527	72
	34%	33%	33%	33%	33%	33%	34%	33%	34%	36%	35%	34%	36%	32%	33%	34%	33%	34%	33%	25%
Don't know	72	10	18	9	34	29	43	29	37	9	9	17	15	13	40	9	54	26	41	5
	1%	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%
NET Veryfairly satisfied	4893	906	1497	1085	1308	2436	2396	2971	1870	379	585	1185	1244	862	3014	388	4083	993	3802	207
	79%	80%	78%	79%	78%	79%	77%	78%	78%	74%	80%	81%	79%	78%	81%	75%	79%	77%	78%	72%
NET Veryfairly dissatisfied	470	84	156	94	136	240	230	282	193	52	41	121	122	81	284	55	377	116	334	19
	8%	7%	8%	7%	8%	8%	7%	7%	8%	10%	6%	8%	8%	7%	7%	10%	7%	9%	7%	7%
Mean	4.02	4.04	4.02	4.03	4.01	4.03	4.02	4.03	4.03	3.96	4.09	4.04	4.02	4.02	4.04	3.94	4.04	4.02	4.03	3.90
Std Dev.	0.94	0.92	0.94	0.93	0.93	0.93	0.95	0.92	0.96	1.07	0.89	0.93	0.93	0.92	0.92	1.07	0.92	0.98	0.93	0.91
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.05	0.03	0.02	0.02	0.03	0.02	0.05	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Table 75

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Very dissatisfied	133	115	18	5	112	15	5	1	4	27	10	6	14	15	2	13	21	1	14	
	2%	2%	2%	3%	2%	3%	2%	1%	2.3%	4.7%	2.9%	1%	4.1%	4.2%	1%	3.6%	5.6%	2%	3.2%	
Fairly dissatisfied	336	301	35	11	273	34	18	12	15	39	41	21	29	23	36	38	31	2	32	
	5%	6%	4%	7%	5%	6%	6%	7%	6%	6%	6.1%	5%	4%	4%	4%	6%	6%	3%	7%	
Neither satisfied or dissatisfied	815	721	94	20	683	72	37	24	28	97	71	48	70	61	132	110	65	5	67	
	13%	14%	11%	12%	13%	14%	12%	14%	11%	14%	14%	11%	13%	11%	11.1%	13%	12%	7%	15%	
Fairly satisfied	2767	2365	402	71	2316	244	124	83	118	282	220	202	248	287	373	362	225	34	210	
	45%	45%	47%	42%	45%	47%	42%	49%	47%	42%	43%	45%	46%	49%	46%	43%	43%	50%	47%	
Very satisfied	2036	1733	303	60	1731	149	107	49	79	221	164	168	173	185	261	306	174	25	124	
	33%	33%	35%	36%	33%	29%	32%	35%	32%	33%	32%	32%	32%	32%	32%	35%	33%	38%	27%	
Don't know	72	63	9	*	63	4	3	2	5	8	3	2	8	2	6	15	14	*	4	
	1%	1%	1%	*	1%	1%	1%	1%	2.0%	1%	1%	1%	1%	*	1%	2%	2.1%	*	1%	
NET Very/fairly satisfied	4803	4098	705	131	4046	383	232	131	107	504	383	370	421	471	633	668	399	50	334	
	78%	77%	82%	79%	78%	76%	75%	77%	75%	75%	75%	73.4%	78%	78%	78%	79%	75%	69.9%	74%	
NET Very/fairly dissatisfied	470	416	53	16	385	48	23	13	19	66	50	27	44	38	51	38	52	3	45	
	8%	8%	6%	10%	7%	9%	6%	8%	6%	10.6%	10.6%	6%	8%	7%	5%	6.6%	5%	4.0%	10.6%	
Mean	4.02	4.01	4.10	4.01	4.02	3.93	4.05	3.98	4.03	3.95	3.97	3.98	4.00	3.97	4.02	3.97	3.97	3.99	3.99	
Std Dev.	0.94	0.95	0.90	1.02	0.94	0.97	0.95	0.99	0.92	1.03	0.98	0.98	0.96	0.91	0.93	0.90	1.03	0.84	0.99	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very dissatisfied (1)	133	45	58	64	77	45	7	23	58	11	22	42	46	15	15	12	88	27	42	43	13	15	16	86	31	53	81
Fairly dissatisfied (2)	336	111	124	180	193	111	11	42	124	13	58	109	130	49	37	11	239	48	123	139	35	5	261	40	104	233	
Neither satisfied or dissatisfied (3)	815	287	257	450	421	287	20	95	257	33	110	145	332	198	92	41	477	133	246	274	157	58	32	520	30	251	565
Fairly satisfied (4)	2767	1084	976	1571	1464	1084	58	312	976	84	479	702	1316	361	276	105	2020	380	981	1268	304	143	61	2249	204	682	2085
Very satisfied (5)	2036	869	729	1216	1076	869	62	261	729	71	371	1011	638	169	153	61	1649	214	1191	567	125	101	45	1758	146	421	1614
Don't know	72	17	18	21	22	17	1	11	18	1	9	7	22	10	11	17	29	28	25	13	7	6	19	37	24	10	62
NET Very/fairly satisfied	4803	1953	1705	2787	2540	1953	120	593	1705	155	890	1713	1956	527	429	166	3699	594	2171	1835	429	243	106	4006	349	1103	3699
NET Very/fairly dissatisfied	780	158	182	244	270	158	19	65	182	24	80	151	176	65	52	23	327	75	389	409	40%	34%	4%	62%	73%	156	314
Mean	4.02	4.0864	4.02	4.06	4.01	4.09	3.99	4.05	4.02	3.90	4.07	4.2600000	4.3600	3.78	3.90	3.83	4.1600000	3.88	4.2200000	4.15000	3.73	3.79	3.72	4.0800000	3.77	3.87	4.07
Std Dev	0.94	0.91	0.97	0.92	0.96	0.91	1.10	1.00	0.97	1.10	0.93	0.96	0.88	0.91	0.95	1.04	0.93	0.98	0.92	0.88	0.89	1.10	1.20	0.91	1.13	1.01	0.91
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.03	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.03	0.01

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Very dissatisfied (1)	133	8	125	*	48	77	8	120	3	6	3	129	2
	2%	2%	2%	*	3%	2%	3%	2%	2%	11%	4%	2%	8%
Fairly dissatisfied (2)	336	20	311	5	119	201	17	322	7	2	3	331	2
	8%	6%	5%	13%	7%	5%	5%	5%	6%	3%	3%	5%	10%
Neither satisfied or dissatisfied (3)	815	48	759	8	231	514	70	767	21	13	6	801	8
	13%	14%	13%	21%	14%	12%	23%	13%	18%	23%	9%	13%	37%
Fairly satisfied (4)	2767	153	2598	16	717	1921	129	2648	56	22	35	2728	7
	45%	45%	45%	40%	43%	46%	42%	43%	50%	38%	53%	45%	30%
Very satisfied (5)	2036	97	1929	11	530	1426	79	1977	27	13	17	2017	2
	33%	29%	33%	26%	32%	34%	25%	34%	23%	22%	26%	33%	7%
Don't know	72	10	62	-	31	34	7	65	1	2	2	69	2
	1%	3%	1%	-	2%	1%	2%	1%	1%	4%	3%	1%	7%
NET Very/fairly satisfied	4803	249	4526	27	1247	3347	209	4623	85	34	52	4742	8
	78%	74%	78%	66%	74%	80%	67%	78%	73%	60%	79%	78%	38%
NET Very/fairly dissatisfied	470	28	436	5	167	278	25	442	10	8	6	460	4
	8%	8%	8%	13%	9%	7%	8%	8%	8%	14%	9%	8%	18%
Mean	4.02	3.95	4.03	3.79	3.95	4.07	3.84	4.06	3.86	3.60	3.95	4.03	3.20
Std Dev.	0.94	0.96	0.94	0.99	1.01	0.91	0.97	0.94	0.92	1.21	0.98	0.94	1.08
Std Error	0.01	0.05	0.01	0.14	0.02	0.01	0.06	0.01	0.09	0.16	0.12	0.01	0.23

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Table 75

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very dissatisfied	(1) 133	33	34	36	30	12	7	15	14	13	7	10	18	9	14	6	10				
	2%	2%	2%	2%	2%	2%	1%	3%	3%	3%	1%	2%	3%	2%	3%	1%	2%				
Fairly dissatisfied	(2) 336	78	81	76	101	21	30	27	32	18	31	21	32	23	36	31	34				
	9%	5%	5%	5%	7%	4%	6%	5%	6%	4%	6%	4%	6%	5%	7%	6%	7%				
Neither satisfied or dissatisfied	(3) 815	209	184	210	212	71	75	63	75	48	61	66	84	60	64	64	84				
	13%	14%	12%	14%	14%	15%	14%	12%	14%	9%	12%	13%	16% <u>L</u>	12%	13%	12%	16% <u>L</u>				
Fairly satisfied	(4) 2767	658	706	685	718	219	212	227	211	236	259	237	217	231	231	245	242				
	45%	42%	46%	45%	47%	45%	40%	43%	40%	47%	53% <u>H</u> <u>L</u>	46%	42%	46%	46%	47% <u>H</u>	47%				
Very satisfied	(5) 2036	554	511	515	455	164	203	187	188	190	133	177	161	177	150	162	144				
	33%	36% <u>H</u>	33%	33%	30%	33%	38% <u>H</u> <u>H</u>	36% <u>H</u>	36% <u>H</u>	37% <u>H</u>	27%	34% <u>L</u>	31%	35% <u>H</u>	30%	32%	28%				
Don't know	72	17	19	17	19	4	5	8	12	2	5	7	7	4	9	4	6				
	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%				
NET Veryfairly satisfied	4803	1212	1217	1200	1173	383	416	413	400	426	391	414	378	408	380	407	387				
	78%	78%	79%	78%	76%	78%	78%	78%	75%	84% <u>H</u> <u>H</u>	79%	80% <u>L</u>	73%	81% <u>H</u>	76%	79%	74%				
NET Veryfairly dissatisfied	470	111	115	112	131	33	36	42	46	31	38	31	50	32	49	38	44				
	8%	7%	7%	7%	8%	7%	7%	8%	8%	6%	8%	6%	10%	6%	10%	7%	9%				
Mean	4.02	4.06 <u>H</u>	4.04	4.03	3.97	4.03	4.09 <u>H</u>	4.05	4.02	4.13 <u>H</u>	3.98	4.08 <u>H</u>	3.92	4.09 <u>H</u>	3.95	4.03	3.93				
Std Dev.	0.94	0.95	0.93	0.94	0.94	0.94	0.93	0.97	0.99	0.91	0.88	0.90	1.02	0.90	0.98	0.90	0.94				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6166	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6166	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Very dissatisfied	(1) 272	54	218	27	245	125	144	24	47	38	61	48	35	42	86	86	144	83	260	11
		4%	4%	3%	5%	4%	5%	2%	3%	4%	5%	5%	4%	3%	2%	2%	3%	2%	9%	1%
Fairly dissatisfied	(2) 686	128	558	58	628	330	354	68	80	114	98	119	105	70	148	212	326	182	429	56
		11%	10%	11%	7%	12%	11%	3%	8%	9%	10%	12%	12%	9%	11%	13%	14%	12%	8%	5%
Neither satisfied or dissatisfied	869	163	706	95	774	451	416	143	114	178	113	178	86	57	257	291	321	143	720	137
	(3) 14%	14%	13%	12%	14%	15%	13%	17%	13%	16%	13%	16%	11%	9%	16%	15%	13%	10%	14%	14%
Fairly satisfied	(4) 2723	584	2140	338	2386	1312	1409	370	394	503	365	498	332	280	764	868	1091	593	2256	434
	44%	47%	43%	43%	44%	44%	45%	45%	45%	45%	44%	44%	44%	42%	45%	44%	43%	43%	44%	46%
Very satisfied	(5) 1570	295	1275	273	1297	767	800	212	252	273	207	250	184	193	464	480	627	377	1259	302
	25%	26%	24%	32%	24%	25%	25%	26%	28%	24%	25%	22%	24%	31%	27%	25%	25%	27%	24%	32%
Don't know	41	10	31	-	41	24	17	12	4	6	11	5	-	3	16	17	8	4	33	4
	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	-	1%	-
NET Very/fairly satisfied	4293	878	3415	610	3682	2080	2209	582	646	776	572	748	517	453	1225	1348	1717	970	3516	737
	70%	71%	69%	36%	69%	69%	70%	71%	74%	68%	69%	68%	68%	72%	72%	69%	68%	70%	68%	72%
NET Very/fairly dissatisfied	967	182	775	84	873	456	498	86	104	161	136	190	157	114	190	298	470	271	889	66
	16%	15%	16%	11%	16%	15%	16%	10%	12%	14%	16%	16%	21%	16%	11%	16%	18%	20%	17%	7%
Mean	3.76	3.77	3.75	3.88	3.72	3.76	3.76	3.66	3.69	3.75	3.74	3.66	3.65	3.80	3.67	3.75	3.69	3.72	3.71	3.69
Std Dev.	1.09	1.07	1.10	1.03	1.09	1.08	1.10	0.97	1.02	1.07	1.10	1.11	1.18	1.17	1.00	1.08	1.15	1.17	1.12	0.90
Std Error	0.01	0.03	0.02	0.04	0.02	0.02	0.02	0.03	0.04	0.03	0.04	0.03	0.04	0.05	0.02	0.02	0.02	0.03	0.02	0.04

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very dissatisfied	(1) 272	56	86	61	69	142	130	147	119	19	27	72	73	43	171	20	226	63	202	7
	4%	5%	4%	4%	4%	5%	4%	4%	5%	4%	4%	5%	5%	4%	4%	4%	4%	5%	4%	2%
Fairly dissatisfied	(2) 686	120	244	148	172	364	320	389	287	72	56	178	154	137	388	75	563	140	521	24
	11%	11%	13% ^d	11%	10%	12%	10%	11%	12%	14% ^{op}	8%	12%	10%	12%	10%	14%	11%	11%	11%	8%
Neither satisfied or dissatisfied	(3) 869	154	269	192	257	420	449	527	321	70	123	207	218	137	546	76	722	168	652	49
	14%	14%	14%	14%	15%	14%	14%	14%	13%	14%	13% ^{op}	14%	14%	12%	14%	14%	13%	13%	14%	17%
Fairly satisfied	(4) 2723	499	823	630	772	1322	1401	1633	1058	200	335	635	734	493	1704	204	2333	527	2062	134
	44%	44%	43%	46%	45%	43%	45%	45%	44%	39%	46%	42%	46%	45%	45% ^{op}	38%	45% ^{op}	41%	45% ^{op}	47%
Very satisfied	(5) 1970	298	484	352	435	783	787	954	595	146	187	400	403	287	990	152	1319	371	1135	64
	20%	20%	25%	25%	26%	28%	28%	29%	25%	28%	25%	27%	25%	26%	26%	25%	25%	29% ^{op}	25%	23%
Don't know	41	9	10	2	20	19	22	20	16	7	5	9	5	3	19	7	22	16	15	10
	1%	1%	1%	*	1% ^{op}	1%	1%	1%	1%	1% ^{op}	1%	1%	*	*	1%	1% ^{op}	1%	1% ^{op}	*	4% ^{op}
NET Very/fairly satisfied	4293	797	1307	881	1207	2105	2198	2598	1654	346	522	1035	1137	780	2694	396	3653	898	3198	188
	70%	70%	69%	71%	70%	69%	70%	71%	69%	67%	71%	69%	72%	71%	71%	67%	71%	70%	70%	69%
NET Very/fairly dissatisfied	957	176	330	209	241	506	449	536	407	92	83	250	227	180	559	94	779	203	723	31
	16%	15%	13% ^d	15%	14%	17%	14%	15%	13% ^{op}	10% ^{op}	11%	13% ^{op}	14%	12%	15%	16%	15%	16%	16%	11%
Mean	3.76	3.77	3.72	3.77	3.78	3.74	3.78	3.78	3.72	3.75	3.82	3.75	3.79	3.77	3.78	3.75	3.77	3.79	3.75	3.80
Std Dev.	1.09	1.10	1.11	1.08	1.06	1.11	1.07	1.07	1.11	1.13	1.02	1.12	1.07	1.09	1.08	1.13	1.08	1.13	1.09	0.97
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.06

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Table 76

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Very dissatisfied	(1)	272	238	34	14	220	33	17	2	15	25	16	14	25	19	22	44	41	2	31
		4%	4%	4%	4%	4%	3%	2%	1%	4%	4%	3%	3%	5%	3%	3%	6%	5%	2%	3%
Fairly dissatisfied	(2)	686	574	112	21	568	64	44	9	31	83	96	44	57	49	66	77	64	7	57
		11%	11%	13%	13%	11%	12%	15%	5%	12%	12%	10%	10%	9%	8%	9%	12%	11%	11%	12%
Neither satisfied or dissatisfied	(3)	869	752	117	16	724	79	42	25	30	106	61	49	79	66	138	108	87	11	68
		14%	14%	14%	10%	14%	10%	14%	14%	12%	16%	12%	11%	14%	12%	11%	13%	16%	15%	16%
Fairly satisfied	(4)	2723	2359	364	66	2301	221	118	82	106	269	185	228	260	283	365	386	219	28	193
		44%	45%	42%	39%	44%	43%	40%	48%	43%	40%	36%	61%	46%	49%	46%	46%	41%	42%	43%
Very satisfied	(5)	1670	1337	233	51	1329	117	73	51	62	182	148	112	122	153	214	223	113	19	88
		28%	27%	28%	29%	29%	23%	25%	26%	25%	27%	29%	23%	22%	27%	26%	26%	21%	28%	22%
Don't know		41	38	3	-	36	3	1	1	6	11	2	1	-	2	5	4	5	-	3
		1%	1%	-	-	1%	-	-	1%	2%	3%	1%	-	-	-	1%	-	1%	-	1%
NET Very/fairly satisfied	4293	3696	596	117	3630	339	191	133	169	451	333	340	382	436	579	609	332	47	291	
		70%	70%	69%	70%	70%	65%	65%	73%	67%	67%	66%	70%	70%	71%	71%	70%	63%	70%	65%
NET Very/fairly dissatisfied	967	811	146	35	789	97	61	11	45	107	112	58	82	68	88	122	105	9	88	
		16%	15%	17%	21%	13%	16%	19%	7%	13%	16%	12%	13%	15%	12%	11%	14%	14%	14%	16%
Mean	3.76	3.76	3.76	3.71	3.70	3.63	3.63	3.63	3.70	3.70	3.70	3.70	3.73	3.73	3.73	3.73	3.57	3.63	3.60	
Std Dev.	1.09	1.09	1.11	1.25	1.08	1.15	1.17	0.88	1.16	1.10	1.17	1.01	1.07	1.01	0.99	1.10	1.18	1.04	1.16	
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.03	0.06	0.06	0.06	0.05	0.06	0.05	0.05	0.06	0.06	0.08	0.04	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very dissatisfied (1)	272	94	109	132	148	94	5	48	109	10	47	90	96	23	33	24	185	61	97	84	22	37	30	181	66	91	177
Fairly dissatisfied (2)	686	238	278	358	397	238	25	93	278	34	135	204	282	93	72	34	486	107	260	251	95	54	22	511	77	172	514
Neither satisfied or dissatisfied (3)	889	299	301	473	474	299	16	81	301	34	159	207	328	201	92	36	535	126	273	321	157	54	25	594	79	239	630
Fairly satisfied (4)	2723	1071	934	1561	1425	1071	50	332	934	78	446	746	1256	347	273	95	2002	368	1029	1182	297	147	60	2211	207	623	2100
Very satisfied (5)	1670	692	533	965	800	692	63	208	533	56	267	766	510	128	106	52	1276	159	937	455	73	62	35	1393	98	387	1183
Don't know	41	11	7	13	9	11	1	3	7	1	1	4	14	8	4	5	18	10	9	10	9	3	5	19	8	5	36
NET Very/fairly satisfied	4293	1770	1468	2526	2224	1770	113	539	1468	135	713	1512	1766	475	379	147	3278	527	1966	1638	369	210	95	3604	305	1010	3283
NET Very/fairly dissatisfied	705	238	278	358	397	238	25	93	278	34	135	204	282	93	72	34	486	107	260	251	95	54	22	511	77	172	514
NET Very/fairly dissatisfied	997	332	387	490	545	332	30	140	387	44	182	294	377	116	109	58	671	167	357	335	117	91	52	692	143	268	691
Mean	3.76	3.8894	3.70	3.8292	3.72	3.8894	3.88	3.74	3.70	3.65	3.72	3.8894	3.7292	3.59	3.59	3.49	3.8292	3.56	3.948894	3.7292	3.45	3.41	3.28	3.948894	3.37	3.68	3.79
Std Dev	1.09	1.07	1.13	1.06	1.10	1.07	1.19	1.17	1.13	1.17	1.11	1.13	1.03	0.99	1.11	1.25	1.09	1.16	1.10	1.02	0.97	1.23	1.39	1.06	1.29	1.15	1.07
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.09	0.04	0.02	0.08	0.03	0.02	0.02	0.03	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.03	0.02

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Very dissatisfied (1)	272	22	249	1	110	154	8	258	3	5	5	268	-
	4%	6%	4%	3%	6% off	4%	3%	4%	3%	9%	8%	4%	1%
Fairly dissatisfied (2)	686	39	643	3	216	430	40	662	19	4	9	675	1
	11%	12%	11%	8%	12% off	10%	13%	11%	16%	7%	14%	11%	7%
Neither satisfied or dissatisfied (3)	869	42	817	10	229	576	65	801	34	15	6	849	13
	14%	13%	14%	24%	14%	14%	21% off	14%	29% off	26% off	10%	14%	60%
Fairly satisfied (4)	2723	137	2586	21	679	1918	128	2621	49	23	26	2693	4
	44%	41%	44%	50%	41%	46% off	40%	44%	42%	41%	40%	44%	17%
Very satisfied (5)	1570	89	1475	6	427	1074	68	1529	13	10	18	1552	-
	26%	26%	26%	15%	26%	26%	22%	26% off	17%	17%	26% off	25% off	-
Don't know	41	7	33	-	15	21	5	37	-	-	1	37	3
	1%	2% off	1%	-	1%	1%	2%	1%	-	-	1%	1%	15%
NET Very/fairly satisfied	4293	226	4041	27	1107	2992	194	4150	62	33	44	4245	4
	70%	67%	70%	65%	66%	72% off	62%	70% off	53%	58%	67%	70% off	17%
NET Very/fairly dissatisfied	957	61	892	5	326	584	48	910	22	9	14	941	2
	16%	18%	15%	11%	17% off	14%	15%	15%	19%	16%	22%	16%	8%
Mean	3.76	3.71	3.76	3.65	3.66	3.88 off	3.68	3.77 off	3.42	3.51	3.66	3.76 off	3.10
Std Dev.	1.09	1.18	1.09	0.95	1.18	1.05	1.04	1.09	0.97	1.14	1.25	1.09	0.57
Std Error	0.01	0.06	0.01	0.13	0.03	0.02	0.06	0.01	0.09	0.15	0.15	0.01	0.13

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Table 76

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very dissatisfied	(1) 272	51	80	78	61	22	14	15	24	29	27	22	30	27	26	19	16				
	4%	3%	5%	5%	4%	4%	3%	3%	5%	6%	5%	4%	6%	5%	5%	4%	3%				
Fairly dissatisfied	(2) 686	191	158	156	181	65	59	67	50	52	55	49	65	42	63	68	50				
	11%	12%	10%	10%	12%	13%	11%	13%	9%	10%	11%	10%	12%	8%	12%	13%	10%				
Neither satisfied or dissatisfied	(3) 869	228	205	204	231	64	74	90	75	48	83	78	70	56	78	68	85				
	14%	15%	13%	13%	15%	13%	14%	17%	14%	9%	17%	16%	14%	11%	16%	13%	16%				
Fairly satisfied	(4) 2723	699	665	683	677	232	232	235	230	230	205	222	215	246	214	228	235				
	44%	45%	43%	44%	44%	47%	44%	45%	43%	45%	41%	43%	41%	49%	42%	45%	45%				
Very satisfied	(5) 1670	375	415	406	374	107	150	119	144	147	124	143	134	129	122	123	129				
	25%	24%	27%	26%	24%	22%	28%	23%	27%	29%	25%	28%	26%	26%	24%	24%	25%				
Don't know	41	7	12	11	11	1	4	1	9	1	1	4	5	2	-	5	5				
	3%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%				
NET Very/fairly satisfied	4293	1074	1079	1089	1051	339	381	353	373	376	330	366	348	375	336	351	365				
	70%	69%	70%	71%	68%	69%	72%	67%	70%	74%	67%	71%	67%	72%	67%	69%	70%				
NET Very/fairly dissatisfied	957	242	239	226	242	87	73	82	75	82	71	71	94	70	89	87	86				
	16%	16%	16%	15%	16%	18%	14%	16%	14%	16%	17%	14%	18%	14%	18%	17%	13%				
Mean	3.76	3.75	3.77	3.77	3.74	3.69	3.84	3.71	3.80	3.81	3.70	3.81	3.70	3.81	3.68	3.73	3.80				
Std Dev.	1.09	1.06	1.12	1.10	1.08	1.09	1.04	1.04	1.09	1.14	1.12	1.08	1.16	1.08	1.13	1.09	1.02				
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05				

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6166	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Very dissatisfied	(1) 1029	148	881	89	939	480	547	50	56	107	163	266	213	173	106	270	652	386	965	59
	17%	12%	17%	11%	17%	16%	17%	6%	7%	12%	19%	24%	25%	28%	6%	14%	26%	26%	19%	8%
Fairly dissatisfied	(2) 1364	186	1107	124	1220	688	741	151	127	218	172	212	202	182	278	306	481	354	1242	103
	22%	15%	24%	16%	23%	20%	24%	18%	15%	19%	21%	23%	27%	30%	16%	29%	27%	29%	24%	11%
Neither satisfied or dissatisfied	(3) 1336	277	1059	156	1179	688	648	212	188	247	147	239	174	127	400	394	541	301	1108	213
	22%	22%	21%	20%	22%	23%	21%	23%	22%	22%	19%	21%	21%	20%	22%	20%	21%	22%	21%	23%
Fairly satisfied	(4) 1780	500	1280	271	1519	934	866	289	347	509	252	260	260	131	635	650	908	246	1382	383
	29%	41%	26%	34%	28%	31%	28%	35%	40%	35%	30%	30%	23%	17%	35%	32%	20%	18%	27%	41%
Very satisfied	(5) 889	85	504	146	443	276	310	103	146	142	80	71	28	19	249	222	118	47	409	178
	14%	7%	10%	16%	8%	9%	10%	13%	17%	13%	9%	6%	4%	3%	31%	23%	9%	3%	8%	19%
Don't know	63	36	26	3	60	34	28	18	3	10	13	6	6	7	22	22	19	13	51	8
	1%	3%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly satisfied	2379	585	1794	417	1962	1199	1176	391	492	540	332	331	159	134	884	871	624	293	1792	561
	39%	48%	36%	50%	37%	40%	37%	41%	50%	48%	39%	39%	21%	21%	54%	45%	24%	21%	33%	50%
NET Very/fairly dissatisfied	2382	334	2048	213	2169	1088	1288	200	184	325	341	553	420	360	384	666	1333	760	2207	162
	39%	27%	42%	16%	40%	36%	41%	24%	21%	25%	41%	49%	62%	67%	23%	34%	63%	58%	43%	17%
Mean	2.93	3.16%	2.87	3.33%	2.87	2.97	2.89	3.50%	3.46%	3.22%	3.60%	3.63%	2.41	2.39	3.38%	3.68%	2.66%	2.40	2.81	3.66%
Std Dev.	1.28	1.15	1.27	1.26	1.24	1.24	1.27	1.10	1.13	1.18	1.30	1.25	1.17	1.16	1.12	1.25	1.21	1.17	1.25	1.11
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.05	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.04

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Table 77

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base		6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base		6160	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very dissatisfied	(1)	1029	143	339	231	315	482	546	488	516	101	122	253	258	150	633	106	814	216	771	41
		17%	13%	18%	17%	18%	16%	18%	13%	19%	17%	17%	16%	14%	17%	16%	16%	17%	17%	17%	14%
Fairly dissatisfied	(2)	1384	229	471	269	385	700	654	727	605	107	184	375	300	238	859	109	1153	258	1040	47
		22%	20%	29%	19%	22%	23%	20%	29%	21%	21%	28%	28%	19%	22%	22%	20%	22%	20%	23%	16%
Neither satisfied or dissatisfied	(3)	1336	216	409	316	395	625	711	757	553	122	167	302	344	236	813	128	1105	255	1017	63
		22%	19%	21%	23%	23%	20%	23%	21%	23%	24%	23%	20%	22%	21%	21%	24%	21%	20%	22%	23%
Fairly satisfied	(4)	1790	412	524	418	436	936	854	1247	530	123	180	412	508	364	1100	127	1556	383	1313	95
		29%	36%	39%	25%	27%	34%	22%	24%	24%	24%	25%	27%	32%	33%	24%	39%	30%	29%	33%	
Very satisfied	(5)	888	125	153	144	166	279	310	425	161	53	74	147	164	108	385	510	149	409	31	
		10%	11%	8%	10%	8%	10%	10%	12%	10%	10%	10%	10%	10%	10%	10%	10%	10%	8%	11%	
Don't know		63	11	7	17	27	28	34	26	32	10	7	12	11	4	30	10	38	23	30	10
		1%	1%	1%	1%	7%	1%	1%	1%	1%	2%	1%	1%	1%	*	1%	2%	1%	2%	1%	1%
NET Very/fairly satisfied		2379	538	677	502	602	1215	1164	1672	691	176	254	559	672	472	1485	179	2056	531	1722	126
		39%	43%	39%	41%	35%	40%	37%	43%	39%	34%	35%	37%	42%	43%	39%	34%	40%	38%	44%	
NET Very/fairly dissatisfied		2382	371	810	499	700	1181	1200	1215	1121	208	308	629	558	388	1492	215	1967	474	1819	89
		39%	33%	42%	36%	41%	39%	39%	33%	41%	40%	42%	42%	35%	39%	40%	38%	37%	40%	31%	
Mean		2.93	2.93	2.83	2.89	2.86	2.94	2.91	2.93	2.87	2.84	2.86	2.88	2.89	2.93	2.83	2.96	2.99	2.90	2.90	2.87
Std Dev.		1.26	1.23	1.24	1.24	1.26	1.24	1.26	1.24	1.23	1.28	1.25	1.26	1.26	1.22	1.26	1.28	1.25	1.29	1.24	1.25
Std Error		0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.06	0.05	0.03	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Table 77

Base : All participants

		Rurality			Nation				Region											
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base		6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base		3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Very dissatisfied	(1)	1029	868	161	28	800	59	46	23	43	127	91	82	82	114	81	160	110	4	55
		17%	16%	19%	16%	28%	11%	16%	13%	13% ^{ab}	13% ^{ab}	13% ^{ab}	13% ^{ab}	13% ^{ab}	13% ^{ab}	10%	16% ^{ab}	13% ^{ab}	6%	12%
Fairly dissatisfied	(2)	1354	1129	225	53	1131	116	75	32	63	162	125	107	99	132	127	181	135	19	98
		22%	21%	26% ^{ab}	32% ^{ab}	22%	23%	26% ^{ab}	19%	26% ^{ab}	24% ^{ab}	26% ^{ab}	24% ^{ab}	18%	23% ^{ab}	16%	22%	26% ^{ab}	28% ^{ab}	22% ^{ab}
Neither satisfied or dissatisfied	(3)	1336	1143	193	34	1081	140	69	46	50	105	87	120	110	99	203	196	110	19	120
		22%	22%	22%	30%	21%	27% ^{ab}	23%	26% ^{ab}	20%	16%	17%	21% ^{ab}	20%	17%	23% ^{ab}	22% ^{ab}	21%	22% ^{ab}	23% ^{ab}
Fairly satisfied	(4)	1790	1574	216	39	1503	154	79	54	63	195	143	107	192	174	297	200	133	21	133
		29%	30% ^{ab}	25%	23%	29%	30%	27%	32%	25%	29%	28%	24%	35% ^{ab}	30%	37% ^{ab}	24%	25%	32%	30%
Very satisfied	(5)	889	526	63	14	508	43	24	14	23	72	59	31	55	53	102	76	31	4	39
		10%	10%	7%	8%	10%	8%	8%	8%	8%	11% ^{ab}	12% ^{ab}	7%	11% ^{ab}	9%	13% ^{ab}	9%	6%	6%	8%
Don't know		63	58	5	*	55	4	2	2	8	13	2	1	2	1	-	18	9	-	4
		1%	1%	1%	*	1%	1%	1%	1%	3% ^{ab}	3% ^{ab}	*	*	*	*	-	5% ^{ab}	2% ^{ab}	-	1% ^{ab}
NET Very/fairly satisfied		2379	2101	279	53	2011	197	104	68	86	267	202	138	250	226	388	278	164	25	172
		39%	40% ^{ab}	32%	31%	39%	36%	35%	40%	34%	40% ^{ab}	40% ^{ab}	31%	40% ^{ab}	40% ^{ab}	48% ^{ab}	33%	31%	37%	43% ^{ab}
NET Very/fairly dissatisfied		2382	1997	386	80	2031	176	121	54	106	289	217	188	181	246	209	350	245	23	153
		39%	38%	20% ^{ab}	24% ^{ab}	34%	24% ^{ab}	24% ^{ab}	32%	43% ^{ab}	43% ^{ab}	43% ^{ab}	42% ^{ab}	42% ^{ab}	43% ^{ab}	26%	42% ^{ab}	26% ^{ab}	34%	34% ^{ab}
Mean		2.93	2.92	2.76	2.75	2.92	3.01	2.87	3.07	2.83	2.89	2.82	2.77	2.88	2.86	3.00	2.80	2.69	3.02	2.84
Std Dev		1.26	1.26	1.23	1.22	1.27	1.15	1.21	1.18	1.26	1.32	1.31	1.20	1.25	1.30	1.17	1.27	1.23	1.04	1.17
Std Error		0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.06	0.07	0.07	0.06	0.07	0.06	0.08	0.04

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - almost of the time (a)	2nd class - almost of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class almost of the time (e)	Use 1st class almost of the time and HH income <£11.5 (f)	Use 1st class almost of the time and Not Working (g)	Use 2nd class almost of the time (h)	Use 2nd class almost of the time and HH income <£11.5 (i)	Use 2nd class almost of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very dissatisfied (1)	1029	275	540	403	469	275	20	127	540	64	291	305	409	103	133	69	713	291	385	348	114	108	63	733	171	321	708
17%		11%	24% ^{abd}	12%	21% ^{acd}	11%	13%	17% ^{cd}	25%	30%	26%	15%	16%	13%	22% ^{klmnop}	20% ^{klmnop}	16%	24% ^{klmnop}	15%	15%	17%	30% ^{rstuvw}	36% ^{rstuvw}	15%	32% ^{rstuvw}	21% ^{xy}	15%
Fairly dissatisfied (2)	1354	429	631	643	844	429	32	178	631	54	329	499	519	158	135	41	1019	176	565	511	149	83	42	1076	125	260	1094
22%		18%	27% ^{abd}	18%	25% ^{acd}	18%	20%	23% ^{cd}	29%	25%	31%	21%	21%	20%	22%	17%	23%	21%	22%	22%	22%	24%	24%	22%	23%	17%	24% ^{xy}
Neither satisfied or dissatisfied (3)	1336	517	421	770	675	517	31	184	421	50	205	372	515	277	112	58	888	168	621	510	200	70	26	1031	96	289	1055
22%		21%	19%	22%	21%	21%	19%	24%	19%	24%	20%	18%	21%	35% ^{klmnop}	19%	23%	20%	20%	20%	22%	20%	20%	20%	21%	18%	18%	23% ^{xy}
Fairly satisfied (4)	1790	863	441	1234	812	863	50	200	441	30	173	533	638	202	160	54	1370	214	726	774	180	84	25	1500	109	444	1347
29%		31% ^{acd}	20%	25% ^{acd}	24% ^{bd}	31%	26%	27%	26%	14%	16%	26%	35% ^{klmnop}	25%	27%	22%	31% ^{klmnop}	25%	29% ^{rstuvw}	24% ^{rstuvw}	23%	14%	10%	20%	29%	29%	
Very satisfied (5)	588	318	124	437	243	318	25	71	301	197	46	101	197	50	33	13	482	46	390	144	29	10	11	534	21	214	375
10%		13% ^{acd}	6%	12% ^{acd}	7% ^{bd}	13% ^{cd}	17% ^{cd}	9%	12%	6%	4%	15% ^{klmnop}	8%	6%	6%	5%	11% ^{klmnop}	6%	16% ^{klmnop}	6% ^{cd}	4%	3%	6%	11% ^{klmnop}	4%	14% ^{cd}	8%
Don't know	63	11	7	15	10	11	*	6	7	*	6	6	17	6	*	9	11	13	24	20	17	8	3	10	36	13	2
7%		*	*	*	*	*	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly satisfied	2376	1180	564	1671	1055	1180	76	271	564	43	218	834	1025	252	193	67	1859	269	1115	918	210	94	36	2033	130	657	1722
39%		49% ^{acd}	26%	48% ^{acd}	32% ^{bd}	49% ^{cd}	48% ^{cd}	35%	28%	20%	21%	41% ^{klmnop}	41% ^{klmnop}	32%	33%	27%	41% ^{klmnop}	31%	43% ^{klmnop}	40% ^{klmnop}	31% ^{cd}	26%	20%	41% ^{klmnop}	24%	43% ^{cd}	37%
NET Very/fairly dissatisfied	2382	704	1171	1046	1512	704	53	303	1171	118	620	804	928	261	267	110	1732	377	950	859	263	190	106	1809	296	581	1802
39%		29%	53% ^{acd}	30%	45% ^{acd}	29%	33%	35%	45% ^{bd}	37%	33%	45% ^{klmnop}	37%	33%	27%	45% ^{klmnop}	37%	36%	36%	37%	39%	33% ^{rstuvw}	40% ^{rstuvw}	37%	45% ^{klmnop}	39%	
Mean	2.93	3.22 ^{acd}	2.53	3.19 ^{acd}	3.13 ^{cd}	3.22 ^{cd}	3.16 ^{cd}	2.88	3.53 ^{cd}	2.40	2.38	3.81 ^{klmnop}	3.86 ^{klmnop}	3.52 ^{klmnop}	2.70	2.58	3.86 ^{klmnop}	2.66	3.07 ^{klmnop}	2.96 ^{klmnop}	2.79 ^{klmnop}	2.45	2.27	3.01 ^{klmnop}	2.39	2.98	2.91
Std Dev	1.26	1.22	1.23	1.21	1.25	1.22	1.29	1.24	1.23	1.23	1.18	1.31	1.23	1.11	1.26	1.28	1.27	1.26	1.30	1.19	1.14	1.22	1.28	1.25	1.25	1.37	1.21
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.10	0.04	0.03	0.09	0.03	0.03	0.03	0.04	0.05	0.08	0.02	0.04	0.02	0.03	0.05	0.07	0.10	0.02	0.06	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Very dissatisfied (1)	1029	57	963	8	329	653	46	989	21	8	9	1018	2
	17%	17%	17%	20%	20%	16%	15%	17%	18%	14%	14%	17%	9%
Fairly dissatisfied (2)	1364	58	1287	9	370	915	69	1301	19	12	18	1331	5
	22%	17%	22%	21%	22%	22%	22%	22%	16%	21%	27%	22%	21%
Neither satisfied or dissatisfied (3)	1336	76	1253	6	369	887	80	1276	26	9	15	1311	9
	22%	23%	22%	16%	22%	21%	26%	22%	22%	16%	23%	22%	43%
Fairly satisfied (4)	1790	115	1681	15	442	1283	86	1707	38	25	17	1770	4
	29%	34%	29%	38%	26%	31%	27%	29%	33%	43%	29%	29%	19%
Very satisfied (5)	589	24	562	3	147	414	29	570	12	4	3	585	-
	10%	7%	10%	7%	9%	10%	9%	10%	10%	7%	4%	10%	-
Don't know	63	5	58	-	19	41	2	56	1	-	6	56	2
	1%	1%	-	-	1%	1%	1%	1%	1%	-	2%	1%	7%
NET Very/fairly satisfied	2379	139	2223	18	588	1677	114	2277	51	28	19	2355	4
	39%	41%	38%	43%	35%	40%	37%	39%	43%	50%	29%	39%	19%
NET Very/fairly dissatisfied	2382	116	2250	17	699	1668	116	2289	40	20	27	2349	7
	39%	34%	39%	41%	42%	38%	37%	39%	34%	34%	41%	39%	37%
Mean	2.93	2.97	2.93	2.89	2.82	2.97	2.94	2.93	3.02	3.08	2.78	2.93	2.77
Std Dev.	1.25	1.23	1.25	1.30	1.27	1.25	1.21	1.26	1.28	1.21	1.14	1.26	0.91
Std Error	0.02	0.06	0.02	0.18	0.03	0.02	0.07	0.02	0.12	0.16	0.14	0.02	0.20

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Table 77

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very dissatisfied (1)	1029	206	285	252	286	64	64	78	111	83	91	70	76	106	99	99	88				
	17%	13%	19%	16%	19%	13%	12%	15%	21%	16%	18%	14%	15%	21%	20%	19%	17%				
Fairly dissatisfied (2)	1354	263	298	326	307	108	120	135	103	100	95	114	111	100	119	112	136				
	22%	17%	19%	21%	20%	21%	23%	26%	19%	20%	19%	22%	21%	20%	24%	22%	25%				
Neither satisfied or dissatisfied (3)	1336	330	350	326	330	126	109	96	108	115	126	126	106	94	112	109	109				
	22%	21%	23%	21%	21%	20%	20%	18%	20%	23%	25%	24%	19%	19%	22%	21%	21%				
Fairly satisfied (4)	1790	499	426	465	403	146	177	173	147	140	138	155	164	146	139	131	132				
	29%	32%	28%	30%	26%	30%	33%	33%	28%	28%	28%	30%	32%	29%	28%	26%	25%				
Very satisfied (5)	889	140	162	155	131	39	59	42	53	67	42	50	53	53	26	53	52				
	10%	9%	11%	10%	9%	8%	11%	8%	10%	13%	9%	10%	10%	11%	5%	10%	10%				
Don't know	63	15	14	14	19	8	4	2	10	2	3	3	8	3	8	8	2				
	1%	1%	1%	1%	1%	2%	1%	0%	2%	0%	1%	1%	1%	1%	2%	2%	0%				
NET Very/fairly satisfied	2379	636	588	621	534	185	235	215	200	207	181	205	217	199	165	184	185				
	39%	41%	38%	40%	35%	36%	44%	41%	38%	41%	36%	39%	42%	40%	33%	36%	35%				
NET Very/fairly dissatisfied	2362	569	583	578	653	172	194	213	213	184	186	185	187	206	218	211	224				
	39%	37%	38%	38%	43%	33%	35%	40%	40%	36%	36%	36%	36%	41%	43%	41%	43%				
Mean	2.93	3.00	2.92	2.97	2.82	2.97	3.08	2.94	2.87	3.01	2.89	3.00	3.01	2.88	2.75	2.86	2.85				
Std Dev.	1.26	1.21	1.28	1.26	1.26	1.18	1.22	1.23	1.31	1.29	1.24	1.21	1.24	1.33	1.21	1.29	1.26				
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.06	0.06	0.05	0.05	0.06	0.05	0.06	0.06				

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6166	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Very dissatisfied (1)	99	9	90	18	81	62	37	12	19	19	12	14	13	10	31	31	37	23	91	8
	2%	1%	2%	2%	2%	2%	1%	1%	2%	2%	1%	1%	2%	2%	3%	2%	1%	2%	2%	1%
Fairly dissatisfied (2)	291	48	243	29	263	133	157	46	28	51	34	58	37	30	73	85	133	76	295	24
	5%	4%	5%	4%	5%	4%	5%	6%	3%	5%	4%	5%	5%	5%	4%	4%	5%	5%	5%	3%
Neither satisfied or dissatisfied (3)	1135	188	947	108	1027	557	575	152	163	184	129	239	145	124	315	312	508	269	984	139
	19%	15%	18%	14%	16%	19%	18%	18%	19%	16%	15%	18%	19%	20%	19%	16%	27%	19%	19%	15%
Fairly satisfied (4)	2837	618	2340	353	2598	1398	1558	404	415	570	415	522	371	280	819	986	1153	631	2452	472
	46%	50%	47%	46%	48%	46%	50%	45%	46%	51%	50%	46%	45%	47%	48%	50%	46%	45%	48%	50%
Very satisfied (5)	1514	310	1203	268	1246	768	742	175	232	280	211	262	181	172	407	490	616	353	1223	280
	25%	25%	24%	29%	23%	26%	24%	21%	27%	25%	25%	23%	24%	27%	24%	25%	24%	25%	24%	25%
Don't know	163	59	104	7	156	92	71	34	10	18	31	35	12	23	44	49	70	36	142	29
	3%	6%	2%	1%	5%	3%	2%	4%	1%	2%	4%	3%	2%	4%	3%	3%	3%	3%	3%	2%
NET Very/fairly satisfied	4471	928	3543	627	3844	2166	2300	579	647	850	627	785	552	432	1226	1476	1769	984	3675	752
	73%	75%	72%	74%	72%	72%	73%	70%	74%	74%	71%	69%	72%	69%	72%	70%	71%	71%	71%	73%
NET Very/fairly dissatisfied	391	58	333	47	344	195	194	58	47	70	46	71	50	48	104	116	170	99	357	32
	6%	5%	7%	6%	6%	6%	6%	7%	5%	6%	6%	6%	7%	6%	6%	6%	7%	7%	7%	3%
Mean	3.92	4.00%	3.90	4.06%	3.89	3.92	3.92	3.87	3.95	3.94	3.97	3.88	3.90	3.90	3.91	3.95	3.89	3.90	3.89	4.06%
Std Dev.	0.88	0.81	0.90	0.91	0.88	0.91	0.86	0.88	0.89	0.87	0.85	0.88	0.88	0.94	0.88	0.86	0.89	0.91	0.90	0.79
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very dissatisfied (1)	99	20	35	19	26	54	45	57	42	13	7	29	19	16	55	14	73	29	67	3
	2%	2%	2%	1%	1%	2%	1%	2%	2%	3%	1%	2%	1%	1%	3%	3%	1%	2%	1%	1%
Fairly dissatisfied (2)	291	52	97	62	80	149	141	150	138	16	28	83	75	54	185	16	247	49	230	12
	5%	5%	5%	4%	5%	5%	5%	4%	5%	3%	4%	6%	5%	5%	5%	3%	5%	4%	5%	4%
Neither satisfied or dissatisfied (3)	1135	179	351	255	349	531	604	641	472	111	163	255	274	178	692	115	914	236	841	58
	18%	16%	18%	15%	17%	17%	19%	17%	20%	17%	22%	17%	17%	16%	18%	22%	18%	18%	20%	20%
Fairly satisfied (4)	2957	584	932	653	789	1515	1442	1528	1085	227	324	717	796	552	1836	236	2519	579	2238	140
	48%	51%	49%	47%	46%	50%	46%	50%	45%	44%	44%	48%	50%	50%	48%	44%	49%	45%	49%	49%
Very satisfied (5)	1514	273	459	361	421	732	782	927	571	127	192	381	386	282	960	151	1300	343	1110	80
	25%	24%	24%	25%	24%	25%	25%	25%	24%	22%	25%	25%	24%	25%	25%	25%	25%	27%	24%	21%
Don't know	163	30	39	34	61	68	95	66	91	20	19	37	34	18	91	21	124	47	101	15
	3%	3%	2%	2%	4%	2%	3%	2%	4%	4%	3%	2%	2%	2%	2%	4%	2%	4%	2%	5%
NET Veryfairly satisfied	4471	856	1391	1014	1210	2247	2224	2725	1655	325	516	1098	1152	834	2795	367	3813	922	3348	200
	73%	75%	72%	72%	70%	74%	72%	73%	69%	69%	70%	73%	73%	73%	72%	69%	72%	72%	73%	70%
NET Veryfairly dissatisfied	391	71	132	81	105	203	186	207	179	30	34	111	94	70	240	30	319	78	298	15
	6%	6%	7%	6%	6%	7%	6%	6%	7%	6%	5%	6%	6%	6%	6%	6%	6%	6%	6%	5%
Mean	3.92	3.94	3.90	3.94	3.90	3.91	3.92	3.92	3.87	3.89	3.94	3.91	3.94	3.95	3.93	3.89	3.94	3.94	3.91	3.89
Std Dev	0.88	0.87	0.89	0.87	0.88	0.88	0.88	0.86	0.91	0.92	0.86	0.91	0.85	0.87	0.88	0.91	0.87	0.91	0.88	0.83
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Table 78

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Very dissatisfied	(1) 99	78	21	3	82	11	6	1	2	24	3	1	9	15	4	18	6	*	10	
		2%	1%	2%	2%	2%	2%	1%	1%	6%hijlmp	1%	*	2%	5%hlm	*	5%l	1%	1%	2%h	
Fairly dissatisfied	(2) 291	254	38	9	244	28	15	5	16	41	29	17	16	27	12	53	32	2	28	
		5%	5%	4%	5%	5%	5%	3%	6%lm	6%lm	6%lm	4%lm	3%	6%lm	2%	6%lm	6%lm	3%	6%lm	
Neither satisfied or dissatisfied	(3) 1135	982	153	35	943	108	53	30	41	117	107	74	98	103	132	155	117	13	96	
		18%	15%	18%	21%	18%	21%	18%	18%	17%	17%	21%	16%	16%	16%	16%	16%	22%	21%	
Fairly satisfied	(4) 2897	2538	419	65	2492	239	141	86	121	303	214	230	272	298	468	358	227	36	203	
		48%	48%lc	49%lc	39%	48%	46%	48%	51%	49%	45%	42%	61%op	60%po	62%op	66%hijmop	42%	43%	54%	
Very satisfied	(5) 1614	1305	209	52	1274	121	74	45	60	170	138	117	135	124	184	219	128	15	108	
		26%	25%	34%	25%	23%	25%	27%	24%	25%	27%	28%	25%	22%	23%	26%	24%	22%	22%	
Don't know	163	141	22	3	144	10	7	2	8	19	17	9	13	6	10	41	19	1	10	
		3%	3%	3%	2%	3%	2%	1%	3%	6%lm	3%	3%	2%	2%	1%	1%	6%lm	4%lm	1%	
NET Very/fairly satisfied	4471	3843	628	117	3765	360	215	132	106	470	352	347	407	421	522	576	350	51	308	
		73%	73%	73%	73%	70%	73%	72%	73%	70%	69%	77%hijmop	75%po	74%	81%hijmop	68%	67%	77%	69%	
NET Very/fairly dissatisfied	391	332	59	12	325	39	21	6	19	65	32	18	25	42	16	71	37	3	36	
		6%	6%	7%	6%	6%lm	6%lm	6%lm	4%	7%lm	6%lm	6%lm	4%	6%lm	6%lm	2%	6%lm	6%lm	4%	
Mean	3.92	3.92	3.90	3.93	3.92	3.85	3.91	4.00	3.91	3.94	3.93	3.96	3.96	3.96	4.00	3.88	3.87	3.95	3.84	
Std Dev.	0.88	0.88	0.91	0.96	0.88	0.82	0.91	0.79	0.88	1.00	0.88	0.78	0.84	0.90	0.71	0.86	0.90	0.78	0.84	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.04	0.05	0.04	0.05	0.05	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

	Total	Stamp usage		1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2283	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very dissatisfied (1)	99	31	35	58	60	31	5	12	35	5	15	28	33	12	14	12	62	28	24	27	25	12	11	51	23	51	48
		1%	1%	2%	2%	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Fairly dissatisfied (2)	291	101	119	151	169	101	3	50	119	11	50	77	116	37	47	13	192	60	91	104	36	35	23	195	58	95	198
		4%	4%	6%	6%	4%	3%	2%	6%	5%	6%	4%	6%	5%	6%	2%	10%	10%	3%	5%	10%	12%	4%	11%	6%	4%	14%
Neither satisfied or dissatisfied (3)	1135	368	432	581	546	368	29	120	432	50	231	264	434	239	127	63	698	150	365	414	217	86	44	779	130	295	840
		6%	15%	20%	17%	16%	18%	16%	20%	24%	22%	13%	17%	13%	10%	10%	17%	14%	14%	16%	12%	14%	10%	16%	10%	24%	19%
Fairly satisfied (4)	2857	1184	1035	1694	1544	1184	62	354	1035	97	487	814	1402	367	271	99	2216	370	1115	1320	308	162	49	2435	210	705	2253
		48%	48%	47%	46%	48%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%
Very satisfied (5)	1514	681	492	955	767	681	57	205	492	47	238	780	451	118	106	42	1240	148	857	391	70	57	29	1349	85	362	1152
		20%	20%	23%	20%	20%	35%	27%	23%	22%	23%	45%	15%	15%	18%	17%	23%	18%	17%	23%	16%	10%	16%	10%	23%	19%	24%
Don't know	163	47	50	64	67	47	4	22	50	3	29	45	49	28	18	18	94	36	53	47	28	6	22	100	29	12	151
		2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
NET Very/fairly satisfied	4471	1865	1527	2649	2311	1865	119	558	1527	143	725	1803	1854	485	377	141	3457	518	2073	1711	376	218	77	3783	298	1066	3405
		75%	75%	75%	71%	71%	71%	71%	69%	71%	69%	71%	69%	65%	65%	65%	71%	69%	71%	69%	65%	65%	65%	71%	69%	71%	69%
NET Very/fairly dissatisfied	391	132	154	207	229	132	9	63	154	16	64	105	149	49	81	25	254	85	115	131	60	47	34	246	81	147	244
		6%	6%	7%	6%	6%	5%	5%	7%	5%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%
Mean	3.92	4.9186	3.87	3.976	3.88	4.01	4.03	3.93	3.87	3.80	3.87	4.186666	3.876666	3.70	3.72	3.64	3.986666	3.70	4.136666	3.986666	3.55	3.61	3.39	4.016666	3.55	3.82	3.93
Std Dev	0.88	0.86	0.89	0.88	0.90	0.86	0.97	0.93	0.89	0.93	0.88	0.89	0.81	0.84	0.94	1.01	0.86	0.96	0.85	0.79	0.89	0.98	1.15	0.84	1.04	0.98	0.84
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.03	0.01

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Very dissatisfied (1)	99	8	90	1	40	43	6	91	6	1	1	98	-
	2%	2%	2%	3%	3%	1%	2%	2%	5%	1%	1%	2%	1%
Fairly dissatisfied (2)	291	19	273	-	108	169	14	272	7	6	6	285	-
	5%	6%	5%	-	3%	4%	5%	5%	6%	10%	9%	5%	2%
Neither satisfied or dissatisfied (3)	1135	66	1067	12	332	727	76	1065	32	16	14	1113	8
	18%	20%	18%	30%	20%	17%	25%	18%	27%	28%	21%	18%	38%
Fairly satisfied (4)	2887	170	2769	19	714	2102	141	2845	52	24	25	2821	11
	48%	51%	48%	48%	43%	52%	45%	48%	44%	42%	39%	48%	52%
Very satisfied (5)	1514	65	1441	7	417	1030	67	1474	18	11	10	1503	-
	25%	19%	25%	16%	25%	25%	21%	25%	15%	19%	16%	25%	-
Don't know	163	8	154	1	55	101	7	150	2	-	8	152	2
	3%	3%	3%	2%	3%	2%	2%	3%	2%	-	1%	3%	7%
NET Very/fairly satisfied	4471	235	4210	26	1131	3132	208	4319	70	36	36	4424	11
	73%	70%	73%	64%	67%	76% ^{all}	67%	73% ^{all}	60%	61%	54%	73% ^{all}	52%
NET Very/fairly dissatisfied	391	27	363	1	158	212	20	363	13	7	7	383	1
	6%	8%	6%	3%	7%	5%	6%	6%	11%	12%	11%	6%	3%
Mean	3.82	3.81	3.82	3.78	3.83	3.82	3.82	3.80	3.67	3.68	3.68	3.82%	3.52
Std Dev.	0.88	0.90	0.88	0.87	0.99	0.83	0.89	0.88	1.00	0.95	0.96	0.88	0.61
Std Error	0.01	0.05	0.01	0.12	0.02	0.01	0.05	0.01	0.10	0.13	0.12	0.01	0.13

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Table 78

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very dissatisfied (1)	99	23	25	27	23	6	9	9	5	8	13	8	8	11	11	9	4				
2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	2%	3%	2%	2%	2%	2%	2%	1%				
Fairly dissatisfied (2)	291	79	63	66	63	23	21	35	26	14	22	25	22	19	25	32	26				
8%	8%	5%	4%	4%	5%	5%	4%	7%	5%	3%	5%	5%	4%	4%	5%	8%	5%				
Neither satisfied or dissatisfied (3)	1135	268	268	290	310	92	77	99	86	76	106	106	108	76	101	104	105				
16%	16%	17%	17%	19%	20%	19%	14%	19%	16%	15%	21% <i>4km</i>	20% <i>1</i>	21% <i>1</i>	15%	20%	20%	20%				
Fairly satisfied (4)	2997	742	755	723	738	236	258	248	250	252	252	226	247	250	251	244	243				
40%	40%	48%	49%	47%	48%	48%	48%	47%	47%	52%	51%	44%	48%	50%	50%	48%	47%				
Very satisfied (5)	1514	389	380	396	349	115	155	119	140	150	89	137	124	134	109	111	128				
25%	25%	25%	25%	26%	23%	23%	29% <i>4km</i>	23%	26% <i>1</i>	30% <i>4km</i>	18%	26% <i>1</i>	24%	27% <i>1</i>	22%	22%	25% <i>1</i>				
Don't know	163	49	45	37	33	18	13	18	25	7	13	16	10	11	7	12	14				
3%	3%	3%	3%	2%	2%	4%	2%	3%	5% <i>4km</i>	1%	3%	3%	2%	2%	1%	2%	3%				
NET Very/fairly satisfied	4471	1131	1134	1119	1087	351	413	367	391	403	341	364	371	385	360	356	371				
73%	73%	73%	74%	73%	71%	72%	78% <i>4km</i>	70%	73%	78% <i>4km</i>	69%	70%	72%	76% <i>1</i>	72%	69%	71%				
NET Very/fairly dissatisfied	391	103	88	93	107	29	30	43	31	22	35	33	30	31	36	41	30				
6%	6%	7%	6%	7%	7%	6%	6%	8% <i>1</i>	6%	4%	7%	6%	6%	6%	7%	8%	6%				
Mean	3.92	3.93	3.94	3.93	3.87	3.91	4.02% <i>4km</i>	3.85	3.89% <i>1</i>	4.04% <i>4km</i>	3.79	3.91	3.90	3.97% <i>1</i>	3.85	3.83	3.92				
Std Dev.	0.88	0.89	0.87	0.89	0.88	0.86	0.87	0.91	0.86	0.84	0.89	0.91	0.87	0.89	0.89	0.90	0.86				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Table 79

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity				
Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)			
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644		
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943		
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511		
Very dissatisfied	(1)	172	34	138	17	154	90	82	20	25	29	22	40	21	15	46	50	76	36	155	17	
		3%	3%	3%	2%	3%	3%	3%	2%	3%	3%	3%	4%	3%	2%	3%	3%	3%	3%	2%		
Fairly dissatisfied	(2)	396	41	355	54	343	179	217	71	68	64	99	52	81	37	35	132	111	154	72	335	56
		6%	3%	7%	7%	6%	6%	7%	6%	7%	5%	6%	7%	5%	6%	6%	6%	5%	6%	6%		
Neither satisfied or dissatisfied	(3)	1621	291	1331	140	1481	796	822	203	177	267	209	338	231	197	379	476	766	428	1428	186	186
		26%	24%	27%	16%	28%	26%	26%	25%	20%	24%	25%	30%	22%	24%	22%	24%	28%	21%	22%	20%	
Fairly satisfied	(4)	2145	430	1714	352	1793	1090	1051	308	347	449	303	350	225	162	654	752	738	388	1729	381	381
		35%	35%	35%	42%	33%	36%	33%	37%	40%	40%	36%	31%	30%	26%	39%	39%	29%	28%	34%	41%	
Very satisfied	(5)	945	160	785	190	755	459	489	157	190	223	131	129	70	45	347	354	244	115	699	241	241
		15%	13%	16%	23%	14%	15%	16%	19%	21%	22%	13%	13%	9%	7%	44%	44%	10%	8%	14%	29%	
Don't know		881	277	604	37	544	401	480	66	65	94	115	191	175	173	132	210	540	349	812	69	69
		14%	22%	12%	5%	16%	13%	15%	8%	8%	8%	14%	17%	22%	28%	8%	11%	21%	32%	16%	6%	
NET Very/fairly satisfied		3090	590	2500	541	2549	1544	1540	465	536	672	435	479	296	1001	1107	982	502	2428	624	624	624
		50%	48%	51%	39%	47%	51%	49%	14%	16%	16%	13%	14%	9%	33%	33%	39%	36%	47%	47%	47%	
NET Very/fairly dissatisfied		568	75	493	71	497	269	298	89	89	88	73	122	57	50	177	161	230	108	489	73	73
		9%	6%	10%	9%	9%	9%	9%	11%	10%	9%	9%	11%	8%	8%	11%	11%	9%	8%	9%	8%	
Mean		3.62	3.67	3.61	3.68	3.59	3.63	3.62	3.66	3.76	3.76	3.66	3.48	3.49	3.41	3.72	3.72	3.47	3.46	3.57	3.69	3.69
Std Dev.		0.97	0.92	0.98	0.96	0.97	0.96	0.97	0.99	1.00	0.95	0.96	0.98	0.91	0.89	1.00	0.95	0.94	0.90	0.97	0.95	0.95
Std Error		0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.04

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Table 79

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very dissatisfied (1)	172	44	57	25	46	101	71	112	59	21	18	32	42	34	92	21	128	37	123	12
	26%	3%	3%	2%	3%	3%	2%	3%	2%	4%	2%	2%	3%	3%	2%	4%	2%	3%	3%	4%
Fairly dissatisfied (2)	396	72	140	93	92	212	185	228	158	28	38	116	86	71	240	31	324	84	292	20
	6%	6%	7%	7%	6%	7%	6%	6%	7%	5%	5%	8%	5%	6%	6%	6%	6%	7%	6%	7%
Neither satisfied or dissatisfied (3)	1621	262	473	390	495	735	889	889	704	147	196	390	378	295	964	153	1340	355	1202	65
	26%	23%	25%	29%	24%	24%	31%	24%	26%	28%	27%	26%	24%	27%	25%	25%	26%	28%	26%	22%
Fairly satisfied (4)	2145	420	691	479	555	1111	1034	1421	689	157	253	507	588	423	1348	160	1858	426	1620	98
	35%	37%	36%	35%	32%	36%	33%	39%	29%	30%	35%	34%	37%	36%	35%	30%	39%	33%	35%	34%
Very satisfied (5)	945	201	274	207	263	475	470	646	288	80	93	258	270	169	621	80	812	216	684	45
	15%	18%	14%	15%	16%	16%	15%	18%	12%	15%	13%	17%	18%	15%	16%	15%	16%	17%	15%	16%
Don't know	881	137	279	190	275	416	465	373	498	83	134	199	222	109	555	88	713	166	667	48
	14%	12%	15%	14%	16%	14%	15%	10%	21%	16%	18%	13%	14%	10%	15%	16%	14%	13%	15%	17%
NET Very/fairly satisfied	3090	621	964	686	818	1586	1504	2068	978	237	347	765	857	591	1969	240	2870	642	2355	143
	50%	53%	50%	47%	47%	48%	46%	56%	41%	46%	47%	51%	54%	51%	52%	45%	55%	50%	50%	50%
NET Very/fairly dissatisfied	568	116	197	118	137	313	255	340	217	49	55	148	128	105	331	52	452	121	415	32
	9%	10%	10%	8%	8%	10%	9%	9%	9%	10%	8%	10%	8%	10%	9%	10%	9%	9%	9%	11%
Mean	3.52	3.66	3.60	3.63	3.62	3.63	3.62	3.57	3.52	3.57	3.61	3.65	3.63	3.66	3.55	3.55	3.65	3.63	3.62	3.60
Std Dev.	0.97	1.02	0.98	0.93	0.96	0.99	0.94	0.97	0.96	1.02	0.92	0.97	0.96	0.96	0.96	1.02	0.95	0.99	0.96	1.04
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01	0.03	0.02	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Table 79

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Very dissatisfied	(1) 172	140	32	3	148	12	9	2	8	24	18	10	10	21	11	31	15	2	11
	3%	3%	4%	2%	3%	2%	3%	1%	3%	3%	2%	2%	2%	4%	1%	4%	3%	3%	2%
Fairly dissatisfied	(2) 396	336	60	9	332	33	24	8	20	41	28	24	44	35	47	61	31	2	31
	6%	6%	7%	5%	6%	6%	6%	5%	8%	6%	5%	5%	8%	6%	6%	7%	6%	3%	7%
Neither satisfied or dissatisfied	(3) 1621	1394	228	46	1333	163	79	46	64	172	130	122	136	115	192	227	166	26	137
	26%	26%	26%	26%	26%	15%	27%	27%	26%	25%	25%	25%	25%	20%	24%	27%	21%	22%	13%
Fairly satisfied	(4) 2145	1845	299	55	1816	173	92	64	78	228	143	149	192	241	366	274	145	25	148
	35%	35%	35%	33%	35%	33%	31%	31%	31%	34%	28%	33%	35%	42%	46%	33%	27%	37%	33%
Very satisfied	(5) 945	822	123	24	803	73	42	28	40	106	95	76	85	94	130	114	62	8	65
	15%	15%	14%	14%	15%	14%	14%	16%	16%	15%	15%	17%	16%	16%	19%	14%	12%	12%	14%
Don't know	881	761	120	30	746	63	49	23	42	104	84	67	76	67	63	135	109	4	59
	14%	14%	14%	18%	14%	12%	17%	13%	17%	15%	16%	16%	14%	12%	8%	16%	21%	6%	13%
NET Very/fairly satisfied	3090	2667	422	79	2616	246	134	92	117	334	239	225	276	335	496	389	208	33	213
	50%	50%	49%	47%	49%	48%	45%	45%	49%	50%	47%	49%	49%	51%	53%	46%	39%	49%	43%
NET Very/fairly dissatisfied	568	476	92	12	480	45	33	10	27	65	46	34	55	56	58	93	46	4	42
	9%	9%	11%	7%	9%	9%	11%	6%	7%	10%	9%	8%	10%	10%	7%	11%	9%	6%	9%
Mean	3.62	3.63	3.57	3.63	3.63	3.57	3.54	3.59	3.62	3.62	3.64	3.62	3.63	3.63	3.54	3.54	3.56	3.56	3.58
Std Dev.	0.97	0.96	1.00	0.92	0.97	0.94	1.01	0.98	1.02	1.00	1.04	1.05	0.96	0.99	0.87	1.01	0.95	0.87	0.95
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.03	0.06	0.06	0.06	0.05	0.05	0.06	0.05	0.06	0.06	0.07	0.03

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/j/k/l/m/n/o/p/q/r
* small base

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)		2nd class - all/most of the time (b)		Use 1st class all/most of the time (c)	Use 2nd class all/most of the time (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (j)	Fairly reliant (k)	Neither reliant nor not reliant (l)	Not very reliant (m)	Not at all reliant (n)	Net reliant (o)	Net not reliant (p)	Very reliant (q)	Fairly reliant (r)	Neither reliant nor not reliant (s)	Not very reliant (t)	Not at all reliant (u)	Net reliant (v)	Net not reliant (w)	ANY affordability challenges (x)	No affordability challenges (y)			
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)					
Unweighted Base	6160	2213	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708					
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640				
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816				
Very dissatisfied (1)	172	53	71	85	102	53	6	22	71	11	25	44	56	22	25	100	48	66	53	28	9	15	118	24	70	102					
Fairly dissatisfied (2)	396	141	157	208	224	141	6	47	157	13	69	98	163	61	58	11	262	68	135	145	48	49	13	281	62	128	268				
Neither satisfied or dissatisfied (3)	1621	558	627	848	914	558	50	213	627	68	327	446	652	275	173	66	1098	239	603	612	227	131	37	1215	169	359	1283				
Fairly satisfied (4)	2145	887	699	1302	1113	887	42	215	699	59	303	691	1045	262	186	58	1636	244	795	996	233	83	34	1791	117	592	1552				
Very satisfied (5)	945	473	247	656	431	473	37	113	247	96	487	291	291	80	54	32	775	86	634	236	36	24	12	870	37	272	666				
Don't know	881	300	352	406	468	300	19	154	352	41	229	350	279	96	85	61	629	145	372	262	108	61	68	634	127	93	788				
NET Very/fairly satisfied	3090	1380	946	1958	1544	1380	79	326	946	80	400	1078	1335	342	240	90	2414	309	1429	1232	270	107	47	2961	154	871	2218				
NET Very/fairly dissatisfied	568	194	228	292	326	194	13	69	228	23	94	142	220	83	85	31	362	116	202	197	76	58	28	399	86	198	371				
Mean	3.62	3.1266	3.50	3.7266	3.56	3.756	3.69	3.57	3.50	3.39	3.46	3.6366666666666666	3.6166666666666666	3.45	3.36	3.38	3.7666666666666666	3.37	3.8866666666666666	3.66	3.35	3.22	3.14	3.7466666666666666	3.20	3.62	3.63				
Std Dev	0.97	0.96	0.97	0.96	0.97	0.96	1.05	0.99	0.97	1.01	0.91	1.00	0.90	0.92	1.01	1.16	0.95	1.05	1.01	0.88	0.90	0.92	1.18	0.96	1.00	1.05	0.94				
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.04	0.02	0.08	0.03	0.02	0.02	0.03	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.06	0.12	0.01	0.05	0.03	0.01				

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Table 79

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Very dissatisfied (1)	172	22	148	1	61	102	10	169	1	*	2	170	*
	2%	13%	3%	3%	4%	2%	3%	3%	1%	1%	3%	3%	*
Fairly dissatisfied (2)	396	31	365	1	162	216	18	374	17	4	-	394	2
	6%	9%	6%	2%	10%	5%	6%	6%	15%	7%	-	6%	8%
Neither satisfied or dissatisfied (3)	1621	79	1527	15	457	1074	91	1525	40	23	18	1589	14
	26%	23%	26%	37%	27%	26%	29%	26%	34%	41%	27%	26%	66%
Fairly satisfied (4)	2145	119	2009	16	547	1494	104	2073	35	16	16	2125	4
	35%	35%	35%	39%	33%	36%	33%	35%	30%	29%	24%	35%	16%
Very satisfied (5)	945	40	901	5	218	687	60	923	15	5	2	943	-
	15%	12%	16%	11%	13%	16%	19%	16%	13%	8%	3%	16%	-
Don't know	881	45	833	3	231	621	29	834	9	8	28	851	2
	14%	14%	14%	7%	14%	15%	9%	14%	7%	15%	4%	14%	7%
NET Very/fairly satisfied	3090	159	2910	21	765	2181	164	2996	50	21	18	3068	4
	50%	47%	50%	50%	46%	52%	53%	51%	43%	37%	27%	51%	18%
NET Very/fairly dissatisfied	668	53	513	2	223	318	28	542	18	4	2	564	2
	9%	15%	9%	5%	13%	8%	9%	9%	15%	8%	3%	9%	6%
Mean	3.62	3.42	3.644	3.57	3.48	3.688	3.668	3.63	3.43	3.43	3.43	3.63	3.11
Std Dev.	0.97	1.09	0.96	0.87	1.01	0.94	0.99	0.97	0.95	0.81	0.82	0.97	0.55
Std Error	0.01	0.06	0.01	0.13	0.03	0.02	0.06	0.01	0.09	0.12	0.14	0.01	0.12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Table 79

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very dissatisfied	(1) 172	25	48	39	60	10	13	3	14	14	19	7	14	18	17	19	24				
	3%	2%	3%	3%	4%	2%	2%	*	3%	3%	4%	1%	3%	4%	3%	4%	5%				
Fairly dissatisfied	(2) 396	106	98	81	111	32	34	40	36	31	30	31	32	19	47	28	37				
	6%	7%	6%	5%	7%	7%	6%	5%	7%	6%	6%	6%	6%	4%	8%	5%	7%				
Neither satisfied or dissatisfied	(3) 1621	423	394	399	405	145	132	146	153	103	138	139	141	120	140	144	122				
	26%	27%	26%	26%	26%	29%	25%	28%	29%	20%	28%	27%	27%	24%	26%	26%	23%				
Fairly satisfied	(4) 2145	540	523	537	545	155	190	195	152	189	182	175	178	185	191	173	181				
	35%	35%	34%	35%	35%	32%	36%	33%	29%	33%	33%	34%	34%	37%	37%	34%	35%				
Very satisfied	(5) 945	231	264	261	190	68	88	74	83	107	78	78	87	96	39	73	78				
	15%	15%	17%	17%	12%	14%	17%	14%	16%	21%	16%	16%	17%	19%	8%	14%	16%				
Don't know	881	225	210	222	224	81	75	70	83	64	52	88	66	66	70	75	79				
	14%	15%	14%	14%	15%	12%	14%	13%	13%	13%	11%	13%	13%	13%	14%	15%	15%				
NET Very/fairly satisfied	3090	771	786	798	735	223	279	269	235	295	256	253	265	280	230	246	259				
	50%	50%	51%	52%	48%	45%	52%	51%	44%	58%	52%	49%	51%	55%	46%	48%	50%				
NET Very/fairly dissatisfied	868	131	145	120	172	42	47	42	50	45	30	37	46	37	64	47	61				
	9%	8%	9%	8%	11%	8%	8%	8%	9%	9%	10%	7%	9%	7%	12%	9%	12%				
Mean	3.62	3.64	3.65	3.65	3.53	3.58	3.67	3.65	3.58	3.77	3.59	3.59	3.67	3.65	3.74	3.43	3.57				
Std Dev.	0.97	0.92	0.99	0.96	0.99	0.94	0.96	0.87	0.99	1.00	0.99	0.91	0.97	0.98	0.94	0.98	1.05				
Std Error	0.01	0.03	0.03	0.03	0.03	0.04	0.05	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.05	0.05				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6166	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Very dissatisfied (1)	95	6	89	16	80	65	30	16	6	22	10	27	9	6	22	32	41	14	88	8
	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%	1%	2%	2%	2%	1%	2%	1%
Fairly dissatisfied (2)	278	24	254	34	244	135	142	55	39	53	41	41	28	20	65	94	89	47	234	41
	5%	2%	5%	4%	5%	4%	5%	7%	5%	5%	5%	4%	4%	3%	6%	5%	4%	3%	5%	4%
Neither satisfied or dissatisfied (3)	1926	317	1609	193	1733	931	991	224	234	296	252	399	279	241	459	548	920	520	1708	206
	31%	26%	32%	24%	31%	31%	32%	27%	27%	26%	30%	34%	34%	31%	27%	28%	34%	29%	29%	22%
Fairly satisfied (4)	2351	517	1834	302	2049	1140	1209	323	369	484	315	407	259	193	691	801	859	452	1895	423
	38%	42%	37%	38%	38%	38%	38%	35%	42%	43%	35%	36%	34%	31%	41%	41%	34%	33%	37%	45%
Very satisfied (5)	961	176	786	218	744	484	476	156	178	205	139	140	77	66	334	345	282	142	736	221
	16%	14%	16%	22%	14%	16%	15%	12%	12%	10%	12%	12%	10%	10%	23%	23%	11%	10%	14%	25%
Don't know	548	192	356	27	521	255	293	48	42	59	74	115	108	102	85	134	335	210	467	44
	9%	16%	7%	3%	16%	8%	9%	6%	5%	5%	9%	10%	14%	16%	5%	7%	13%	15%	10%	5%
NET Very/fairly satisfied	3312	693	2619	519	2793	1624	1684	478	545	690	456	547	336	259	1025	1145	1141	595	2632	644
	54%	56%	53%	39%	52%	54%	54%	36%	43%	51%	36%	44%	44%	41%	31%	32%	45%	43%	51%	54%
NET Very/fairly dissatisfied	374	30	343	50	324	200	172	73	45	75	61	68	36	25	118	126	130	62	321	49
	6%	2%	7%	6%	6%	7%	5%	9%	5%	7%	6%	6%	5%	4%	7%	7%	6%	4%	6%	5%
Mean	3.68	3.68	3.65	3.68	3.65	3.67	3.69	3.70	3.62	3.68	3.70	3.68	3.58	3.56	3.70	3.70	3.57	3.56	3.63	3.69
Std Dev.	0.87	0.76	0.89	0.94	0.86	0.90	0.84	0.94	0.85	0.89	0.87	0.87	0.80	0.80	0.90	0.89	0.83	0.80	0.87	0.85
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very dissatisfied (1)	95	16	38	10	30	55	40	62	32	11	10	20	27	15	57	11	74	20	71	4
	9%	1%	2%	1%	2%	3%	2%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	2%	2%	1%
Fairly dissatisfied (2)	278	61	99	54	64	161	118	161	116	26	26	72	78	55	176	26	236	54	212	13
	7%	5%	5%	4%	4%	5%	4%	4%	5%	5%	4%	5%	5%	5%	5%	5%	5%	4%	5%	4%
Neither satisfied or dissatisfied (3)	1926	340	595	437	553	935	990	1036	852	156	256	424	485	345	1164	168	1591	386	1460	80
	31%	30%	31%	32%	32%	31%	32%	30%	31%	30%	31%	30%	31%	31%	30%	31%	31%	30%	32%	28%
Fairly satisfied (4)	2351	454	733	535	629	1187	1164	1514	805	170	266	585	645	447	1496	173	2049	462	1780	109
	38%	40%	38%	39%	36%	39%	37%	41%	34%	33%	36%	39%	41%	41%	39%	33%	40%	36%	39%	38%
Very satisfied (5)	961	192	266	235	274	448	513	657	294	90	106	257	245	167	658	91	802	241	676	45
	16%	19%	14%	17%	15%	17%	17%	17%	12%	17%	14%	17%	15%	16%	16%	17%	15%	19%	15%	16%
Don't know	548	82	182	108	178	264	284	240	298	63	69	143	104	71	317	64	424	121	390	37
	9%	7%	9%	8%	10%	9%	9%	7%	10%	12%	9%	10%	7%	6%	8%	12%	8%	9%	8%	13%
NET Very/fairly satisfied	3312	636	999	774	903	1535	1677	2171	1099	260	372	842	890	614	2104	265	2851	703	2456	153
	54%	56%	52%	56%	52%	54%	54%	59%	46%	50%	51%	56%	56%	55%	55%	50%	55%	53%	54%	53%
NET Very/fairly dissatisfied	374	78	138	64	94	215	158	223	148	36	36	92	106	70	234	37	310	74	283	17
	6%	7%	7%	5%	5%	6%	5%	6%	6%	7%	6%	6%	7%	6%	6%	7%	6%	6%	6%	6%
Mean	3.68	3.69	3.63	3.72	3.68	3.65	3.71	3.69	3.58	3.67	3.65	3.73	3.68	3.68	3.66	3.69	3.73	3.73	3.66	3.71
Std Dev.	0.87	0.88	0.89	0.84	0.88	0.88	0.86	0.88	0.85	0.83	0.85	0.88	0.88	0.86	0.87	0.87	0.86	0.90	0.87	0.87
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - gh - i/j/k/m/n - op - q/r/s

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Table 80

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3252	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Very dissatisfied	(1) 95	91	5	1	79	9	6	1	7	13	8	4	11	8	7	13	7	*	8	
	2%	2%	1%	1%	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%	1%	2%	1%	1%	2%	
Fairly dissatisfied	(2) 278	244	34	4	244	17	12	4	14	39	20	16	20	32	25	49	29	2	15	
	5%	5%	4%	3%	7%	3%	4%	3%	5%	6%	4%	4%	4%	6%	3%	6%	6%	3%	3%	
Neither satisfied or dissatisfied	(3) 1926	1613	313	64	1595	183	98	51	72	195	160	135	159	178	204	278	214	21	162	
	31%	30%	15%	3%	31%	15%	33%	30%	29%	29%	31%	30%	29%	31%	25%	33%	4%	10%	16%	
Fairly satisfied	(4) 2351	2051	300	50	1975	195	107	74	82	247	173	176	224	232	405	284	152	34	162	
	38%	39%	35%	30%	38%	38%	36%	43%	33%	37%	34%	39%	41%	40%	56%	34%	29%	51%	39%	
Very satisfied	(5) 961	828	133	27	814	74	41	32	46	104	86	74	86	102	128	115	64	6	68	
	16%	16%	12%	16%	16%	14%	14%	12%	13%	15%	15%	16%	16%	13%	19%	14%	12%	8%	12%	
Don't know	548	472	76	21	471	39	30	8	29	76	52	43	43	21	40	104	62	4	35	
	9%	9%	9%	12%	7%	7%	10%	5%	12%	11%	10%	10%	10%	4%	5%	12%	12%	5%	9%	
NET Very/fairly satisfied	3312	2878	434	77	2789	270	148	106	126	351	269	249	309	334	533	399	216	40	230	
	54%	54%	50%	46%	54%	52%	50%	52%	43%	53%	43%	46%	49%	53%	63%	47%	41%	56%	51%	
NET Very/fairly dissatisfied	374	335	39	6	323	26	19	5	21	53	28	20	32	40	32	62	36	2	24	
	6%	6%	5%	3%	6%	5%	6%	3%	6%	14%	6%	5%	6%	7%	4%	7%	7%	4%	5%	
Mean	3.68	3.68	3.67	3.66	3.66	3.65	3.62	3.67	3.69	3.69	3.72	3.70	3.70	3.70	3.70	3.59	3.51	3.68	3.70	
Std Dev.	0.87	0.88	0.83	0.84	0.88	0.85	0.86	0.80	0.86	0.82	0.80	0.83	0.80	0.80	0.78	0.89	0.86	0.72	0.87	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/j/k/l/m/n/o/p/q/r
* small base

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	2413	2163	2052	3263	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very dissatisfied (1)	86	33	37	49	53	33	6	15	37	-	8	35	30	8	10	12	64	22	25	37	12	10	11	62	21	39	57
	2%	1%	2%	1%	2%	1%	4%	2%	2%	-	1%	2%	1%	1%	2%	5%	1%	5%	1%	2%	2%	9%	6%	1%	4%	3%	1%
Fairly dissatisfied (2)	278	92	123	130	161	92	6	31	123	14	58	48	115	48	41	27	161	68	75	109	46	29	18	184	47	98	180
	5%	4%	5%	4%	5%	4%	4%	4%	5%	7%	6%	2%	5%	2%	2%	1%	4%	3%	3%	5%	6%	3%	2%	4%	5%	2%	4%
Neither satisfied or dissatisfied (3)	1926	684	727	1038	1081	684	36	261	727	79	384	548	757	326	212	77	1305	288	696	733	286	160	43	1429	203	433	1403
	31%	28%	34%	30%	33%	28%	22%	26%	34%	37%	37%	27%	30%	41%	36%	31%	29%	35%	27%	32%	42%	24%	24%	29%	38%	28%	32%
Fairly satisfied (4)	2351	985	772	1431	1218	985	65	264	772	59	344	668	1147	274	202	58	1815	261	964	1026	226	89	43	1990	133	621	1730
	38%	41%	36%	43%	37%	40%	35%	38%	38%	28%	33%	45%	44%	46%	42%	24%	40%	31%	31%	45%	45%	25%	24%	45%	25%	41%	37%
Very satisfied (5)	961	455	277	634	456	455	41	112	277	26	112	533	259	82	57	25	793	82	611	259	43	27	16	870	43	282	679
	16%	16%	13%	19%	14%	16%	15%	15%	13%	12%	11%	25%	10%	10%	10%	10%	15%	10%	23%	11%	11%	8%	9%	16%	8%	19%	15%
Don't know	548	164	227	221	284	164	8	81	227	35	142	187	178	62	8	48	365	109	234	140	89	42	46	374	88	47	501
	9%	7%	10%	6%	9%	7%	1%	1%	10%	1%	1%	1%	7%	8%	1%	1%	8%	9%	6%	6%	6%	4%	3%	6%	6%	3%	11%
NET Very/fairly satisfied	3312	1440	1049	2065	1673	1440	105	376	1049	85	457	1201	1407	356	260	83	2608	343	1576	1285	269	116	60	2860	178	903	2409
	54%	54%	48%	59%	51%	54%	49%	49%	48%	40%	44%	60%	57%	45%	40%	34%	55%	41%	60%	45%	39%	33%	34%	58%	33%	59%	52%
NET Very/fairly dissatisfied	374	125	160	179	214	125	11	45	160	14	66	80	145	56	51	39	225	80	100	146	57	40	29	246	69	137	237
	6%	5%	7%	5%	6%	5%	7%	6%	7%	6%	7%	4%	5%	4%	4%	3%	5%	4%	4%	5%	4%	3%	3%	4%	5%	4%	5%
Mean	3.68	3.7268	3.58	3.7568	3.63	3.7268	3.64	3.63	3.58	3.55	3.55	3.6666666666666665	3.6566666666666665	3.5166666666666665	3.4866666666666665	3.29	3.7266666666666665	3.43	3.6766666666666665	3.5266666666666665	3.40	3.30	3.27	3.7566666666666665	3.29	3.69	3.68
Std Dev	0.87	0.87	0.88	0.86	0.87	0.87	0.99	0.88	0.88	0.84	0.82	0.92	0.79	0.82	0.86	1.04	0.86	0.92	0.87	0.82	0.80	0.87	1.11	0.86	0.95	0.94	0.85
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.03	0.05	0.10	0.01	0.05	0.03	0.01

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Very dissatisfied (1)	98	7	86	3	34	56	5	86	4	4	1	94	*
	2%	2%	1%	5%	2%	1%	1%	1%	4%	6%	1%	2%	1%
Fairly dissatisfied (2)	278	14	260	4	103	157	19	269	4	4	2	276	*
	5%	4%	4%	10%	5%	4%	5%	5%	3%	6%	3%	5%	1%
Neither satisfied or dissatisfied (3)	1926	120	1794	12	500	1294	112	1835	40	16	20	1890	16
	31%	36%	31%	29%	27%	30%	36%	31%	34%	28%	30%	31%	74%
Fairly satisfied (4)	2381	104	2229	18	569	1685	96	2269	45	17	14	2334	3
	39%	31%	39%	44%	34%	40%	31%	39%	40%	30%	21%	39%	15%
Very satisfied (5)	961	59	899	3	256	655	50	931	19	7	5	955	-
	16%	16%	16%	8%	15%	16%	16%	16%	15%	13%	7%	16%	-
Don't know	548	31	515	2	153	366	29	507	5	9	25	521	2
	9%	9%	9%	5%	9%	9%	9%	9%	4%	15%	37%	9%	9%
NET Very/fairly satisfied	3312	163	3127	21	825	2340	147	3200	65	25	19	3290	3
	54%	49%	54%	52%	49%	56%	47%	54%	56%	43%	28%	54%	15%
NET Very/fairly dissatisfied	374	21	346	6	137	213	24	355	8	7	3	370	*
	6%	6%	6%	14%	8%	5%	8%	6%	7%	13%	4%	6%	2%
Mean	3.68	3.64	3.68	3.43	3.60	3.72	3.60	3.68	3.63	3.44	3.47	3.68	3.13
Std Dev.	0.87	0.92	0.87	0.97	0.92	0.85	0.91	0.87	0.92	1.09	0.85	0.87	0.48
Std Error	0.01	0.05	0.01	0.14	0.02	0.01	0.05	0.01	0.09	0.16	0.13	0.01	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Table 80

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very dissatisfied (1)	95	24	34	19	19	7	10	6	13	8	13	4	9	6	7	7	5				
	2%	2%	2%	1%	1%	1%	2%	1%	2%	2%	3%	1%	2%	1%	1%	1%	1%				
Fairly dissatisfied (2)	276	74	67	62	76	31	20	23	29	20	18	17	25	20	31	23	23				
	6%	5%	4%	4%	5%	6%	4%	4%	5%	4%	4%	3%	5%	4%	6%	4%	4%				
Neither satisfied or dissatisfied (3)	1926	490	453	483	501	177	150	163	165	105	183	177	152	154	162	159	181				
	31%	32%	29%	31%	33%	36% <i>fl</i>	28% <i>u</i>	31% <i>u</i>	31% <i>u</i>	21%	37% <i>fl</i>	34% <i>u</i>	29% <i>u</i>	31% <i>u</i>	32% <i>u</i>	31% <i>u</i>	35% <i>u</i>				
Fairly satisfied (4)	2351	562	577	582	600	162	211	216	176	212	189	194	205	183	202	213	185				
	38%	38%	38%	38%	39%	33%	40%	41% <i>fl</i>	33%	43% <i>fl</i>	38%	37%	40%	36%	40%	42% <i>fl</i>	36%				
Very satisfied (5)	961	244	266	281	190	77	97	69	98	103	65	86	84	92	50	63	77				
	16%	16% <i>d</i>	17% <i>d</i>	17% <i>d</i>	12%	16% <i>n</i>	18% <i>no</i>	13%	18% <i>no</i>	20% <i>g</i> no	13%	17% <i>n</i>	16% <i>n</i>	16% <i>n</i>	10%	12%	15%				
Don't know	546	128	139	132	149	36	44	47	51	80	28	41	45	47	51	48	50				
	9%	8%	9%	8%	10%	7%	8%	8%	10%	13% <i>u</i>	6%	8%	9%	9%	10% <i>u</i>	9%	10%				
NET Very/fairly satisfied	3312	836	843	843	790	240	308	288	274	315	254	280	288	275	252	276	262				
	54%	54%	55%	55%	51%	49%	58% <i>u</i>	55%	52%	62% <i>u</i> g ^h no ^u	51%	54%	56%	55%	50%	54%	50%				
NET Very/fairly dissatisfied	374	97	101	80	95	38	30	29	42	28	31	21	33	26	38	29	28				
	6%	6%	7%	5%	6%	11% <i>u</i>	6%	6%	11% <i>u</i>	5%	4%	6%	6%	5%	8%	6%	5%				
Mean	3.68	3.67	3.70	3.72 ^u	3.62	3.60	3.76 ^u <i>n</i>	3.67	3.66	3.86 ^u g ^h k ^u no ^u	3.59	3.71 ^u <i>n</i>	3.70	3.74 ^u <i>n</i>	3.57	3.65	3.65				
Std Dev.	0.87	0.88	0.91	0.86	0.84	0.90	0.89	0.83	0.96	0.88	0.88	0.83	0.88	0.88	0.84	0.83	0.85				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Table 81

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (g)	Online (h)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2982	3185	791	817	1134	805	1152	852	808		1008	1339	2613	1461	5468	644
Weighted Base	6160	1233	4927	799	5371	3010	3140	822	867	1122	832	1130	780	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4066	1029	3937	675	4291	2394	2564	640	706	898	657	919	627	519		1346	1554	2066	1147	4132	787
81%		82%	80%	89%	80%	80%	82%	78%	81%	80%	79%	81%	83%	83%		80%	80%	82%	83%	80%	83%
Items you send reaching their destination	8000	1025	3965	693	4331	2443	2568	649	702	926	675	899	633	515		1351	1601	2048	1149	4161	789
81%		86%	80%	85%	81%	81%	81%	79%	81%	83%	81%	80%	83%	82%		80%	82%	81%	83%	81%	84%
Items being delivered intact/undamaged	4979	1045	3934	657	4323	2399	2572	639	690	888	675	906	642	539		1329	1563	2087	1181	4159	773
81%		86%	80%	83%	80%	80%	82%	78%	80%	79%	81%	80%	83%	83%		79%	80%	83%	83%	81%	82%
Speed of delivery	4444	922	3492	626	3836	2148	2292	581	676	839	591	784	542	430		1257	1430	1756	972	3671	726
72%		79%	71%	77%	71%	71%	73%	71%	75%	75%	71%	69%	71%	69%		74%	73%	70%	70%	71%	76%
Availability of post boxes	4883	1011	3791	642	4160	2306	2492	615	676	833	657	901	604	517		1291	1490	2022	1121	4014	744
78%		82%	77%	81%	77%	77%	78%	75%	78%	74%	79%	80%	76%	76%		76%	76%	80%	80%	78%	79%
Availability of Post Office branches	4283	879	3415	610	3682	2080	2229	582	646	776	572	748	517	453		1225	1346	1717	970	3516	727
70%		71%	69%	77%	69%	69%	70%	71%	74%	69%	69%	68%	68%	72%		73%	69%	68%	70%	68%	76%
Cost of postage	2379	585	1794	417	1962	1199	1176	391	492	540	332	331	159	134		684	871	624	293	1792	561
39%		67%	36%	53%	37%	40%	37%	36%	42%	36%	32%	32%	21%	21%		32%	42%	35%	21%	35%	56%
Accessibility of services	4471	928	3543	627	3844	2186	2300	579	657	850	627	785	553	432		1226	1476	1769	984	3675	762
73%		75%	72%	79%	72%	72%	73%	70%	75%	76%	69%	69%	73%	69%		73%	74%	70%	71%	71%	80%
Easy to access information, e.g. about complaints procedures	3090	590	2500	541	2548	1544	1540	465	536	672	435	479	296	207		1001	1107	982	502	2428	624
50%		48%	51%	69%	47%	51%	49%	47%	52%	52%	45%	45%	39%	33%		59%	59%	39%	36%	47%	69%
Product and service innovation	3312	693	2619	519	2793	1624	1684	478	546	690	456	547	336	259		1025	1146	1141	595	2632	644
54%		56%	53%	69%	52%	54%	54%	50%	52%	52%	50%	50%	44%	41%		57%	59%	45%	43%	51%	68%

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Table 81

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1938	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Quality of postal delivery to your home (referring to the final stage of the postal delivery service from delivery van to your letterbox)	4966	942	1546	1097	1380	2488	2477	2980	1923	401	597	1206	1312	915	3115	410	4294	1012	3743	211
	87%	83%	81%	79%	80%	82%	80%	81%	80%	78%	81%	80%	83%	83%	82%	77%	83%	79%	83%	73%
Items you send reaching their destination	6000	912	1577	1117	1392	2490	2509	3015	1918	383	600	1229	1336	895	3154	405	4271	1029	3752	219
	81%	80%	82%	81%	81%	82%	81%	82%	80%	76%	82%	82%	84%	81%	83%	76%	83%	80%	82%	76%
Items being delivered intact/damaged	4979	927	1578	1098	1375	2505	2473	2977	1938	379	504	1222	1294	941	3111	389	4253	1017	3753	209
	87%	82%	82%	79%	80%	82%	80%	81%	81%	73%	81%	81%	82%	81%	81%	73%	82%	79%	82%	73%
Speed of delivery	4444	823	1404	984	1233	2227	2217	2722	1654	361	522	1061	1183	793	2787	369	3778	924	3308	212
	72%	72%	73%	71%	71%	73%	71%	74%	69%	70%	71%	72%	75%	72%	73%	69%	73%	72%	72%	74%
Availability of post boxes	4803	908	1497	1088	1308	2406	2396	2871	1870	379	585	1185	1244	862	3014	388	4083	993	3602	207
	78%	78%	78%	79%	78%	79%	77%	78%	78%	74%	80%	80%	79%	78%	80%	73%	80%	77%	80%	72%
Availability of Post Office branches	4293	797	1307	981	1207	2105	2188	2588	1654	346	522	1035	1137	780	2694	356	3653	898	3198	198
	70%	70%	68%	71%	70%	69%	70%	71%	69%	67%	71%	69%	72%	71%	71%	67%	71%	70%	70%	69%
Cost of postage	2379	538	677	562	602	1215	1184	1672	691	176	254	559	672	472	1485	179	2066	531	1722	126
	39%	41%	39%	41%	39%	40%	37%	40%	29%	34%	38%	37%	42%	43%	39%	34%	40%	37%	41%	44%
Accessibility of services	4471	856	1391	1014	1210	2247	2224	2755	1655	355	516	1098	1182	834	2796	367	3819	922	3348	200
	73%	73%	73%	73%	70%	74%	72%	73%	69%	69%	70%	73%	78%	78%	73%	69%	74%	72%	73%	70%
Easy to access information, e.g. about complaints procedures	3090	621	964	686	818	1586	1504	2095	978	237	347	765	857	591	1969	240	2070	642	2305	143
	80%	80%	80%	80%	47%	83%	49%	80%	41%	49%	47%	51%	54%	47%	52%	45%	52%	50%	50%	50%
Product and service innovation	3312	636	999	774	903	1635	1677	2171	1099	260	372	842	890	614	2104	265	2851	703	2456	153
	54%	56%	52%	58%	52%	54%	54%	57%	46%	50%	51%	55%	56%	56%	53%	50%	53%	52%	54%	53%

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Table 81

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Quality of postal delivery to your home (referring to the final stage of the postal delivery service from delivery van to your letterbox)	4966	4237	729	137	4144	433	246	143	198	532	427	360	445	465	658	654	405	62	371		
	81%	80%	89% ^a	82%	80%	84%	83%	84%	79%	79%	84% ^a	80%	82%	81%	87%	78%	77%	73% ^b	82%		
Items you send reaching their destination	6000	4287	713	149	4185	420	251	144	204	523	404	378	446	474	688	651	415	60	361		
	81%	81%	83%	89% ^a	81%	81%	89% ^d	84%	82%	78%	80%	84% ^a	82%	83%	85% ^a	77%	79%	89% ^a	80%		
Items being delivered intact/damaged	4979	4273	706	137	4156	433	247	144	199	526	418	380	432	472	636	672	418	58	375		
	81%	81%	82%	82%	80%	84%	84%	83% ^d	79%	78%	82%	80% ^a	80%	82%	79%	80%	79%	67%	83%		
Speed of delivery	4444	3814	630	127	3683	398	232	131	176	485	388	330	401	420	599	560	325	57	341		
	72%	72%	73%	76%	71%	77% ^d	79% ^d	77% ^d	70% ^a	72% ^a	75% ^a	74% ^a	74% ^a	72% ^a	74% ^a	66%	62%	89% ^b	76% ^a		
Availability of post boxes	4803	4098	705	131	4046	393	232	131	197	504	383	370	421	471	633	668	399	59	334		
	78%	77%	83% ^a	78%	78%	78%	79%	77%	78%	73%	76%	73% ^a	78%	81% ^a	79%	79%	75%	83% ^a	74%		
Availability of Post Office branches	4293	3696	596	117	3630	339	191	133	169	451	333	340	382	436	579	609	332	47	291		
	70%	70%	69%	70%	70% ^a	65%	65%	76% ^d	67%	67%	66%	76% ^b	70% ^a	76% ^b	71% ^a	72% ^a	63%	70%	65%		
Cost of postage	2379	2101	279	53	2011	197	104	68	86	267	202	138	250	226	368	278	164	25	172		
	39%	40% ^a	32%	31%	30%	38%	35%	40%	34%	49% ^a	40% ^a	31%	40% ^a	40% ^a	40% ^a	33%	31%	37%	40% ^a		
Accessibility of services	4471	3843	628	117	3765	360	215	132	182	473	352	347	407	421	652	576	355	51	308		
	73%	73%	73%	70%	73%	70%	73%	77% ^d	73%	70%	69%	77% ^b	75% ^a	74%	81% ^b	68%	67%	77%	69%		
Easy to access information, e.g. about complaints procedures	3090	2667	422	78	2618	246	134	92	117	334	230	225	226	335	496	389	208	33	213		
	90%	90%	49%	47%	89% ^a	49%	45%	45% ^a	47% ^a	80% ^a	70% ^a	67% ^a	67% ^a	81% ^a	81% ^b	46%	39%	49%	43% ^a		
Product and service innovation	3312	2878	434	77	2789	270	148	106	126	351	269	249	309	334	533	399	216	49	230		
	84%	84% ^a	80%	66%	84%	82%	80%	83% ^d	81% ^a	83% ^a	83% ^a	83% ^a	83% ^a	83% ^a	83% ^b	47%	41%	70% ^a	81% ^a		

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

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Table 81

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2993	323	901	2816
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4966	1984	1740	2887	2633	1984	127	603	1740	165	887	1700	2000	536	416	164	3840	580	2303	1849	432	256	112	4162	367	1142	3023
	81%	83%	80%	82%	81%	83%	79%	79%	80%	78%	83%	81% 81% 81%	82% 82% 82%	67%	71%	66%	81% 81% 81%	70%	80% 80% 80%	63%	61% 61% 61%	62%	69% 69% 69%	69%	75%	83%	
Items you send reaching their destination	5000	2028	1761	2906	2638	2028	122	626	1761	170	854	1809	2068	557	401	157	3877	558	2315	1912	419	230	111	4227	341	1166	3834
	81%	84%	81%	83%	81%	84%	76%	82%	81%	80%	81%	80% 80% 80%	83% 83% 83%	70%	69%	64%	83% 83% 83%	67%	80% 80% 80%	62%	64%	62%	80% 80% 80%	64%	77%	83%	
Items being delivered intact/damaged	4979	2021	1733	2897	2609	2021	118	626	1733	161	864	1807	2038	525	423	119	3844	602	2311	1837	446	258	116	4140	374	1123	3257
	81%	84% 84% 84%	80%	83% 83% 83%	80%	84%	74%	82%	80%	76%	82%	80% 80% 80%	83% 83% 83%	66%	72% 72% 72%	73%	83% 83% 83%	72% 72% 72%	80% 80% 80%	65%	72%	65%	80% 80% 80%	70%	74%	83%	
Speed of delivery	4444	1858	1475	2663	2279	1858	119	559	1475	144	704	1627	1813	491	350	152	3440	503	2103	1685	353	199	95	3788	294	1057	3387
	72%	76% 76% 76%	68%	76% 76% 76%	70%	77%	74%	73%	68%	68%	67%	76% 76% 76%	79% 79% 79%	61%	60%	62%	84% 84% 84%	61%	73% 73% 73%	52%	56%	53%	77% 77% 77%	55%	70%	82%	
Availability of post boxes	4803	1553	1705	2787	2540	1553	120	593	1705	155	850	1713	1955	527	420	166	3599	594	2171	1835	429	243	106	4026	349	1103	3699
	78%	81% 81% 81%	79%	80%	78%	81%	75%	78%	79%	73%	81%	80% 80% 80%	83% 83% 83%	66%	74% 74% 74%	67%	81% 81% 81%	72% 72% 72%	83% 83% 83%	63%	68%	60%	82% 82% 82%	65%	73%	80%	
Availability of Post Office branches	4293	1770	1468	2528	2224	1770	113	539	1468	135	713	1512	1766	475	379	147	3278	527	1966	1638	369	210	95	3604	305	1010	3283
	79%	78% 78% 78%	68%	72% 72% 72%	68%	73%	71%	68%	63%	68%	68%	81% 81% 81%	83% 83% 83%	59%	65%	60%	82% 82% 82%	63%	80% 80% 80%	54%	59%	53%	77% 77% 77%	57%	66%	74%	
Cost of postage	2379	1180	564	1671	1055	1180	76	271	564	43	218	814	1025	262	193	67	1859	260	1115	518	210	94	36	2033	130	657	1722
	39%	49% 49% 49%	26%	48% 48% 48%	32% 32% 32%	49%	48%	35%	26%	20%	21%	41% 41% 41%	44% 44% 44%	32%	33%	27%	41% 41% 41%	31%	43% 43% 43%	49% 49% 49%	31%	26%	20%	41% 41% 41%	24%	49%	37%
Accessibility of services	4471	1855	1527	2649	2311	1855	119	558	1527	143	725	1603	1854	485	377	141	3457	518	2073	1711	376	216	77	3783	296	1066	3405
	73%	77% 77% 77%	71%	77% 77% 77%	71%	77%	74%	73%	68%	69%	67%	81% 81% 81%	83% 83% 83%	67%	68%	57%	83% 83% 83%	62%	80% 80% 80%	64% 64% 64%	43%	43%	43%	79% 79% 79%	73%	73%	81%
Easy to access information, e.g. about complaints procedures	3090	1360	946	1959	1544	1360	79	328	946	80	400	1078	1335	342	240	90	2414	329	1429	1232	270	107	47	2951	154	871	2218
	50%	58% 58% 58%	44%	58% 58% 58%	47% 47% 47%	58%	49%	43%	44%	38%	38%	63% 63% 63%	64% 64% 64%	43%	47%	36%	64% 64% 64%	40%	69% 69% 69%	63% 63% 63%	40%	30%	26%	64% 64% 64%	29%	46%	46%
Product and service innovation	3312	1440	1049	2055	1673	1440	105	376	1049	85	457	1201	1407	355	260	83	2608	343	1576	1285	269	116	80	2850	176	923	2409
	54%	60% 60% 60%	48%	59% 59% 59%	51%	60%	60%	49%	48%	40%	44%	69% 69% 69%	73% 73% 73%	49%	40%	34%	68% 68% 68%	41%	80% 80% 80%	66% 66% 66%	39%	33%	34%	69% 69% 69%	33%	69%	52%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Table 81

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4966	262	4673	31	1312	3432	215	4700	79	33	65	4362	9
	81%	78%	81%	75%	76% ^f	82% ^{df}	69%	81% ^h	67%	58%	82% ^j	81% ^k	41%
Items you send reaching their destination	5000	261	4708	31	1331	3447	221	4814	77	42	55	4933	11
	81%	78%	81%	74%	79% ^f	82% ^{df}	71%	82% ^h	65%	74%	82% ^j	81% ^k	51%
Items being delivered intact/undamaged	4979	251	4699	29	1256	3402	216	4801	81	42	48	4922	9
	81%	75%	81% ^k	70%	77% ^f	83% ^{df}	69%	81% ^h	68%	73%	79%	81% ^k	40%
Speed of delivery	4444	237	4183	24	1153	3091	200	4288	70	31	48	4388	8
	72%	71%	72%	59%	69%	74% ^f	64%	82% ^h	60%	55%	73%	79% ^k	37%
Availability of post boxes	4003	249	4526	27	1247	3247	209	4023	85	34	52	4742	6
	78%	74%	78%	66%	74% ^f	80% ^{df}	67%	78% ^h	73%	60%	79%	78% ^k	38%
Availability of Post Office branches	4293	226	4041	27	1107	2992	194	4150	62	33	44	4245	4
	70%	67%	70%	63%	66%	72% ^f	62%	80% ^h	53%	58%	67%	76% ^k	17%
Cost of postage	2379	139	2223	18	588	1677	114	2277	51	28	19	2359	4
	39%	41%	38%	43%	35%	48% ^f	37%	49%	43%	50%	29%	39%	19%
Accessibility of services	4471	235	4210	26	1131	3132	208	4310	70	35	36	4424	11
	73%	70%	73%	64%	67%	72% ^f	67%	82% ^h	60%	61%	54%	72% ^k	52%
Easy to access information, e.g. about complaints procedures	3090	158	2910	21	765	2161	164	2996	50	21	18	3058	4
	50%	47%	50%	50%	46%	52% ^f	53%	61% ^h	43%	37%	27%	51% ^k	18%
Product and service innovation	3312	163	3127	21	825	2340	147	3200	55	25	19	3290	3
	54%	49%	54%	52%	49%	58% ^f	47%	54% ^h	58% ^j	43%	28%	54% ^k	15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Table 81

Base : All participants

	Quarter					Month													
	Total	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)		
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501		
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	512		
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312		
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4666 81%	1258 81%	1220 79%	1240 81%	1248 81%	398 81%	438 82%	422 80%	424 80%	422 83%	374 75%	428 83%	409 79%	403 80%	400 79%	424 83%	426 82%		
Items you send reaching their destination	5000 87%	1257 87%	1247 87%	1245 87%	1250 87%	390 79%	434 81%	434 82%	424 80%	422 83%	401 81%	410 79%	416 80%	420 84%	400 79%	427 83%	423 81%		
Items being delivered intact/undamaged	4979 87%	1253 81%	1265 82%	1241 81%	1220 79%	371 75%	445 84%	437 83%	437 82%	428 84%	400 81%	422 81%	410 79%	409 81%	395 79%	414 81%	411 79%		
Speed of delivery	4444 72%	1137 72%	1105 72%	1097 71%	1105 72%	346 70%	409 81%	383 73%	380 71%	401 82%	324 65%	370 71%	365 70%	362 72%	346 69%	382 81%	377 72%		
Availability of post boxes	4883 78%	1212 78%	1217 79%	1200 78%	1173 76%	383 78%	416 78%	413 78%	400 75%	426 84%	391 79%	414 80%	378 73%	408 81%	380 76%	407 79%	387 74%		
Availability of Post Office branches	4293 70%	1074 69%	1079 70%	1089 71%	1051 68%	339 69%	381 72%	353 67%	373 70%	376 81%	330 67%	366 71%	369 67%	349 81%	375 67%	336 67%	351 69%		
Cost of postage	2379 39%	636 41%	588 38%	621 40%	534 35%	185 38%	235 44%	215 41%	200 38%	207 41%	181 36%	205 39%	217 42%	199 40%	165 33%	184 36%	185 35%		
Accessibility of services	4471 73%	1131 73%	1134 74%	1119 73%	1087 71%	351 72%	413 81%	367 70%	391 73%	403 81%	341 69%	364 70%	371 72%	385 81%	360 72%	356 69%	371 71%		
Easy to access information, e.g. about complaints procedures	3090 50%	771 50%	786 51%	798 52%	735 48%	223 45%	279 82%	269 51%	235 44%	295 88%	256 52%	253 49%	265 51%	280 56%	230 46%	246 48%	259 50%		
Product and service innovation	3312 54%	836 54%	843 55%	843 55%	790 51%	240 49%	308 88%	288 55%	274 52%	315 82%	254 51%	280 54%	288 55%	275 55%	252 50%	276 54%	262 50%		

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Table 82

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (g)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2952	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Quality of postal delivery to your home (referring to the final stage of the postal delivery service from delivery van to your letterbox)	419	72	347	49	370	214	205	54	57	73	52	70	58	55	111	125	183	112	376	39	
	7%	6%	7%	6%	7%	7%	7%	7%	7%	6%	6%	6%	6%	9%	7%	6%	7%	8%	7%	4%	
Items you send reaching their destination	346	55	291	51	295	161	185	41	47	59	50	69	37	42	88	109	148	79	322	21	
	6%	4%	6%	6%	6%	5%	6%	5%	5%	5%	6%	6%	5%	7%	5%	6%	6%	6%	6%	2%	
Items being delivered intact/undamaged	334	43	291	38	296	184	171	57	40	70	38	72	34	22	98	108	129	57	298	31	
	5%	4%	6%	5%	6%	5%	5%	6%	5%	6%	5%	6%	5%	4%	6%	6%	5%	4%	6%	3%	
Speed of delivery	841	120	721	105	736	411	427	97	71	133	112	175	127	125	168	245	428	253	775	57	
	14%	10%	15%	13%	14%	14%	14%	12%	8%	12%	14%	16%	17%	16%	10%	13%	17%	19%	19%	6%	
Availability of post boxes	470	70	400	47	423	212	254	62	52	95	52	85	66	57	114	148	208	123	417	45	
	8%	6%	6%	6%	8%	7%	8%	8%	6%	9%	6%	7%	9%	9%	7%	8%	8%	9%	8%	5%	
Availability of Post Office branches	957	182	775	84	873	456	498	86	104	161	136	199	157	114	190	298	470	271	909	66	
	16%	15%	16%	11%	16%	15%	16%	10%	12%	14%	14%	16%	14%	16%	11%	16%	19%	20%	17%	7%	
Cost of postage	2382	334	2048	213	2169	1088	1298	200	184	325	341	553	420	360	384	666	1333	780	2207	162	
	39%	27%	39%	27%	39%	36%	39%	24%	21%	32%	31%	41%	34%	34%	23%	32%	39%	36%	39%	17%	
Accessibility of services	391	58	333	47	344	195	194	58	47	70	46	71	50	48	104	116	170	99	317	32	
	6%	6%	6%	6%	6%	6%	6%	7%	5%	6%	6%	6%	7%	8%	6%	6%	7%	7%	7%	3%	
Easy to access information, e.g. about complaints procedures	568	75	493	71	497	269	298	89	89	88	73	122	57	50	177	161	230	108	489	73	
	9%	6%	10%	9%	9%	9%	9%	11%	10%	8%	9%	11%	8%	8%	11%	8%	9%	8%	9%	8%	
Product and service innovation	374	30	343	50	324	200	172	73	45	75	51	68	36	25	118	126	130	62	321	49	
	6%	2%	7%	6%	6%	7%	5%	6%	5%	7%	6%	6%	5%	4%	7%	6%	5%	4%	6%	5%	

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Table 82

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1938	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Quality of postal delivery to your home (referring to the final stage of the postal delivery service from delivery van to your letterbox)	419	83	143	80	111	226	191	228	186	26	50	110	103	71	264	30	351	94	308	18
	7%	7%	7%	6%	6%	7%	6%	6%	6%	5%	7%	7%	7%	6%	7%	6%	7%	7%	7%	6%
Items you send reaching their destination	346	67	112	89	78	179	167	206	137	32	32	83	80	70	196	34	273	70	253	23
	6%	6%	6%	6%	5%	6%	5%	6%	6%	6%	4%	6%	5%	6%	5%	6%	5%	5%	6%	8%
Items being delivered intact/damaged	334	57	112	76	89	169	166	197	133	37	32	88	77	53	197	39	259	62	249	23
	5%	5%	6%	6%	5%	6%	5%	6%	6%	7%	6%	6%	6%	5%	6%	7%	6%	5%	6%	8%
Speed of delivery	841	150	268	193	228	418	422	427	404	72	103	229	184	145	516	75	686	158	650	32
	14%	13%	14%	14%	13%	14%	14%	12%	17%	14%	14%	12%	12%	13%	14%	13%	14%	12%	14%	11%
Availability of post boxes	470	84	156	94	136	240	230	262	193	52	41	121	122	81	284	65	377	116	334	19
	8%	7%	8%	7%	8%	8%	7%	8%	7%	11%	6%	8%	8%	7%	7%	11%	7%	8%	7%	7%
Availability of Post Office branches	957	176	330	209	241	506	449	536	407	92	83	250	227	180	559	94	779	203	723	31
	16%	15%	17%	15%	14%	17%	14%	15%	17%	16%	11%	17%	14%	16%	15%	18%	15%	16%	16%	11%
Cost of postage	2382	371	810	499	700	1181	1200	1215	1121	208	306	626	558	368	1469	215	1967	474	1819	89
	39%	32%	42%	36%	41%	39%	39%	33%	41%	40%	40%	42%	35%	35%	40%	38%	39%	37%	42%	21%
Accessibility of services	391	71	132	81	105	203	186	207	179	30	34	111	94	70	240	30	319	78	298	15
	6%	6%	7%	6%	6%	7%	6%	6%	7%	6%	5%	7%	6%	6%	6%	6%	6%	6%	6%	5%
Easy to access information, e.g. about complaints procedures	868	116	197	118	137	313	255	340	217	49	55	148	128	105	331	52	452	121	415	32
	9%	10%	10%	9%	8%	11%	8%	9%	8%	10%	8%	10%	8%	10%	9%	10%	9%	9%	9%	11%
Product and service innovation	374	78	138	64	94	215	158	223	148	36	36	92	106	70	234	37	310	74	283	17
	6%	7%	11%	5%	7%	11%	5%	6%	6%	7%	6%	6%	7%	6%	6%	7%	6%	6%	6%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Table 82

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Quality of postal delivery to your home (referring to the final stage of the postal delivery service from delivery van to your letterbox)	419 7%	360 9%	39 5%	8 5%	372 9%	24 5%	17 6%	6 4%	26 10%	56 15%	39 6%	27 6%	28 5%	44 6%	37 5%	70 19%	45 12%	1 1%	23 5%		
Items you send reaching their destination	346 6%	306 6%	40 5%	8 5%	305 6%	23 4%	10 3%	8 5%	15 6%	55 15%	31 6%	16 4%	28 5%	27 5%	31 4%	60 7%	42 8%	1 2%	22 5%		
Items being delivered intact/damaged	334 5%	296 6%	38 4%	7 4%	292 6%	19 4%	19 5%	5 3%	13 5%	65 17%	20 4%	18 4%	23 4%	25 4%	40 5%	60 16%	37 10%	3 4%	16 4%		
Speed of delivery	841 14%	743 14%	98 11%	20 12%	747 14%	49 9%	29 10%	16 10%	31 12%	108 16%	64 13%	51 11%	63 12%	82 14%	71 9%	165 20%	111 21%	4 6%	45 10%		
Availability of post boxes	470 8%	416 8%	53 6%	16 10%	385 7%	48 9%	23 6%	13 6%	19 6%	66 18%	50 11%	27 6%	44 6%	36 5%	38 5%	51 6%	52 10%	3 5%	45 10%		
Availability of Post Office branches	957 16%	811 15%	146 17%	35 21%	788 16%	97 19%	61 21%	11 7%	45 16%	107 16%	112 22%	58 13%	82 15%	68 12%	88 11%	122 14%	105 20%	9 14%	88 20%		
Cost of postage	2382 39%	1997 38%	386 43%	80 48%	2031 43%	176 34%	121 43%	54 32%	106 43%	289 43%	217 43%	188 43%	181 43%	246 43%	209 39%	350 43%	245 43%	23 43%	153 43%		
Accessibility of services	391 6%	332 6%	59 7%	12 7%	325 6%	39 7%	21 7%	6 4%	19 7%	65 19%	32 6%	18 4%	25 6%	42 7%	16 2%	71 8%	37 7%	3 4%	36 8%		
Easy to access information, e.g. about complaints procedures	868 9%	476 9%	92 11%	12 7%	480 9%	45 9%	33 11%	10 6%	27 11%	65 10%	46 9%	34 8%	55 10%	56 10%	58 7%	93 11%	48 9%	4 6%	42 9%		
Product and service innovation	374 6%	335 6%	39 5%	6 3%	323 6%	26 5%	19 6%	5 3%	21 6%	63 9%	28 5%	20 4%	32 6%	40 7%	32 4%	62 7%	36 7%	2 4%	24 5%		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Table B2

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	419	190	199	224	223	160	9	64	199	17	79	104	154	60	64	37	258	96	117	163	85	37	29	281	66	135	284	
	7%	7%	7%	6%	7%	7%	6%	6%	7%	6%	6%	5%	6%	6%	11%kip	13%kip	6%	12%kip	5%	7%	6%uw	10%uw	16%uw	6%	12%uw	9%uw	6%	
Items you send reaching their destination	346	120	154	172	206	120	8	42	154	17	63	87	118	47	68	21	205	89	92	110	71	53	13	202	65	116	230	
	6%	5%	7%kip	5%	6%	5%	5%	6%	7%	6%	6%	4%	5%	5%	12%kip	9%kip	5%	11%kip	4%	5%	10%uw	10%uw	7%	4%	12%uw	9%uw	5%	
Items being delivered intact/damaged	334	124	122	181	180	124	13	45	122	14	56	71	92	53	53	14	199	71	103	123	51	34	15	229	49	127	207	
	5%	5%	6%	5%	6%	5%	6%	6%	6%	7%	5%	4%	5%	5%	10%kip	6%	4%	9%kip	4%	5%	10%uw	10%uw	9%uw	5%	9%uw	9%uw	4%	
Speed of delivery	841	277	370	400	492	277	19	116	370	36	190	219	329	111	130	47	548	177	283	283	132	95	42	566	136	240	601	
	14%	11%	17%kip	11%	17%kip	11%	12%	16%	17%	17%	16%	11%	13%	14%	22%kip	6%kip	12%	21%kip	11%	12%	10%uw	20%uw	22%uw	12%	23%uw	16%uw	13%	
Availability of post boxes	470	156	182	244	270	156	19	65	182	24	80	151	176	65	52	23	327	75	164	182	48	51	21	346	72	155	314	
	8%	6%	6%	7%	8%kip	6%	12%kip	8%	8%	7%	8%	8%	7%	6%	9%	9%	7%	9%	6%	8%	7%	14%uw	12%uw	7%	7%	13%uw	10%uw	7%
Availability of Post Office branches	957	332	387	490	545	332	30	140	387	44	182	294	377	116	109	58	671	167	357	335	117	91	52	662	143	268	691	
	16%	14%	16%kip	14%	17%kip	14%	19%	17%	16%	21%	17%	15%	15%	15%	19%	25%kip	15%	23%kip	14%	15%	17%	10%uw	12%uw	14%	14%	15%uw	15%	
Cost of postage	2382	704	1171	1046	1513	704	53	303	1171	117	620	804	928	261	267	110	1732	377	950	859	263	100	136	1809	236	581	1802	
	39%	29%	54%kip	30%	46%kip	29%	33%	40%kip	54%	55%	49%kip	37%	33%	33%	46%kip	49%kip	39%kip	49%kip	36%	37%	39%	33%rate	39%rate	37%	37%	39%rate	38%	39%
Accessibility of services	391	132	154	207	229	132	9	63	154	16	64	105	149	49	61	25	254	85	115	131	60	47	34	246	81	147	244	
	9%	6%	7%	6%	7%	5%	9%	9%	7%	6%	6%	5%	6%	6%	10%kip	10%kip	6%	10%kip	4%	6%	6%uw	11%uw	12%uw	5%	15%uw	12%uw	5%	
Easy to access information, e.g. about complaints procedures	868	194	228	292	326	194	13	69	228	23	94	142	220	83	85	31	362	116	202	197	76	58	28	399	86	198	371	
	9%	6%	11%kip	6%	10%kip	8%	8%	9%	11%	11%	9%	7%	9%	10%kip	10%kip	12%kip	8%	14%kip	8%	9%	11%uw	16%uw	16%uw	8%	16%uw	13%uw	8%	
Product and service innovation	374	125	180	179	214	125	11	45	180	14	66	80	145	55	51	39	225	80	100	146	57	40	29	246	69	137	237	
	6%	5%	7%kip	5%	7%kip	5%	7%	4%	7%	7%	6%	4%	5%kip	7%kip	9%kip	16%kip	5%	11%kip	4%	6%uw	8%uw	11%uw	16%uw	5%	13%uw	9%uw	5%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Table 82

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but use don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	419	24	391	4	139	260	20	393	13	7	4	413	2
	7%	7%	7%	9%	6%	6%	7%	7%	11%	12%	7%	7%	6%
Items you send reaching their destination	346	22	319	5	110	217	19	314	19	9	4	342	*
	8%	7%	8%	12%	7%	8%	6%	5%	6%	6%	4%	8%	1%
Items being delivered intact/undamaged	334	25	306	3	124	189	22	305	16	7	4	329	2
	5%	8%	5%	7%	7%	5%	7%	5%	6%	12%	6%	5%	6%
Speed of delivery	841	51	785	5	280	520	40	805	20	8	4	834	3
	14%	15%	14%	12%	17%	12%	13%	14%	17%	15%	5%	14%	16%
Availability of post boxes	470	28	438	5	157	278	25	442	10	8	6	469	4
	8%	8%	8%	13%	16%	7%	8%	8%	8%	14%	9%	8%	16%
Availability of Post Office branches	957	61	892	5	320	584	48	910	22	9	14	941	2
	16%	18%	15%	11%	16%	14%	15%	15%	19%	16%	22%	16%	8%
Cost of postage	2382	116	2250	17	690	1568	116	2289	40	20	27	2349	7
	39%	34%	39%	41%	40%	38%	37%	39%	34%	34%	41%	39%	31%
Accessibility of services	391	27	363	1	159	212	20	363	13	7	7	363	1
	6%	8%	6%	3%	6%	3%	6%	6%	11%	12%	11%	6%	3%
Easy to access information, e.g. about complaints procedures	668	53	513	2	223	318	28	642	18	4	2	564	2
	9%	16%	9%	5%	12%	8%	9%	9%	13%	8%	3%	9%	8%
Product and service innovation	374	21	348	6	137	213	24	355	8	7	3	370	*
	6%	6%	6%	19%	9%	5%	8%	6%	7%	13%	4%	6%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	419 7%	85 5%	134 9% up	105 7%	95 6%	23 5%	33 6%	29 6%	43 8%	36 7%	65 11% up down	23 4%	47 9% up	35 7%	27 5%	34 7%	35 7%
Items you send reaching their destination	346 8%	92 6%	97 6%	77 5%	81 5%	27 5%	34 6%	31 6%	36 7%	22 4%	39 6%	25 5%	29 6%	22 4%	25 5%	32 6%	24 5%
Items being delivered intact/undamaged	334 5%	89 6%	92 6%	70 5%	84 5%	28 6%	24 5%	37 7% up	39 7% up	24 5%	29 6%	13 3%	28 5%	29 6% up	33 7% up	26 5%	25 5%
Speed of delivery	841 14%	175 11%	233 15% up	227 15% up	206 13%	49 10%	55 10%	70 13%	90 16% up	59 12%	84 15% up	71 14%	82 15% up	75 15%	72 14%	63 12%	71 14%
Availability of post boxes	470 8%	111 7%	115 7%	112 7%	131 9%	33 7%	36 7%	42 8%	46 9%	31 6%	38 8%	31 6%	50 10%	32 6%	49 10%	38 7%	44 9%
Availability of Post Office branches	967 16%	242 16%	239 16%	235 15%	242 16%	87 16%	73 14%	82 16%	75 14%	82 16%	82 17%	71 14%	94 16%	70 14%	89 16%	87 17%	68 13%
Cost of postage	2382 39%	569 37%	583 38%	578 38%	653 42% up down	172 35%	184 35%	213 40%	213 40%	184 36%	186 36%	185 36%	187 36%	206 41%	218 43% up	211 41%	224 43% up
Accessibility of services	391 6%	103 7%	88 6%	93 6%	107 7%	29 6%	30 6%	43 9% up	31 6%	22 4%	35 7%	33 6%	30 6%	31 6%	36 7%	41 8%	30 6%
Easy to access information, e.g. about complaints procedures	668 9%	131 8%	145 9%	120 8%	172 11% up	42 9%	47 9%	42 8%	50 9%	45 9%	50 10%	37 7%	46 9%	37 7%	64 13% up down	47 9%	61 12%
Product and service innovation	374 6%	97 6%	101 7%	80 5%	95 6%	38 6% up	30 5%	29 6%	42 9% up	28 5%	31 6%	21 4%	33 6%	26 5%	38 8%	29 6%	28 5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Table 83

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (g)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2952	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	799	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Quality of postal delivery to your home (referring to the final stage of the postal delivery service from delivery van to your letterbox)	4.08	4.11%	4.07	4.21%	4.06	4.05	4.15%	3.98	4.09%	4.03	4.05	4.10%	4.11%	4.21% ^{ab}	4.03	4.04	4.13%	4.16%	4.07	4.16%
Items you send reaching their destination	4.10	4.18%	4.09	4.18%	4.09	4.11	4.08	4.07	4.07	4.09	4.08	4.08	4.11% ^{gh}	4.16% ^{gh}	4.07	4.09	4.13%	4.17%	4.08	4.20%
Items being delivered intact/undamaged	4.10	4.18%	4.08	4.18%	4.09	4.10	4.10	4.01	4.04	4.05	4.13%	4.08	4.26% ^{gh}	4.26% ^{gh}	4.02	4.08	4.17%	4.24%	4.10	4.14
Speed of delivery	3.78	3.92%	3.74	3.94%	3.75	3.77	3.78	3.91%	3.92% ^{gh}	3.92%	3.78	3.71	3.86	3.64	3.98%	3.97%	3.68	3.65	3.73	3.82%
Availability of post boxes	4.02	4.02%	4.01	4.14%	4.01	4.02	4.03	3.95	4.05%	3.92	4.05%	4.06%	4.05%	4.11%	4.00	3.98	4.07%	4.08%	4.02	4.08
Availability of Post Office branches	3.76	3.77	3.75	3.86%	3.72	3.76	3.76	3.88%	3.89% ^{gh}	3.75	3.74	3.66	3.65	3.80	3.87%	3.75	3.69	3.72	3.71	4.02%
Cost of postage	2.93	3.18%	2.87	3.33%	2.87	2.97	2.89	3.30% ^{gh}	3.46% ^{gh}	3.22% ^{gh}	2.89% ^{gh}	2.83%	2.41	2.39	3.38% ^{gh}	3.38% ^{gh}	2.90%	2.40	2.81	3.85%
Accessibility of services	3.92	4.08%	3.90	4.06%	3.89	3.92	3.92	3.87	3.95	3.94	3.97	3.88	3.90	3.90	3.91	3.95	3.89	3.90	3.89	4.08%
Easy to access information, e.g. about complaints procedures	3.62	3.67	3.61	3.85%	3.59	3.63	3.62	3.68% ^{gh}	3.76% ^{gh}	3.76% ^{gh}	3.68% ^{gh}	3.48	3.49	3.41	3.72% ^{gh}	3.72% ^{gh}	3.47	3.46	3.57	3.88%
Product and service innovation	3.68	3.89%	3.65	3.89%	3.65	3.67	3.69	3.78% ^{gh}	3.82% ^{gh}	3.78% ^{gh}	3.78% ^{gh}	3.58	3.56	3.56	3.78% ^{gh}	3.78% ^{gh}	3.57	3.56	3.63	3.90%

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Quality of postal delivery to your home (referring to the final stage of the postal delivery service from delivery van to your letterbox)	4.08	4.09	4.05	4.08	4.09	4.07	4.09	4.08	4.08	4.09	4.10	4.08	4.12	4.09	4.10	4.06	4.10	4.06s	4.08s	3.96
Items you send reaching their destination	4.10	4.10	4.10	4.08	4.11	4.10	4.10	4.10	4.10	4.00	4.16m	4.12	4.14	4.08	4.14m	4.00	4.13s	4.11s	4.10s	3.99
Items being delivered intact/undamaged	4.10	4.10	4.10	4.07	4.12	4.10	4.10	4.09	4.12	4.01	4.14	4.10	4.12	4.18	4.12	4.00	4.12s	4.10s	4.11s	3.91
Speed of delivery	3.78	3.78	3.76	3.79	3.79	3.76	3.79	3.68	3.68	3.75	3.79	3.75	3.82	3.77	3.79	3.74	3.79	3.80	3.76	3.88
Availability of post boxes	4.02	4.04	4.02	4.03	4.01	4.03	4.02	4.03	4.03	3.96	4.09	4.04	4.02	4.02	4.04	3.94	4.04	4.02	4.03	3.90
Availability of Post Office branches	3.76	3.77	3.72	3.77	3.78	3.74	3.78	3.78	3.72	3.75	3.82	3.75	3.79	3.77	3.78	3.75	3.77	3.79	3.75	3.80
Cost of postage	2.93	3.13scs	2.83	2.98sd	2.85	2.94	2.91	3.11s	2.67	2.84	2.86	2.88	3.01js	3.04js	2.93	2.83	2.96	2.99	2.90	3.10s
Accessibility of services	3.92	3.94	3.90	3.94	3.90	3.91	3.92	3.98s	3.87	3.89	3.94	3.91	3.94	3.95	3.93	3.89	3.94	3.94	3.91	3.89
Easy to access information, e.g. about complaints procedures	3.62	3.66	3.60	3.63	3.62	3.63	3.62	3.68s	3.52	3.57	3.61	3.65	3.70	3.63	3.66	3.55	3.65	3.63	3.62	3.60
Product and service innovation	3.68	3.69	3.63	3.74b	3.68	3.65	3.71	3.74s	3.58	3.67	3.65	3.73	3.68	3.66	3.69	3.66	3.69	3.73	3.66	3.71

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Table 83

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Quality of postal delivery to your home (referring to the final stage of the postal delivery service from delivery van to your letterbox)	4.08	4.06	4.18a	4.22a	4.06	4.17b	4.19	4.16	4.03	4.03	4.16mmop	4.18a	4.16a	4.06	4.05	4.00	4.03	4.48hijlmmop	4.15a		
Items you send reaching their destination	4.10	4.09	4.14	4.20ab	4.08	4.13	4.25d	4.17	4.15	4.02	4.09	4.20jmmop	4.12bc	4.11bc	4.18a	4.02	4.05	4.28bc	4.11		
Items being delivered intact/damaged	4.10	4.09	4.17	4.23a	4.09	4.18b	4.13	4.16	4.12a	4.03	4.15n	4.28a	4.10	4.11	3.99	4.06	4.09	4.22n	4.18n		
Speed of delivery	3.78	3.76	3.86	3.90a	3.75	3.87d	3.92d	3.91d	3.80op	3.78op	3.88op	3.92op	3.77p	3.78p	3.87op	3.61	3.51	4.09hmmop	3.84op		
Availability of post boxes	4.02	4.01	4.10	4.01	4.03a	3.93	4.07c	3.98	4.03	3.95	3.97	4.13jpc*	4.00	4.08*	4.08*	4.10lr	3.97	4.15*	3.89		
Availability of Post Office branches	3.76	3.76	3.76	3.71	3.77ef	3.63	3.63	4.01cd	3.70	3.70p	3.70	3.69p	3.73	3.80qpr	3.80pr	3.79pr	3.57	3.83	3.60		
Cost of postage	2.93	3.00bc	2.76	2.75	2.92	3.01	2.87	3.03*	2.83	2.89	2.91p	2.77	3.08hmmop	2.86	3.28hijlmmop	2.80	2.69	3.02	3.01hnp		
Accessibility of services	3.92	3.92	3.90	3.93	3.92	3.85	3.91	4.01de	3.91	3.84	3.93	4.01mmop	3.96	3.86	4.02mmop	3.88	3.87	3.95	3.84		
Easy to access information, e.g. about complaints procedures	3.62	3.63	3.57	3.63	3.63	3.57	3.54	3.72ef	3.59	3.62	3.64	3.67p	3.63	3.69p	3.78op	3.54	3.50	3.56	3.58		
Product and service innovation	3.68	3.68	3.67	3.66	3.68	3.65	3.62	3.81cd	3.69	3.69p	3.72p	3.74op	3.70p	3.70p	3.81hmmop	3.59	3.51	3.68	3.69p		

Proportions/Mean: Columns Tested (5% risk level) - abc - deflig - hijklmnoipqr
* small base

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.08	4.72bd	4.07	4.23bd	4.08	4.12	4.14	4.07	4.07	4.01	4.13b	4.36mmopq	4.23mmop	3.81	3.81	3.74	4.12mmop	3.79	4.23buwx	3.98wvx	3.67	2.83b	3.72	4.17buwx	3.68	3.94	4.12b
Items you send reaching their destination	4.10	4.16bd	4.07	4.18bd	4.08	4.16	4.06	4.16	4.07	4.01	4.10	4.38mmopq	4.05mmop	3.85	3.79	3.84	4.20mmop	3.81	4.38buwx	4.05wvx	3.64	3.71	3.96b	4.20suwx	3.76b	3.96	4.15b
Items being delivered intact/undamaged	4.10	4.15	4.10	4.13	4.10	4.15	4.00	4.13	4.10	4.05	4.15	4.39mmopq	4.04mmop	3.81	3.85	3.96	4.20mmop	3.88	4.38buwx	3.99b	3.75	3.88	3.88	4.18suwx	3.88	3.92	4.16b
Speed of delivery	3.78	3.96bd	3.64	3.98bd	3.71	3.99b	3.90	3.78	3.64	3.63	3.61	4.03mmopq	3.72mmop	3.59	3.47	3.55	3.98mmop	3.49	4.02buwx	3.74wvx	3.34	3.31	3.43	3.98suwx	3.35	3.73	3.79
Availability of post boxes	4.02	4.08bd	4.02	4.06	4.01	4.09	3.99	4.05	4.02	3.90	4.07b	4.26mmopq	3.96b	3.78	3.90	3.83	4.16mmop	3.88	4.22buwx	3.98wvx	3.73	3.79	3.72	4.08suwx	3.77	3.87	4.07b
Availability of Post Office branches	3.76	3.88bd	3.70	3.92bd	3.72	3.88b	3.88	3.74	3.70	3.65	3.72	3.94mmopq	3.72mmop	3.59	3.59	3.49	3.82mmop	3.56	3.94buwx	3.72wvx	3.45	3.41	3.28	3.94suwx	3.37	3.68	3.75b
Cost of postage	2.93	3.22bd	2.53	3.18bd	2.73b	3.22b	3.19b	2.88	2.83b	2.40	2.38	3.07mmop	2.96mmop	2.62mmop	2.70	2.58	2.88mmop	2.66	3.07suwx	2.94wvx	2.79wvx	2.45	2.27	3.01wvx	2.39	2.98	2.91
Accessibility of services	3.92	4.01bd	3.87	3.97bd	3.88	4.01	4.03	3.93	3.87	3.80	3.87	4.18mmopq	3.87mmop	3.70	3.72	3.64	3.98mmop	3.70	4.18buwx	3.88wvx	3.55	3.61	3.39	4.01suwx	3.55	3.82	3.96b
Easy to access information, e.g. about complaints procedures	3.62	3.78bd	3.50	3.72bd	3.56	3.78b	3.69	3.57	3.50	3.39	3.46	3.83mmopq	3.61mmop	3.45	3.36	3.38	3.70mmop	3.37	3.88buwx	3.60wvx	3.35	3.22	3.14	3.71suwx	3.20	3.62	3.63
Product and service innovation	3.68	3.77bd	3.58	3.70bd	3.63	3.77b	3.84b	3.63	3.58	3.55	3.55	3.88mmopq	3.65mmop	3.51b	3.49b	3.29	3.78mmop	3.43	3.87suwx	3.63wvx	3.40	3.30	3.27	3.76suwx	3.29	3.69	3.68

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.08	4.01	4.08	3.90	4.08f	4.10df	3.88	4.09df	3.76	3.67	4.22df	4.08df	3.38
Items you send reaching their destination	4.10	4.01	4.11ac	3.79	4.08f	4.12df	3.88	4.11df	3.65	3.79	4.18df	4.10df	3.59
Items being delivered intact/undamaged	4.10	3.99	4.11	3.90	4.03	4.14df	3.89	4.11f	3.70	3.93	4.11f	4.09f	3.25
Speed of delivery	3.78	3.74	3.78	3.69	3.71	3.81d	3.68	3.78	3.56	3.48	3.54	3.77	3.33
Availability of post boxes	4.02	3.95	4.03	3.79	3.95	4.07df	3.84	4.04	3.86	3.60	3.95	4.05	3.20
Availability of Post Office branches	3.76	3.71	3.76	3.65	3.66	3.88d	3.68	3.77h	3.42	3.51	3.66	3.78h	3.10
Cost of postage	2.93	2.97	2.93	2.89	2.82	2.97d	2.94	2.93	3.02	3.08	2.78	2.93	2.77
Accessibility of services	3.92	3.81	3.92	3.78	3.83	3.96df	3.82	3.93h	3.60	3.67	3.68	3.92h	3.52
Easy to access information, e.g. about complaints procedures	3.62	3.42	3.64s	3.57	3.48	3.68d	3.66d	3.63	3.43	3.43	3.43	3.63	3.11
Product and service innovation	3.68	3.64	3.68	3.43	3.60	3.72df	3.60	3.68	3.63	3.44	3.47	3.68	3.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	920	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4.08	4.13n	4.05	4.09	4.07	4.13pn	4.13pn	4.2n	4.2n	4.14pn	3.91	4.16pn	4.2n	4.2n	4.2n	4.0n	4.0n
Items you send reaching their destination	4.10	4.11	4.10	4.11	4.07	4.09	4.13pn	4.13pn	4.1n	4.13pn	4.01	4.1n	4.07	4.17pn	4.03	4.09	4.10n
Items being delivered intact/undamaged	4.10	4.10	4.11	4.13	4.06	4.04	4.13pn	4.10	4.12	4.13pn	4.01	4.16pn	4.12	4.12	4.00	4.08	4.09
Speed of delivery	3.78	3.8n	3.73	3.76	3.77	3.8n	3.92pn	3.7n	3.72	3.8pn	3.99	3.7n	3.72	3.77n	3.70	3.8n	3.7n
Availability of post boxes	4.02	4.05n	4.04	4.03	3.97	4.03	4.05pn	4.05	4.02	4.13pn	3.98	4.08pn	3.92	4.09pn	3.95	4.03	3.93
Availability of Post Office branches	3.76	3.75	3.77	3.77	3.74	3.69	3.84	3.71	3.80	3.81	3.70	3.81	3.70	3.81	3.68	3.73	3.80
Cost of postage	2.93	3.0n	2.92	2.97n	2.82	2.97n	3.0n	2.94	2.87	3.0n	2.89	3.0n	3.01n	2.88	2.75	2.86	2.85
Accessibility of services	3.92	3.93	3.94	3.93	3.87	3.91	4.02pn	3.85	3.9n	4.04pn	3.79	3.91	3.90	3.97n	3.85	3.83	3.92
Easy to access information, e.g. about complaints procedures	3.62	3.6n	3.6n	3.6n	3.53	3.58	3.67n	3.6n	3.58	3.77n	3.59	3.67n	3.66n	3.74n	3.43	3.58	3.57
Product and service innovation	3.68	3.67	3.70	3.73n	3.62	3.60	3.75pn	3.67	3.66	3.86n	3.59	3.71n	3.70	3.74pn	3.57	3.65	3.65

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Table 84

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5488	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I was not aware of the Royal Mail app	2305	638	1668	205	2101	1028	1273	302	297	367	298	447	315	279	599	665	1041	594	1977	312
I was aware of the Royal Mail app but I haven't installed it	371	376	2232	324	2294	1325	1279	302	362	473	305	500	330	260	359	345	476	496	246	339
I have installed the Royal Mail app but I haven't used it	42%	30%	40%	41%	43%	44%	41%	37%	42%	42%	44%	45%	45%	41%	39%	43%	44%	43%	43%	41%
I have installed the Royal Mail app and I have used it	280	34	245	58	221	146	133	47	51	69	37	40	22	13	88	106	75	36	206	68
Don't know	74	14	60	5	69	44	30	17	4	12	1	11	8	18	22	13	39	28	60	12
NET Aware	3781	581	3200	580	3201	1937	1838	503	566	742	533	671	435	330	1069	1275	1436	765	3121	619
NET Installed	61%	47%	69%	72%	60%	64%	59%	61%	65%	66%	64%	67%	57%	53%	62%	62%	57%	55%	61%	66%
	1173	205	968	256	917	512	558	201	205	269	167	165	96	70	405	435	331	166	821	236
	19%	17%	20%	23%	17%	20%	18%	24%	24%	24%	22%	15%	13%	17%	24%	22%	13%	12%	18%	24%

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Table 84

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
I was not aware of the Royal Mail app	2305	1981	325	72	1874	225	135	71	77	283	191	153	168	228	250	314	210	23	202
	37%	37%	38%	43%	36%	43%	27%	41%	31%	43%	36%	34%	31%	41%	31%	37%	37%	34%	43%
I was aware of the Royal Mail app but I haven't installed it	2608	2253	355	70	2224	206	108	71	122	252	207	219	269	237	340	369	209	31	175
	42%	43%	41%	42%	42%	40%	36%	41%	48%	37%	41%	48%	50%	41%	42%	44%	40%	46%	39%
I have installed the Royal Mail app but I haven't used it	280	250	30	6	240	26	9	4	11	29	19	27	31	35	47	26	17	1	25
	5%	5%	3%	4%	6%	5%	3%	2%	4%	4%	4%	6%	6%	6%	6%	3%	3%	2%	5%
I have installed the Royal Mail app and I have used it	894	753	141	18	778	57	39	22	37	108	87	46	73	67	161	119	78	11	45
	15%	14%	16%	11%	15%	11%	13%	13%	15%	15%	17%	10%	13%	12%	20%	14%	15%	17%	10%
Don't know	74	63	11	1	63	4	4	2	4	4	4	3	3	6	11	15	13	1	3
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	3%	2%	1%
NET Aware	3781	3255	526	94	3240	288	156	97	169	388	313	292	373	338	549	514	305	43	245
	61%	61%	61%	56%	52%	56%	53%	57%	48%	58%	55%	54%	59%	59%	64%	61%	58%	64%	54%
NET Installed	1173	1002	171	24	1026	82	48	27	47	136	106	73	104	101	203	145	95	12	70
	19%	19%	20%	14%	19%	16%	16%	16%	19%	20%	21%	16%	19%	18%	26%	17%	18%	18%	16%

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Table 84

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I was not aware of the Royal Mail app	2305	788	890	1190	1205	788	55	798	880	101	462	789	887	287	233	101	1676	335	950	841	277	141	85	1791	226	459	1849
I was aware of the Royal Mail app but I haven't installed it	37%	33%	34%	41%	39%	33%	34%	38%	41%	44%	44%	39%	36%	40%	41%	37%	40%	36%	38%	41%	39%	46%	36%	42%	30%	40%	
I have installed the Royal Mail app but I haven't installed it	2608	1027	962	1457	1393	1027	63	345	962	85	457	798	1101	355	238	103	1899	341	1051	1014	306	168	58	2065	225	635	1972
I have installed the Royal Mail app but I haven't used it	42%	43%	44%	42%	43%	43%	39%	45%	44%	40%	44%	40%	46%	44%	41%	42%	42%	41%	40%	46%	43%	41%	32%	42%	42%	42%	43%
Don't know	280	115	75	189	148	115	10	26	75	3%	30	90	110	51	25	4	200	29	120	110	36	5	5	230	10	142	138
NET Aware	5%	5%	3%	9%	5%	5%	6%	3%	3%	3%	3%	4%	4%	4%	4%	2%	4%	4%	6%	6%	6%	1%	3%	6%	2%	9%	3%
NET Installed	884	461	228	631	397	461	31	92	228	18	87	327	357	92	84	31	684	115	470	301	52	43	23	771	66	274	620
NET Not Aware	15%	15%	11%	18%	12%	15%	19%	12%	11%	9%	8%	16%	14%	12%	14%	13%	15%	14%	18%	14%	12%	8%	12%	13%	18%	12%	18%
NET Not Installed	74	24	18	35	29	24	2	14	18	3	13	13	31	15	3	7	44	10	15	37	11	1	7	52	8	13	61
NET Not Installed	7%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	3%	1%	1%	1%	2%	2%	1	4%	1%	1%	1%	1%
NET Aware	3781	1503	1285	2277	1939	1503	104	462	1265	109	574	1215	1568	498	347	139	2782	485	1641	1425	394	216	86	3067	302	1051	2730
NET Not Aware	61%	61%	58%	62%	60%	61%	65%	61%	58%	51%	55%	60%	63%	62%	59%	56%	62%	58%	61%	61%	58%	48%	62%	56%	61%	59%	59%
NET Installed	1173	576	302	820	546	576	41	118	302	24	117	417	466	143	109	36	883	145	590	411	88	48	28	1001	76	418	758
NET Not Installed	19%	24%	14%	23%	17%	24%	25%	15%	14%	11%	11%	21%	19%	18%	19%	15%	20%	17%	23%	18%	13%	13%	16%	20%	14%	27%	16%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I was not aware of the Royal Mail app	2309	135	2155	15	643	1538	124	2167	52	21	61	2240	5
	37%	40%	37%	36%	38%	37%	40%	37%	44%	37%	92% ^{ghikl}	37%	21%
I was aware of the Royal Mail app but I haven't installed it	2608	124	2464	19	684	1807	117	2532	40	24	3	2595	9
	42%	37%	43%	47%	41%	43%	38%	43%	34%	43%	5%	42%	39%
I have installed the Royal Mail app but I haven't used it	280	15	262	2	89	170	21	253	18	5	-	276	3
	5%	4%	5%	6%	5%	4%	7%	4%	15% ^{ghikl}	9%	-	5%	15%
I have installed the Royal Mail app and I have used it	884	56	834	4	236	621	37	883	7	4	*	883	-
	15%	17%	14%	9%	14%	15%	12%	15%	6%	6%	*	15% ^{ghikl}	-
Don't know	74	6	67	1	23	38	13	63	*	3	2	66	6
	1%	2%	1%	2%	1%	1%	4% ^{ghikl}	1%	*	5% ^{ghikl}	3%	1%	26%
NET Aware	3781	195	3560	25	1010	2597	174	3657	65	33	3	3765	12
	61%	58%	62%	62%	60%	62%	56%	62%	57% ^{ghikl}	58%	0%	62% ^{ghikl}	54%
NET Installed	1173	71	1096	6	326	790	57	1136	25	9	*	1170	3
	19%	21%	19%	15%	19%	19%	18%	19%	22% ^{ghikl}	18%	*	19% ^{ghikl}	15%

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Table 54

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	516	516	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I was not aware of the Royal Mail app	2305	575	557	580	593	184	189	202	197	177	183	180	206	194	203	186	205
37%	37%	36%	36%	38%	39%	37%	35%	38%	37%	35%	37%	35%	40%	39%	40%	36%	39%
I was aware of the Royal Mail app but I haven't installed it	2600	667	640	680	620	220	239	208	214	213	214	240	229	212	189	205	226
42%	43%	42%	44%	40%	49%	49%	45%	40%	40%	42%	43%	45%	44%	42%	38%	40%	43%
I have installed the Royal Mail app but I haven't used it	280	70	80	64	66	25	17	28	22	31	27	24	18	22	25	15	26
5%	5%	5%	5%	4%	4%	5%	3%	5%	4%	6%	5%	5%	3%	4%	5%	3%	5%
I have installed the Royal Mail app and I have used it	894	222	230	202	239	59	84	79	87	78	65	70	62	70	77	101	61
15%	14%	15%	13%	16%	12%	16%	15%	15%	16%	15%	13%	13%	12%	14%	15%	20%	12%
Don't know	74	16	28	12	18	3	4	9	13	8	6	5	4	4	9	6	3
1%	1%	2%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%
NET Aware	378%	96%	96%	94%	92%	304	340	315	323	322	306	333	309	304	291	320	313
61%	62%	62%	61%	60%	62%	64%	60%	61%	61%	63%	62%	64%	60%	61%	58%	63%	60%
NET Installed	1173	292	310	266	305	84	101	107	109	109	92	94	80	92	103	116	87
19%	19%	20%	17%	20%	17%	19%	19%	20%	20%	22%	19%	18%	15%	18%	20%	23%	17%

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	848	113	735	198	652	411	436	131	143	184	134	136	76	44	274	318	256	120	730	109
Weighted Base	884	171*	722	198	696	466	426	154*	154*	200	130*	126*	74*	56**	308	330	256	130*	715	168*
Effective Base	809	93	416	110	399	254	255	88	87	110	77	76	44	29	175	186	147	72	418	86
Bought postage stamps	178	22	156	58	120	102	76	25	38	36	27	21	11	11	63	63	52	31	133	42
	20%	13%	22%	29%	17%	22%	18%	16%	20%	18%	21%	17%	28%	19%	20%	19%	20%	24%	19%	25%
Tracked items	781	152	609	164	597	396	364	138	122	164	112	111	68	45	280	277	224	113	606	146
	85%	89%	84%	83%	86%	85%	85%	90%	80%	82%	86%	88%	92%	80%	85%	84%	88%	87%	85%	87%
Booked collections	240	28	212	89	151	118	122	34	62	55	31	31	17	9	96	86	57	26	187	51
	27%	17%	29%	20%	22%	25%	29%	22%	20%	24%	25%	25%	23%	17%	31%	26%	22%	20%	26%	30%
Found services or drop off locations	211	20	190	64	147	114	97	50	50	44	26	24	11	7	99	70	42	18	165	43
	24%	12%	26%	32%	21%	24%	23%	32%	32%	22%	20%	19%	15%	13%	32%	21%	16%	14%	23%	26%
Measured the size of my parcels	136	18	117	37	99	71	65	13	31	23	29	16	19	5	44	52	40	24	113	22
	15%	11%	16%	19%	14%	15%	15%	9%	20%	17%	22%	13%	20%	10%	32%	14%	16%	18%	16%	13%
Changed where my parcels are delivered	210	33	178	65	145	105	106	50	49	47	25	29	6	3	92	72	40	11	160	49
	24%	19%	25%	33%	21%	22%	25%	32%	32%	23%	19%	23%	11%	6%	32%	22%	16%	9%	22%	29%
Booked a redelivery	328	49	279	81	247	153	175	58	72	70	49	47	16	17	129	119	80	33	249	71
	37%	29%	39%	41%	36%	33%	41%	36%	42%	35%	36%	37%	22%	30%	42%	36%	31%	25%	35%	42%
Received notifications for my deliveries	424	36	389	103	321	223	199	67	60	85	70	63	32	31	132	165	127	63	346	74
	47%	21%	64%	52%	46%	46%	47%	43%	43%	48%	54%	50%	44%	55%	43%	50%	49%	49%	48%	44%
I don't know	1	*	1	1	-	*	1	1	*	-	*	-	-	-	1	*	-	-	1	-
	-	*	*	1%	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
None of the above	8	5	2	-	6	2	5	-	*	3	*	-	-	3	*	3	3	3	6	-
	1%	3%	*	-	1%	-	1%	-	*	2%	*	*	-	8%	*	1%	1%	2%	1%	-

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	848	261	232	169	186	493	355	558	282	75	83	202	241	201	526	76	745	220	596	32
Weighted Base	894	226	244	204	221	469	424	634	251	72*	89*	214	269	194	571	74*	790	212	645	36**
Effective Base	509	124	142	114	129	266	243	339	169	47	52	119	149	109	321	48	444	130	358	21
Bought postage stamps	178	49	48	45	36	97	81	129	49	11	14	36	70	39	120	11	164	39	131	8
20%		22%	20%	22%	16%	21%	19%	20%	19%	10%	16%	17%	26%	20%	21%	10%	21%	18%	20%	23%
Tracked items	761	185	204	175	198	380	372	536	216	59	81	187	220	161	488	61	674	180	548	33
85%		82%	84%	86%	89%	83%	88%	85%	86%	82%	91%	88%	82%	83%	85%	82%	85%	85%	85%	92%
Booked collections	240	69	58	59	54	128	112	185	53	16	29	56	73	48	157	16	211	63	164	13
27%		31%	24%	29%	24%	27%	27%	29%	21%	23%	32%	26%	27%	23%	28%	22%	27%	30%	25%	36%
Found services or drop off locations	211	49	60	49	52	110	101	163	48	20	12	53	76	38	142	22	185	56	140	15
24%		22%	25%	24%	24%	23%	24%	26%	19%	27%	14%	25%	20%	20%	25%	29%	23%	26%	22%	41%
Measured the size of my parcels	136	37	29	36	34	66	70	98	38	11	10	36	44	27	91	11	119	26	103	7
16%		16%	12%	16%	15%	14%	16%	15%	15%	15%	12%	17%	16%	14%	16%	15%	15%	15%	16%	20%
Changed where my parcels are delivered	210	65	57	46	43	121	89	182	46	16	12	57	72	43	141	18	187	45	157	8
24%		29%	23%	23%	20%	26%	21%	26%	16%	22%	14%	27%	27%	22%	25%	24%	24%	21%	24%	22%
Booked a redelivery	328	79	83	84	83	161	167	236	88	32	36	75	107	59	218	33	283	81	236	11
37%		35%	34%	34%	37%	34%	35%	37%	35%	34%	40%	35%	40%	38%	45%	45%	38%	38%	37%	30%
Received notifications for my deliveries	424	82	106	120	117	188	236	291	130	38	47	112	126	84	285	38	372	109	297	18
47%		36%	43%	48%ab	53%a	40%	46%	46%	52%	52%	53%	52%	47%	43%	50%	51%	47%	51%	46%	49%
I don't know	1	1	-	-	-	1	1	1	-	-	-	1	1	-	1	-	1	1	1	-
0		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6		5	1	-	-	6	-	3	3	-	-	-	5	1	-	-	-	-	6	-
None of the above	1%	2%	-	-	-	1%	-	1%	1%	1%	-	-	2%	-	1%	1%	1%	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	848	555	293	127	466	136	134	112	50	58	62	36	45	44	70	51	50	22	114	
Weighted Base	894	753	141*	18*	776	57*	39*	22*	37*	108*	87*	46*	73*	67*	161*	119*	78*	11**	45*	
Effective Base	509	442	69	38	406	58	62	78	47	55	58	34	43	42	67	47	46	7	57	
Bought postage stamps	178	147	31	2	160	7	7	3	6	30	11	10	24	12	25	26	17	-	7	
	20%	20%	22%	14%	21%	13%	19%	15%	16%	52%	12%	21%	53%	16%	15%	22%	21%	1%	16%	
Tracked Items	761	647	114	16	660	47	36	18	32	99	70	38	59	61	138	96	66	11	36	
	85%	86%	81%	88%	85%	63%	92%	82%	87%	92%	81%	83%	81%	91%	86%	81%	85%	99%	79%	
Booked collections	240	207	33	5	204	19	10	7	9	27	19	11	28	21	42	29	19	6	13	
	27%	28%	23%	29%	26%	34%	25%	32%	23%	26%	21%	23%	38%	32%	26%	24%	24%	52%	29%	
Found services or drop off locations	211	178	32	6	177	15	12	7	15	29	17	9	17	23	29	21	18	3	13	
	24%	24%	23%	36%	23%	27%	30%	29%	46%ns	27%	20%	20%	23%	34%ns	18%	17%	23%	23%	28%	
Measured the size of my parcels	136	111	25	5	116	9	8	4	7	16	8	10	12	16	15	14	17	1	8	
	16%	15%	16%	25%	15%	15%	20%	17%	20%	15%	10%	22%	16%	27%ns	9%	12%	22%	9%	17%	
Changed where my parcels are delivered	210	185	25	8	182	10	13	4	14	19	25	12	15	13	40	25	19	1	9	
	24%	25%	16%	43%ns	24%	18%	39%ns	19%	39%ns	17%	28%	27%	20%	20%	25%	21%	24%	13%	20%	
Booked a redelivery	328	279	49	7	286	20	15	7	17	41	30	17	34	18	57	36	36	2	18	
	37%	37%	35%	39%	37%	36%	37%	32%	46%ns	38%	34%	38%	47%	27%	35%	30%	46%	17%	40%	
Received notifications for my deliveries	424	357	67	8	364	26	22	12	20	61	34	18	37	35	49	69	41	8	18	
	47%	47%	47%	45%	47%	46%	57%	53%	65%ns	67%ns	39%	40%	66%ns	62%ns	31%	67%ns	63%ns	73%	39%	
I don't know	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	0	0	1%	0	0	1%ns	1%ns	0	0	0	0	0	0	0	0	0	0	0	
None of the above	6	6	-	-	6	-	-	-	1	-	-	-	-	-	2	3	-	-	-	
	1%	1%	-	1%	1%	1%	-	1%	3%	-	-	-	-	-	1%	2%	-	-	1%	

QD6. What features of the Royal Mail smartphone app have you used?

Table 85

Base : All who use the app

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	848	427	231	578	382	427	33	116	231	19	93	316	327	95	78	31	643	109	443	302	49	38	14	745	52	267	581	
Weighted Base	894	461	228	631	397	461	31**	92*	228	18**	87*	327	357	92*	84*	31**	684	115*	470	301	52**	43**	23**	771	66*	274	620	
Effective Base	909	253	132	354	234	253	20	68	132	14	55	182	204	60	47	16	388	63	270	177	29	21	10	448	31	158	351	
Bought postage stamps	178	94	52	123	81	94	3	16	52	6	20	99	63	11	11	4	151	15	105	46	10	10	7	150	17	73	105	
20%	20%	23%	19%	20%	20%	20%	9%	16%	22%	34%	23%	27% ^{ab}	16%	12%	13%	13%	22%	13%	23%	15%	20%	24%	29%	20%	26%	27% ^{ab}	17%	
Tracked items	761	391	201	528	338	391	24	81	201	13	75	285	293	80	75	26	578	101	410	257	38	32	19	667	51	207	554	
85%	85%	89%	84%	85%	85%	85%	78%	89%	89%	73%	86%	87%	82%	87%	89%	83%	85%	88%	87%	85%	75%	74%	84%	86%	78%	78%	84%	
Booked collections	240	130	58	177	105	130	7	9	58	5	23	103	93	24	15	3	196	18	139	66	18	13	2	204	15	113	127	
27%	27%	28%	26%	26%	26%	26%	22%	10%	25%	25%	27%	31% ^{ab}	26%	26%	18%	9%	39% ^{ab}	15%	29%	22%	36%	31%	8%	26%	23%	41% ^{ab}	21%	
Found services or drop off locations	211	119	43	160	85	119	11	21	43	4	13	82	88	20	19	2	170	21	125	68	9	5	3	193	8	98	114	
24%	24%	26%	25%	21%	26%	26%	35%	23%	19%	20%	15%	25%	25%	21%	22%	7%	25%	18%	27%	23%	17%	12%	14%	25%	13%	28% ^{ab}	18%	
Measured the size of my parcels	136	69	36	98	66	69	5	15	36	5	9	52	53	19	5	5	105	10	68	46	8	3	8	115	11	51	75	
15%	15%	16%	16%	16%	17%	15%	15%	16%	16%	25%	11%	16%	15%	15%	6%	16%	15%	15%	15%	15%	16%	6%	35%	15%	16%	22% ^{ab}	12%	
Changed where my parcels are delivered	210	104	49	153	98	104	9	16	49	3	16	88	79	23	15	6	167	21	118	69	13	8	1	188	9	83	128	
24%	24%	23%	24%	23%	23%	23%	29%	17%	21%	17%	18%	27%	22%	25%	18%	18%	24%	19%	25%	23%	26%	19%	5%	24%	14%	26% ^{ab}	21%	
Booked a redelivery	328	169	64	253	150	168	10	34	64	9	20	133	126	38	20	11	259	31	175	110	22	14	8	285	21	108	220	
37%	36%	28%	40%	38% ^{ab}	38%	38%	34%	37%	28%	49%	23%	43% ^{ab}	35%	42%	23%	36%	38%	27%	37%	36%	42%	31%	33%	37%	32%	40%	35%	
Received notifications for my deliveries	424	219	118	291	190	219	21	50	118	9	53	179	166	39	26	14	345	40	265	125	16	12	7	389	18	139	285	
47%	47%	52%	46%	48%	47%	47%	67%	54%	52%	49%	61%	59% ^{ab}	46%	42%	31%	45%	35%	35%	59% ^{ab}	41%	32%	27%	29%	59% ^{ab}	28%	51%	46%	
I don't know	1	*	*	1	*	*	-	-	*	-	-	1	-	*	-	*	1	*	1	*	*	-	-	1	*	*	1	*
None of the above	6	1	*	6	5	1	-	*	*	*	*	*	2	*	*	3	2	4	1	2	*	3	-	3	*	1	6	
1%	1%	*	1%	1%	1%	1%	-	*	*	2%	*	*	1%	*	1%	3%	2%	1%	1%	1%	7%	6%	-	1%	1%	1%	1%	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	848	56	767	5	265	545	38	834	9	3	2	846	-
Weighted Base	894	56*	834	4**	236	621	37**	883	7**	4**	***	893	**
Effective Base	909	32	474	3	144	343	23	503	4	2	2	508	-
Bought postage stamps	178	17	159	2	55	122	1	176	-	-	-	176	-
20%	20%	31%	19%	50%	23%	20%	4%	20%	2%	-	-	20%	-
Tracked items	761	45	714	2	198	535	28	758	3	-	*	761	-
85%	85%	80%	86%	63%	84%	86%	76%	86%	48%	-	53%	85%	-
Booked collections	240	6	231	1	67	163	10	230	4	-	*	240	-
27%	27%	14%	28%	39%	29%	26%	27%	27%	59%	-	47%	27%	-
Found services or drop off locations	211	12	195	3	60	141	10	203	5	2	*	211	-
24%	24%	22%	23%	82%	26%	23%	26%	23%	73%	54%	47%	24%	-
Measured the size of my parcels	136	13	121	2	49	83	3	132	2	2	*	136	-
15%	15%	24%	14%	47%	21%*	13%	9%	15%	24%	54%	47%	15%	-
Changed where my parcels are delivered	210	15	194	2	59	141	11	204	4	1	*	210	-
24%	24%	26%	23%	45%	25%	23%	29%	23%	62%	37%	100%	24%	-
Booked a redelivery	328	18	310	-	92	221	15	325	3	-	*	328	-
37%	37%	31%	37%	5%	39%	36%	41%	37%	46%	-	47%	37%	-
Received notifications for my deliveries	424	28	392	4	131	276	17	419	4	-	*	424	-
47%	47%	50%	47%	95%	31%*	45%	46%	46%	60%	-	100%	47%	-
I don't know	4	*	1	-	*	1	-	1	-	-	-	1	-
-	-	*	*	-	*	*	-	*	-	-	-	*	-
None of the above	6	*	6	-	*	6	-	6	-	-	-	6	-
1%	1%	*	7%	-	*	7%	-	7%	-	9%	-	7%	-

QD6. What features of the Royal Mail smartphone app have you used?

Table 85

Base : All who use the app

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	848	202	218	197	231	58	69	75	84	62	72	69	66	62	74	88	69
Weighted Base	894	222	230	202	239	59*	84*	79*	87*	78*	65*	70*	62*	70*	77*	101*	61*
Effective Base	809	126	132	117	134	37	46	44	53	40	40	41	38	38	41	57	36
Bought postage stamps	178	50	43	44	41	12	18	20	11	11	22	11	10	23	9	21	11
20%	20%	23%	19%	22%	17%	20%	21%	26%	12%	14%	32% <i>h</i>	16%	16%	33% <i>h</i>	17%	21%	18%
Tracked items	761	198	191	166	205	56	73	69	73	63	55	54	55	56	66	85	54
85%	85%	89%	83%	82%	86%	24% <i>h</i>	87%	87%	84%	87%	85%	78%	89%	80%	83%	84%	89%
Booked collections	240	50	76	53	61	12	15	23	22	24	30	17	11	26	18	26	16
27%	27%	23%	33%	26%	25%	21%	17%	29%	25%	31%	46% <i>h</i>	25%	17%	37%	24%	26%	27%
Found services or drop off locations	211	50	66	43	52	12	16	22	18	25	23	11	52	12	15	22	15
24%	24%	22%	29%	21%	22%	20%	19%	27%	21%	32%	35%	16%	31%	18%	20%	22%	24%
Measured the size of my parcels	136	40	33	31	32	9	16	15	9	12	12	15	6	9	15	13	5
15%	15%	18%	14%	15%	14%	15%	19%	19%	10%	15%	19%	22%	10%	13%	19%	13%	8%
Changed where my parcels are delivered	210	50	68	36	56	14	21	15	21	26	20	6	17	13	21	18	17
24%	24%	23%	31% <i>h</i>	19%	23%	23%	24% <i>h</i>	19%	24% <i>h</i>	24% <i>h</i>	24% <i>h</i>	6%	24% <i>h</i>	19%	24% <i>h</i>	18%	24% <i>h</i>
Booked a redelivery	328	75	89	77	87	18	29	28	37	32	20	24	28	24	37	29	22
37%	37%	34%	39%	38%	37%	30%	34%	36%	42%	41%	31%	35%	45%	34%	48% <i>h</i>	28%	35%
Received notifications for my deliveries	424	103	92	95	134	25	44	34	34	23	35	36	30	30	60	62	33
47%	47%	46%	40%	47%	43% <i>h</i>	42%	52% <i>h</i>	44%	40%	28%	53% <i>h</i>	53% <i>h</i>	47%	43%	65% <i>h</i>	61% <i>h</i>	45% <i>h</i>
I don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-	-	-
None of the above	6	1	-	2	3	-	-	1	-	-	-	2	-	-	-	3	-
1%	1%	-	-	1%	1%	-	-	1%	-	-	-	3%	-	-	-	3%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Table 86

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6169	1017	5142	807	5362	2981	3185	791	816	1134	805	1152	852	609	1607	1939	2613	1461	5467	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3258	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	4724	1012	3712	514	4210	2279	2436	616	660	885	660	886	571	447	1276	1544	1904	1018	3979	706
	77%	25%	75%	65%	76%	76%	78%	75%	76%	72%	72%	72%	75%	71%	75%	72%	76%	73%	77%	75%
1-2	1010	142	868	208	802	529	481	105	101	186	127	145	117	108	328	313	369	225	803	100
	16%	12%	18%	26%	15%	18%	15%	20%	19%	17%	15%	13%	15%	17%	19%	16%	15%	16%	16%	20%
3-4	181	26	156	38	143	90	91	28	30	26	19	29	30	19	58	45	78	49	145	37
	3%	2%	3%	5%	3%	3%	3%	3%	3%	2%	2%	3%	4%	3%	3%	2%	3%	4%	3%	4%
5-10	191	35	156	24	167	92	99	12	15	23	21	59	32	30	27	44	121	51	180	10
	3%	3%	3%	3%	3%	3%	3%	1%	2%	2%	2%	9%	4%	9%	2%	4%	8%	4%	3%	1%
11-20	40	15	25	4	37	18	22	-	1	1	3	9	9	17	1	4	35	26	39	1
	5%	1%	1%	1%	1%	1%	1%	-	-	-	-	4%	4%	8%	-	4%	1%	2%	1%	-
21+	13	2	10	1	11	1	11	-	-	-	4	2	1	6	-	4	9	7	13	-
	1%	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-	4%	-	4%	1%	1%	1%	-
Any Received (non-zero entry)	1436	221	1215	276	1160	731	704	206	207	237	172	244	189	180	414	410	613	369	1179	237
	23%	18%	25%	29%	22%	24%	22%	29%	24%	21%	21%	22%	25%	29%	25%	21%	25%	27%	23%	29%
Total Mean (including those not receiving any)	0.70	0.69	0.70	0.81	0.68	0.64	0.69	0.49	0.49	0.43	0.65	0.73	0.50	1.43	0.49	0.52	0.88	1.16	0.76	0.49
Mean	0.70	0.69	0.70	0.81	0.68	0.64	0.69	0.49	0.49	0.43	0.65	0.73	0.50	1.43	0.49	0.52	0.88	1.16	0.76	0.49
Std Dev.	2.46	2.63	2.42	1.92	2.53	1.93	2.89	1.13	1.29	1.22	2.94	2.60	2.86	4.32	1.21	2.13	3.20	3.60	2.63	1.28
Std Error	0.03	0.08	0.03	0.07	0.03	0.04	0.05	0.04	0.04	0.04	0.10	0.08	0.10	0.17	0.03	0.05	0.06	0.09	0.04	0.05
Receiving Mean (excluding those not receiving any)	3.00	3.88	2.85	2.31	3.18	2.64	3.37	1.94	2.03	2.05	3.11	3.04	3.81	4.97	1.99	2.49	4.00	4.98	3.33	1.95
Mean	3.00	3.88	2.85	2.31	3.18	2.64	3.37	1.94	2.03	2.05	3.11	3.04	3.81	4.97	1.99	2.49	4.00	4.98	3.33	1.95
Std Dev.	4.38	5.15	4.20	2.66	4.68	3.17	5.33	1.51	1.94	1.94	5.85	4.59	4.81	6.89	1.74	4.10	5.45	5.95	4.72	1.92
Std Error	0.12	0.40	0.12	0.16	0.14	0.12	0.20	0.11	0.14	0.13	0.44	0.29	0.34	0.53	0.09	0.21	0.22	0.31	0.14	0.15

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Table B6

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6189	1474	1838	1207	1639	3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	4724	787	1486	1084	1368	2273	2430	2762	1886	414	582	1142	1164	836	2888	430	3936	1012	3505	206
	77%	69%	81%	90%	84%	79%	85%	78%	70%	77%	79%	79%	73%	76%	70%	81%	76%	81%	76%	72%
1-2	1010	253	298	200	259	552	459	667	326	81	92	252	286	193	630	81	860	199	752	60
	16%	22%	16%	14%	15%	18%	15%	16%	14%	16%	13%	17%	18%	16%	16%	15%	17%	16%	16%	21%
3-4	181	41	60	39	41	101	80	121	60	8	29	41	68	29	137	9	169	37	137	7
	3%	4%	3%	3%	2%	3%	3%	3%	3%	2%	4%	3%	4%	3%	4%	2%	3%	3%	3%	2%
5-10	191	47	55	47	42	102	89	109	81	10	22	49	52	38	123	11	163	30	148	13
	3%	6%	3%	3%	2%	3%	3%	3%	3%	2%	3%	3%	3%	3%	3%	2%	3%	2%	3%	4%
11-20	40	7	12	10	19	21	15	9	31	1	3	15	14	4	32	1	38	1	37	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21+	13	1	2	2	8	3	10	2	11	2	5	3	1	1	8	2	9	3	9	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any Received (non-zero entry)	1436	352	427	300	369	776	660	908	508	101	151	380	420	264	930	104	1229	271	1083	82
	23%	31%	22%	22%	21%	25%	21%	26%	21%	20%	21%	24%	27%	24%	24%	19%	24%	21%	24%	23%
Total Mean (including those not receiving any)	0.70	0.81	0.65	0.69	0.68	0.71	0.69	0.59	0.65%	0.53	0.77	0.80	0.74	0.62	0.77	0.54	0.72	0.55	0.73	0.82
Mean	2.46	2.17	2.15	2.56	2.86	2.16	2.73	1.85	3.36	2.62	3.18	2.80	2.06	1.92	2.61	2.61	2.46	2.12	2.55	2.43
Std Dev.	0.03	0.06	0.05	0.07	0.07	0.04	0.05	0.03	0.06	0.11	0.12	0.07	0.05	0.06	0.04	0.11	0.03	0.06	0.04	0.14
Std Error																				
Receiving Mean (excluding those not receiving any)	3.00	2.63	2.92	3.20	3.29	2.79	3.25	2.39	4.13%	2.69	3.73	3.33	2.80	2.58	3.15	2.79	3.01	2.59	3.11	2.90
Mean	4.38	3.25	3.76	4.71	5.55	3.54	5.18	2.60	6.31	5.42	6.19	4.94	3.21	3.20	4.51	5.39	4.28	4.01	4.50	3.86
Std Dev.	0.12	0.16	0.19	0.29	0.31	0.12	0.22	0.09	0.26	0.53	0.52	0.27	0.16	0.19	0.15	0.52	0.12	0.24	0.14	0.48
Std Error																				

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Table 86

Base : All participants

	Total	Rurality			Nation				Region										Highlands & Islands of Scotland (q)	Rest of Scotland (r)
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England/ East Anglia (m)	London/Greater London (n)	South East (o)	South West (p)			
Unweighted Base	6159	4161	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	4724	4073	651	123	3950	408	230	136	201	526	407	342	402	440	602	631	399	55	353	
		77%	77%	76%	76%	79%	76%	80%	15%	78%	80%	76%	74%	77%	74%	79%	76%	62%	76%	
1-2	1010	853	157	32	848	84	49	29	30	105	64	68	94	96	161	132	87	9	75	
	16%	16%	18%	19%	16%	16%	17%	17%	12%	16%	13%	15%	17%	17%	20%	16%	18%	14%	17%	
3-4	181	167	20	3	157	15	6	3	3	17	18	24	14	12	31	31	7	2	12	
	3%	3%	2%	2%	3%	3%	2%	2%	1%	3%	4%	5%	3%	2%	4%	4%	1%	3%	3%	
5-10	191	168	23	7	174	7	9	2	13	22	17	11	29	20	14	32	16	*	7	
	3%	3%	3%	4%	3%	1%	3%	1%	6%	3%	3%	3%	6%	3%	4%	4%	3%	*	2%	
11-20	40	34	6	2	36	4	1	-	2	3	2	1	3	4	2	10	9	-	4	
	1%	1%	1%	1%	1%	1%	*	-	1%	*	*	*	1%	1%	*	1%	1%	-	1%	
21+	13	9	4	*	12	*	*	*	1	1	-	1	-	2	-	7	-	-	*	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	-	-	*	
Any Received (non-zero entry)	1436	1228	210	44	1227	109	65	34	49	149	101	106	161	141	133	208	212	129	98	
	23%	23%	24%	26%	24%	21%	22%	20%	19%	22%	20%	24%	28%	23%	26%	26%	25%	24%	18%	22%
Total Mean (including those not receiving any)																				
Mean	0.70	0.68	0.81	0.90	0.74 ^{ab}	0.50	0.56	0.38	0.72	0.63	0.61	0.65	0.77 ^{ab}	0.68	0.52	1.15 ^{ab}	0.79	0.33	0.52	
Std Dev.	2.46	2.32	3.19	3.25	2.58	1.64	1.97	1.18	2.45	2.07	1.96	1.99	2.00	2.44	1.32	4.33	2.60	0.86	1.72	
Std Error	0.03	0.04	0.07	0.11	0.05	0.05	0.06	0.04	0.13	0.11	0.10	0.11	0.10	0.13	0.07	0.23	0.14	0.07	0.06	
Receiving Mean (excluding those not receiving any)																				
Mean	3.00	2.95	3.31	3.42	3.11 ^{ab}	2.36	2.56	1.87	3.71 ^{ab}	2.86	3.05 ^{ab}	2.76	2.85 ^{ab}	2.93	2.02	4.66 ^{ab}	3.24 ^{ab}	1.84	2.42	
Std Dev.	4.38	4.08	5.79	5.65	4.56	2.88	3.57	2.05	4.48	3.62	3.44	3.32	2.99	4.37	1.94	7.68	4.44	1.18	3.02	
Std Error	0.12	0.14	0.26	0.37	0.17	0.17	0.24	0.17	0.55	0.40	0.41	0.36	0.31	0.48	0.21	0.81	0.48	0.18	0.20	

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Table B6

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6159	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	818	565	259	4493	824	2745	2269	627	326	159	5014	485	1454	4705
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	4724	1834	1651	2809	2427	1834	130	606	1651	173	807	1420	1894	667	437	220	3314	719	1948	1784	538	287	139	3732	425	903	3761
77%		76%	76%	75%	75%	76%	81%	79%	76%	81%	77%	70%	76%	82%	84%	87%	89%	86%	75%	77%	79%	80%	78%	76%	79%	63%	81%
1-2	1010	439	320	660	541	439	26	116	320	29	138	389	432	93	78	16	821	95	444	365	111	49	36	809	85	397	614
16%		15%	15%	15%	15%	16%	16%	15%	15%	14%	13%	12%	12%	11%	11%	7%	11%	11%	17%	15%	16%	14%	20%	16%	16%	13%	13%
3-4	181	79	69	112	102	79	3	22	69	4	25	84	65	12	2%	2%	4%	11	88	57	14	10	2	155	12	84	97
3%		3%	3%	3%	3%	3%	2%	3%	3%	2%	2%	3%	3%	2%	2%	2%	4%	1%	4%	2%	2%	3%	1%	3%	2%	8%	2%
5-10	191	58	83	108	133	58	1	17	83	6	47	90	71	24	7	-	161	7	88	80	11	11	1	168	12	63	128
3%		2%	2%	3%	3%	2%	1%	2%	4%	3%	5%	4%	3%	2%	1%	-	3%	1%	3%	3%	2%	3%	1%	3%	2%	3%	3%
11-20	40	3	3	9	38	3	-	3	15	23	24	15	23	3	-	-	35	-	19	15	6	1	*	33	1	9	32
1%		1%	1%	1%	1%	1%	-	1%	1%	1%	2%	1%	1%	1%	-	-	1%	-	1%	1%	1%	*	*	1%	*	1%	1%
21+	13	*	8	5	13	*	-	*	8	-	8	10	2	1	-	-	11	-	9	2	1	-	-	11	-	5	8
		*	*	*	*	*	-	*	*	-	1%	1%	1%	1%	-	-	1%	-	*	*	*	-	-	*	*	*	*
Any Received (non-zero entry)	1436	579	512	893	826	579	30	158	512	39	242	597	592	133	96	16	1189	112	658	519	143	71	39	1177	110	558	878
23%		24%	24%	25%	25%	24%	19%	21%	24%	19%	23%	25%	24%	17%	16%	7%	26%	14%	25%	23%	21%	20%	22%	24%	21%	17%	19%
Total Mean (including those not receiving any)	0.70	0.53	0.53ac	0.64	0.52ac	0.53	0.31	0.51	0.93	0.43	0.22i	0.86mmopq	0.76nop	0.60ac	0.52o	0.09	0.62mmopq	0.25o	0.80	0.66	0.63	0.57	0.33	0.74	0.49	0.82z	0.61
Mean	2.46	1.45	3.22	2.04	3.13	1.45	0.80	1.76	3.22	1.33	4.18	3.05	2.44	1.89	0.99	0.36	2.73	0.86	2.80	2.26	2.33	1.91	0.85	2.56	1.64	2.56	2.42
Std Dev.	0.03	0.03	0.07	0.03	0.05	0.03	0.06	0.06	0.07	0.09	0.12	0.07	0.05	0.07	0.04	0.02	0.04	0.03	0.05	0.05	0.09	0.11	0.07	0.04	0.07	0.07	0.04
Receiving Mean (excluding those not receiving any)	3.00	2.20	3.19ac	2.53	3.16ac	2.20	1.64	2.47	3.91	2.34	5.27i	3.20ac	2.92	1.89	1.95	1.33	3.11g	1.86	3.18	2.92	2.98	2.88	1.53	3.07	2.40	2.65	3.22
Mean	4.38	2.25	5.68	3.40	5.37	2.25	1.09	3.19	5.68	2.27	7.40	4.88	4.30	3.77	1.68	0.53	4.80	1.58	4.85	4.01	4.36	3.43	1.22	4.50	2.91	3.67	4.76
Std Error	0.12	0.10	0.25	0.12	0.19	0.10	0.18	0.23	0.25	0.35	0.45	0.20	0.18	0.33	0.19	0.11	0.14	0.16	0.19	0.18	0.39	0.45	0.23	0.13	0.32	0.16	0.16

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6159	378	5731	50	1809	4048	302	5902	112	56	67	6070	22
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	4724	242	4452	30	1253	3233	238	4538	79	40	52	4657	15
	77%	72%	77%	72%	75%	77%	78%	77%	67%	69%	80%	77%	68%
1-2	1010	59	941	11	278	676	58	955	29	7	3	1001	6
	16%	17%	16%	28%	16%	16%	19%	15%	25%	12%	5%	15%	28%
3-4	181	19	162	-	71	105	5	167	4	6	4	177	-
	3%	5%	3%	-	4%	3%	2%	3%	3%	11%	6%	3%	-
5-10	191	12	179	1	56	126	10	178	3	4	6	185	1
	3%	4%	3%	1%	3%	3%	3%	3%	2%	7%	3%	3%	3%
11-20	40	2	38	-	16	24	-	37	3	-	-	40	-
	1%	1%	1%	-	1%	1%	-	1%	5%	-	-	1%	-
21+	13	2	11	-	5	8	-	13	-	-	-	13	-
	*	1%	-	-	*	-	-	*	-	-	-	*	-
Any Received (non-zero entry)	1438	94	1331	11	423	940	73	1360	38	18	13	1416	7
	23%	28%	23%	28%	25%	23%	24%	23%	33%	31%	20%	23%	32%
Total Mean (including those not Receiving any)													
Mean	0.70	0.99	0.68	0.45	0.81	0.67	0.51	0.69	1.04	0.92	0.87	0.70	0.53
Std Dev.	2.46	3.55	2.39	0.88	2.64	2.46	1.26	2.46	3.31	1.72	2.06	2.47	1.07
Std Error	0.03	0.18	0.03	0.12	0.06	0.04	0.07	0.03	0.31	0.23	0.25	0.03	0.23
Receiving Mean (excluding those not Receiving any)													
Mean	3.00	3.55	2.97	1.62	3.19	2.98	2.15	2.99	3.19	2.99	4.28	2.99	1.68
Std Dev.	4.38	6.02	4.25	0.97	4.47	4.47	1.81	4.40	5.22	1.86	2.57	4.40	1.33
Std Error	0.12	0.61	0.12	0.26	0.21	0.15	0.22	0.12	0.80	0.54	0.78	0.12	0.59

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Table 86

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6189	1550	1535	1539	1535	521	524	505	521	512	502	520	520	499	519	515	501				
Weighted Base	6160	1550	1535	1539	1535	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	4724	1233	1015	1241	1235	397	421	416	430	386	199	422	433	386	407	421	407				
	77%	80%ab	66%b	81%ab	80%ab	81%b	79%b	79%b	81%b	79%b	40%b	81%b	84%abm	77%b	81%b	82%b	78%b				
1-2	1010	245	297	224	244	74	83	89	84	83	120	70	61	63	86	67	90				
		16%b	19%b	15%ab	16%b	13%b	16%b	17%b	16%b	15%b	24%abghiklmno	14%b	12%b	13%b	17%b	13%b	15%ab				
3-4	181	30	76	38	37	13	8	9	12	16	48	7	16	16	7	15	15				
		3%b	2%b	2%ab	2%b	3%b	1%b	2%b	2%b	3%b	16%abghiklmno	1%b	3%b	3%b	1%b	3%b	3%b				
5-10	191	38	108	26	19	7	20	11	5	9	34	12	9	6	2	9	8				
		3%b	2%b	2%ab	2%b	1%b	13%abm	7%b	1%b	2%b	10%abghiklmno	3%b	2%b	1%b	1%b	2%b	2%b				
11-20	40	3	34	2	1	-	-	-	1	5	28	2	-	-	1	-	-				
		1%b	2%ab	1%b	1%b	1%b	1%b	1%b	2%b	1%b	6%abghiklmno	1%b	-	-	1%b	-	-				
21+	13	-	6	7	-	-	-	-	-	-	6	5	-	2	-	-	-				
		0%b	1%b	1%ad	0%b	0%b	0%b	0%b	0%b	0%b	15%ghl	15%b	-	1%b	-	-	-				
Any Received (non-zero entry)	1406	317	520	298	301	94	111	111	102	122	287	96	85	117	96	91	114				
	23%	20%	19%ab	20%b	20%b	19%b	21%b	21%b	19%b	24%b	46%abghiklmno	9%b	16%b	23%b	19%b	18%b	22%b				
Total Mean (including those not receiving any)		0.70	0.47	0.56cd	0.39	0.39	0.50ab	0.44	0.35	0.50ab	0.50abghiklmno	0.09	0.36	0.54	0.34	0.41	0.43				
Mean		0.70	0.47	0.56cd	0.39	0.39	0.50ab	0.44	0.35	0.50ab	0.50abghiklmno	0.09	0.36	0.54	0.34	0.41	0.43				
Std Dev	2.46	1.45	3.74	2.46	1.24	1.11	1.85	1.26	0.97	1.98	5.74	3.54	1.17	2.04	1.28	1.29	1.14				
Std Error	0.03	0.04	0.10	0.06	0.03	0.05	0.08	0.06	0.04	0.09	0.26	0.16	0.05	0.09	0.06	0.06	0.05				
Receiving Mean (excluding those not receiving any)		3.00	2.32	2.67cd	2.00	2.03	2.78b	2.09	1.83	2.50	3.48abghiklmno	4.11abgh	2.20	2.33	1.76	2.31	1.96				
Mean		3.00	2.32	2.67cd	2.00	2.03	2.78b	2.09	1.83	2.50	3.48abghiklmno	4.11abgh	2.20	2.33	1.76	2.31	1.96				
Std Dev	4.38	2.46	5.51	4.98	2.14	1.75	3.20	2.04	1.48	3.42	6.56	7.38	2.08	3.73	2.47	2.22	1.74				
Std Error	0.12	0.14	0.25	0.29	0.12	0.17	0.32	0.21	0.14	0.34	0.39	0.71	0.22	0.35	0.26	0.24	0.16				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Table 87

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6159	1017	5142	807	5352	2981	3185	791	816	1134	805	1152	852	609	1607	1539	2513	1461	5467	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	5047	1037	4009	576	4471	2395	2642	653	668	934	704	962	619	507	1320	1638	2088	1126	4204	707
82%	84%	81%	73%	73%	73%	80%	79%	79%	77%	82%	82%	82%	82%	81%	78%	82%	82%	81%	82%	75%
1-2	919	167	751	159	760	400	418	128	126	151	107	136	123	112	295	259	376	240	737	172
15%	14%	15%	16%	16%	16%	17%	17%	16%	16%	17%	17%	17%	17%	16%	17%	17%	17%	17%	14%	18%
3-4	118	18	100	38	80	68	52	25	31	27	10	18	7	*	56	37	25	8	76	42
2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	*	2%	2%	1%	1%	1%	2%
5-10	61	10	51	13	48	36	25	12	10	10	7	8	5	8	23	17	21	13	41	15
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
11-20	15	-	15	4	10	12	2	4	2	-	2	6	-	1	6	2	6	1	8	6
*	-	*	*	1%	1%	1%	1%	*	*	-	*	1%	-	*	*	*	*	*	*	1%
21+	1	-	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-	-	1	-
*	-	*	*	-	*	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-
Any Received (non-zero entry)	1113	195	918	214	900	615	498	169	200	188	128	168	140	120	369	315	429	261	864	236
18%	16%	19%	23%	17%	18%	22%	18%	21%	23%	17%	15%	15%	18%	19%	25%	16%	17%	19%	17%	23%
Total Mean (including those not receiving any)	0.35	0.28	0.37	0.38	0.32	0.42	0.28	0.48	0.43	0.32	0.34	0.31	0.30	0.31	0.45	0.33	0.31	0.30	0.30	0.40
Mean	1.17	0.89	1.22	1.42	1.12	1.36	0.94	1.39	1.06	0.94	1.59	1.26	0.80	0.84	1.23	1.26	1.04	0.82	0.99	1.82
Std Dev.	0.01	0.03	0.02	0.05	0.02	0.02	0.02	0.05	0.04	0.03	0.06	0.04	0.03	0.03	0.03	0.03	0.02	0.02	0.01	0.07
Std Error	Receiving Mean (excluding those not receiving any)																			
Mean	1.84	1.78	1.98	2.17	1.89	2.07	1.78	2.23	1.88	1.89	2.22	2.07	1.62	1.62	2.04	2.02	1.80	1.62	1.80	2.40
Std Dev.	2.11	1.55	2.21	2.01	2.13	2.37	1.72	2.32	1.46	1.53	3.51	2.65	1.16	1.26	1.91	2.53	1.92	1.21	1.76	2.98
Std Error	0.07	0.12	0.07	0.14	0.07	0.10	0.08	0.19	0.11	0.12	0.32	0.20	0.10	0.11	0.11	0.15	0.09	0.07	0.06	0.24

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Table 87

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6189	1474	1838	1207	1639	3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285
Weighted Base	6180	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	8047	858	1577	1170	1439	2435	2610	2942	2022	412	621	1233	1232	929	3087	428	4248	1050	3769	228
	42%	70%	75%	70%	73%	80%	80%	80%	80%	80%	75%	75%	75%	75%	75%	80%	80%	80%	80%	79%
1-2	919	216	273	183	248	489	430	583	329	94	98	214	284	137	597	96	753	188	679	51
	15%	19% <i>ab</i>	14%	13%	14%	16%	14%	16%	14%	19% <i>ab</i>	13%	14%	19% <i>ab</i>	12%	19% <i>ab</i>	18%	15%	15%	15%	18%
3-4	118	35	38	19	26	73	45	92	26	3	7	35	47	13	89	3	105	24	88	6
	2%	5% <i>ab</i>	2%	1%	2%	2% <i>ab</i>	1%	2% <i>ab</i>	1%	1%	1%	5% <i>ab</i>	2% <i>ab</i>	1%	2% <i>ab</i>	1%	2%	2%	2%	2%
5-10	61	21	20	7	13	41	20	39	19	6	7	17	10	19	34	6	54	16	42	3
	1%	2% <i>ab</i>	1%	1%	1%	1% <i>ab</i>	1%	1%	1%	1%	1%	1%	1%	2% <i>ab</i>	1%	1%	1%	1%	1%	1%
11-20	15	5	5	3	-	12	3	14	1	1	-	2	10	2	12	1	14	6	9	-
	0%	1% <i>ab</i>	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
21+	1	-	-	1	-	-	1	-	1	-	-	-	1	-	1	-	1	-	1	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any Received (non-zero entry)	1113	229	336	214	286	514	499	726	375	103	112	286	352	171	732	108	927	234	819	60
	18%	24% <i>ab</i>	18%	15%	17%	20% <i>ab</i>	16%	20% <i>ab</i>	16%	20%	15%	19%	22% <i>ab</i>	15%	19% <i>ab</i>	20%	18%	18%	18%	21%
Total Mean (including those not receiving any)	0.35	0.50 <i>ab</i>	0.34	0.31	0.28	0.41 <i>ab</i>	0.29	0.48 <i>ab</i>	0.27	0.34	0.26	0.34	0.49 <i>ab</i>	0.32	0.35	0.33	0.36	0.38	0.34	0.38
Mean	1.17	1.41	1.16	1.31	0.82	1.26	1.06	1.30	0.93	0.97	0.76	1.05	1.63	1.05	1.28	0.96	1.21	1.22	1.16	0.96
Std Dev.	0.01	0.04	0.03	0.04	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.04	0.03	0.02	0.04	0.02	0.03	0.02	0.06
Std Error																				
Receiving Mean (excluding those not receiving any)	1.94	2.15 <i>ab</i>	1.93	1.99	1.71	2.03	1.83	2.03	1.74	1.69	1.70	1.89	2.18	2.05	2.00	1.67	2.00	2.10	1.90	1.82
Mean	2.11	2.16	2.14	2.78	1.26	2.15	2.05	2.28	1.72	1.56	1.15	1.79	2.87	1.90	2.32	1.55	2.23	2.12	2.15	1.34
Std Dev.	0.07	0.12	0.13	0.20	0.08	0.09	0.10	0.09	0.08	0.17	0.11	0.11	0.16	0.14	0.09	0.16	0.07	0.14	0.08	0.19
Std Error																				

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Table 87

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ Islands of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6199	4161	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
None	5047	4353	693	140	4219	428	252	147	203	856	441	369	457	466	606	606	425	58	370		
	82%	82%	80%	84%	81%	83%	83%	84%	81%	85%	81%	80%	81%	81%	79%	79%	80%	80%	86%		
1-2	919	765	154	24	791	75	32	20	35	102	51	68	62	98	170	121	83	7	68		
	15%	14%	16%	14%	15%	15%	11%	12%	14%	16%	10%	15%	12%	17%	21%	14%	16%	11%	16%		
3-4	118	109	9	3	99	10	7	2	7	11	7	6	15	8	14	22	10	*	10		
	2%	2%	1%	2%	2%	2%	2%	1%	3%	2%	1%	1%	3%	1%	2%	3%	2%	*	2%		
5-10	61	58	3	1	52	3	4	1	5	4	6	6	6	1	15	2	8	2	2		
	1%	1%	*	*	1%	1%	1%	1%	2%	1%	1%	1%	1%	*	2%	*	2%	2%	*		
11-20	15	12	2	-	14	*	-	-	1	2	3	-	2	-	5	2	-	-	*		
	*	*	*	-	*	*	-	-	*	*	1%	-	*	-	1%	*	-	-	*		
21+	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-		
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Any Received (non-zero entry)	1113	945	168	27	958	89	43	24	47	118	67	79	86	107	204	147	103	9	80		
	18%	18%	20%	16%	19%	17%	15%	14%	10%	18%	13%	18%	16%	19%	33%	17%	30%	14%	18%		
Total Mean (including those not receiving any)		0.35%	0.36%	0.31%	0.25%	0.35%	0.27%	0.31%	0.24%	0.43%	0.30%	0.30%	0.32%	0.39%	0.29%	0.52%	0.32%	0.41%	0.24%		
Mean		1.17	1.20	0.93	1.22	0.75	0.98	0.78	1.33	0.93	1.29	0.92	1.24	0.69	1.62	1.15	1.43	0.87	0.74		
Std Dev.		0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.07	0.05	0.07	0.05	0.06	0.04	0.09	0.06	0.07	0.07	0.02		
Std Error																					
Receiving Mean (excluding those not receiving any)		1.94	2.01	1.58	1.53	1.97	1.57	2.19%	1.72	2.27%	1.73	2.30%	1.82	2.44%	1.52	2.06	1.83	2.12	1.79		
Mean		2.11	2.19	1.55	0.99	2.21	1.12	1.64	1.38	2.30	1.58	2.85	1.43	2.18	0.81	2.70	2.20	2.63	1.74		
Std Dev.		0.07	0.08	0.08	0.08	0.09	0.08	0.12	0.13	0.29	0.20	0.42	0.18	0.29	0.10	0.29	0.28	0.31	0.33		
Std Error																					

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Table 87

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6159	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	818	565	259	4493	824	2745	2269	627	326	159	5014	485	1454	4705
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	8047	1903	1854	2731	2692	1903	123	634	1854	171	895	1538	2025	604	429	238	3502	766	2064	1904	582	307	161	3968	468	1002	3061
1-2	82%	79%	85%	78%	82%	79%	77%	83%	86%	81%	85%	76%	81%	87%	85%	87%	79%	79%	85%	85%	86%	81%	81%	81%	70%	86%	
3-4	919	398	268	619	490	398	31	110	403	376	85	45	8	779	53	459	320	459	320	81	43	15	778	58	350	569	
5-10	15%	15%	12%	19%	14%	16%	20%	14%	12%	17%	13%	12%	17%	8%	3%	17%	6%	11%	14%	12%	12%	8%	8%	13%	71%	22%	
11-20	118	61	28	91	56	61	1	11	50	44	16	8	*	94	8	51	49	51	49	11	6	*	100	6	53	60	
21+	2%	2%	1%	5%	2%	3%	1%	1%	2%	2%	1%	1%	*	2%	1%	1%	1%	2%	2%	2%	2%	1%	*	2%	1%	6%	
Any Received (non-zero entry)	61	39	13	48	21	39	4	9	21	34	4	1	*	55	1	28	26	3	1	1	1	54	2	34	27		
15	1%	1%	1%	1%	1%	2%	3%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	
11-20	15	1	1	14	3	12	-	1	5	6	2	1	*	11	1	4	5	4	5	4	2	-	9	2	15	-	
21+	*	12	*	14	3	12	-	1	5	6	2	1	*	11	1	4	5	4	5	4	2	-	9	2	15	-	
1	1	-	1	-	1	-	-	1	-	1	-	1	-	-	1	-	-	-	-	1	-	-	-	-	1	-	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	w	*	*	*	*	*	*	*	
Any Received (non-zero entry)	1113	510	309	771	570	510	37	130	479	461	106	55	8	940	64	542	399	542	399	100	51	16	941	67	458	655	
18%	21%	14%	22%	18%	21%	23%	17%	14%	24%	19%	13%	10%	3%	21%	8%	21%	17%	21%	17%	15%	14%	9%	19%	13%	59%	14%	
Total Mean (including those not receiving any)	0.35	0.48%	0.25	0.44%	0.30	0.46%	0.42	0.31	0.44%	0.38%	0.26%	0.16%	0.04	0.41%	0.13	0.39%	0.35	0.39%	0.35	0.32	0.27	0.15	0.37%	0.23	0.71%	0.23	
Mean	1.17	1.42	0.93	1.34	1.02	1.42	1.01	0.88	1.21	1.29	1.02	0.81	0.21	1.25	0.69	1.18	1.12	1.18	1.12	1.43	1.01	0.63	1.15	0.90	1.91	0.75	
Std Dev.	0.01	0.03	0.02	0.02	0.02	0.03	0.07	0.03	0.03	0.03	0.04	0.03	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.06	0.06	0.05	0.02	0.04	0.05	0.01	
Std Error	0.01	0.03	0.02	0.02	0.02	0.03	0.07	0.03	0.03	0.03	0.04	0.03	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.06	0.06	0.05	0.02	0.04	0.05	0.01	
Receiving Mean (excluding those not receiving any)	1.94	2.06%	1.73	2.24%	1.74	2.20	1.84	1.81	1.85	1.82	1.87	1.85	2.05	1.96	1.85	1.11	1.95	1.75	1.85	2.00	2.22	1.87	1.67	1.92	1.82	2.24%	1.86
Mean	2.11	2.39	1.85	2.23	1.85	2.39	1.96	1.96	1.85	2.07	2.27	1.88	2.35	2.12	1.97	0.39	2.12	1.86	1.98	1.98	3.15	2.05	1.40	1.98	1.91	2.87	1.26
Std Dev.	0.07	0.11	0.10	0.08	0.08	0.11	0.25	0.11	0.10	0.34	0.17	0.09	0.12	0.21	0.27	0.11	0.07	0.09	0.11	0.33	0.31	0.39	0.07	0.25	0.14	0.05	
Std Error	0.07	0.11	0.10	0.08	0.08	0.11	0.25	0.11	0.10	0.34	0.17	0.09	0.12	0.21	0.27	0.11	0.07	0.09	0.11	0.33	0.31	0.39	0.07	0.25	0.14	0.05	

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6159	378	5731	50	1809	4048	302	5902	112	56	67	6070	22
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	6047	262	4769	36	1332	3462	252	4163	81	40	53	4073	19
	82%	79%	82%	86%	80%	82% d	81%	82% hi	69%	70%	81%	82% hi	86%
1-2	919	69	847	2	283	592	44	863	24	16	12	903	3
	15%	22% hi	15%	6%	16% hi	14%	14%	15%	21%	28% gh	19%	15%	14%
3-4	118	2	115	1	34	71	12	108	8	1	*	118	-
	2%	*	2%	3%	2%	2%	4% hi	2%	7% gh	1%	1%	2%	-
5-10	61	3	58	2	19	38	4	60	1	-	-	61	-
	1%	1%	1%	5% hi	1%	1%	1%	1%	1%	-	-	1%	-
11-20	15	1	14	0	6	8	0	13	2	-	-	15	-
	*	*	*	-	*	*	-	*	2% gh	-	-	*	-
21+	1	-	1	-	1	-	-	1	-	-	-	1	-
	*	*	*	-	*	-	-	*	*	-	-	*	-
Any Received (non-zero entry)	1113	74	1034	6	343	710	60	1045	36	17	13	1098	3
	18%	22%	18%	14%	20% hi	17%	19%	18%	31% gh	30% hi	19%	18%	14%
Total Mean (including those not Receiving any)													
Mean	0.35	0.33	0.35	0.39	0.41	0.33	0.38	0.34	0.70% gh	0.40	0.25	0.35	0.14
Std Dev.	1.17	0.78	1.18	1.18	1.27	1.14	0.94	1.16	1.71	0.69	0.60	1.17	0.36
Std Error	0.01	0.04	0.02	0.17	0.03	0.02	0.05	0.02	0.16	0.09	0.07	0.02	0.08
Receiving Mean (excluding those not Receiving any)													
Mean	1.94	1.50	1.97	2.84	2.00	1.91	1.97	1.94	2.57	1.33	1.31	1.95	1.00
Std Dev.	2.11	1.02	2.16	1.92	2.18	2.13	1.23	2.13	2.23	0.57	0.88	2.12	0.00
Std Error	0.07	0.11	0.07	0.68	0.12	0.08	0.17	0.07	0.35	0.15	0.20	0.07	0.00

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Table 87

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6189	1550	1535	1539	1535	521	524	505	521	512	502	520	520	499	519	515	501				
Weighted Base	6160	1550	1535	1539	1537	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	6047	1275	1190	1317	1264	419	440	416	420	408	362	446	449	422	414	406	445				
	82%	82%	78%	86%	82%	80%	83%	79%	79%	80%	73%	86%	87%	84%	84%	79%	86%				
1-2	919	227	273	188	231	59	77	80	89	74	110	64	57	67	75	93	63				
	15%	15%	18%	12%	15%	12%	15%	15%	17%	15%	21%	12%	11%	13%	15%	19%	12%				
3-4	118	31	43	25	19	9	8	13	11	19	14	6	8	11	3	10	6				
	2%	2%	3%	2%	1%	2%	2%	3%	2%	4%	3%	1%	2%	2%	1%	2%	1%				
5-10	61	16	23	9	14	4	7	5	8	6	8	3	3	3	7	2	5				
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%				
11-20	15	2	5	-	8	-	-	2	2	-	2	-	-	-	4	1	2				
	*	*	*	-	%	-	-	*	*	-	*	-	-	-	1%	*	*				
21+	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-				
	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-				
Any Received (non-zero entry)	1113	275	345	222	272	72	92	111	112	99	134	72	69	81	89	108	76				
	18%	18%	22%	14%	18%	15%	17%	21%	21%	20%	27%	14%	13%	16%	16%	21%	15%				
Total Mean (including those not receiving any)																					
Mean	0.35	0.35%	0.40%	0.24	0.35%	0.28	0.33	0.36%	0.36%	0.30	0.37%	0.25	0.22	0.26	0.43	0.34	0.28				
Std Dev.	1.17	1.17	1.34	0.75	1.31	0.87	0.95	1.55	1.65	1.00	1.25	0.83	0.70	0.71	1.80	0.95	1.01				
Std Error	0.01	0.03	0.03	0.02	0.03	0.04	0.04	0.07	0.07	0.04	0.06	0.04	0.03	0.03	0.08	0.04	0.05				
Receiving Mean (excluding those not receiving any)																					
Mean	1.94	2.00	2.03	1.68	1.98	1.88	1.91	2.15	2.27	1.94	1.91	1.77	1.68	1.60	2.42	1.65	1.93				
Std Dev.	2.11	2.10	2.18	1.22	2.55	1.47	1.48	2.79	3.00	1.44	1.78	1.51	1.12	1.00	3.69	1.50	1.95				
Std Error	0.07	0.13	0.13	0.08	0.16	0.17	0.16	0.28	0.28	0.16	0.17	0.17	0.14	0.12	0.39	0.15	0.22				

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Table 88

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6169	1017	5142	807	5362	2981	3185	791	816	1134	805	1152	852	609	1607	1939	2613	1461	5467	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	2806	503	2303	341	2465	1342	1461	513	513	482	510	399	410	268	995	910	901	491	2351	433
46%	47%	43%	43%	43%	46%	45%	47%	42%	42%	42%	42%	42%	42%	42%	42%	42%	42%	42%	46%	46%
1-2	2385	426	1958	327	2058	1155	1223	229	291	444	309	524	335	295	520	749	1115	592	2037	327
39%	43%	38%	41%	38%	39%			28%	34%	40%	37%	46%	44%	41%	31%	38%	44%	43%	39%	35%
3-4	683	141	512	83	570	310	311	56	61	121	93	126	97	100	116	214	323	197	521	121
71%	71%	71%	70%	71%	71%			7%	7%	11%	11%	11%	11%	11%	7%	11%	11%	11%	7%	7%
5-10	300	59	242	37	263	161	159	22	33	44	32	67	55	45	56	77	109	101	234	61
5%	5%	5%	5%	5%	5%			3%	4%	4%	4%	9%	7%	7%	3%	4%	7%	7%	5%	6%
11-20	14	3	11	1	13	8	6	1	1	2	2	3	3	2	2	4	8	5	13	1
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	1	-	1	*	1	1	-	-	-	-	-	-	1	-	-	*	1	1	1	-
	*	-	*	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	3364	729	2625	449	2995	1668	1679	309	386	611	433	720	491	404	695	1044	1615	896	2807	510
54%	59%	53%	57%	54%	55%			38%	44%	52%	52%	54%	53%	54%	41%	52%	54%	54%	54%	54%
Total Mean (including those not receiving any)																				
	1.24	1.32	1.22	1.23	1.25	1.31f	1.18	0.85	0.95	1.14g	1.14g	1.41g	1.50g	1.56g	0.90	1.17h	1.33h	1.57h	1.22	1.35
Mean	1.24	1.32	1.22	1.23	1.25	1.31f	1.18	0.85	0.95	1.14g	1.14g	1.41g	1.50g	1.56g	0.90	1.17h	1.33h	1.57h	1.22	1.35
Std Dev.	1.80	1.73	1.81	1.69	1.81	1.90	1.70	1.68	1.60	1.61	1.78	1.84	2.18	1.78	1.64	1.69	1.93	2.01	1.79	1.85
Std Error	0.02	0.05	0.03	0.06	0.02	0.03	0.03	0.06	0.06	0.05	0.06	0.05	0.07	0.07	0.04	0.04	0.04	0.05	0.02	0.07
Receiving Mean (excluding those not receiving any)																				
	2.29	2.24	2.30	2.17	2.30	2.36	2.21	2.27	2.14	2.13	2.27	2.32	2.46	2.41	2.20	2.19	2.38	2.44	2.24	2.50
Mean	2.29	2.24	2.30	2.17	2.30	2.36	2.21	2.27	2.14	2.13	2.27	2.32	2.46	2.41	2.20	2.19	2.38	2.44	2.24	2.50
Std Dev.	1.89	1.74	1.93	1.74	1.91	2.00	1.77	2.08	1.79	1.65	1.90	1.83	2.28	1.69	1.93	1.76	1.95	2.04	1.90	1.85
Std Error	0.03	0.07	0.04	0.08	0.04	0.05	0.04	0.13	0.10	0.07	0.09	0.07	0.10	0.08	0.08	0.05	0.05	0.07	0.03	0.10

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Table 88

Base : All participants

		Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)		
Unweighted Base	6189	1474	1838	1207	1639	3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285		
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288		
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179		
None	2806	471	816	642	876	1287	1518	1711	1045	277	342	709	663	450	1714	282	2271	593	2055	159		
		41%	43%	46%	51% ^{ab}	42%	47% ^{ab}	47%	44%	52% ^{abmn}	47%	47%	42%	41%	40%	43% ^{ab}	44%	46%	45%	43% ^{ab}		
1-2	2385	441	819	518	606	1261	1124	1434	928	171	277	567	658	450	1501	181	2077	488	1821	76		
	39%	39%	43% ^{cd}	37%	35%	41% ^f	36%	39%	39%	33%	38%	38%	42% ^l	41% ^{lm}	39% ^{lm}	34%	40% ^{lo}	38% ^{lo}	40% ^{lo}	26%		
3-4	683	154	184	159	156	338	315	358	281	41	82	157	185	124	423	44	564	130	490	33		
	11%	13% ^{ab}	10%	12%	9%	11%	10%	10%	12%	8%	11%	10%	12%	11%	11%	8%	11%	10%	11%	12%		
5-10	300	66	92	63	79	157	143	160	134	25	30	65	73	73	169	25	250	68	213	20		
	5%	6%	5%	5%	5%	5%	5%	4%	6%	5%	4%	5%	5%	7% ^{ab}	4%	5%	5%	5%	5%	7%		
11-20	14	4	2	2	6	6	8	6	8	1	1	4	5	2	10	1	12	5	8	1		
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
21+	1	*	*	*	1	*	1	*	1	*	1	*	*	*	1	*	1	*	1	*		
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
Any Received (non-zero entry)	3354	666	1097	742	849	1763	1591	1868	1352	238	391	782	922	650	2103	251	2903	691	2534	129		
	54%	59% ^{ab}	57% ^{ab}	54%	49%	53% ^f	51%	53%	56%	46%	53%	52% ^{ab}	53% ^{ab}	51% ^{ab}	50% ^{ab}	47%	56% ^{lo}	54% ^{lo}	53% ^{lo}	45%		
Total Mean (including those not receiving any)	1.24	1.48 ^{ab}	1.22	1.21	1.16	1.31 ^f	1.18	1.18	1.35 ^g	1.05	1.22	1.18	1.33 ^l	1.42 ^{lm}	1.25	1.06	1.36 ^{lo}	1.28	1.24	1.18		
Mean	1.80	1.92	1.62	1.70	1.97	1.74	1.85	1.70	1.94	1.67	2.03	1.65	1.89	1.82	1.83	1.65	1.81	1.88	1.77	1.82		
Std Dev.	0.02	0.05	0.04	0.05	0.05	0.03	0.03	0.03	0.04	0.07	0.07	0.04	0.05	0.05	0.03	0.07	0.03	0.05	0.03	0.11		
Std Error																						
Receiving Mean (excluding those not receiving any)	2.29	2.47 ^b	2.13	2.25	2.37 ^b	2.26	2.31	2.20	2.48 ^g	2.27	2.29	2.24	2.28	2.40	2.26	2.26	2.28	2.37	2.24	2.62		
Mean	1.89	1.94	1.62	1.74	2.24	1.75	2.02	1.77	2.05	1.80	2.30	1.67	1.99	1.81	1.94	1.76	1.89	1.99	1.85	1.91		
Std Dev.	0.03	0.06	0.05	0.07	0.08	0.04	0.05	0.04	0.05	0.12	0.11	0.06	0.07	0.07	0.04	0.11	0.03	0.07	0.04	0.17		
Std Error																						

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Table 88

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6159	4161	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	2806	2429	371	71	2341	249	139	78	111	360	224	190	235	235	345	400	240	28	221	
	46%	46%	44%	42%	42%	45%	47%	46%	44%	35% ab	44%	42%	43%	41%	43%	47%	45%	42%	35% ab	
1-2	2385	2055	330	70	2013	199	104	69	90	206	221	198	224	240	337	303	194	25	175	
	39%	39%	38%	42%	39%	39%	35%	40%	36%	37%	44% no	44% no	41% l	42% l	42% l	36%	37%	37%	39% l	
3-4	683	546	108	16	558	44	35	16	32	75	51	51	58	67	69	92	63	11	33	
	11%	10%	12%	6%	11%	8%	12%	9%	5% l	11%	10%	11%	11%	12% l	8%	11%	12% l	10% no	7%	
5-10	300	254	46	10	252	25	16	7	16	30	11	10	23	28	57	46	30	4	21	
	5%	5%	5%	6%	5%	5%	6%	4%	5% l	4%	2%	2%	4%	5%	7% l	5% l	8% l	5%	5%	
11-20	14	13	1	1	13	-	-	1	1	3	-	-	3	1	2	1	1	-	-	
	*	*	*	*	*	-	-	*	7%	7%	-	-	7%	*	*	*	*	-	-	
21+	1	1	*	-	1	-	-	*	-	-	-	-	-	1	-	-	-	-	-	
	*	*	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-	
Any Received (non-zero entry)	3354	2869	485	97	2837	288	156	93	139	315	283	258	308	338	485	443	288	39	229	
	54%	54%	56%	58%	55%	52%	53%	54%	39% l	47%	50% l	50% l	50% l	50% l	50% l	53%	55% l	58%	51%	
Total Mean (including those not receiving any)																				
Mean	1.24	1.24	1.27	1.28	1.26	1.12	1.25	1.22	1.49% l	1.16	1.12	1.18	1.25	1.35	1.37	1.22	1.29	1.37	1.09	
Std Dev.	1.80	1.83	1.62	1.80	1.82	1.54	1.76	1.83	2.08	1.98	1.47	1.38	1.82	2.11	1.89	1.74	1.81	1.55	1.54	
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.06	0.07	0.11	0.10	0.08	0.07	0.09	0.11	0.10	0.09	0.09	0.12	0.05	
Receiving Mean (excluding those not receiving any)																				
Mean	2.29	2.29	2.26	2.22	2.29	2.17	2.37	2.25	2.61% l	2.49% l	2.01	2.05	2.20	2.28	2.38	2.32	2.37% l	2.35	2.13	
Std Dev.	1.89	1.94	1.56	1.88	1.92	1.52	1.79	1.97	2.17	2.27	1.43	1.23	1.94	2.33	1.95	1.79	1.85	1.35	1.55	
Std Error	0.03	0.04	0.05	0.08	0.05	0.06	0.08	0.09	0.16	0.17	0.10	0.09	0.13	0.16	0.14	0.13	0.13	0.13	0.07	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Table 88

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6159			3424	3275		2863	183	885	2214	209	1144	2100	2393	818	565	259	4493	824	2745	2269	627	326	159	5014	485	1454	4705
Weighted Base	6160	2413	2163	3502	3253	2413		2163	800	2017	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
None	2006	1069	930	1535	1395	1069	80	329	930	108	404	756	1105	420	346	160	1881	806	1070	1075	376	156	105	2145	260	753	2053	
46%	46%	44%	43%	43%	44%	44%	50%	43%	43%	51%	38%	37%	44%	52%	49%	59%	41%	41%	49%	44%	43%	59%	44%	49%	50%	44%		
1-2	2385	941	890	1316	1314	941	59	292	890	73	457	861	981	250	179	68	1841	246	1057	860	238	166	57	1917	223	525	1860	
3-4	395	39%	41%	39%	40%	39%	37%	38%	41%	34%	44%	43%	49%	39%	31%	27%	43%	30%	44%	37%	35%	32%	57	39%	42%	35%	46%	
5-10	653	277	223	420	366	277	16	103	223	17	116	259	266	74	43	12	524	55	331	246	43	22	11	576	33	169	486	
11-20	300	119	114	174	170	119	6	38	114	14	69	136	128	14	16	6	264	22	138	120	23	14	5	257	18	71	229	
21+	14	6	5	7	7	6	-	2	5	1	3	7	6	1	-	1	12	1	9	3	2	-	-	12	-	4	10	
Any Received (non-zero entry)	3354	1343	1233	1967	1958	1343	80	435	1233	104	646	1261	1380	380	237	87	2641	324	1536	1228	305	202	73	2764	275	767	2587	
54%	56%	57%	56%	57%	56%	56%	50%	57%	57%	49%	62%	67%	69%	46%	41%	35%	69%	39%	69%	63%	45%	41%	69%	51%	50%	56%		
Total Mean (including those not Receiving any)																												
Mean	1.24	1.29	1.27	1.30	1.29	1.29	1.14	1.34	1.27	1.11	1.46%	1.61%	1.26%	1.00	0.83	0.83	1.57%	0.83	1.38%	1.23%	0.95	1.08	0.83	1.32%	1.00	1.18	1.26	
Std Dev.	1.80	1.82	1.73	1.78	1.71	1.82	1.67	1.70	1.73	1.77	1.38	2.01	1.83	1.59	1.93	1.75	1.70	1.33	1.38	1.86	1.35	1.82	1.85	1.35	1.82	1.79		
Std Error	0.02	0.04	0.04	0.03	0.03	0.04	0.12	0.06	0.04	0.12	0.06	0.04	0.04	0.06	0.06	0.13	0.03	0.06	0.04	0.04	0.07	0.07	0.11	0.03	0.06	0.05	0.03	
Receiving Mean (excluding those not Receiving any)																												
Mean	2.29	2.32	2.23	2.32	2.26	2.32	2.27	2.35	2.23	2.26	2.36	2.46%	2.26	2.10	2.05	2.35	2.33	2.13	2.38%	2.21%	2.12	1.91	2.03	2.34%	1.95	2.34	2.27	
Std Dev.	1.89	1.88	1.78	1.80	1.72	1.88	1.72	1.64	1.76	1.82	1.93	1.94	1.76	2.08	1.47	2.83	1.85	1.93	2.01	1.80	2.00	1.24	1.48	1.92	1.31	1.96	1.86	
Std Error	0.03	0.05	0.05	0.04	0.04	0.05	0.19	0.07	0.05	0.18	0.07	0.05	0.05	0.11	0.10	0.30	0.04	0.11	0.05	0.05	0.12	0.10	0.18	0.04	0.08	0.07	0.04	

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Table 88

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6159	378	5731	50	1809	4048	302	5902	112	56	67	6070	22	
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
None	2806	147	2640	19	762	1855	189	2653	70	31	33	2755	18	
	46%	44%	46%	47%	45%	44%	61% ^{ab}	45%	60% ^{ab}	54%	50%	45%	84%	
1-2	2385	116	2299	10	610	1692	82	2303	34	19	28	2356	*	
	39%	35%	39%	24%	32% ^f	41% ^{ab}	26%	39%	29%	33%	43%	39%	1%	
3-4	653	39	606	9	200	423	30	635	7	7	3	649	2	
	11%	12%	10%	9%	12%	10%	11%	12%	6%	12%	4%	11%	7%	
5-10	300	33	266	2	94	196	10	291	6	1	2	297	2	
	5%	10% ^b	5%	4%	6%	5%	3%	5%	5%	1%	3%	5%	7%	
11-20	14	1	12	1	7	7	-	14	-	-	-	14	-	
	*	*	*	2% ^b	*	*	-	*	-	-	-	*	-	
21+	1	-	1	-	1	*	-	1	-	-	-	1	-	
	*	*	*	-	*	*	-	*	-	-	-	*	-	
Any Received (non-zero entry)	3354	189	3143	22	914	2318	123	3244	47	26	33	3318	3	
	54%	56%	54%	53%	55% ^f	56% ^f	39%	55% ^{ab}	40%	46%	50%	55% ^{ab}	16%	
Total Mean (including those not receiving any)														
Mean	1.24	1.48%	1.22	1.68	1.93 ^b	1.24 ^f	0.91	1.26	0.87	0.89	0.90	1.25	0.68	
Std Dev.	1.80	2.21	1.76	2.49	2.03	1.71	1.56	1.81	1.40	1.29	1.22	1.80	1.74	
Std Error	0.02	0.11	0.02	0.35	0.05	0.03	0.09	0.02	0.13	0.17	0.15	0.02	0.37	
Receiving Mean (excluding those not receiving any)														
Mean	2.29	2.5%	2.25	3.20	2.43 ^b	2.23	2.32	2.29	2.18	1.93	1.81	2.29	4.34	
Std Dev.	1.89	2.30	1.85	2.64	2.21	1.75	1.70	1.90	1.42	1.27	1.15	1.89	1.92	
Std Error	0.03	0.16	0.03	0.52	0.07	0.04	0.15	0.03	0.20	0.25	0.20	0.03	0.96	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6189	1550	1535	1539	1535	521	524	505	521	512	502	520	520	499	519	515	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	516	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	2006	661	687	737	721	215	224	222	234	215	239	244	252	240	235	230	256				
1-2	46%	43%	45%	48%	47%	44%	42%	42%	44%	42%	48%	47%	49%	47%	45%	49%	49%				
	2385	626	584	572	603	186	229	211	213	198	173	201	173	197	192	205	206				
3-4	39%	40%	38%	37%	39%	36%	43%	40%	40%	39%	33%	39%	33%	39%	38%	40%	40%				
5-10	663	157	179	166	151	52	40	65	59	63	58	56	64	45	54	53	43				
	11%	10%	12%	11%	10%	11%	7%	12%	11%	12%	11%	11%	12%	9%	11%	10%	8%				
11-20	300	101	80	63	56	35	38	27	26	30	25	15	28	20	21	21	14				
21+	5%	7%	5%	4%	4%	7%	9%	5%	5%	6%	5%	3%	5%	4%	4%	4%	3%				
Any Received (non-zero entry)	14	5	4	2	4	2	1	2	*	2	2	1	*	*	*	3	*				
	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1				
3354	889	848	802	815	276	308	305	298	292	257	274	266	262	268	282	265	285				
54%	57%	55%	52%	53%	56%	58%	58%	56%	58%	52%	53%	51%	52%	53%	55%	51%					
Total Mean (including those not receiving any)																					
Mean	1.24	1.26	1.28	1.14	1.16	1.44	1.36	1.36	1.21	1.40	1.25	1.14	1.19	1.08	1.16	1.23	1.10				
Std Dev	1.80	1.85	1.85	1.58	1.80	2.06	1.84	1.90	1.57	2.03	1.94	1.62	1.61	1.50	1.62	1.73	2.02				
Std Error	0.02	0.05	0.05	0.04	0.05	0.09	0.08	0.08	0.07	0.09	0.09	0.07	0.07	0.07	0.07	0.08	0.09				
Receiving Mean (excluding those not receiving any)																					
Mean	2.29	2.45	2.33	2.19	2.19	2.57	2.34	2.38	2.15	2.42	2.41	2.16	2.33	2.07	2.17	2.23	2.16				
Std Dev	1.89	2.00	1.94	1.57	1.97	2.16	1.89	1.97	1.53	2.16	2.11	1.66	1.55	1.50	1.65	1.80	2.40				
Std Error	0.03	0.07	0.07	0.05	0.07	0.13	0.11	0.12	0.09	0.13	0.13	0.10	0.09	0.09	0.09	0.11	0.15				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Table 89

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1017	5142	807	5362	2981	3185	791	816	1134	805	1152	852	609	1607	1939	2613	1461	5467	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	2851	566	2285	325	2526	1419	1428	431	357	470	379	539	367	308	788	849	1214	675	2428	393
	46%	48%	46%	41%	47%	47%	45%	42%	41%	42%	46%	43%	36%	30%	47%	43%	40%	40%	42%	42%
1-2	2675	516	2159	354	2321	1273	1397	296	404	536	380	495	333	251	700	826	1079	594	2251	404
	43%	42%	44%	45%	42%	42%	44%	36%	47%	46%	46%	44%	44%	40%	41%	46%	43%	42%	44%	43%
3-4	478	116	361	87	391	238	238	74	80	108	49	62	54	53	154	155	169	107	364	109
	8%	9%	7%	15%	8%	8%	8%	7%	7%	7%	6%	6%	7%	8%	8%	8%	7%	8%	7%	7%
5-10	136	33	103	19	117	66	70	19	23	28	20	26	5	15	43	47	46	21	94	37
	2%	3%	2%	2%	2%	2%	2%	1%	3%	3%	2%	2%	1%	1%	3%	2%	2%	1%	2%	4%
11-20	13	1	12	2	11	10	3	2	3	2	1	4	1	-	5	3	5	1	13	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	7	-	7	3	4	3	4	-	-	1	3	3	-	-	-	4	3	-	7	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Received (non-zero entry)	3309	667	2643	464	2845	1591	1712	391	510	652	453	591	393	319	902	1105	1303	712	2730	550
	54%	54%	54%	54%	53%	53%	53%	48%	52%	52%	51%	52%	52%	51%	53%	52%	52%	51%	53%	50%
Total Mean (including those not receiving any)	1.06	1.09	1.05	1.02	1.06	1.05	1.05	1.00	1.18	1.18	1.18	1.18	1.04	0.86	1.08	1.14	0.97	0.92	1.02	1.25
Mean	1.06	1.09	1.05	1.02	1.06	1.05	1.05	1.00	1.18	1.18	1.18	1.18	1.04	0.86	1.08	1.14	0.97	0.92	1.02	1.25
Std Dev.	1.72	1.52	1.77	2.38	1.60	1.76	1.69	1.65	1.65	1.65	2.22	1.97	1.11	1.38	1.65	1.91	1.61	1.24	1.75	1.53
Std Error	0.02	0.05	0.02	0.08	0.02	0.03	0.03	0.06	0.06	0.05	0.08	0.06	0.04	0.06	0.04	0.04	0.03	0.03	0.02	0.06
Receiving Mean (excluding those not receiving any)	1.97	2.01	1.96	2.26	1.93	2.01	1.93	2.19	2.01	2.09	2.03	1.99	1.65	1.96	2.06	2.01	1.88	1.79	1.93	2.15
Mean	1.97	2.01	1.96	2.26	1.93	2.01	1.93	2.19	2.01	2.09	2.03	1.99	1.65	1.96	2.06	2.01	1.88	1.79	1.93	2.15
Std Dev.	1.93	1.55	2.01	2.76	1.76	1.98	1.88	1.85	1.72	1.73	2.68	2.35	1.02	1.36	1.78	2.17	1.81	1.20	2.01	1.44
Std Error	0.03	0.07	0.04	0.13	0.03	0.05	0.04	0.10	0.08	0.07	0.13	0.09	0.05	0.08	0.06	0.06	0.05	0.04	0.04	0.07

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Table 89

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6199	1474	1838	1207	1639	3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	2861	511	913	617	809	1424	1426	1590	1214	231	347	706	678	516	1731	238	2374	572	2143	136
	46%	40%	48%	40%	47%	47%	46%	43%	46%	40%	47%	47%	43%	47%	40%	45%	46%	46%	47%	47%
1-2	2675	454	837	619	765	1292	1383	1678	959	231	319	650	710	460	1679	241	2254	569	1979	127
	43%	40%	44%	45%	44%	42%	44%	46%	40%	45%	44%	43%	45%	42%	44%	45%	44%	44%	43%	44%
3-4	478	120	116	115	120	243	235	296	174	39	49	112	153	88	314	41	412	103	354	21
	8%	11%	6%	8%	7%	8%	8%	8%	7%	8%	7%	7%	10%	8%	8%	8%	8%	8%	8%	7%
5-10	136	38	41	27	30	80	57	86	48	13	17	29	40	24	86	13	117	36	97	3
	2%	9%	2%	2%	2%	3%	2%	8%	2%	3%	2%	2%	3%	2%	2%	2%	3%	2%	2%	1%
11-20	13	2	2	7	1	4	9	10	3	1	1	1	3	6	5	1	11	4	9	-
	*	*	*	1%	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*
21+	7	3	4	-	-	7	-	7	-	-	-	3	-	4	3	-	7	-	7	-
	*	*	*	-	-	7	-	*	-	-	-	*	-	*	*	-	*	-	*	-
Any Received (non-zero entry)	3399	626	1000	767	916	1626	1683	2060	1183	284	386	795	966	584	2067	286	2802	712	2446	152
	54%	55%	52%	55%	53%	52%	54%	61%	49%	55%	53%	53%	57%	53%	55%	55%	54%	55%	53%	53%
Total Mean (including those not receiving any)	1.06	1.23	0.99	1.11	0.98	1.08	1.04	1.18	0.93	1.07	0.96	1.05	1.13	1.14	1.07	1.07	1.08	1.13	1.05	0.93
Mean	1.72	2.14	1.69	1.79	1.35	1.87	1.56	1.91	1.40	1.48	1.37	1.78	1.55	2.26	1.61	1.47	1.76	1.75	1.74	1.12
Std Dev.	0.02	0.06	0.04	0.05	0.03	0.03	0.03	0.03	0.03	0.06	0.05	0.05	0.04	0.07	0.03	0.06	0.02	0.05	0.03	0.07
Std Error	Receiving Mean (excluding those not receiving any)	1.97	2.47	1.89	2.00	1.84	2.02	1.92	2.03	1.88	1.94	1.83	1.98	1.97	2.15	1.93	1.99	2.04	1.96	1.78
Mean	1.93	2.47	1.94	1.99	1.35	2.16	1.68	2.16	1.48	1.51	1.41	2.03	1.60	2.73	1.74	1.50	1.98	1.92	1.98	0.95
Std Dev.	0.03	0.09	0.06	0.08	0.05	0.05	0.04	0.05	0.04	0.09	0.07	0.07	0.05	0.11	0.04	0.09	0.04	0.07	0.04	0.08
Std Error																				

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Table 89

Base : All participants

	Total	Rurality			Nation					Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England/ London (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6159	4161	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	2861	2427	423	75	2389	265	124	73	119	281	246	216	279	275	293	430	253	30	235	
		46%	46%	42%	46%	51% ^{ab}	42%	43%	43%	42%	41%	43%	41%	43%	36%	41%	40%	49%	43%	
1-2	2675	2320	355	72	2246	213	135	81	107	325	236	187	215	249	387	315	224	31	182	
	43%	44%	41%	43%	43%	41%	46%	46%	43%	46%	47%	42%	40%	43%	46%	37%	42%	46%	40%	
3-4	478	409	69	17	409	30	27	12	20	42	19	34	35	43	95	79	41	5	25	
	8%	8%	8%	10%	8%	6%	8%	7%	5%	6%	4%	8%	7%	9%	15% ^{hij}	10%	10%	7%	6%	
5-10	136	125	11	3	114	9	8	5	3	21	7	8	11	7	28	18	11	*	9	
	2%	2%	1%	2%	2%	2%	3%	3%	1%	3%	1%	2%	2%	1%	4%	2%	2%	1%	2%	
11-20	13	13	*	*	13	*	*	-	1	2	-	3	3	-	3	-	-	-	*	
	*	*	*	*	*	*	*	-	*	*	-	1%	1%	-	*	-	-	-	*	
21+	7	4	3	*	7	-	*	-	-	3	-	1	-	-	3	-	-	-	-	
	*	*	*a	*	*	-	*	-	-	*	-	*	-	-	*	-	-	-	-	
Any Received (non-zero entry)	3369	2871	439	92	2788	252	171	86	131	364	262	232	264	298	517	413	276	37	218	
	54%	54%	51%	55%	54%	49%	58%	53%	52%	55%	52%	52%	49%	52%	54% ^{hijklmnop}	49%	52%	55%	46%	
Total Mean (including those not receiving any)	1.06	1.06	1.03	1.11	1.07a	0.84	1.17a	1.62a	1.01	1.26 ^{mn}	0.82	1.02	1.03	0.90	1.48% ^{hijklmnop}	0.98	0.99	0.90	0.83	
Mean	1.72	1.69	1.92	1.65	1.79	1.14	1.61	1.33	1.68	2.19	1.02	1.81	1.85	1.15	2.55	1.33	1.40	1.06	1.15	
Std Dev.	0.02	0.03	0.04	0.06	0.03	0.03	0.05	0.05	0.09	0.11	0.05	0.10	0.10	0.06	0.13	0.07	0.07	0.08	0.04	
Std Error																				
Receiving Mean (excluding those not receiving any)	1.97	1.96	2.03	2.03	2.06a	1.71	2.01a	1.78	1.94	2.65	1.60	1.97	2.13 ^{mn}	1.73	2.32% ^{mn}	2.03 ^{mn}	1.85	1.65	1.72	
Mean	1.93	1.87	2.28	1.77	2.02	1.07	1.66	1.31	1.90	2.55	0.87	2.12	2.17	1.06	2.86	1.24	1.43	0.90	1.10	
Std Dev.	0.03	0.04	0.07	0.08	0.05	0.04	0.07	0.06	0.14	0.17	0.06	0.16	0.16	0.08	0.19	0.09	0.10	0.09	0.05	
Std Error																				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Table 89

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6159	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	818	565	259	4493	824	2745	2269	627	326	159	5014	485	1454	4705
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2413	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
None	2851	1005	1087	1447	1529	1005	87	381	1087	103	546	848	1095	392	327	168	1943	405	1118	1022	381	204	107	2140	310	608	2743
46%	42%	42%	50%	47%	47%	42%	36%	47%	50%	48%	52%	42%	44%	49%	55%	59%	43%	60%	43%	44%	55%	57%	59%	44%	59%	40%	48%
1-2	2675	1098	911	1622	1436	1098	83	327	911	93	415	928	1138	335	200	68	2098	287	1201	1015	250	131	63	2218	194	709	1968
43%	45%	42%	42%	44%	44%	45%	52%	43%	42%	44%	40%	49%	54%	42%	34%	28%	54%	32%	54%	42%	37%	37%	35%	54%	36%	54%	42%
3-4	478	241	122	331	212	241	18	63	122	14	72	169	195	62	37	5	384	42	231	199	29	13	6	430	19	153	325
8%	19%	6%	6%	7%	7%	10%	11%	8%	6%	6%	7%	9%	9%	6%	6%	2%	9%	5%	9%	9%	4%	4%	3%	9%	3%	10%	7%
5-10	138	58	37	88	67	58	2	11	37	3	17	51	46	18	16	6	97	21	53	53	19	9	2	106	11	43	94
2%	2%	2%	3%	2%	2%	2%	7%	1%	2%	1%	2%	3%	2%	2%	3%	2%	2%	3%	2%	2%	3%	1%	2%	2%	3%	2%	
11-20	13	10	2	10	2	10	1	2	2	-	-	1	8	-	4	-	9	4	2	8	2	1	-	10	1	4	9
*	*	*	*	*	*	*	*	*	*	-	-	*	*	-	10%	-	*	*	*	*	*	*	-	*	*	*	*
21+	7	1	3	4	6	1	-	-	-	-	-	-	4	3	-	-	4	-	1	6	-	-	-	7	-	4	3
*	*	*	*	*	*	*	-	-	*	-	-	-	*	*	-	-	*	-	*	*	-	-	-	*	*	*	*
Any Received (non-zero entry)	3309	1408	1076	2055	1723	1408	103	402	1076	109	504	1169	1391	408	256	79	2560	335	1489	1281	300	154	71	2770	225	912	2397
54%	58%	50%	59%	53%	53%	58%	64%	53%	50%	52%	48%	58%	59%	51%	44%	32%	57%	40%	57%	56%	44%	43%	40%	58%	42%	58%	52%
Total Mean (including those not receiving any)	1.06	1.18ad	0.92	1.18ad	1.01	1.18y	1.23	0.99	0.92	0.91	0.85	1.12ap	1.18ap	1.04p	0.86p	0.80	1.11ap	0.84	1.18apw	1.14apw	0.87	0.82	0.63	1.12apw	0.76	1.28p	0.98
Mean	1.06	1.18ad	0.92	1.18ad	1.01	1.18y	1.23	0.99	0.92	0.91	0.85	1.12ap	1.18ap	1.04p	0.86p	0.80	1.11ap	0.84	1.18apw	1.14apw	0.87	0.82	0.63	1.12apw	0.76	1.28p	0.98
Std Dev.	1.72	1.71	1.63	1.77	1.73	1.71	1.61	1.37	1.63	1.17	1.19	1.41	1.83	1.98	1.93	1.39	1.66	1.80	1.48	2.04	1.68	1.54	0.98	1.76	1.38	2.13	1.56
Std Error	0.02	0.04	0.03	0.03	0.03	0.04	0.12	0.05	0.03	0.08	0.04	0.03	0.04	0.07	0.08	0.09	0.02	0.06	0.03	0.04	0.07	0.09	0.08	0.02	0.06	0.06	0.02
Receiving Mean (excluding those not receiving any)	1.97	1.85	1.85	2.03	1.90	2.04	1.91	1.87	1.85	1.77	1.78	1.93	1.96	2.03	2.16	1.86	1.95	2.09	1.92	2.06	1.98	1.89	1.59	1.98	1.80	2.14p	1.91
Mean	1.97	1.85	1.85	2.03	1.90	2.04	1.91	1.87	1.85	1.77	1.78	1.93	1.96	2.03	2.16	1.86	1.95	2.09	1.92	2.06	1.98	1.89	1.59	1.98	1.80	2.14p	1.91
Std Dev.	1.93	1.81	1.91	1.91	1.99	1.81	1.65	1.37	1.91	1.06	1.15	1.37	2.08	2.38	2.43	1.92	1.79	2.32	1.50	2.36	2.05	1.86	0.95	1.94	1.63	2.39	1.72
Std Error	0.03	0.05	0.06	0.04	0.05	0.05	0.16	0.06	0.06	0.10	0.05	0.04	0.06	0.12	0.15	0.20	0.04	0.12	0.04	0.07	0.12	0.16	0.12	0.04	0.11	0.08	0.03

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6159	378	5731	50	1809	4048	302	5902	112	56	67	6070	22
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	2851	148	2680	23	788	1628	137	2732	47	26	29	2655	16
	46%	44%	46%	57%	47%	46%	44%	46%	40%	46%	45%	46%	72%
1-2	2675	146	2512	18	702	1830	143	2555	51	29	35	2635	5
	43%	43%	43%	43%	42%	44%	46%	43%	43%	51%	54%	43%	21%
3-4	478	31	447	*	143	309	25	459	15	1	1	475	2
	8%	9%	8%	*	9%	7%	8%	8%	13%	2%	2%	8%	7%
5-10	138	12	125	-	40	90	7	131	4	1	-	136	-
	2%	3%	2%	-	2%	2%	2%	2%	3%	2%	-	2%	-
11-20	13	*	13	-	3	10	-	13	-	-	-	13	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
21+	7	-	7	-	-	7	-	7	-	-	-	7	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	3309	188	3103	18	887	2247	175	3165	71	31	36	3267	6
	54%	56%	54%	43%	53%	54%	56%	54%	60%	54%	55%	54%	28%
Total Mean (including those not Receiving any)													
Mean	1.06	1.08	1.06	0.77	1.04	1.07	1.03	1.06	1.33	0.82	0.83	1.06	0.44
Std Dev.	1.72	1.36	1.75	0.95	1.50	1.83	1.37	1.74	1.66	0.99	0.86	1.73	0.86
Std Error	0.02	0.07	0.02	0.13	0.04	0.03	0.08	0.02	0.16	0.13	0.11	0.02	0.18
Receiving Mean (excluding those not Receiving any)													
Mean	1.97	1.93	1.97	1.78	1.97	1.98	1.83	1.97	2.21	1.52	1.50	1.97	1.58
Std Dev.	1.83	1.29	1.97	0.49	1.56	2.09	1.36	1.95	1.62	0.86	0.56	1.94	0.95
Std Error	0.03	0.09	0.04	0.10	0.05	0.04	0.10	0.03	0.19	0.15	0.09	0.03	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Table 89

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6189	1550	1535	1539	1535	521	504	505	521	512	514	508	518	520	499	519	515	501			
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	491	502	518	518	503	503	512	521			
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312	313			
None	2851	756	731	654	710	244	249	263	262	242	227	261	212	180	221	248	242	242			
	46%	49%	48%	42%	46%	50%	47%	50%	49%	48%	46%	50%	41%	36%	44%	48%	46%	46%			
1-2	2675	642	637	695	701	196	226	217	219	203	215	211	243	241	248	223	230	235			
	43%	47%	42%	45%	46%	40%	43%	41%	41%	40%	43%	41%	47%	50%	47%	40%	44%	44%			
3-4	478	113	121	150	94	39	39	35	38	51	33	35	48	66	30	27	36	36			
	8%	7%	8%	10%	6%	8%	7%	7%	7%	10%	7%	7%	9%	13%	6%	5%	7%	7%			
5-10	138	32	43	36	25	10	11	10	11	12	20	6	15	15	4	11	11	11			
	2%	2%	3%	2%	2%	2%	2%	2%	2%	12%	20%	6%	15%	15%	1%	2%	2%	2%			
11-20	13	6	2	1	3	-	6	-	2	-	-	1	-	-	-	-	1	2			
	-	-	-	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-			
21+	7	1	-	3	3	-	-	1	-	-	-	3	-	-	-	3	-	3			
	-	-	-	-	-	-	-	-	-	-	-	7%	-	-	-	7%	-	-			
Any Received (non-zero entry)	3309	794	804	885	826	248	283	264	270	265	268	257	306	323	282	264	279	279			
	54%	51%	52%	59%	54%	50%	53%	50%	51%	52%	54%	50%	59%	64%	56%	52%	54%	54%			
Total Mean (including those not receiving any)																					
Mean	1.06	1.03	1.01	1.03	1.03	0.94	1.17	0.97	0.96	1.02	1.06	1.06	1.16	1.16	0.94	1.12	1.01	1.01			
Std Dev.	1.72	1.75	1.39	1.85	1.85	1.22	2.25	1.59	1.41	1.26	1.49	2.44	1.46	1.47	1.09	2.52	1.63	1.63			
Std Error	0.02	0.04	0.04	0.05	0.05	0.05	0.10	0.07	0.06	0.06	0.07	0.11	0.06	0.07	0.05	0.11	0.07	0.07			
Receiving Mean (excluding those not receiving any)																					
Mean	1.97	2.01	1.93	2.03	1.91	1.87	2.30	1.94	1.88	1.94	1.96	2.14	1.96	2.00	1.68	2.18	1.89	1.89			
Std Dev.	1.93	2.01	1.38	2.06	2.16	1.12	2.70	1.77	1.47	1.10	1.53	3.12	1.43	1.39	0.93	3.17	1.82	1.82			
Std Error	0.03	0.07	0.05	0.07	0.07	0.07	0.16	0.11	0.09	0.07	0.10	0.19	0.08	0.08	0.05	0.19	0.11	0.11			

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Table 90

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6159	1017	5142	807	5352	2981	3178	791	816	1134	805	1152	852	609	1607	1539	2513	1461	5467	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	3180	678	2502	299	2881	1574	1602	367	417	516	440	595	416	399	814	956	1410	815	2721	436
	52%	65%	51%	36%	54%	52%	51%	48%	48%	46%	52%	52%	54%	54%	48%	49%	54%	54%	53%	46%
1-2	2468	442	2026	302	2096	1192	1271	339	392	526	316	434	320	191	721	822	925	491	2019	417
	40%	36%	41%	38%	39%	40%	40%	41%	44%	45%	39%	38%	40%	30%	43%	42%	37%	35%	39%	44%
3-4	361	70	292	67	295	152	208	63	46	65	48	75	38	26	109	113	139	64	307	52
	6%	6%	6%	6%	5%	5%	5%	6%	5%	6%	6%	7%	5%	4%	6%	6%	6%	5%	6%	6%
5-10	137	40	97	37	101	83	54	19	22	33	23	24	5	12	41	56	41	16	101	35
	2%	3%	2%	2%	2%	3%	2%	2%	3%	3%	3%	3%	1%	2%	2%	3%	2%	1%	2%	4%
11-20	10	3	7	3	7	5	5	1	1	2	4	2	*	-	2	6	2	*	9	1
	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*
21+	3	-	3	1	2	3	-	3	-	-	-	-	-	-	3	-	-	-	1	2
	*	-	*	*	*	*	-	*	-	-	-	-	-	-	*	-	-	-	*	*
Any Received (non-zero entry)	2980	555	2425	490	2490	1436	1538	425	451	606	392	535	343	229	876	998	1107	572	2437	507
	48%	40%	45%	45%	48%	48%	49%	52%	52%	54%	47%	47%	45%	36%	45%	45%	44%	41%	47%	54%
Total Mean (including those not receiving any)	0.91	0.90	0.91	0.84	0.93	0.93	0.88	1.11	0.91	1.02	0.93	0.90	0.73	0.63	1.01	0.98	0.78	0.68	0.86	1.13
Mean	0.91	0.90	0.91	0.84	0.93	0.93	0.88	1.11	0.91	1.02	0.93	0.90	0.73	0.63	1.01	0.98	0.78	0.68	0.86	1.13
Std Dev.	1.64	1.47	1.68	1.95	1.58	1.92	1.32	2.82	1.24	1.48	1.62	1.44	1.07	1.11	2.16	1.54	1.26	1.09	1.40	2.59
Std Error	0.02	0.05	0.02	0.07	0.02	0.04	0.02	0.10	0.04	0.04	0.06	0.04	0.04	0.05	0.05	0.04	0.02	0.03	0.02	0.10
Receiving Mean (excluding those not receiving any)	1.87	1.99	1.84	2.16	1.82	1.94	1.80	2.19	1.75	1.89	1.97	1.89	1.62	1.72	1.94	1.90	1.78	1.66	1.83	2.10
Mean	1.87	1.99	1.84	2.16	1.82	1.94	1.80	2.19	1.75	1.89	1.97	1.89	1.62	1.72	1.94	1.90	1.78	1.66	1.83	2.10
Std Dev.	1.94	1.63	2.01	2.09	1.91	2.40	1.38	3.63	1.23	1.56	1.88	1.57	1.05	1.24	2.68	1.69	1.36	1.13	1.55	3.23
Std Error	0.03	0.06	0.04	0.09	0.04	0.06	0.03	0.18	0.06	0.06	0.10	0.07	0.05	0.08	0.09	0.05	0.04	0.04	0.03	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Table 90

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6199	1474	1838	1207	1639	3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285
Weighted Base	6160	1136	1913	1394	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	3180	525	960	690	884	1505	1674	1766	1395	306	414	807	745	474	1960	318	2569	648	2382	149
	52%	46%	81%	50%	52%	49%	57%	48%	51%	62%	50%	57%	47%	43%	51%	50%	50%	60%	52%	52%
1-2	2468	503	777	581	607	1280	1189	1577	866	181	270	561	694	523	1506	186	2131	510	1843	115
	40%	44%	41%	42%	35%	42%	38%	43%	36%	35%	37%	37%	44%	46%	40%	35%	47%	40%	40%	40%
3-4	361	79	103	77	101	163	178	223	131	20	31	87	101	78	220	21	319	91	256	15
	6%	7%	5%	6%	6%	6%	6%	6%	5%	4%	4%	6%	6%	5%	6%	4%	6%	7%	6%	5%
5-10	137	29	48	30	30	76	61	95	40	8	17	41	40	21	98	8	123	30	100	7
	2%	3%	3%	2%	2%	3%	2%	3%	2%	1%	2%	3%	2%	2%	3%	1%	2%	2%	2%	2%
11-20	10	1	3	4	2	4	6	7	3	-	-	2	5	3	7	-	10	2	7	1
	+	+	+	+	+	+	+	+	+	-	-	-	+	-	+	-	+	+	+	-
21+	3	-	2	1	-	2	1	1	2	-	-	3	-	-	3	-	3	3	-	-
	+	+	+	+	+	+	+	+	+	-	-	+	-	-	+	-	+	+	+	-
Any Received (non-zero entry)	2960	612	853	694	741	1545	1435	1903	1043	259	319	694	840	626	1853	215	2566	636	2296	138
	48%	52%	49%	50%	43%	51%	46%	52%	43%	41%	44%	46%	53%	51%	49%	40%	50%	50%	48%	48%
Total Mean (including those not receiving any)	0.91	0.95d	0.95d	0.94d	0.77	0.97f	0.85	0.97h	0.81	0.70	0.71	0.97h	1.00j	1.02j	0.93j	0.69	0.94o	1.02r	0.87	0.95
Mean	1.64	1.32	2.04	1.63	1.31	1.81	1.46	1.51	1.83	1.18	1.11	2.34	1.51	1.37	1.83	1.18	1.72	2.45	1.33	1.60
Std Dev.	0.02	0.03	0.05	0.05	0.03	0.03	0.03	0.03	0.04	0.05	0.04	0.06	0.04	0.04	0.03	0.05	0.02	0.07	0.02	0.09
Std Error	Receiving Mean (excluding those not receiving any)	1.87	1.85	1.95	1.87	1.80	1.91	1.83	1.88	1.85	1.73	1.62	2.10h	1.89h	1.92	1.72	1.89	2.06r	1.81	1.98
Mean	1.94	1.29	2.57	1.89	1.46	2.16	1.68	1.64	2.41	1.30	1.17	3.08	1.62	1.38	2.24	1.30	2.03	3.17	1.41	1.81
Std Dev.	0.03	0.05	0.08	0.08	0.05	0.05	0.05	0.04	0.07	0.09	0.07	0.11	0.06	0.05	0.05	0.09	0.04	0.12	0.03	0.16
Std Error																				

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Table 90

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6199	4161	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	517	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	3180	2771	75	409	2667	279	150	84	136	360	287	222	287	262	366	442	284	29	250	260
	52%	62%ba	47%	49%	52%	54%	51%	49%	43%ba	53%ba	43%ba	50%	43%ba	49%	49%	52%	50%ba	44%	43%ba	50%ba
1-2	2468	2097	371	79	2082	196	119	72	88	276	178	183	197	247	382	327	203	35	161	
	40%	40%	43%	47%ba	40%	38%	40%	42%	35%	47%	35%	47%	36%	47%	47%ba	39%	38%	57%	36%	38%
3-4	361	305	57	9	295	34	21	11	15	24	31	30	30	36	42	54	32	3	32	32
	6%	6%	7%	6%	6%	7%	7%	7%	6%	4%	6%	7%ba	6%	6%	5%	6%	6%	4%	5%	7%ba
5-10	137	113	25	3	121	8	5	3	10	15	10	12	26	7	18	13	9	1	8	10
	2%	2%	3%	2%	2%	2%	2%	2%	4%ba	2%	2%	3%	5%ba	1%	2%	2%	2%	1%	2%	2%
11-20	10	10	*	*	10	-	*	*	1	-	2	-	1	-	-	6	-	-	-	-
	*	*	*	*	*	-	-	-	*	-	-	-	*	-	-	1%	-	-	-	-
21+	3	3	-	-	3	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	*	-	*	-	-	-	-	-
Any Received (non-zero entry)	2960	2527	453	92	2511	238	145	86	114	315	220	226	256	290	444	401	245	38	200	204
	48%	48%	52%ba	59%ba	48%	46%	49%	51%	46%	47%	43%	50%	47%	51%	50%ba	48%	46%	56%	44%	44%
Total Mean (including those not Receiving any)																				
Mean	0.91	0.89	0.99	1.00	0.92	0.83	0.88	0.89	0.98	0.79	0.79	0.93	1.01	0.86	1.07	0.94	0.85	0.93	0.82	0.82
Std Dev.	1.69	1.67	1.46	1.39	1.70	1.25	1.30	1.26	1.73	1.23	1.29	1.31	1.97	1.13	2.62	1.66	1.30	1.08	1.27	1.27
Std Error	0.02	0.03	0.03	0.05	0.03	0.04	0.04	0.05	0.09	0.06	0.07	0.07	0.10	0.06	0.14	0.09	0.07	0.08	0.08	0.04
Receiving Mean (excluding those not Receiving any)																				
Mean	1.87	1.87	1.89	1.82	1.89	1.80	1.78	1.76	2.14ba	1.69	1.82	1.84	2.18ba	1.69	1.94	1.98	1.84	1.65	1.83	1.83
Std Dev.	1.94	2.01	1.54	1.41	2.04	1.28	1.36	1.27	2.02	1.32	1.40	1.32	2.41	1.05	3.30	1.93	1.34	0.93	1.33	1.33
Std Error	0.03	0.05	0.05	0.06	0.05	0.05	0.06	0.06	0.16	0.10	0.11	0.10	0.18	0.08	0.23	0.15	0.10	0.09	0.09	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Table 90

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
	Total																										
Unweighted Base	6159	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	818	565	259	4493	824	2745	2269	627	326	159	5014	485	1454	4705
Weighted Base	6160	2413	2163	3552	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	3180	1172	1172	1674	1679	1172	87	415	1177	135	611	836	1273	455	327	167	2209	403	1128	1176	451	255	143	2394	308	711	2469
52%	49%	54%	48%	52%	49%	54%	54%	54%	54%	54%	54%	46%	51%	57%	56%	56%	49%	43%	51%	56%	57%	51%	47%	54%	47%	53%	53%
1-2	2468	1040	817	1509	1286	1040	63	290	817	68	367	883	1012	290	71	189	1895	279	1210	941	200	82	30	2151	112	649	1819
40%	40%	38%	38%	40%	39%	39%	39%	39%	39%	39%	39%	36%	36%	36%	29%	34%	34%	23%	46%	46%	20%	1%	77%	46%	112	34%	39%
3-4	361	133	123	219	208	133	5	47	133	10	51	138	146	39	31	7	283	37	181	144	20	13	2	324	15	102	260
6%	6%	6%	6%	6%	6%	6%	3%	6%	6%	5%	5%	7%	6%	5%	3%	6%	5%	3%	7%	6%	3%	4%	1%	7%	3%	7%	6%
5-10	137	61	42	91	72	61	5	12	42	4	18	58	49	12	15	3	107	18	81	41	8	5	3	122	7	55	82
2%	2%	3%	2%	3%	2%	3%	3%	2%	2%	2%	2%	3%	2%	2%	3%	2%	2%	2%	3%	2%	1%	1%	2%	7%	1%	4%	2%
11-20	10	4	4	6	6	4	-	3	4	3	2	2	4	3	-	-	7	-	5	2	2	1	-	7	1	-	9
21+	3	1	-	3	2	1	-	-	-	-	-	-	1	-	2	-	1	2	1	-	-	2	-	1	2	1	2
Any Received (non-zero entry)	2980	1241	986	1828	1573	1241	73	349	986	78	439	1081	1213	344	257	80	2294	337	1478	1127	231	103	34	2606	137	809	2171
48%	51%	46%	52%	48%	51%	46%	46%	46%	46%	42%	46%	54%	49%	42%	44%	32%	51%	41%	57%	49%	34%	29%	19%	53%	26%	53%	47%
Total Mean (including those not receiving any)	0.91	0.96%	0.82	1.06%	0.91	0.96%	0.83	0.80	0.82	0.60	0.75	1.01%	0.88%	0.78%	0.95	0.48	0.56%	0.81	1.08%	0.87%	0.59%	0.78	0.32	0.98%	0.63	1.02%	0.85
Mean	1.64	1.56	1.30	1.88	1.78	1.56	1.34	1.23	1.30	0.99	1.33	1.44	1.46	1.44	2.99	0.90	1.45	2.56	1.56	1.33	1.23	3.67	0.86	1.46	3.04	1.71	1.62
Std Dev	0.03	0.03	0.03	0.03	0.03	0.03	0.10	0.04	0.03	0.07	0.04	0.03	0.03	0.05	0.13	0.06	0.02	0.09	0.03	0.03	0.05	0.20	0.07	0.02	0.14	0.04	0.02
Receiving Mean (excluding those not Receiving any)	1.87	1.88	1.81	1.92	1.89	1.88	1.62	1.75	1.81	1.65	1.80	1.89	1.83	1.84	2.16	1.49	1.86	2.00	1.91	1.78	1.73	2.72%	1.64	1.85	2.48%	2.01	1.82
Mean	1.94	1.73	1.40	2.24	2.16	1.73	1.45	1.28	1.40	0.99	1.52	1.48	1.63	1.70	4.21	0.99	1.56	3.72	1.65	1.41	1.58	6.45	1.29	1.55	5.64	1.89	1.96
Std Error	0.03	0.05	0.04	0.05	0.05	0.05	0.17	0.06	0.04	0.11	0.07	0.04	0.05	0.09	0.26	0.10	0.03	0.20	0.04	0.04	0.11	0.62	0.22	0.03	0.47	0.07	0.04

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but not use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6199	378	5731	50	1809	4048	302	5902	112	56	67	6070	22	
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22*	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
None	3180	174	2981	25	843	2177	160	3002	65	36	69	3104	17	
	52%	52%	52%	61%	50%	52%	51%	51%	55%	64%	63%	51%	79%	
1-2	2468	127	2329	12	668	1679	121	2404	38	19	7	2459	2	
	40%	38%	40%	30%	40%	40%	39%	44%	24%	23%	10%	44%	9%	
3-4	361	24	335	3	111	230	21	351	9	2	*	351	1	
	6%	7%	6%	7%	7%	6%	7%	6%	7%	3%	*	6%	3%	
5-10	137	12	125	1	47	81	9	128	7	*	*	135	2	
	2%	3%	2%	2%	3%	2%	3%	2%	4%	*	*	2%	8%	
11-20	10	-	10	-	3	7	-	9	1	-	-	10	-	
	*	-	*	-	*	*	-	*	1%	-	-	*	-	
21+	3	-	3	-	3	-	-	3	-	-	-	3	-	
	*	-	*	-	*	-	-	*	-	-	-	*	-	
Any Received (non-zero entry)	2980	162	2802	16	832	1996	152	2895	53	21	7	2969	5	
	48%	48%	48%	39%	50%	48%	49%	49%	46%	39%	11%	49%	21%	
Total Mean (including those not Receiving any)														
Mean	0.91	0.98	0.90	0.89	1.0%	0.86	0.95	0.91	1.1%	0.6%	0.16	0.9%	0.78	
Std Dev.	1.64	1.53	1.65	1.67	2.24	1.36	1.31	1.65	1.89	0.97	0.54	1.65	1.99	
Std Error	0.02	0.08	0.02	0.24	0.05	0.02	0.08	0.02	0.18	0.13	0.07	0.02	0.42	
Receiving Mean (excluding those not Receiving any)														
Mean	1.87	2.03	1.86	2.30	1.52%	1.80	1.95	1.86	2.47	1.68	1.54	1.87	3.77	
Std Dev.	1.94	1.66	1.96	2.00	2.83	1.47	1.25	1.94	2.14	0.88	0.84	1.94	2.99	
Std Error	0.03	0.12	0.04	0.42	0.09	0.03	0.11	0.04	0.30	0.21	0.26	0.04	1.50	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Table 90

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6189	1550	1535	1539	1535	521	524	505	521	512	502	520	520	499	519	515	501
Weighted Base	6160	1550	1535	1539	1535	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
None	3180	769	756	827	808	249	273	267	300	228	228	303	272	252	265	261	281
52%	51%	49%	54%	53%	51%	51%	51%	51%	58% [a]	45%	46%	58% [a]	53%	50%	53%	51%	54% [a]
1-2	2468	647	641	573	608	206	221	220	197	225	219	174	194	205	205	198	207
	40%	40%	40%	37%	40%	40%	40%	40%	37%	40%	40%	34%	37%	41%	41%	38%	40%
3-4	361	85	84	108	84	31	26	29	25	29	30	27	43	38	23	33	27
6%	5%	5%	7%	5%	6%	6%	5%	5%	5%	6%	6%	5%	8%	8%	5%	6%	5%
5-10	137	26	48	30	34	5	12	9	9	24	14	12	9	8	10	19	5
2%	2%	5%	3%	2%	1%	2%	2%	2%	2%	7%	3%	2%	2%	2%	2%	4%	1%
11-20	10	2	5	*	3	-	*	2	-	2	3	*	-	-	-	2	1
	*	*	*	*	*	-	*	*	-	1%	*	*	-	-	-	*	*
21+	3	-	2	1	-	-	-	-	-	-	2	1	-	-	-	-	-
	*	*	*	*	*	-	-	-	-	-	*	*	-	-	-	-	-
Any Received (non-zero entry)	2980	761	779	712	728	242	259	260	232	280	268	215	246	251	238	251	240
48%	49%	51%	46%	47%	49%	49%	49%	49%	44%	55% [a]	54% [a]	42%	47%	50% [a]	47%	49%	46%
Total Mean (including those not receiving any)																	
Mean	0.91	0.87	0.86	0.85	0.80	0.90	0.89	0.75	1.13 [a]	1.27 [a]	0.85	0.84	0.90	0.78	1.01 [a]	0.76	
Std Dev.	1.64	1.34	2.22	1.48	1.05	1.39	1.52	1.19	1.59	3.32	1.86	1.20	1.27	1.22	1.70	1.19	
Std Error	0.02	0.03	0.06	0.04	0.05	0.06	0.07	0.05	0.07	0.15	0.08	0.05	0.06	0.05	0.07	0.05	
Receiving Mean (excluding those not receiving any)																	
Mean	1.87	1.77	1.87	1.79	1.63	1.85	1.81	1.72	2.05 [a]	2.35 [a]	2.05 [a]	1.78	1.80	1.65	2.05 [a]	1.66	
Std Dev.	1.94	1.44	2.76	1.69	0.95	1.49	1.73	1.27	1.65	4.23	2.43	1.18	1.28	1.30	1.94	1.07	
Std Error	0.03	0.05	0.10	0.06	0.06	0.09	0.11	0.08	0.10	0.25	0.16	0.07	0.08	0.08	0.12	0.07	

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Table 91

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6159	1017	5142	807	5352	2981	3185	791	816	1134	805	1152	852	609	1607	1939	2613	1461	5467	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	3500	782	2718	340	3160	1750	1745	362	478	640	467	679	443	400	871	1107	1522	843	2977	494
57%		62%	55%	43%	58%	58%	56%	48%	58%	58%	58%	58%	58%	58%	52%	58%	58%	58%	58%	52%
1-2	2141	362	1779	349	1792	1020	1115	343	322	365	274	372	271	193	605	639	836	465	1759	359
35%		29%	56%	44%	33%	34%	36%	42%	37%	33%	33%	33%	36%	31%	39%	33%	33%	34%	34%	38%
3-4	378	63	315	66	312	172	206	69	53	81	66	51	39	19	122	147	109	57	311	62
6%		5%	6%	5%	6%	6%	7%	18%	13%	13%	13%	13%	13%	13%	12%	14%	10%	4%	6%	7%
5-10	131	26	105	32	99	61	70	14	14	34	21	26	7	15	27	55	48	22	103	26
2%		2%	2%	4%	2%	2%	2%	2%	2%	3%	3%	2%	1%	2%	2%	3%	2%	2%	2%	3%
6	-	-	6	2	4	4	2	3	-	-	1	2	-	-	3	1	2	-	4	3
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	5	-	5	1	3	3	2	1	-	-	3	-	-	-	1	3	-	-	5	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	2660	451	2209	450	2210	1260	1395	430	389	481	365	451	317	227	819	846	995	544	2181	450
43%		37%	45%	45%	47%	42%	44%	35%	33%	43%	44%	40%	42%	36%	45%	45%	40%	39%	42%	48%
Total Mean (including those not receiving any)	0.83	0.68	0.87%	1.25%	0.78	0.82	0.84	1.08%	0.79	0.88%	1.08%	0.74	0.70	0.66	0.81%	0.88%	0.71	0.68	0.81	0.96
Mean	1.69	1.26	1.78	2.06	1.62	1.87	1.50	2.09	1.24	1.39	2.77	1.34	1.18	1.24	1.71	2.09	1.27	1.21	1.69	1.67
Std Dev.	0.02	0.04	0.02	0.07	0.02	0.03	0.03	0.07	0.04	0.04	0.10	0.04	0.04	0.05	0.04	0.05	0.02	0.03	0.02	0.07
Std Error																				
Receiving Mean (excluding those not receiving any)	1.93	1.85	1.94	2.13	1.89	1.97	1.90	2.01	1.76	2.09	2.28	1.86	1.68	1.83	1.89	2.12%	1.80	1.74	1.91	2.01
Mean	2.12	1.48	2.23	2.35	2.07	2.47	1.75	2.53	1.32	1.49	3.82	1.55	1.31	1.44	2.05	2.75	1.45	1.37	2.16	1.94
Std Dev.	0.04	0.07	0.05	0.11	0.04	0.07	0.04	0.13	0.07	0.06	0.19	0.07	0.07	0.10	0.07	0.09	0.04	0.06	0.04	0.11
Std Error																				

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Table 51

Base : All participants

		Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)		
Unweighted Base	6189	1474	1838	1207	1639	3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285		
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288		
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	170		
None	3500	576	1089	792	1032	1675	1824	2023	1425	340	431	864	862	547	2157	358	2865	733	2597	170		
	57%	51%	52%	52%	52%	50%	52%	50%	52%	52%	52%	52%	52%	54%	50%	52%	52%	50%	57%	59%		
1-2	2141	434	661	491	555	1095	1046	1305	802	131	250	513	584	427	1347	131	1856	414	1625	101		
	35%	32%	35%	35%	32%	36%	34%	36%	33%	25%	34%	34%	37%	39%	39%	25%	39%	32%	35%	35%		
3-4	378	63	102	82	101	195	183	201	113	33	34	84	117	87	235	33	330	95	270	12		
	6%	5%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	7%	7%	6%	6%	6%	7%	6%	4%		
5-10	131	31	48	17	35	79	52	76	51	11	16	34	20	38	67	11	114	37	90	4		
	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	3%	2%	1%		
11-20	6	-	4	-	1	5	1	4	2	-	2	3	1	-	6	-	6	3	3	1		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
21+	5	1	-	3	-	1	3	1	3	-	-	3	1	-	5	-	5	1	3	-		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Any Received (non-zero entry)	2660	560	815	593	693	1375	1285	1647	972	175	302	637	723	553	1852	175	2311	551	1992	118		
	43%	49%	43%	43%	40%	49%	41%	49%	47%	34%	41%	43%	46%	50%	48%	33%	45%	43%	43%	41%		
Total Mean (including those not receiving any)																						
Mean	0.83	1.00	0.82	0.82	0.75	0.89	0.78	0.85	0.80	0.69	0.79	0.86	0.85	1.00	0.84	0.67	0.87	0.91	0.82	0.72		
Std Dev.	1.69	2.17	1.52	1.87	1.31	1.79	1.58	1.47	1.98	1.28	1.53	2.01	1.87	1.49	1.87	1.26	1.77	1.89	1.65	1.37		
Std Error	0.02	0.06	0.04	0.05	0.03	0.03	0.03	0.03	0.04	0.06	0.06	0.05	0.05	0.04	0.03	0.05	0.02	0.05	0.02	0.08		
Receiving Mean (excluding those not receiving any)																						
Mean	1.93	2.02	1.93	1.92	1.86	1.97	1.88	1.90	1.97	2.03	1.91	2.03	1.86	1.98	1.93	2.03	1.94	2.11	1.89	1.75		
Std Dev.	2.12	2.74	1.81	2.46	1.49	2.24	1.99	1.68	2.71	1.44	1.88	2.68	2.41	1.56	2.43	1.44	2.22	2.41	2.06	1.68		
Std Error	0.04	0.10	0.06	0.11	0.06	0.06	0.06	0.04	0.08	0.11	0.11	0.10	0.09	0.06	0.08	0.11	0.04	0.10	0.05	0.15		

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Table 91

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ London (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6199	4161	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	3500	3000	440	75	2957	291	166	86	166	356	326	247	307	327	447	486	306	28	263	
	57%	73% a	45%	40%	80% a	56%	50%	50%	50%	53%	41% b	50%	41% b	41% b	50%	43% a	40% a	42%	43% a	
1-2	2141	1814	327	67	1809	171	96	64	67	265	153	171	180	202	318	266	187	31	140	
	35%	34%	38%	39%	35%	33%	33%	38%	27%	39% a	30%	38% a	33%	38% a	39% a	32%	38% a	48% b	31%	
3-4	378	318	60	19	297	43	23	15	17	39	22	15	38	29	33	72	30	5	38	
	6%	6%	7%	15% a	6%	3% d	8%	6% d	2% d	6%	4%	3%	5% a	5%	4%	20% b	6%	8%	8% a	
5-10	131	97	34	6	106	10	9	5	9	15	7	14	15	13	10	17	6	2	8	
	2%	2%	4% a	4%	2%	2%	3%	3%	4% a	2%	1%	3% a	3%	2%	1%	2%	1%	3%	2%	
11-20	6	5	1	-	4	1	-	-	1	-	-	-	-	2	-	-	-	-	1	
	+	+	+	-	+	+	-	-	+	-	-	-	-	+	-	-	-	+	+	
21+	5	5	-	-	5	-	-	-	-	-	-	-	3	-	-	2	-	-	-	
	+	+	-	-	+	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	
Any Received (non-zero entry)	2660	2238	422	93	2221	227	128	84	94	319	182	201	236	246	363	357	223	39	188	
	43%	42%	48% a	39% a	43%	44%	44%	40% d	37%	47% a	36%	49% a	40% a	43%	49% a	42%	42%	59% b	45%	
Total Mean (including those not receiving any)	0.83	0.80	1.00% a	1.14% a	0.82	0.88	0.89	1.61% d	0.56	0.55	0.61	0.65	1.63	0.64	0.74	0.90	0.73	1.12% a	0.84	
Mean	1.69	1.70	1.64	1.64	1.72	1.53	1.48	1.59	1.56	1.32	1.07	1.38	3.16	1.45	1.38	1.96	1.10	1.52	1.53	
Std Dev.	0.02	0.03	0.04	0.05	0.03	0.05	0.05	0.06	0.08	0.07	0.06	0.07	0.16	0.08	0.07	0.10	0.06	0.12	0.05	
Std Error																				
Receiving Mean (excluding those not receiving any)	1.93	1.90	2.05	2.07	1.91	2.00	2.04	2.05	2.23% b	1.79	1.71	1.78	2.36% a	1.95	1.66	2.13	1.74	1.94	2.60% a	
Mean	2.12	2.17	1.84	1.72	2.19	1.75	1.65	1.73	1.85	1.42	1.14	1.58	4.45	1.65	1.66	2.54	1.06	1.55	1.79	
Std Dev.	0.04	0.05	0.06	0.08	0.06	0.07	0.08	0.09	0.16	0.11	0.10	0.13	0.35	0.13	0.13	0.20	0.09	0.15	0.08	
Std Error																				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Table 91

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
		Use 1st class all/most of the time and HH income <£11.5 (f)	Use 2nd class all/most of the time and HH income <£11.5 (i)				Net reliant (p)			Net not reliant (q)			Net reliant (w)				Net not reliant (x)											
Unweighted Base	6159	263	3424	3275	2363	183	2214	209	1144	2100	2393	818	565	259	4480	824	2745	2269	627	326	159	5014	485	1454	4705			
Weighted Base	6160	2413	2163	3502	2413	3253	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
None	3500	1334	1243	1921	1831	1334	105	445	1243	144	634	1077	1438	472	323	167	2515	490	1234	1347	484	257	151	2581	408	821	2679	
	57%	55%	57%	55%	56%	55%	59%	58%	57%	59%	60%	53%	58%	55%	55%	56%	59%	47%	59%	71%	72%	59%	53%	74%	54%	54%	55%	
1-2	2141	746	711	1274	1148	746	42	261	746	50	344	744	857	271	199	66	1600	266	1075	781	175	82	23	1858	105	555	1598	
	35%	26%	34%	36%	35%	26%	34%	34%	23%	23%	33%	23%	34%	34%	34%	27%	23%	22%	14%	12%	13%	2	348	15	119	268		
3-4	378	146	135	215	204	146	8	41	135	14	52	150	132	36	48	12	281	60	222	125	13	13	2	348	15	119	268	
	6%	6%	6%	6%	6%	6%	5%	5%	6%	7%	5%	7%	5%	5%	5%	5%	7%	7%	6%	6%	4%	1%	1%	3%	3%	7%	6%	
5-10	131	58	33	87	63	58	5	17	33	5	17	45	54	20	11	1	99	12	69	48	8	4	1	117	6	32	99	
	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	3%	2%	1	2%	7%	3%	2%	1%	1%	2%	1%	2%	2%		
11-20	6	1	3	5	1	1	-	-	3	-	-	2	3	-	2	-	4	2	2	2	-	2	-	4	2	4		
	*	*	*	*	*	*	-	-	*	-	-	*	-	-	*	-	*	*	*	*	*	*	*	*	*	*		
21+	5	1	2	1	2	1	-	-	2	-	2	-	3	-	-	1	3	1	3	-	1	-	3	-	1	3		
	*	*	*	*	*	*	-	-	*	-	-	*	-	-	-	3%	*	*	*	*	*	*	*	*	*	*		
Any Received (non-zero entry)	2660	1078	920	1581	1422	1078	55	319	920	69	415	940	1048	328	260	80	1988	340	1372	956	198	101	26	2328	127	700	1961	
	43%	45%	43%	45%	44%	45%	34%	42%	43%	32%	40%	47%	45%	47%	45%	32%	44%	41%	53%	41%	29%	28%	15%	47%	24%	49%	42%	
Total Mean (including those not Receiving any)	0.83	0.85	0.79	0.87	0.84	0.85	0.72	0.77	0.79	0.70	0.75	0.87	0.83	0.78	0.86	0.76	0.85	0.83	1.04%	0.77%	0.56	0.58	0.26	0.91%	0.48	0.89	0.81	
Mean	1.69	1.53	1.53	1.57	1.58	1.53	1.36	1.33	1.53	1.36	1.71	1.33	1.73	1.45	1.59	3.70	1.57	2.42	1.76	1.32	2.44	1.71	0.92	1.57	1.50	1.66	1.70	
Std Error	0.02	0.03	0.03	0.03	0.03	0.03	0.10	0.04	0.03	0.09	0.05	0.03	0.04	0.05	0.07	0.23	0.02	0.08	0.03	0.03	0.10	0.09	0.07	0.02	0.07	0.04	0.02	
Receiving Mean (excluding those not Receiving any)	2.12	1.81	1.88	1.86	1.91	1.81	1.57	1.52	1.88	1.60	2.28	1.40	2.22	1.73	1.90	6.23	1.87	3.44	2.01	1.48	4.24	2.71	1.81	1.81	2.55	2.00	2.17	
Std Dev	1.93	1.89	1.86	1.93	1.91	1.89	2.11	1.94	1.86	2.16	1.90	1.86	1.96	1.90	1.93	2.36	1.91	2.03	1.98	1.84	1.92	2.07	1.75	1.92	2.01	1.94	1.92	
Std Error	2.12	1.81	1.88	1.86	1.91	1.81	1.57	1.52	1.88	1.60	2.28	1.40	2.22	1.73	1.90	6.23	1.87	3.44	2.01	1.48	4.24	2.71	1.81	1.81	2.55	2.00	2.17	
Std Error	0.04	0.05	0.06	0.05	0.05	0.05	0.19	0.07	0.06	0.20	0.11	0.04	0.07	0.09	0.12	0.61	0.04	0.18	0.05	0.05	0.31	0.30	0.34	0.04	0.24	0.08	0.05	

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Table 91

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6199	378	5731	50	1809	4048	302	5902	112	56	67	6070	22
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
None	3600	192	3281	27	932	2387	181	3310	79	38	61	3427	12
	57%	57%	57%	66%	56%	57%	58%	56%	68%	67%	92% ^{ghikl}	56%	56%
1-2	2141	112	2017	12	564	1466	110	2085	24	17	5	2127	9
	35%	33%	35%	29%	34%	35%	35%	63% ^{gh}	21%	23%	8%	63% ^{gh}	41%
3-4	378	19	357	2	129	235	13	365	10	2	*	377	1
	6%	6%	6%	5%	3% ^a	6%	4%	6%	8%	3%	*	6%	3%
5-10	131	14	117	-	45	79	7	127	4	*	-	131	-
	2%	4% ^{bc}	2%	-	3%	2%	2%	2%	3%	*	-	2%	-
11-20	6	-	6	-	3	3	*	6	-	-	-	6	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
21+	5	-	5	-	3	2	-	5	-	-	-	5	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	2660	144	2502	14	743	1786	131	2588	38	19	5	2645	10
	43%	43%	43%	34%	44%	43%	42%	44%	32%	33%	8%	44%	44%
Total Mean (including those not Receiving any)													
Mean	0.83	0.85	0.83	0.51	0.86 ^a	0.79	0.78	0.84 ^a	0.72 ^a	0.57 ^a	0.13	0.84 ^a	0.74
Std Dev.	1.69	1.36	1.71	0.84	2.24	1.44	1.30	1.71	1.44	0.92	0.48	1.70	0.94
Std Error	0.02	0.07	0.02	0.12	0.05	0.02	0.07	0.02	0.14	0.12	0.06	0.02	0.20
Receiving Mean (excluding those not Receiving any)													
Mean	1.93	1.97	1.93	1.51	2.16 ^a	1.84	1.84	1.92	2.38	1.72	1.67	1.99	1.66
Std Dev.	2.12	1.44	2.16	0.75	2.95	1.70	1.43	2.14	1.60	0.75	0.59	2.13	0.65
Std Error	0.04	0.11	0.04	0.19	0.10	0.04	0.13	0.04	0.25	0.19	0.21	0.04	0.22

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghijkl
* small base, ** very small base (under 30) ineligible for sig testing

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Table 51

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6189	1550	1535	1539	1535	521	524	505	521	512	502	520	520	499	519	515	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	3500	874	816	918	892	300	289	285	330	249	237	301	306	312	285	293	314				
	57%	56%	53%	62%	61%	61%	54%	54%	62%	49%	48%	58%	58%	62%	57%	57%	60%				
1-2	2141	548	553	524	516	164	190	194	163	201	188	182	182	160	190	163	163				
	35%	35%	36%	34%	34%	33%	36%	37%	31%	39%	36%	35%	35%	32%	38%	32%	31%				
3-4	378	94	124	66	95	23	31	40	26	47	50	18	21	27	23	37	34				
	6%	6%	8%	4%	6%	5%	6%	8%	5%	9%	9%	4%	4%	5%	5%	7%	7%				
5-10	131	34	35	28	34	4	22	8	12	8	15	14	10	4	4	20	10				
	2%	2%	2%	2%	2%	1%	15%	8%	2%	2%	7%	3%	2%	1%	1%	15%	2%				
11-20	6	*	4	2	-	-	-	-	-	2	2	2	*	*	-	-	-				
	*	*	*	-	-	-	*	-	-	2	2	2	*	*	-	-	-				
21+	5	-	3	1	-	-	-	-	-	-	3	1	-	-	-	-	-				
	*	-	*	*	-	-	-	-	-	-	1%	*	-	-	-	-	-				
Any Received (non-zero entry)	2660	676	719	621	644	191	243	242	202	259	258	217	213	191	218	220	207				
	43%	44%	47%	40%	42%	39%	49%	49%	38%	51%	50%	42%	41%	38%	43%	43%	40%				
Total Mean (including those not receiving any)	0.83	0.77	0.82	0.75	0.79	0.63	0.76	0.76	0.73	0.80	0.79	0.64	0.71	0.63	0.74	0.80	0.74				
Mean	1.69	1.23	2.37	1.59	1.32	0.99	1.44	1.26	1.31	1.53	1.60	2.20	1.27	1.04	1.18	1.47	1.28				
Std Dev	0.02	0.03	0.06	0.04	0.03	0.04	0.06	0.05	0.06	0.07	0.16	0.10	0.06	0.05	0.05	0.06	0.06				
Std Error	0.02	0.03	0.06	0.04	0.03	0.04	0.06	0.05	0.06	0.07	0.16	0.10	0.06	0.05	0.05	0.06	0.06				
Receiving Mean (excluding those not receiving any)	1.93	1.78	2.31	1.86	1.89	1.63	1.90	1.76	1.91	1.91	2.03	2.16	1.73	1.65	1.70	2.08	1.86				
Mean	2.12	1.30	3.08	2.06	1.44	0.94	1.59	1.21	1.51	1.66	4.65	2.98	1.46	1.07	1.26	1.60	1.42				
Std Dev	0.04	0.05	0.11	0.08	0.06	0.06	0.10	0.08	0.10	0.10	0.28	0.19	0.10	0.07	0.08	0.11	0.09				

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Table 52

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6159	1017	5142	807	2352	2981	3185	791	816	1134	805	1152	852	609	1607	1939	2513	1461	5467	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	486	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	3776	738	3038	418	3358	1895	1878	548	555	708	505	709	424	327	1103	1213	1460	751	3203	546
	61%	60%	62%	53%	63%	60%	60%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	54%	62%	58%
1-2	1913	318	1196	227	1287	722	787	168	206	247	223	276	227	187	314	470	609	304	1248	247
	25%	26%	24%	28%	24%	24%	25%	20%	24%	22%	27%	24%	27%	30%	22%	24%	27%	28%	24%	26%
3-4	499	89	410	91	409	220	278	53	65	88	57	81	88	67	118	144	237	156	408	88
	8%	7%	8%	11%	8%	7%	9%	6%	8%	8%	7%	7%	12%	11%	7%	7%	10%	11%	8%	9%
5-10	339	82	257	46	292	149	189	46	40	66	47	55	40	44	86	113	140	84	276	54
	6%	7%	5%	6%	5%	5%	6%	6%	5%	6%	6%	5%	5%	7%	5%	6%	6%	6%	5%	6%
11-20	25	6	19	4	21	18	7	2	1	11	*	8	1	2	3	11	11	3	17	8
	*	*	*	*	*	1%	*	*	*	1%	*	1%	*	*	*	1%	*	*	*	1%
21+	7	*	7	3	4	5	2	5	2	*	*	*	*	*	5	2	*	*	7	*
	*	*	*	1%	*	*	*	1%	*	*	*	*	*	*	1%	*	*	*	*	*
Any Received (non-zero entry)	2384	495	1889	371	2013	1115	1263	274	312	413	327	420	336	300	586	741	1057	636	1955	397
	39%	40%	38%	41%	37%	37%	40%	33%	36%	37%	39%	37%	41%	40%	35%	38%	42%	40%	38%	42%
Total Mean (including those not receiving any)	1.05	1.08	1.04	1.30	1.01	1.01	1.09	1.07	0.86	1.10	0.94	0.98	1.18	1.30	0.96	1.04	1.12	1.23	1.03	1.14
Mean	2.20	1.98	2.25	3.02	2.05	2.30	2.10	3.15	1.63	2.50	1.74	1.97	1.81	2.17	2.49	2.21	1.98	1.98	2.22	2.10
Std Dev.	0.03	0.06	0.03	0.11	0.03	0.04	0.04	0.11	0.06	0.07	0.06	0.06	0.06	0.09	0.06	0.05	0.04	0.05	0.03	0.08
Std Error	0.03	0.06	0.03	0.11	0.03	0.04	0.04	0.11	0.06	0.07	0.06	0.06	0.06	0.09	0.06	0.05	0.04	0.05	0.03	0.08
Receiving Mean (excluding those not receiving any)																				
Mean	2.72	2.70	2.72	2.91	2.68	2.74	2.70	3.20	2.40	3.04	2.40	2.62	2.62	2.77	2.77	2.76	2.66	2.69	2.72	2.71
Mean	2.83	2.32	2.94	3.87	2.59	3.10	2.57	4.79	1.93	3.33	2.05	2.47	1.88	2.41	3.58	2.85	2.28	2.15	2.90	2.49
Std Dev.	0.06	0.12	0.06	0.20	0.06	0.09	0.07	0.31	0.11	0.16	0.12	0.12	0.10	0.13	0.15	0.10	0.07	0.08	0.06	0.15
Std Error																				

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Table 92

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6199	1474	1838	1207	1639	3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
None	3776	616	1183	881	1095	1799	1976	2267	1440	339	450	918	960	657	2327	349	3127	745	2858	174
	61%	54%	52%	50%	51%	59%	57%	62%	60%	60%	61%	61%	61%	60%	61%	60%	60%	58%	57%	60%
1-2	1613	325	493	298	398	818	696	882	614	120	176	373	399	277	948	123	1290	340	1100	73
	26%	23%	26%	22%	23%	27%	22%	24%	26%	23%	24%	25%	25%	25%	25%	23%	25%	26%	24%	26%
3-4	499	121	126	124	129	246	253	282	210	37	52	133	140	79	324	40	433	107	367	25
	8%	11%	7%	8%	7%	8%	8%	8%	8%	7%	7%	9%	9%	7%	8%	7%	8%	8%	8%	9%
5-10	339	68	105	70	97	172	167	215	119	16	54	72	75	79	202	19	297	85	242	12
	6%	6%	5%	5%	6%	6%	5%	6%	5%	3%	7%	5%	5%	7%	6%	4%	6%	7%	5%	4%
11-20	25	5	7	9	4	12	13	18	7	2	2	2	9	6	13	2	21	1	19	4
	*	*	*	1%	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	1%
21+	7	2	*	3	2	2	5	5	2	-	-	3	2	2	5	-	7	5	2	-
	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	-	*	1	*	-
Any Received (non-zero entry)	2364	523	730	503	630	1251	1133	1403	951	176	283	583	625	443	1482	165	2048	529	1731	114
	38%	46%	38%	36%	37%	41%	36%	38%	40%	34%	38%	39%	39%	40%	39%	35%	40%	42%	38%	40%
Total Mean (including those not receiving any)	1.05	1.34	0.96	1.09	1.00	1.07	1.04	1.06	1.05	0.80	1.07	1.06	1.06	1.16	1.06	0.83	1.06	1.23	1.00	1.11
Std Dev.	2.20	2.31	1.84	2.63	2.10	2.04	2.35	2.31	2.03	1.64	2.04	2.35	2.20	2.48	2.23	1.68	2.28	2.79	1.99	2.41
Std Error	0.03	0.06	0.04	0.08	0.05	0.04	0.04	0.04	0.04	0.07	0.08	0.06	0.06	0.07	0.04	0.07	0.03	0.08	0.03	0.14
Receiving Mean (excluding those not receiving any)	2.72	2.71	2.52	3.00	2.73	2.60	2.85	2.77	2.63	2.34	2.78	2.72	2.68	2.93	2.72	2.41	2.76	2.92	2.65	2.81
Std Dev.	2.83	2.78	2.23	3.66	2.71	2.48	3.17	3.04	2.50	2.08	2.45	3.11	2.81	3.18	2.86	2.10	2.91	3.69	2.47	3.16
Std Error	0.06	0.11	0.08	0.17	0.11	0.07	0.10	0.08	0.07	0.16	0.14	0.13	0.11	0.14	0.07	0.16	0.08	0.15	0.06	0.31

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Table 52

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6159	4161	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	517	810	843	529	67	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	3776	3289	490	89	3192	308	182	93	146	485	323	279	344	357	473	493	313	37	271	
	61%	62.9%	57%	53%	62.9%	60%	49%	55%	58%	69%	64%	62%	63%	62%	68%	68%	59%	56%	60%	
1-2	1513	1270	243	49	1260	127	71	55	66	134	120	126	142	139	212	196	125	17	109	
	25%	24%	28%	30%	24%	24%	24%	33%	26%	20%	24%	28%	28%	24%	24%	23%	24%	26%	24%	
3-4	499	422	78	18	402	57	25	16	20	43	32	22	31	45	73	87	42	7	49	
	8%	8%	9%	11%	8%	11%	8%	9%	10%	6%	6%	5%	6%	8%	8%	8%	8%	11%	11%	
5-10	339	289	50	9	294	25	15	5	12	25	33	20	19	29	45	63	48	5	20	
	6%	6%	6%	6%	6%	5%	5%	3%	5%	4%	7%	4%	4%	5%	6%	7%	9%	8%	4%	
11-20	25	24	1	*	22	1	1	*	1	6	-	1	3	2	5	5	-	-	1	
	*	*	*	*	*	*	*	*	*	1%	-	-	*	1%	1%	1%	-	-	*	
21+	7	7	*	*	7	*	*	-	-	2	-	-	3	-	2	-	-	-	*	
	*	*	*	*	*	*	*	-	-	-	-	-	1%	-	-	-	-	-	*	
Any Received (non-zero entry)	2364	2012	372	78	1985	209	113	77	104	209	185	169	199	216	337	350	216	30	179	
	39%	38%	42.9%	47%	38%	40%	38%	43%	42%	31%	36%	38%	37%	38%	42%	42%	41%	44%	46%	
Total Mean (including those not receiving any)	1.05	1.05	1.08	1.15	1.06	1.04	0.99	0.98	1.05	0.92	0.95	0.87	1.08	1.00	1.12	1.22%	1.28%	1.17	1.02	
Mean	2.20	2.25	1.84	2.28	2.27	1.74	2.11	1.49	1.77	2.65	1.71	1.67	3.18	1.94	2.36	2.14	2.08	1.86	1.73	
Std Dev.	0.03	0.03	0.04	0.08	0.04	0.05	0.07	0.05	0.10	0.14	0.09	0.09	0.17	0.10	0.12	0.11	0.11	0.14	0.06	
Std Error																				
Receiving Mean (excluding those not receiving any)	2.72	2.76	2.51	2.48	2.76%	2.56%	2.59	2.16	2.52	2.97	2.61	2.31	2.94	2.66	2.69	2.93%	2.88%	2.64	2.55	
Mean	2.83	2.94	2.07	2.82	2.95	1.90	2.75	1.54	1.95	4.07	1.92	2.02	4.71	2.37	3.02	2.45	2.33	1.98	1.89	
Std Dev.	0.06	0.07	0.07	0.14	0.08	0.09	0.13	0.08	0.16	0.38	0.17	0.18	0.40	0.20	0.25	0.20	0.19	0.22	0.10	
Std Error																				

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6159	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	818	565	259	4493	824	2745	2269	627	326	159	5014	485	1454	4705	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
None	3776	1432	1304	2065	1937	1432	104	460	1304	129	608	1096	1223	511	199	187	2620	503	1427	1465	303	210	129	2892	359	891	2885	
	61%	59%	60%	59%	60%	59%	65%	60%	60%	61%	58%	54%	61%	65%	76%	69%	69%	55%	64%	74%	64%	77%	59%	61%	59%	59%	62%	
1-2	1913	633	530	826	823	633	41	204	530	55	283	523	610	158	112	38	1203	150	745	532	124	71	33	1277	105	372	1141	
	25%	26%	24%	26%	25%	26%	20%	27%	24%	26%	27%	25%	25%	56	37	7	420	44	237	136	33	36	8	423	44	148	25%	
3-4	499	190	208	277	295	190	13	66	208	18	99	105	204	58	7%	3%	9%	5%	237	136	33	36	8	423	44	148	351	
	8%	8%	10%	8%	9%	8%	8%	9%	10%	8%	9%	10%	10%	7%	6%	3%	9%	5%	9%	6%	5%	10%	5%	9%	8%	10%	8%	
5-10	339	135	209	277	295	135	2	31	116	9	56	123	129	32	36	15	252	51	182	106	19	21	7	288	28	99	240	
	6%	6%	5%	6%	6%	6%	7%	4%	5%	4%	5%	6%	5%	4%	6%	6%	6%	6%	6%	5%	3%	6%	4%	6%	5%	6%	5%	
11-20	25	18	4	21	6	18	-	3	4	1	3	8	14	1	2	-	22	2	12	11	2	-	-	22	-	5	19	
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
21+	7	3	2	4	2	3	-	-	2	-	-	-	5	2	-	5	-	3	4	-	-	-	7	-	5	2		
	1%	1%	1%	1%	1%	1%	-	-	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Any Received (non-zero entry)	2384	980	859	1437	1316	980	56	303	859	83	441	921	963	248	187	80	1883	247	1179	838	178	128	49	2017	177	630	1754	
	38%	41%	40%	41%	40%	41%	35%	40%	40%	39%	42%	46%	46%	37%	32%	24%	42%	30%	49%	36%	26%	38%	27%	41%	33%	41%	38%	
Total Mean (including those not Receiving any)	1.05	1.14	1.04	1.13	1.06	1.14	0.67	1.00	1.04	0.98	1.08	1.16	1.11	0.82	0.90	0.70	1.13	0.84	1.24	1.05	0.62	0.99	0.66	1.13	0.88	1.24	0.99	
Mean	2.20	2.44	1.99	2.32	1.99	2.44	1.13	1.87	1.99	1.92	1.93	1.97	2.49	2.15	1.78	1.75	2.27	1.77	2.36	2.27	1.44	1.85	1.47	2.32	1.74	2.80	1.96	
Std Dev.	0.63	0.05	0.04	0.04	0.03	0.05	0.08	0.06	0.04	0.13	0.06	0.04	0.05	0.08	0.07	0.11	0.03	0.06	0.04	0.05	0.06	0.10	0.12	0.03	0.08	0.07	0.03	
Std Error	0.03	0.05	0.04	0.04	0.03	0.05	0.08	0.06	0.04	0.13	0.06	0.04	0.05	0.08	0.07	0.11	0.03	0.06	0.04	0.05	0.06	0.10	0.12	0.03	0.08	0.07	0.03	
Receiving Mean (excluding those not Receiving any)	2.72	2.80	2.62	2.75	2.63	2.80	1.90	2.51	2.62	2.48	2.56	2.55	2.85	2.64	2.82	2.88	2.70	2.83	2.74	2.76	2.36	2.76	2.41	2.75	2.67	3.70	2.62	
Mean	2.83	3.17	2.41	2.93	2.39	3.17	1.13	2.24	2.41	2.38	2.25	2.23	3.32	3.19	2.11	2.53	2.84	2.21	2.86	3.06	1.98	2.15	1.93	2.94	2.09	3.70	2.43	
Std Dev.	0.06	0.10	0.08	0.08	0.06	0.10	0.15	0.12	0.08	0.27	0.10	0.07	0.11	0.19	0.15	0.29	0.06	0.13	0.08	0.10	0.14	0.20	0.29	0.06	0.17	0.15	0.06	
Std Error	0.06	0.10	0.08	0.08	0.06	0.10	0.15	0.12	0.08	0.27	0.10	0.07	0.11	0.19	0.15	0.29	0.06	0.13	0.08	0.10	0.14	0.20	0.29	0.06	0.17	0.15	0.06	

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6159	378	5731	50	1809	4048	302	5902	112	56	67	6070	22
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	3776	190	3554	32	965	2615	197	3607	66	35	48	3709	19
61%	56%	61%	79% ab		58%	63% d	63%	61%	57%	61%	73%	61%	88%
1-2	1913	101	1408	4	457	981	75	1458	27	14	12	1499	2
25%	29%	24%	10%		24%	24%	24%	25%	23%	25%	19%	25%	10%
3-4	499	21	478	1	133	341	25	478	13	4	4	495	*
8%	6%	8%	2%		8%	8%	8%	6%	11%	7%	6%	8%	2%
5-10	339	24	312	3	113	211	15	323	10	4	2	337	*
8%	7%	5%	6%		5%	5%	5%	5%	9%	7%	3%	6%	*
11-20	25	1	23	1	4	20	-	25	-	-	-	25	-
*	*	*	2% d		*	*	-	*	-	-	-	*	-
21+	7	-	7	-	3	4	-	7	-	-	-	7	-
*	*	*	-		*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	2384	146	2229	9	711	1558	115	2290	51	22	18	2363	3
39%	64% cd	39% cd		21%	42% de	37%	37%	39%	43%	39%	27%	39%	12%
Total Mean (including those not Receiving any)													
Mean	1.05	1.08	1.05	1.05	1.17	1.02	0.87	1.08	1.29	0.85	0.64	1.06	0.26
Std Dev.	2.20	1.83	2.21	3.35	2.43	2.14	1.52	2.22	2.20	1.44	1.36	2.21	0.76
Std Error	0.03	0.09	0.03	0.47	0.06	0.03	0.09	0.03	0.21	0.19	0.17	0.03	0.16
Receiving Mean (excluding those not Receiving any)													
Mean	2.72	2.49	2.72	4.91	2.77	2.72	2.36	2.72	2.97	2.20	2.34	2.72	2.23
Std Dev.	2.83	2.04	2.85	6.04	3.08	2.77	1.67	2.85	2.49	1.56	1.89	2.84	0.69
Std Error	0.06	0.16	0.06	1.82	0.11	0.07	0.16	0.06	0.36	0.37	0.37	0.08	0.35

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6189	1550	1535	1539	1535	521	524	505	521	512	502	520	520	499	519	515	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	516	516	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	3776	956	898	989	933	328	321	307	285	299	314	348	321	321	324	300	309				
	61%	62%	59%	64%	61%	67%	66%	60%	58%	59%	63%	67%	62%	64%	64%	58%	59%				
1-2	1913	382	384	343	404	108	126	149	161	119	101	109	123	112	121	143	140				
	29%	25%	25%	22%	26%	22%	24%	29%	30%	23%	20%	21%	24%	22%	24%	29%	27%				
3-4	499	119	131	137	113	26	52	41	38	51	42	45	45	47	39	36	38				
	8%	8%	9%	9%	7%	5%	19%	8%	7%	19%	8%	9%	9%	9%	8%	7%	7%				
5-10	339	77	112	64	86	25	23	30	42	33	37	15	30	19	19	33	34				
	6%	5%	7%	4%	6%	2%	4%	6%	15%	7%	17%	3%	6%	4%	4%	17%	17%				
11-20	25	13	6	4	1	4	8	1	1	4	1	-	-	-	4	-	1				
	-	1%	-	-	-	1%	2%	-	-	1%	-	-	-	-	1%	-	-				
21+	7	2	4	2	-	-	2	-	2	-	2	2	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Any Received (non-zero entry)	2384	594	637	550	603	163	212	220	247	208	182	171	198	182	179	213	212				
	39%	38%	41%	36%	39%	33%	40%	42%	46%	41%	37%	33%	38%	36%	36%	42%	41%				
Total Mean (including those not receiving any)																					
	1.05	1.04	1.23	0.95	0.97	0.89	1.20	1.03	1.26	1.17	0.92	0.96	0.96	0.98	0.88	0.98	1.04				
Mean	2.20	2.25	2.57	2.16	1.74	2.08	2.78	1.72	2.62	2.35	2.73	2.69	1.62	2.02	1.66	1.71	1.85				
Std Dev	0.03	0.06	0.07	0.05	0.04	0.09	0.12	0.08	0.11	0.10	0.12	0.12	0.07	0.09	0.07	0.08	0.08				
Std Error	Receiving Mean (excluding those not receiving any)																				
	2.72	2.72	3.05	2.67	2.46	2.68	3.02	2.47	2.81	3.06	3.18	2.79	2.52	2.71	2.48	2.36	2.55				
Mean	2.83	2.93	3.27	2.91	2.01	2.88	3.73	1.89	3.25	2.82	3.73	4.10	1.72	2.57	1.95	1.94	2.13				
Std Dev	0.06	0.12	0.13	0.12	0.08	0.21	0.25	0.13	0.21	0.19	0.27	0.30	0.12	0.19	0.14	0.14	0.15				
Std Error																					

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Table 53

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6159	1017	5142	807	5352	2981	3185	791	816	1134	805	1152	852	609	1607	1539	2513	1461	5467	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	4129	785	3344	498	3631	1997	2122	663	651	801	563	714	430	307	1314	1364	1451	736	3404	683
	67%	64%	64%	63%	68%	68%	68%	61%g	73%h	71%i	62%j	62%k	62%l	49%	66%o	66%p	66%q	53%	66%	72%r
1-2	1324	296	1028	194	1130	660	663	117	149	220	100	221	203	170	286	413	645	373	1143	172
	21%	24%	21%	25%	21%	22%	21%	14%	17%	19%	13%	19%	23%g	23%h	16%	21%o	26%p	22%q	22%r	18%
3-4	391	78	313	47	344	212	179	24	43	53	33	85	68	84	68	86	237	152	342	45
	6%	6%	6%	6%	6%	7%	6%	3%	5%	5%	4%	6%	6%	6%	4%	4%	23%o	11%q	7%	5%
5-10	297	70	226	50	246	132	164	17	24	44	40	54	54	64	41	54	171	119	249	42
	5%	6%	5%	6%	5%	4%	5%	2%	3%	4%	9%g	9%h	7%j	16%k	2%	4%o	7%p	6%q	5%	4%
11-20	14	*	14	1	13	5	9	1	*	3	2	4	1	3	1	5	8	4	14	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-
21+	6	3	4	-	6	4	3	-	-	2	1	3	-	-	-	2	5	3	6	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-
Any Received (non-zero entry)	2031	448	1584	291	1740	1013	1018	159	216	320	270	416	330	321	375	590	1066	651	1754	260
	33%	36%	32%	37%	32%	34%	32%	19%	25%g	25%h	25%i	27%j	43%k	31%l	22%	39%o	42%p	47%q	54%r	28%
Total Mean (including those not receiving any)	0.89	0.97	0.87	0.95	0.88	0.87	0.90	0.44	0.57	0.72g	0.81gh	1.00gh	1.23gh	1.07gh	0.51	0.88o	1.21o	1.38o	0.91	0.74
Mean	2.05	1.99	2.06	1.73	2.09	2.08	2.02	1.20	1.28	1.69	2.79	2.19	2.36	2.27	1.24	2.23	2.27	2.33	2.11	1.68
Std Dev	0.03	0.06	0.03	0.06	0.03	0.04	0.04	0.04	0.04	0.05	0.10	0.06	0.08	0.09	0.03	0.05	0.04	0.06	0.03	0.07
Std Error	Receiving Mean (excluding those not receiving any)																			
Mean	2.69	2.66	2.70	2.56	2.72	2.60	2.79	2.28	2.28	2.51	2.82	2.71	2.84h	3.07gh	2.28	2.65	2.86o	2.96o	2.69	2.69
Std Dev	2.80	2.52	2.88	2.00	2.92	2.90	2.70	1.80	1.62	2.36	4.32	2.89	2.88	2.35	1.69	3.40	2.74	2.63	2.88	2.24
Std Error	0.06	0.13	0.07	0.12	0.07	0.09	0.08	0.15	0.11	0.13	0.28	0.14	0.15	0.13	0.09	0.14	0.08	0.10	0.07	0.17

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Table 93

Base : All participants

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6199	1474	1838	1207	1639		3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285
Weighted Base	6160	1136	1913	1384	1725		3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081		1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	4129	729	1295	948	1156		2024	2104	2561	1900	364	475	1011	1041	739	2527	380	3440	837	3091	201
	67%	64%	68%	68%	67%		66%	68%	68%	63%	71%	69%	67%	69%	67%	66%	71%	66%	68%	67%	70%
1-2	1324	259	417	298	349		676	648	763	547	86	159	339	357	239	855	89	1150	306	973	45
	21%	23%	22%	22%	20%		22%	21%	21%	23%	17%	22%	22%	23%	22%	22%	17%	22%	24%	21%	16%
3-4	391	84	107	80	120		191	209	190	197	28	54	91	100	66	245	28	302	72	296	22
	6%	7%	6%	6%	7%		6%	6%	5%	6%	3%	7%	6%	6%	6%	6%	5%	6%	6%	6%	8%
5-10	297	60	89	52	96		149	148	143	146	35	43	57	78	51	178	35	244	62	215	20
	5%	6%	5%	4%	6%		5%	5%	4%	6%	6%	7%	6%	5%	5%	5%	7%	5%	5%	5%	7%
11-20	14	1	6	5	1		7	6	8	6	-	2	2	7	3	11	-	14	5	8	-
	*	*	*	*	*		*	*	*	*	-	-	-	-	-	*	-	*	*	*	-
21+	6	3	-	2	2		3	4	4	2	1	-	1	2	3	2	1	5	1	5	-
	*	*	*	*	*		*	*	*	*	-	-	-	-	-	*	-	*	*	*	-
Any Received (non-zero entry)	2031	407	619	437	569		1026	1005	1100	897	191	258	490	544	361	1291	194	1735	447	1498	87
	33%	36%	32%	32%	33%		34%	32%	30%	31%	25%	35%	33%	34%	33%	34%	29%	34%	35%	33%	30%
Total Mean (including those not receiving any)																					
Mean	0.89	0.96	0.85	0.84	0.92		0.89	0.88	0.78	1.05%	0.95	1.01%	0.79	0.94	0.89	0.90	0.92	0.89	0.92	0.88	0.92
Std Dev.	2.05	1.98	1.87	2.39	1.98		1.91	2.17	2.01	2.10	2.39	2.05	1.66	2.41	2.03	2.08	2.35	2.05	2.10	2.04	1.85
Std Error	0.03	0.05	0.04	0.07	0.05		0.03	0.04	0.03	0.04	0.10	0.08	0.04	0.06	0.06	0.03	0.10	0.03	0.06	0.03	0.11
Receiving Mean (excluding those not receiving any)																					
Mean	2.69	2.68	2.64	2.66	2.79		2.65	2.73	2.56	2.83	3.23%	2.48%	2.42	2.75	2.71	2.65	3.20	2.66	2.64	2.69	3.04
Std Dev.	2.80	2.52	2.48	3.64	2.59		2.50	3.09	2.95	2.60	3.48	2.56	2.12	3.47	2.76	2.84	3.46	2.80	2.85	2.82	2.23
Std Error	0.06	0.10	0.10	0.19	0.11		0.07	0.10	0.09	0.08	0.28	0.16	0.09	0.15	0.14	0.08	0.27	0.07	0.13	0.07	0.25

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Table 93

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6159	4151	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
None	4129	3578	551	107	3461	350	202	116	170	900	353	282	353	362	550	545	338	45	305
	67%	68%	64%	64%	67%	68%	68%	69%	68%	73% kn	73% kn	67%	69%	67%	68%	69%	62%	67%	69%
1-2	1324	1136	187	38	1123	106	54	40	41	112	87	111	134	144	197	184	113	13	93
	21%	21%	22%	23%	22%	20%	18%	34% l	16%	17%	17%	28% kn	28% kn	28% kn	34% kn	22%	21%	20%	21%
3-4	391	334	57	16	322	38	21	10	22	39	41	34	27	20	25	63	52	4	33
	6%	6%	7%	6%	6%	7%	7%	6%	5% kn	6%	6% kn	5% kn	5%	4%	3%	8% kn	11% kn	6%	8% kn
5-10	297	235	62	6	254	22	17	4	15	18	25	19	26	25	38	52	35	5	17
	5%	4%	7% a	3%	5%	4%	6% g	2%	6%	3%	5%	4%	5%	4%	5%	6% l	7%	7%	4%
11-20	14	11	3	-	11	2	-	-	2	4	1	1	2	1	-	-	-	-	2
	*	*	*	-	*	*	-	-	1%	1%	-	-	-	-	-	-	-	-	*
21+	6	4	3	-	6	-	-	-	1	1	-	-	2	-	-	-	3	-	-
	*	*	*	-	*	-	-	-	*	*	-	-	-	-	-	-	1%	-	-
Any Received (non-zero entry)	2031	1720	311	60	1717	167	93	54	80	174	155	168	190	191	280	268	202	22	145
	33%	32%	36%	36%	33%	32%	32%	32%	32%	32%	30%	33% kn	30% kn	33% kn	32%	33% kn	36% kn	33%	33% kn
Total Mean (including those not Receiving any)	0.89	0.86	1.09 a	0.86	0.89 g	0.84	0.93 g	0.65	1.10 mn	0.77	0.86	0.95	0.99	0.77	0.75	0.97	1.13 mn	0.97	0.82
Mean	2.05	1.99	2.38	1.56	2.11	1.66	1.89	1.26	2.53	2.34	1.73	1.85	3.20	1.68	1.60	1.75	2.31	1.74	1.64
Std Dev.	0.03	0.03	0.05	0.05	0.04	0.05	0.06	0.04	0.14	0.12	0.09	0.10	0.17	0.09	0.08	0.09	0.12	0.13	0.05
Std Error																			
Receiving Mean (excluding those not Receiving any)	2.69	2.63	3.02	2.39	2.71 g	2.60 g	2.93 g	2.05	3.44 mn	2.98	2.81	2.55	2.83	2.30	2.34	2.74	2.95	2.95	2.55
Mean	2.80	2.73	3.15	1.78	2.92	1.97	2.34	1.45	3.46	3.84	2.10	2.26	4.92	2.34	2.07	1.96	2.93	1.82	2.00
Std Dev.	0.06	0.07	0.11	0.10	0.09	0.10	0.12	0.09	0.33	0.39	0.20	0.20	0.43	0.20	0.19	0.17	0.25	0.22	0.11
Std Error																			

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Table 93

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6159	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	818	565	259	4493	824	2745	2269	627	326	159	5014	485	1454	4705		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
None	4129	1577	1436	2293	2152	1577	115	464	1436	145	643	1236	1656	601	430	184	2891	614	1626	1590	531	237	119	3216	356	1002	3067		
	67%	65%	66%	65%	66%	65%	72%	61%	65%	68%	61%	61%	69%	76%	74%	74%	64%	74%	62%	69%	76%	67%	67%	69%	66%	70%	66%		
1-2	1324	475	412	781	714	542	24	177	475	40	256	503	557	129	98	32	1090	129	629	469	107	81	33	1098	114	286	1037		
	21%	22%	22%	22%	22%	21%	15%	23%	22%	19%	24%	25%	25%	16%	17%	13%	25%	16%	24%	20%	16%	13%	19%	25%	21%	19%	25%		
3-4	391	165	129	248	209	165	6	74	129	14	74	158	145	38	28	21	304	49	191	140	25	14	18	332	32	99	301		
	6%	7%	6%	7%	6%	6%	4%	18%	6%	6%	7%	8%	6%	5%	5%	9%	7%	6%	7%	6%	4%	4%	4%	16%	7%	6%	6%		
5-10	297	120	113	173	168	120	14	47	113	14	70	115	119	31	24	7	234	32	152	67	14	26	7	249	33	75	222		
	3%	5%	5%	5%	5%	3%	8%	6%	5%	7%	7%	6%	5%	4%	3%	5%	5%	4%	6%	6%	2%	2%	4%	25%	6%	5%	5%		
11-20	14	4	8	5	9	4	-	-	8	-	6	5	5	1	3	-	10	3	5	6	3	-	-	10	-	6	8		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
21+	6	4	3	4	3	4	1	2	3	-	-	-	4	-	-	3	4	3	3	1	2	-	1	4	1	1	5		
	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	16%	7%	-	-	-	-	-	-	-	-	-		
Any Received (non-zero entry)	2031	835	727	1209	1101	835	45	300	727	68	406	781	830	199	153	63	1611	216	980	713	151	121	59	1693	180	458	1573		
	33%	35%	34%	35%	34%	35%	28%	39%	34%	32%	39%	39%	39%	25%	26%	26%	36%	26%	39%	31%	22%	34%	33%	34%	34%	30%	34%		
Total Mean (including those not Receiving any)	0.89	0.94	0.94	0.92	0.92	0.94	1.12	1.12	0.94	0.97	1.12	1.01%	0.91%	0.64	0.74	0.93	0.66%	0.80	1.01%	0.81	0.66	0.95	0.94	0.92%	0.94	0.86	0.90		
Mean	2.05	2.32	2.07	2.13	1.94	2.32	3.31	2.33	2.07	2.03	2.17	1.89	2.28	1.44	1.89	2.74	2.12	2.18	2.00	1.82	2.86	1.90	2.11	1.92	1.97	2.08	2.04		
Std Dev	0.03	0.05	0.04	0.04	0.03	0.05	0.24	0.08	0.04	0.14	0.06	0.04	0.05	0.05	0.08	0.17	0.03	0.08	0.04	0.04	0.11	0.11	0.17	0.03	0.09	0.05	0.03		
Receiving Mean (excluding those not Receiving any)																													
Mean	2.89	2.72	2.78	2.67	2.70	2.72	3.57%	2.85	2.78	3.05	2.90	2.80	2.72	2.60	2.81	3.08%	2.66	3.06	2.68	2.62	3.00	2.80	2.84	2.65	2.81	2.87	2.84		
Std Dev	2.80	3.26	2.75	2.91	2.50	3.26	5.28	2.99	2.75	2.57	2.84	2.26	3.27	1.82	2.79	4.44	2.82	3.37	2.47	2.45	5.49	2.34	2.86	2.46	2.51	2.94	2.76		
Std Error	0.06	0.11	0.10	0.08	0.07	0.11	0.75	0.16	0.10	0.32	0.12	0.08	0.11	0.12	0.23	0.52	0.07	0.23	0.08	0.09	0.43	0.23	0.41	0.06	0.20	0.14	0.07		

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6199	378	5731	50	1809	4048	302	5902	112	56	67	6070	22
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
None	4129	214	3882	33	1088	2824	217	3929	88	43	48	4061	20
	67%	64%	67%	73%	65%	68%	70%	67%	75%	76%	72%	67%	93%
1-2	1324	86	1233	5	365	902	56	1287	16	9	11	1313	-
	21%	26%	21%	12%	22%	22%	16%	22%	14%	16%	17%	22%	-
3-4	391	22	366	3	125	247	19	375	5	4	5	384	2
	6%	7%	6%	6%	7%	6%	6%	6%	5%	6%	6%	6%	7%
5-10	297	10	286	1	92	187	18	286	8	1	2	295	-
	5%	3%	5%	2%	5%	4%	6%	5%	7%	2%	3%	5%	-
11-20	14	2	12	-	4	9	1	14	-	-	-	14	-
	*	1%	*	-	*	*	*	*	-	-	-	*	-
21+	6	1	5	-	2	4	-	6	-	-	-	6	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	2031	122	1901	9	587	1349	95	1969	29	14	18	2012	2
	33%	36%	33%	21%	35%	32%	30%	33%	25%	24%	28%	33%	7%
Total Mean (including those not Receiving any)													
Mean	0.89	1.00	0.88	0.55	0.98	0.85	0.94	0.90	0.78	0.53	0.63	0.89	0.28
Std Dev.	2.05	2.76	2.00	1.26	2.07	2.03	2.17	2.07	1.90	1.12	1.26	2.06	1.05
Std Error	0.03	0.14	0.03	0.18	0.05	0.03	0.12	0.03	0.18	0.15	0.15	0.03	0.22
Receiving Mean (excluding those not Receiving any)													
Mean	2.69	2.77	2.69	2.65	2.80	2.62	3.10	2.69	3.16	2.17	2.30	2.70	4.00
Std Dev.	2.80	4.03	2.71	1.46	2.66	2.85	2.96	2.82	2.69	1.27	1.40	2.81	-
Std Error	0.06	0.34	0.06	0.46	0.10	0.08	0.33	0.06	0.45	0.34	0.30	0.06	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Table 93

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6189	1550	1535	1539	1535	521	524	505	521	512	502	520	520	499	519	515	501
Weighted Base	6160	1550	1535	1539	1535	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
None	4129	1070	1025	1032	1001	347	372	352	381	313	331	360	330	343	343	331	327
	67%	69%	67%	67%	66%	71%up	70%u	67%	72%u	62%	67%	69%u	64%	68%	68%	65%	63%
1-2	1324	313	316	341	354	97	97	119	90	121	105	109	127	108	108	120	128
	21%	20%	21%	22%	23%	20%	18%	23%	17%	23%u	21%	21%	23%u	21%	21%	23%u	23%u
3-4	391	89	101	92	109	22	36	31	31	38	32	31	35	25	29	31	48
	6%	6%	7%	6%	7%	5%	7%	6%	6%	8%	6%	6%	7%	5%	6%	6%	8%u
5-10	297	72	87	72	65	23	25	25	28	34	26	18	26	28	22	26	18
	5%	5%	6%	5%	4%	2%	2%	2%	2%	7%u	5%	4%	5%	6%	4%	5%	3%
11-20	14	3	5	*	5	2	1	*	2	1	1	*	-	-	-	4	1
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*
21+	6	1	1	2	3	1	-	-	-	1	-	-	-	2	3	-	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*
Any Received (non-zero entry)	2031	480	510	507	535	144	160	175	151	194	165	158	189	160	160	181	193
	33%	31%	33%	33%	35%	29%	30%	33%	28%	32%u	33%	31%	32%u	32%	32%	35%	37%u
Total Mean (including those not receiving any)																	
Mean	0.89	0.83	0.94	0.85	0.93	0.85	0.85	0.78	0.88	1.00u	0.87	0.72	0.87	0.96	0.90	1.00u	0.87
Std Dev.	2.05	1.98	2.00	2.18	2.03	2.45	1.93	1.49	2.02	2.18	1.76	1.38	1.51	3.19	2.24	2.26	1.51
Std Error	0.03	0.05	0.05	0.06	0.05	0.11	0.08	0.07	0.09	0.10	0.08	0.06	0.07	0.14	0.10	0.10	0.07
Receiving Mean (excluding those not receiving any)																	
Mean	2.69	2.67	2.84	2.59	2.68	2.88	2.82	2.35	3.08u	2.85	2.61	2.37	2.39	3.03	2.82	2.91	2.34
Std Dev.	2.80	2.79	2.57	3.15	2.68	3.82	2.61	1.73	2.74	2.72	2.19	1.56	1.62	5.08	3.23	2.99	1.66
Std Error	0.06	0.12	0.11	0.14	0.11	0.29	0.20	0.14	0.20	0.20	0.17	0.12	0.12	0.41	0.24	0.22	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Table 94

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	4190	906	3284	497	3693	2098	2084	609	672	790	613	771	434	282	1301	1403	1487	716	3457	697
	66%	87%	67%	63%	69%	34%	66%	7%	7%	7%	7%	7%	5%	4%	21%	22%	56%	52%	67%	74%
1-2	1851	287	1563	238	1313	697	616	149	157	226	189	288	202	249	396	446	708	511	1349	194
	25%	23%	28%	30%	24%	23%	19%	18%	18%	23%	23%	25%	24%	40%	18%	23%	32%	33%	38%	19%
3-4	265	17	239	35	221	119	136	22	18	38	21	44	22	40	40	60	156	112	225	28
	4%	1%	5%	4%	4%	4%	4%	3%	2%	3%	3%	4%	3%	6%	2%	3%	6%	6%	4%	3%
5-10	152	22	131	18	134	87	66	22	20	32	7	26	20	25	42	39	71	45	119	32
	2%	2%	3%	2%	2%	3%	2%	3%	2%	3%	1%	2%	3%	4%	3%	2%	3%	3%	2%	3%
11-20	6	1	4	-	6	4	2	-	-	-	2	2	1	-	-	2	3	2	3	3
	*	*	*	-	*	*	*	-	-	-	*	*	*	*	-	*	*	*	*	*
21+	6	-	6	1	5	4	2	-	1	3	-	-	2	-	1	3	2	2	6	-
	*	-	*	*	*	*	*	-	*	*	-	-	*	-	*	*	*	*	*	-
Any Received (non-zero entry)	1970	327	1643	292	1678	912	1056	194	196	331	220	359	325	346	389	551	1030	671	1701	248
	32%	27%	32%	29%	37%	30%	34%	24%	23%	29%	26%	31%	31%	35%	23%	29%	41%	49%	53%	28%
Total Mean (including those not Receiving any)	0.67	0.40	0.74	0.66	0.68	0.68	0.66	0.51	0.49	0.69	0.49	0.63	0.59	0.60	0.50	0.60	0.83	1.06	0.68	0.61
Mean	0.67	0.40	0.74	0.66	0.68	0.68	0.66	0.51	0.49	0.69	0.49	0.63	0.59	0.60	0.50	0.60	0.83	1.06	0.68	0.61
Std Dev.	1.68	1.24	1.77	1.85	1.72	1.85	1.65	1.29	1.70	2.30	1.35	1.32	1.78	1.52	1.51	1.96	1.54	1.67	1.71	1.55
Std Error	0.02	0.04	0.02	0.07	0.02	0.03	0.03	0.05	0.06	0.07	0.05	0.04	0.06	0.06	0.04	0.04	0.03	0.04	0.02	0.06
Receiving Mean (excluding those not Receiving any)	2.09	1.84	2.14	2.01	2.11	2.24	1.97	2.17	2.17	2.34	1.84	1.99	1.99	2.13	2.17	2.14	2.04	2.07	2.05	2.35
Mean	2.09	1.84	2.14	2.01	2.11	2.24	1.97	2.17	2.17	2.34	1.84	1.99	1.99	2.13	2.17	2.14	2.04	2.07	2.05	2.35
Std Dev.	2.42	1.83	2.52	2.60	2.39	2.50	2.35	1.87	3.03	3.76	2.11	1.66	2.26	1.47	2.52	3.22	1.82	1.90	2.45	2.27
Std Error	0.05	0.11	0.06	0.15	0.06	0.08	0.07	0.14	0.22	0.20	0.14	0.08	0.12	0.08	0.13	0.13	0.05	0.07	0.06	0.17

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Table 94

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	4190	692	1336	950	1211	2028	2161	2631	1490	360	519	1007	1049	731	2575	373	3492	915	3070	205
	48%	61%	72%	79%	73%	67%	69%	76%	62%	70%	71%	67%	66%	66%	67%	70%	67%	73%	67%	71%
1-2	1651	361	461	341	387	822	728	837	697	102	167	395	436	289	997	108	1348	285	1194	71
	25%	22%	24%	25%	22%	27%	23%	23%	25%	20%	23%	26%	28%	24%	26%	20%	26%	22%	26%	25%
3-4	255	45	70	64	77	115	141	119	136	33	28	67	68	38	163	33	208	52	194	9
	4%	4%	4%	5%	4%	4%	5%	3%	5%	1%	4%	4%	4%	3%	4%	6%	4%	4%	4%	3%
5-10	152	31	45	28	49	76	77	75	70	20	20	29	28	38	77	20	118	31	119	2
	2%	3%	2%	2%	3%	2%	2%	2%	3%	1%	3%	2%	2%	2%	2%	4%	2%	2%	3%	1%
11-20	6	4	-	2	-	4	2	3	3	-	-	2	3	1	4	-	6	-	6	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
21+	6	4	1	-	1	5	1	4	2	-	-	3	-	3	3	-	6	1	5	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any Received (non-zero entry)	1970	463	577	434	514	1021	948	1038	907	155	214	494	535	365	1244	160	1684	369	1518	83
	32%	39%	30%	31%	30%	33%	31%	28%	33%	30%	29%	33%	34%	34%	33%	30%	33%	29%	33%	29%
Total Mean (including those not receiving any)	0.67	0.60	0.62	0.63	0.63	0.71	0.63	0.58	0.60	0.71	0.59	0.69	0.65	0.76	0.65	0.70	0.67	0.63	0.69	0.53
Std Dev.	1.68	2.15	1.70	1.34	1.53	1.89	1.45	1.71	1.61	1.46	1.26	1.78	1.38	2.33	1.53	1.44	1.71	1.66	1.72	1.17
Std Error	0.02	0.06	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.05	0.03	0.07	0.02	0.06	0.02	0.04	0.03	0.07
Receiving Mean (excluding those not receiving any)	2.09	2.20	2.04	2.02	2.12	2.11	2.07	2.04	2.13	2.09	2.02	2.09	1.92	2.27	2.01	2.33	2.05	2.19	2.08	1.84
Std Dev.	2.42	2.98	2.59	1.72	2.18	2.77	1.98	2.71	2.01	1.79	1.60	2.59	1.80	3.57	2.12	1.76	2.49	2.48	2.45	1.54
Std Error	0.05	0.12	0.11	0.09	0.10	0.08	0.07	0.08	0.06	0.14	0.11	0.11	0.07	0.18	0.06	0.13	0.08	0.12	0.06	0.17

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Table 94

Base : All participants

	Rurality				Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
None	4190	3659	532	101	3542	339	195	115	175	486	355	307	372	399	562	534	340	40	299		
	68%	88%	27%	60%	68%	66%	66%	67%	70%	75%	70%	68%	69%	70%	69%	69%	64%	59%	67%		
1-2	1661	1287	264	54	1273	144	83	50	61	127	129	116	127	140	203	225	146	22	122		
	25%	24%	31%	32%	25%	28%	28%	29%	25%	19%	20%	20%	23%	24%	25%	27%	28%	19%	27%		
3-4	255	213	43	7	218	22	10	5	11	34	15	21	21	24	30	39	23	5	17		
	4%	4%	5%	4%	4%	4%	3%	3%	4%	5%	3%	4%	4%	4%	4%	5%	4%	8%	4%		
5-10	162	129	24	6	135	9	7	2	3	15	9	3	18	10	15	44	19	-	9		
	2%	2%	3%	3%	3%	2%	2%	1%	1%	2%	2%	1%	3%	2%	2%	5%	4%	-	2%		
11-20	6	5	-	-	4	1	-	-	-	-	-	-	4	-	-	-	-	-	1		
	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-		
21+	6	6	-	-	5	1	-	-	-	-	-	1	2	-	-	2	-	-	1		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Any Received (non-zero entry)	1970	1639	330	67	1636	178	100	56	75	177	153	141	171	173	246	309	189	27	151		
	32%	31%	33%	40%	32%	34%	34%	33%	30%	26%	30%	32%	31%	30%	31%	37%	36%	41%	33%		
Total Mean (including those not receiving any)																					
Mean	0.67	0.66	0.75	0.76	0.67	0.73	0.63	0.53	0.54	0.53	0.54	0.66	0.66	0.58	0.57	0.67	0.78	0.77	0.72		
Std Dev.	1.68	1.73	1.35	1.28	1.68	2.06	1.22	0.98	1.11	1.19	1.06	2.53	2.63	1.16	1.27	1.86	1.46	1.13	2.16		
Std Error	0.02	0.03	0.03	0.04	0.03	0.06	0.04	0.03	0.06	0.06	0.06	0.13	0.14	0.06	0.07	0.10	0.08	0.09	0.07		
Receiving Mean (excluding those not receiving any)																					
Mean	2.09	2.12	1.95	1.92	2.12	2.12	1.84	1.63	1.78	2.03	1.80	2.08	2.13	1.91	1.86	2.17	2.20	1.90	2.16		
Std Dev.	2.42	2.56	1.54	1.38	2.42	3.07	1.47	1.06	1.36	1.54	1.22	4.16	4.11	1.38	1.69	2.43	1.68	0.99	3.30		
Std Error	0.05	0.07	0.05	0.07	0.08	0.15	0.08	0.06	0.13	0.15	0.12	0.40	0.39	0.13	0.16	0.21	0.15	0.11	0.18		

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Table 94

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
		(a)	(b)				(f)	(g)		(i)	(j)		(l)	(m)	(n)	(o)	(p)	(q)		(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)
Unweighted Base	6160	2160	2163	3424	2267	2263	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	4190	1643	1413	2363	2133	1643	111	477	1413	136	615	1260	1669	614	437	193	2929	609	1669	1505	507	250	135	3274	385	1045	3145
68%	68%	68%	65%	67%	66%	68%	69%	63%	65%	64%	59%	62%	67%	72%	78%	65%	76%	64%	70%	76%	70%	67%	72%	69%	69%	68%	68%
1-2	1581	576	576	916	864	576	32	221	576	48	328	606	638	148	112	43	1245	155	747	549	137	78	33	1297	112	342	1209
	25%	25%	27%	26%	27%	25%	20%	29%	27%	22%	27%	311%	301mm	19%	17%	27%	251mm	19%	251mm	24%	20%	22%	19%	251mm	22%	251mm	251mm
3-4	255	91	112	139	160	91	10	43	112	18	70	101	112	21	13	4	213	17	125	85	20	18	4	209	23	76	180
	4%	4%	5%	4%	5%	4%	6%	6%	5%	8%	7%	301mm	4%	3%	2%	1%	301mm	2%	5%	4%	3%	5%	2%	4%	5%	4%	4%
5-10	152	46	58	78	91	46	7	20	58	10	35	48	61	15	20	6	109	27	62	57	16	11	5	119	16	56	96
	2%	2%	3%	2%	3%	2%	5%	3%	3%	5%	3%	2%	2%	3%	3%	2%	3%	2%	2%	2%	3%	3%	2%	3%	2%	3%	2%
11-20	6	3	-	4	2	3	-	1	-	-	-	-	3	-	1	3	2	1	3	1	3	1	-	4	-	-	5
	*	*	*	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	6	2	4	2	4	2	-	-	4	2	-	2	3	1	-	5	-	5	-	1	5	-	-	6	-	1	5
	*	*	*	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	1970	769	750	1139	1120	769	49	288	750	76	434	767	817	186	147	54	1574	200	937	699	174	107	43	1635	150	475	1495
	32%	32%	35%	33%	34%	32%	31%	37%	35%	36%	41%	38%	37%	23%	25%	22%	35%	24%	38%	30%	26%	30%	24%	33%	28%	31%	32%
Total Mean (including those not Receiving any)	0.67	0.64	0.73	0.66	0.73	0.64	0.72	0.70	0.73	0.88	0.88	0.74mm	0.70mm	0.49	0.58	0.49	0.72mm	0.55	0.71	0.67	0.54	0.62	0.48	0.69	0.57	0.73	0.65
Mean	1.68	1.75	1.69	1.68	1.63	1.75	1.48	1.48	1.69	1.56	1.70	1.47	1.85	1.69	1.48	1.77	1.69	1.57	1.61	1.89	1.41	1.29	1.20	1.75	1.26	1.90	1.60
Std Error	0.02	0.04	0.04	0.03	0.03	0.04	0.11	0.05	0.04	0.11	0.05	0.03	0.04	0.06	0.06	0.11	0.03	0.05	0.03	0.04	0.06	0.07	0.10	0.02	0.06	0.05	0.02
Receiving Mean (excluding those not Receiving any)	2.09	2.00	2.10	2.04	2.11	2.00	2.36	2.10	2.10	2.46	2.13	1.97	2.13	2.12	2.30	2.27	2.05	2.29	1.99	2.22	2.13	2.06	1.98	2.09	2.03	2.33	2.02
Mean	2.42	2.63	2.32	2.42	2.18	2.63	1.82	1.75	2.32	1.70	2.08	1.83	2.71	2.97	2.20	3.23	2.33	2.51	2.17	2.89	2.09	1.61	1.74	2.51	1.65	2.80	2.28
Std Dev	0.05	0.09	0.08	0.07	0.06	0.09	0.24	0.09	0.08	0.19	0.10	0.06	0.09	0.20	0.18	0.39	0.06	0.17	0.07	0.11	0.15	0.16	0.31	0.06	0.14	0.13	0.06
Std Error																											

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3501	89	38	46	3657	15
None	4190	209	3951	31	1063	2903	223	4000	79	37	54	4118	20
	68%	62%	68%	76%	63%	70% <i>def</i>	71% <i>def</i>	68%	67%	64%	62% <i>def</i>	68%	93%
1-2	1551	98	1445	7	445	1022	83	1494	28	18	9	1540	2
	25%	25%	25%	18%	27%	25%	27%	25%	24%	31%	14%	25%	7%
3-4	255	17	237	1	101	154	-	245	5	2	3	253	-
	4%	5%	4%	3%	6% <i>def</i>	4% <i>def</i>	-	4%	5%	3%	4%	4%	-
5-10	152	11	140	1	63	84	5	147	4	1	-	152	*
	2%	3%	2%	3%	3% <i>def</i>	2%	2%	2%	4%	2%	-	3%	*
11-20	6	1	4	-	3	3	-	6	-	-	-	6	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
21+	6	-	6	-	-	5	1	6	-	-	-	6	-
	*	*	*	-	*	*	*	*	-	-	-	*	-
Any Received (non-zero entry)	1970	127	1832	10	612	1268	89	1898	38	21	12	1957	2
	32%	38%	32%	24%	37% <i>def</i>	30%	29%	37% <i>def</i>	33%	36%	18%	32% <i>def</i>	7%
Total Mean (including those not Receiving any)													
Mean	0.67	0.82	0.66	0.44	0.62% <i>def</i>	0.61	0.63	0.67	0.75	0.65	0.30	0.68	0.08
Std Dev.	1.68	1.59	1.69	1.07	1.61	1.64	2.40	1.69	1.66	1.33	0.78	1.69	0.36
Std Error	0.02	0.08	0.02	0.15	0.04	0.03	0.14	0.02	0.16	0.18	0.09	0.02	0.08
Receiving Mean (excluding those not Receiving any)													
Mean	2.09	2.16	2.09	1.81	2.25	2.01	2.20	2.09	2.32	1.80	1.68	2.10	1.13
Std Dev.	2.42	1.94	2.46	1.52	1.97	2.46	4.09	2.44	2.20	1.71	1.07	2.43	-
Std Error	0.05	0.16	0.06	0.48	0.08	0.07	0.45	0.05	0.35	0.37	0.28	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Table 94

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	4190	1046	1023	1073	1048	337	384	325	352	315	357	381	352	339	362	330	356				
	68%	67%	67%	70%	68%	69%	72% ^{ab}	62%	66%	62%	72% ^{gpo}	74% ^{gpo}	68%	67%	72% ^{gpo}	64%	68%				
1-2	1661	420	393	366	372	118	119	183	123	154	116	109	135	122	111	139	121				
	28%	27%	26%	24%	24%	24%	22%	35% ^{efghijklmnop}	20%	30% ^{ghijkl}	23%	21%	26%	24%	22%	27%	23%				
3-4	265	47	64	70	74	19	17	11	41	13	10	22	16	31	24	22	29				
	4%	3%	4%	5%	5%	4%	3%	2%	8% ^{efghij}	3%	2%	4%	3%	6% ^{ghij}	5%	4%	6% ^{ghij}				
5-10	162	33	51	28	41	17	10	6	16	25	10	6	13	9	7	21	13				
	2%	2%	3% ^{bc}	2%	3%	3% ^{bc}	2%	1%	3%	4% ^{efghijklmn}	2%	1%	3%	2%	1%	4% ^{efghij}	2%				
11-20	6	-	1	3	1	-	-	-	-	-	1	-	1	2	-	-	1				
	*	*	*	*	*	*	*	-	-	-	*	-	*	*	-	-	*				
21+	6	4	2	-	-	1	2	1	-	-	2	-	-	-	-	-	-				
	*	*	*	-	-	*	*	*	-	-	*	-	-	-	-	-	-				
Any Received (non-zero entry)	1970	504	512	466	488	154	148	202	180	193	139	137	166	164	141	182	164				
	32%	33%	33%	30%	32%	31%	28%	32% ^{ghlm}	34% ^{klm}	32% ^{ghlm}	28%	26%	32%	33%	28%	36% ^{ghlm}	32%				
Total Mean (including those not receiving any)	0.67	0.67	0.74	0.61	0.66	0.71	0.60	0.71	0.74 ^{lm}	0.73 ^{lm}	0.66	0.52	0.63	0.68	0.53	0.74 ^{lm}	0.68				
Mean	1.68	2.20	1.72	1.31	1.33	2.13	2.10	2.37	1.43	1.56	2.11	1.23	1.31	1.40	1.08	1.37	1.48				
Std Dev.	0.02	0.06	0.04	0.03	0.03	0.09	0.09	0.11	0.06	0.07	0.09	0.05	0.06	0.06	0.05	0.06	0.07				
Std Error	0.02	0.06	0.04	0.03	0.03	0.09	0.09	0.11	0.06	0.07	0.09	0.05	0.06	0.06	0.05	0.06	0.07				
Receiving Mean (excluding those not receiving any)	2.09	2.06	2.23	2.01	2.06	2.25	2.16	1.84	2.18	2.18	2.36	1.97	1.96	2.10	1.90	2.09	2.17				
Mean	2.42	3.48	2.36	1.69	1.62	3.31	3.54	3.56	1.71	1.86	3.45	1.70	1.65	1.74	1.24	1.57	1.94				
Std Dev.	0.05	0.15	0.10	0.08	0.07	0.26	0.27	0.27	0.12	0.13	0.28	0.13	0.12	0.13	0.10	0.12	0.15				
Std Error	0.05	0.15	0.10	0.08	0.07	0.26	0.27	0.27	0.12	0.13	0.28	0.13	0.12	0.13	0.10	0.12	0.15				

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1017	5142	807	5362	2981	3185	791	816	1134	805	1152	852	609	1607	1939	2613	1461	5467	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	6321	1105	4217	635	4686	2559	2753	728	768	1042	799	952	618	457	1494	1801	2027	1075	4439	835
	86%	22%a	86%	80%	87%a	85%	89%a	28%a	29%a	32%a	27%a	32%a	24%a	21%a	32%a	32%a	81%	78%	86%	89%
1-2	761	123	638	127	634	388	364	80	78	74	63	120	135	101	119	137	455	256	659	91
	12%	10%	13%a	16%a	12%	13%	12%	10%a	9%	7%	8%	15%a	15%a	16%a	9%	7%	19%a	21%a	13%a	10%
3-4	65	4	51	15	40	36	19	9	14	3	8	6	6	8	23	11	21	14	43	12
	1%	+	1%	2%a	1%	1%	1%	1%	2%a	+	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
5-10	20	+	20	11	9	15	5	8	7	3	2	-	-	1	14	5	1	1	15	5
	+	+	+	1%a	1%	1%	1%	1%a	1%a	+	+	-	-	-	1%a	+	+	+	+	1%
11-20	2	-	2	+	2	2	-	-	-	+	-	2	-	-	-	+	2	-	2	-
	+	-	+	+	+	+	-	-	-	-	-	+	-	-	-	+	+	+	+	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	838	126	711	154	684	451	387	96	99	80	73	178	141	170	195	153	490	312	719	108
	14%	10%	14%a	29%a	13%	15%a	12%	15%a	11%a	7%	9%	15%a	13%a	21%a	15%a	8%	19%a	25%a	14%	11%
Total Mean (including those not receiving any)	0.20	0.14	0.23%a	0.31%a	0.17	0.24%a	0.17	0.21%	0.21%	0.11	0.14	0.21%	0.23%	0.21%	0.12	0.26%	0.38%		0.20	0.20
Mean	0.20	0.14	0.23%a	0.31%a	0.17	0.24%a	0.17	0.21%	0.21%	0.11	0.14	0.21%	0.23%	0.21%	0.12	0.26%	0.38%		0.20	0.20
Std Dev.	0.65	0.48	0.68	1.02	0.57	0.77	0.51	0.76	0.78	0.49	0.55	0.70	0.53	0.67	0.77	0.51	0.65	0.60	0.64	0.71
Std Error	0.01	0.01	0.01	0.04	0.01	0.01	0.01	0.03	0.03	0.01	0.02	0.02	0.02	0.03	0.02	0.01	0.01	0.02	0.01	0.03
Receiving Mean (excluding those not receiving any)	1.47	1.33	1.49	1.88	1.37	1.58%a	1.34	1.51%a	1.52%a	1.57%a	1.57%	1.36	1.23	1.29	1.51%a	1.57%a	1.30	1.26	1.43	1.72
Mean	1.47	1.33	1.49	1.88	1.37	1.58%a	1.34	1.51%a	1.52%a	1.57%a	1.57%	1.36	1.23	1.29	1.51%a	1.57%a	1.30	1.26	1.43	1.72
Std Dev.	1.11	0.78	1.16	1.56	0.96	1.34	0.74	1.43	1.54	1.03	1.07	1.26	0.54	0.65	1.48	1.05	0.90	0.60	1.07	1.34
Std Error	0.04	0.08	0.04	0.12	0.04	0.06	0.04	0.16	0.17	0.11	0.12	0.10	0.04	0.05	0.11	0.08	0.04	0.03	0.04	0.15

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Table 95

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6199	1474	1838	1207	1639	3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	5321	912	1671	1199	1537	2583	2737	3221	2019	470	642	1304	1318	952	3264	484	4444	1115	3965	241
	86%	80%	75%	70%	72%	85%	81%	84%	84%	53%	52%	57%	57%	47%	51%	80%	81%	67%	60%	84%
1-2	761	197	227	173	165	424	337	395	355	42	83	183	234	130	501	46	658	144	572	45
	12%	17%	12%	12%	10%	14%	11%	11%	13%	8%	11%	12%	16%	12%	13%	9%	13%	11%	12%	16%
3-4	88	17	13	7	18	30	25	34	21	2	3	10	27	12	41	2	53	15	38	1
	1%	2%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	2%	1%	1%	0%	1%	1%	1%	0%
5-10	20	10	2	3	5	12	8	18	2	1	4	5	3	7	12	1	19	9	11	-
	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
11-20	2	-	-	2	-	-	2	2	-	-	-	-	2	-	2	-	2	-	2	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any Received (non-zero entry)	838	226	242	185	188	466	372	448	378	45	91	197	287	140	553	49	723	169	623	46
	14%	20%	13%	13%	11%	14%	12%	12%	14%	9%	12%	13%	17%	13%	15%	9%	14%	13%	14%	16%
Total Mean (including those not receiving any)	0.20	0.31	0.17	0.20	0.16	0.22	0.18	0.20	0.21	0.12	0.19	0.19	0.25	0.21	0.22	0.13	0.21	0.24	0.19	0.19
Mean	0.20	0.31	0.17	0.20	0.16	0.22	0.18	0.20	0.21	0.12	0.19	0.19	0.25	0.21	0.22	0.13	0.21	0.24	0.19	0.19
Std Dev.	0.65	0.82	0.52	0.72	0.58	0.65	0.65	0.71	0.55	0.48	0.64	0.60	0.76	0.73	0.68	0.48	0.68	0.80	0.61	0.48
Std Error	0.01	0.02	0.01	0.02	0.01	0.01	0.01	0.01	0.01	0.02	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.01	0.03
Receiving Mean (excluding those not receiving any)	1.47	1.56	1.36	1.49	1.48	1.45	1.49	1.60	1.31	1.39	1.53	1.45	1.50	1.58	1.49	1.36	1.50	1.60	1.40	1.21
Mean	1.47	1.56	1.36	1.49	1.48	1.45	1.49	1.60	1.31	1.39	1.53	1.45	1.50	1.58	1.49	1.36	1.50	1.60	1.40	1.21
Std Dev.	1.11	1.21	0.72	1.40	1.06	0.99	1.24	1.35	0.71	0.94	1.12	0.95	1.25	1.33	1.13	0.91	1.16	1.42	1.03	0.47
Std Error	0.04	0.07	0.05	0.11	0.08	0.04	0.07	0.07	0.03	0.14	0.13	0.07	0.08	0.10	0.05	0.13	0.04	0.11	0.04	0.07

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Table 95

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6199	4161	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
None	824	4580	142	741	4469	451	250	151	224	986	469	393	455	493	688	697	453	58	392
	86%	86%	86%	86%	86%	87%	85%	89%	82%	87%	87%	86%	89%	84%	86%	85%	86%	87%	87%
1-2	761	649	112	22	639	64	40	18	22	74	37	53	80	76	97	135	64	8	55
	12%	12%	13%	13%	12%	12%	14%	11%	9%	11%	7%	12%	10%	12%	12%	10%	12%	13%	12%
3-4	58	47	8	3	49	2	3	1	3	3	2	-	3	3	16	11	8	*	2
	1%	1%	1%	2%	1%	*	1%	1%	1%	*	*	-	1%	1%	2%	1%	2%	*	*
5-10	20	20	*	*	18	1	2	-	1	-	-	3	5	-	7	-	3	*	*
	*	*	*	*	*	*	1%	-	*	-	-	1%	1%	-	1%	-	1%	*	*
11-20	2	2	*	*	2	-	*	-	-	-	-	-	-	-	2	-	-	-	-
	*	*	*	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	838	718	121	26	708	67	45	19	26	77	39	55	88	80	122	146	75	9	58
	14%	14%	14%	15%	14%	13%	15%	11%	10%	11%	8%	12%	10%	10%	12%	17%	14%	13%	11%
Total Mean (including those not receiving any)	0.20	0.20	0.18	0.22	0.20%	0.17	0.23%	0.14	0.17%	0.15	0.10	0.17	0.23%	0.16	0.26%	0.24%	0.23%	0.16	0.17%
Mean	0.65	0.66	0.54	0.68	0.66	0.52	0.80	0.44	0.58	0.45	0.36	0.59	0.68	0.51	1.00	0.59	0.71	0.54	0.51
Std Dev.	0.01	0.01	0.01	0.02	0.01	0.02	0.03	0.02	0.03	0.02	0.02	0.03	0.04	0.03	0.05	0.03	0.04	0.04	0.02
Std Error	Receiving Mean (excluding those not receiving any)	1.47	1.49	1.32	1.44	1.48	1.32	1.54	1.24	1.30	1.24	1.34	1.43	1.33	1.88	1.39	1.63	1.21	1.34
Mean	1.11	1.15	0.78	1.11	1.12	0.74	1.48	0.60	0.97	0.54	0.55	1.10	1.08	0.61	1.92	0.66	1.13	0.99	0.70
Std Dev.	0.04	0.05	0.05	0.09	0.05	0.06	0.12	0.06	0.16	0.08	0.10	0.17	0.14	0.08	0.27	0.08	0.16	0.18	0.06
Std Error																			

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Base : All participants

	Total	Stamp usage				1st class usage						2nd class usage						Reliance on postal service for sending/receiving letters and cards										Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)								
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)								
Unweighted Base	6159	2363	2424	3424	3275	2363	183	885	2214	209	1144	2100	2393	818	565	259	4493	824	2745	2269	627	326	159	5014	485	1454	4705								
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640								
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816								
None	8321	2082	1854	2990	2783	2082	147	644	1854	190	875	1674	2147	714	537	230	3821	767	2226	1993	602	310	160	4219	471	1276	4045								
86%	86%	86%	85%	85%	85%	86%	92%	84%	86%	90%	83%	83%	86%	82%	82%	83%	85%	82%	85%	87%	88%	87%	90%	88%	88%	84%	87%								
1-2	761	297	290	455	448	297	12	112	290	22	166	317	300	78	44	15	617	59	354	272	70	45	16	628	61	205	557								
		72%	72%	73%	74%	72%	7%	12%	73%	10%	16%	15%	15%	10%	7%	6%	15%	7%	14%	72%	10%	13%	9%	13%	71%	13%	12%								
3-4	55	26	16	38	28	26	1	6	16	-	8	18	30	6	*	1	48	2	19	28	5	2	1	47	3	24	32								
	1%	1%	1%	1%	1%	1%	*	1%	1%	-	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%								
5-10	20	6	3	17	14	6	1	1	3	-	*	8	10	2	1	*	18	1	7	10	3	-	-	17	-	16	5								
	*	*	*	*	*	*	1%	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*								
11-20	2	2	-	2	-	2	-	-	-	-	-	-	-	-	2	*	-	2	-	*	2	-	-	*	-	-	2								
	*	*	-	-	-	*	-	-	-	-	-	-	-	-	* ⁹	*	-	* ⁹	-	*	* ⁹	-	-	*	-	-	*								
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-								
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-								
Any Received (non-zero entry)	838	331	308	512	490	331	13	119	308	22	174	343	339	86	46	17	682	63	380	310	79	47	17	690	65	244	595								
	14%	14%	14%	15%	15%	14%	8%	16% ⁹	14%	10%	17%	17% ⁹	16% ⁹	14% ⁹	8%	7%	15% ⁹	8%	15%	13%	12%	13%	10%	14%	12%	16% ⁹	13%								
Total Mean (including those not Receiving any)	0.20	0.21	0.19	0.23	0.22	0.21	0.15	0.21	0.19	0.10	0.20 ⁹	0.24 ⁹	0.26 ⁹	0.15	0.15	0.10	0.22 ⁹	0.13	0.20	0.20	0.21	0.17	0.13	0.20	0.15	0.20 ⁹	0.17								
Mean	0.65	0.69	0.52	0.74	0.65	0.69	0.61	0.57	0.52	0.31	0.51	0.65	0.65	0.50	0.81	0.48	0.65	0.73	0.61	0.65	0.87	0.50	0.46	0.63	0.49	0.87	0.55								
Std Dev.	0.01	0.01	0.01	0.01	0.01	0.01	0.05	0.02	0.01	0.02	0.02	0.01	0.01	0.02	0.03	0.03	0.01	0.03	0.01	0.01	0.03	0.03	0.04	0.01	0.02	0.02	0.01								
Receiving Mean (excluding those not Receiving any)	1.47	1.51	1.30	1.50	1.44	1.51	1.81	1.33	1.30	1.00	1.23	1.41	1.50	1.38	1.85	1.42	1.46	1.73	1.38	1.52	1.53 ⁹	1.26	1.30	1.44	1.27	1.50 ⁹	1.33								
Mean	1.11	1.24	0.67	1.31	1.03	1.24	1.25	0.76	0.67	0.00	0.54	0.93	1.09	0.80	2.30	1.29	1.01	2.08	0.96	1.06	1.91	0.70	0.82	1.01	0.73	1.42	0.92								
Std Dev.	0.04	0.07	0.04	0.06	0.05	0.07	0.32	0.07	0.04	0.00	0.04	0.05	0.06	0.09	0.35	0.27	0.04	0.26	0.05	0.06	0.22	0.12	0.21	0.04	0.10	0.09	0.04								

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6159	378	5731	50	1809	4048	302	5902	112	56	67	6070	22
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	8321	274	5010	37	1413	3639	270	5992	99	46	62	5237	22
	86%	82%	87%	90%	84%	87%	87%	86%	84%	81%	95%	88%	100%
1-2	761	58	701	4	230	490	42	732	15	11	3	758	-
	12%	15%	12%	10%	14%	12%	13%	12%	13%	19%	5%	12%	-
3-4	55	6	49	-	22	33	*	52	3	*	*	55	*
	1%	2%	1%	-	1%	1%	*	1%	3%	*	*	1%	*
5-10	20	*	20	-	11	9	-	19	1	-	-	20	-
	*	*	*	-	1%	*	-	*	*	-	-	*	-
11-20	2	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	838	62	773	4	263	534	42	805	19	11	3	835	*
	14%	16%	13%	10%	16%	13%	13%	14%	16%	19%	5%	14%	*
Total Mean (including those not Receiving any)													
Mean	0.20	0.28	0.20	0.13	0.36%	0.18	0.18	0.20	0.31	0.23%	0.06	0.20	0.01
Std Dev.	0.65	0.68	0.65	0.42	0.78	0.60	0.50	0.65	0.91	0.52	0.25	0.65	0.15
Std Error	0.01	0.03	0.01	0.06	0.02	0.01	0.03	0.01	0.09	0.07	0.03	0.01	0.03
Receiving Mean (excluding those not Receiving any)													
Mean	1.47	1.52	1.46	1.29	1.56%	1.38	1.37	1.46	1.95	1.21	1.05	1.47	3.00
Std Dev.	1.11	0.77	1.13	0.52	1.26	1.05	0.49	1.11	1.43	0.47	0.37	1.11	-
Std Error	0.04	0.09	0.04	0.26	0.08	0.05	0.08	0.04	0.30	0.15	0.18	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6189	1550	1535	1539	1535	521	524	505	521	512	502	520	520	499	519	515	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	6321	1357	1280	1357	1328	443	473	441	449	416	415	462	457	437	441	439	448				
	86%	86%	83%	86%	86%	86%	89%	84%	84%	82%	84%	89%	88%	87%	88%	86%	86%				
1-2	761	175	226	165	193	46	49	80	80	77	71	52	55	58	61	65	67				
	12%	11%	15%	11%	13%	9%	9%	15%	15%	15%	14%	10%	11%	12%	12%	13%	13%				
3-4	65	10	20	13	12	2	4	4	2	11	7	3	3	7	1	8	3				
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%				
5-10	20	6	8	4	2	-	5	1	2	4	2	1	3	-	-	-	2				
	*	*	1%	*	*	-	1%	*	*	1%	*	*	*	*	*	*	*				
11-20	2	2	*	-	-	-	2	-	*	-	-	-	-	-	-	-	-				
	*	*	*	-	-	-	*	-	*	-	-	-	-	-	-	-	-				
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Any Received (non-zero entry)	838	193	255	182	208	48	59	88	83	92	80	56	61	65	62	73	72				
	14%	12%	17%	12%	14%	10%	11%	15%	15%	15%	14%	11%	12%	13%	12%	14%	14%				
Total Mean (including those not receiving any)																					
Mean	0.20	0.19	0.16	0.18	0.18	0.13	0.22	0.21	0.24	0.23	0.24	0.15	0.19	0.19	0.14	0.20	0.18				
Std Dev.	0.65	0.71	0.73	0.62	0.51	0.44	0.99	0.56	0.66	0.63	0.70	0.55	0.73	0.55	0.42	0.55	0.55				
Std Error	0.01	0.02	0.02	0.02	0.01	0.02	0.04	0.03	0.03	0.03	0.03	0.02	0.03	0.02	0.02	0.02	0.02				
Receiving Mean (excluding those not receiving any)																					
Mean	1.47	1.50	1.50	1.49	1.30	1.35	1.58	1.26	1.52	1.55	1.50	1.41	1.60	1.48	1.16	1.38	1.33				
Std Dev.	1.11	1.44	1.07	1.12	0.70	0.56	2.32	0.78	0.89	1.21	1.07	1.02	1.51	0.70	0.50	0.70	0.83				
Std Error	0.04	0.10	0.07	0.08	0.05	0.07	0.29	0.09	0.09	0.14	0.12	0.12	0.19	0.09	0.06	0.09	0.10				

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Table 96

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6159	1017	5142	807	5352	2981	3185	791	816	1134	805	1152	852	609	1607	1539	2513	1461	5467	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	6232	955	4277	582	4850	2498	2724	681	710	901	700	1007	662	571	1391	1601	2240	1233	4448	743
85%	78%	78%	74%	74%	83%	83%	79%	83%	82%	80%	84%	84%	82%	82%	82%	82%	82%	82%	82%	79%
1-2	789	243	547	107	623	417	371	115	132	109	114	105	89	45	247	303	239	134	614	151
13%	23%	23%	21%	21%	24%	14%	12%	14%	15%	13%	14%	9%	12%	7%	18%	18%	9%	10%	12%	17%
3-4	94	31	63	27	67	65	29	13	21	23	10	9	7	11	34	34	27	18	66	28
2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	1%	1%	1%	2%	2%	2%	1%	1%	1%	2%
5-10	41	4	38	14	28	26	15	11	5	8	6	9	2	-	15	15	11	2	32	8
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
11-20	4	-	4	-	3	4	-	2	-	-	2	-	-	-	2	2	-	-	-	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	928	277	651	208	720	511	418	142	157	221	132	122	98	56	299	353	276	154	712	200
15%	23%	23%	23%	23%	23%	17%	13%	17%	18%	20%	13%	11%	13%	9%	18%	18%	11%	11%	14%	21%
Total Mean (including those not receiving any)	0.27	0.27	0.24	0.23	0.23	0.23	0.21	0.23	0.23	0.23	0.23	0.20	0.19	0.14	0.23	0.23	0.18	0.17	0.23	0.23
Mean	0.27	0.27	0.24	0.23	0.23	0.23	0.21	0.23	0.23	0.23	0.23	0.20	0.19	0.14	0.23	0.23	0.18	0.17	0.23	0.23
Std Dev.	0.85	0.82	0.86	1.22	0.78	1.00	0.67	1.16	0.90	0.84	0.93	0.79	0.58	0.52	1.03	0.88	0.67	0.55	0.76	1.23
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.01	0.04	0.03	0.02	0.03	0.02	0.02	0.02	0.03	0.02	0.01	0.01	0.01	0.05
Receiving Mean (excluding those not receiving any)	1.76	1.69	1.79	1.92	1.72	1.81	1.61	2.04	1.73	1.73	1.77	1.81	1.50	1.58	1.88	1.75	1.65	1.53	1.68	2.86
Mean	1.76	1.69	1.79	1.92	1.72	1.81	1.61	2.04	1.73	1.73	1.77	1.81	1.50	1.58	1.88	1.75	1.65	1.53	1.68	2.86
Std Dev.	1.48	0.90	1.66	1.73	1.39	1.73	1.07	2.08	1.42	1.06	1.69	1.71	0.79	0.85	1.77	1.33	1.29	0.81	1.31	1.96
Std Error	0.05	0.07	0.06	0.12	0.05	0.08	0.05	0.18	0.12	0.08	0.16	0.15	0.08	0.12	0.11	0.08	0.08	0.07	0.05	0.17

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Table 96

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6189	1474	1838	1207	1639	3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	5232	892	1658	1142	1538	2950	2681	3011	2130	458	642	1323	1288	885	3252	476	4390	1084	3900	247
	68%	79%	88%	83%	83%	84%	81%	82%	80%	82%	84%	82%	81%	80%	81%	84%	84%	84%	80%	86%
1-2	789	206	219	207	157	425	364	554	224	51	76	142	247	188	465	53	685	160	599	30
	13%	18%	11%	18%	9%	14%	12%	16%	9%	10%	10%	9%	16%	17%	12%	10%	13%	12%	13%	11%
3-4	94	20	27	25	22	47	47	88	25	4	12	20	42	12	75	4	88	26	59	9
	2%	2%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	1%	2%	1%	2%	2%	1%	2%
5-10	41	18	8	8	7	26	15	34	7	2	3	14	7	15	23	2	39	10	30	1
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
11-20	4	1	2	2	1	2	2	2	2	1	1	3	1	1	4	1	4	4	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21+	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any Received (non-zero entry)	928	244	255	242	187	499	428	659	299	57	91	179	237	215	597	59	810	199	686	41
	15%	21%	13%	17%	11%	16%	14%	19%	11%	11%	12%	12%	15%	19%	16%	11%	16%	16%	15%	14%
Total Mean (including those not receiving any)	0.27	0.41	0.24	0.28	0.18	0.30	0.23	0.32	0.18	0.18	0.21	0.25	0.33	0.34	0.28	0.17	0.39	0.32	0.25	0.27
Mean	0.85	1.07	0.88	0.83	0.64	0.96	0.74	0.92	0.70	0.59	0.74	1.03	0.83	0.95	0.90	0.58	0.90	1.14	0.76	0.78
Std Dev.	0.01	0.03	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.03	0.03	0.03	0.02	0.03	0.01	0.02	0.01	0.03	0.01	0.05
Std Error	Receiving Mean (excluding those not receiving any)																			
Mean	1.76	1.89	1.80	1.66	1.68	1.84	1.67	1.81	1.65	1.58	1.69	2.09	1.77	1.74	1.86	1.57	1.81	2.03	1.68	1.88
Std Dev.	1.48	1.59	1.72	1.31	1.14	1.66	1.24	1.44	1.48	0.96	1.40	2.27	1.07	1.47	1.60	0.95	1.54	2.22	1.19	1.16
Std Error	0.05	0.10	0.12	0.09	0.09	0.07	0.06	0.06	0.09	0.13	0.15	0.17	0.07	0.10	0.07	0.13	0.06	0.15	0.05	0.19

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Table 96

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6159	4161	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	5232	4480	752	145	4382	442	257	151	224	971	454	401	455	482	614	731	450	54	388	
		80%	87%	86%	85%	85%	87%	81%	36%	59%	57%	53%	59%	61%	76%	75%	70%	60%	53%	
1-2	789	696	93	19	671	68	32	18	22	85	51	38	59	85	159	101	71	13	55	
	13%	13%	11%	12%	13%	13%	11%	11%	9%	13%	10%	8%	11%	16%	20%	12%	13%	19%	12%	
3-4	94	84	10	3	84	6	3	1	2	14	1	7	14	6	26	11	3	-	6	
	2%	2%	1%	2%	2%	1%	1%	-	1%	5%	-	2%	5%	1%	8%	3%	1%	-	1%	
5-10	41	34	7	*	37	1	3	1	1	5	2	2	13	-	10	-	5	*	1	
	1%	1%	1%	*	1%	*	1%	*	*	1%	*	*	2%	-	1%	-	1%	*	*	
11-20	4	3	*	*	3	-	-	*	-	-	-	-	2	-	2	-	-	-	-	
	*	*	*	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any Received (non-zero entry)	928	818	110	23	796	75	37	20	26	104	54	47	88	90	196	112	79	13	62	
	15%	15%	13%	14%	15%	15%	13%	12%	10%	15%	11%	11%	19%	16%	24%	13%	19%	20%	14%	
Total Mean (including those not receiving any)																				
Mean	0.27	0.27	0.25	0.26	0.27	0.22	0.22	0.19	0.16	0.25	0.15	0.19	0.30%	0.22	0.52%	0.18	0.23	0.24	0.21	
Std Dev.	0.85	0.83	0.96	1.02	0.87	0.63	0.81	0.93	0.57	0.97	0.51	0.66	1.17	0.57	1.30	0.54	0.70	0.58	0.64	
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.03	0.05	0.03	0.03	0.06	0.03	0.07	0.03	0.04	0.04	0.02	
Receiving Mean (excluding those not receiving any)																				
Mean	1.76	1.73	1.97	1.91	1.79	1.50	1.77	1.65	1.57	1.86	1.40	1.76	2.30%	1.41	2.14%	1.33	1.55	1.22	1.56	
Std Dev.	1.48	1.40	1.97	2.17	1.49	0.93	1.59	2.29	0.99	1.78	0.81	1.15	1.93	0.61	1.88	0.83	1.10	0.72	0.96	
Std Error	0.05	0.06	0.12	0.19	0.07	0.07	0.14	0.23	0.17	0.23	0.14	0.18	0.25	0.08	0.20	0.12	0.15	0.13	0.09	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Table 96

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6159	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	818	565	259	4493	824	2745	2269	627	326	159	5014	485	1454	4705	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
None	8232	1951	1037	2828	2814	1951	140	674	1937	194	958	1709	2048	697	518	232	3758	760	2129	1955	515	330	171	4085	500	1216	4016	
85%	81%	80%	81%	81%	81%	81%	88%	88%	90%	91%	91%	85%	82%	87%	85%	84%	83%	90%	82%	85%	85%	82%	83%	81%	80%	87%	87%	
1-2	789	379	202	561	385	379	18	78	202	16	77	259	372	90	55	13	632	68	415	287	58	21	6	702	27	245	544	
3-4	94	52	15	73	32	62	-	9	15	2	11	31	51	8	4	1	82	5	45	39	4	5	1	84	6	40	54	
5-10	41	19	8	32	21	19	2	8	-	3	18	12	6	4	1	30	5	17	20	4	-	-	37	-	20	22		
11-20	4	2	-	3	2	-	-	-	-	-	-	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any Received (non-zero entry)	928	461	226	675	439	461	20	90	226	18	92	308	437	103	65	15	745	80	477	348	66	28	7	825	35	305	623	
15%	16%	10%	19%	13%	19%	12%	12%	10%	10%	9%	9%	16%	19%	13%	11%	6%	17%	10%	19%	19%	10%	8%	4%	17%	7%	19%	13%	
Total Mean (including those not receiving any)	0.27	0.38	0.15	0.39	0.23	0.35	0.22	0.19	0.15	0.11	0.13	0.27	0.31	0.23	0.22	0.10	0.26	0.18	0.30	0.28	0.15	0.19	0.06	0.30	0.15	0.36	0.23	
Std Dev	0.85	0.92	0.58	1.01	0.84	0.92	0.71	0.64	0.58	0.41	0.51	0.80	0.87	0.87	1.02	0.48	0.84	0.90	0.83	0.92	0.58	1.17	0.33	0.87	0.97	1.04	0.78	
Std Error	0.01	0.02	0.01	0.02	0.01	0.02	0.05	0.02	0.01	0.03	0.02	0.02	0.02	0.03	0.04	0.03	0.01	0.03	0.02	0.02	0.02	0.06	0.03	0.01	0.04	0.03	0.01	
Receiving Mean (excluding those not receiving any)	1.76	1.36	1.46	1.59	1.70	1.84	1.79	1.63	1.46	1.26	1.51	1.75	1.74	1.76	1.97	1.63	1.75	1.91	1.65	1.80	1.54	2.50	1.44	1.76	2.28	1.89	1.70	
Std Dev	1.48	1.29	1.16	1.57	1.67	1.29	1.14	1.07	1.16	0.70	0.95	1.27	1.35	1.78	2.47	1.22	1.32	2.28	1.22	1.58	1.13	3.49	0.95	1.39	3.16	1.61	1.41	
Std Error	0.05	0.06	0.08	0.06	0.08	0.06	0.25	0.10	0.10	0.08	0.16	0.09	0.07	0.07	0.18	0.31	0.28	0.05	0.25	0.06	0.09	0.14	0.67	0.33	0.05	0.53	0.10	0.06

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6159	378	5731	50	1809	4048	302	5902	112	56	67	6070	22	
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
None	6232	268	4931	33	1395	3569	287	5903	94	52	63	5149	20	
	85%	80%	85%	80%	83%	86%	86%	85%	80%	92%	95%	85%	89%	
1-2	789	722	67	17%	428	519	42	765	5	3	3	784	2	
	13%	16%	12%	14%	12%	14%	12%	13%	13%	8%	4%	13%	10%	
3-4	94	8	86	-	32	60	2	89	5	-	*	94	*	
	2%	2%	1%	-	2%	1%	1%	2%	4%	-	*	2%	1%	
5-10	41	-	40	1	18	23	-	38	3	-	-	41	-	
	7%	-	1%	3%	1%	1%	-	1%	2%	-	-	1%	-	
11-20	4	-	4	-	2	2	-	4	-	-	-	4	-	
	*	-	*	-	*	*	-	*	-	-	-	*	-	
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any Received (non-zero entry)	928	68	852	8	280	603	44	895	23	5	3	923	2	
	15%	20%	15%	20%	17%	14%	14%	15%	20%	8%	4%	15%	11%	
Total Mean (including those not Receiving any)														
Mean	0.27	0.33	0.26	0.44	0.32%	0.25	0.20	0.27	0.40%	0.08	0.07	0.27	0.23	
Std Dev.	0.85	0.75	0.86	1.06	1.06	0.77	0.55	0.85	1.19	0.28	0.34	0.86	0.71	
Std Error	0.01	0.04	0.01	0.15	0.02	0.01	0.03	0.01	0.11	0.04	0.04	0.01	0.15	
Receiving Mean (excluding those not Receiving any)														
Mean	1.76	1.62	1.77	2.25	1.93	1.71	1.39	1.75	2.44	1.00	1.58	1.76	2.16	
Std Dev.	1.48	0.84	1.52	1.30	1.90	1.27	0.71	1.48	1.56	0.00	0.69	1.48	0.72	
Std Error	0.05	0.11	0.05	0.46	0.11	0.05	0.12	0.05	0.32	0.00	0.31	0.05	0.36	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Table 96

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6189	1550	1535	1539	1535	521	524	505	521	512	502	520	520	499	519	515	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	6232	1301	1303	1315	1313	420	448	433	477	420	407	453	438	423	436	424	453				
1-2	85%	84%	85%	85%	86%	85%	84%	82%	80%	83%	82%	80%	84%	84%	87%	83%	87%				
	789	214	183	195	191	63	65	80	47	68	69	58	68	71	61	77	57				
3-4	12%	14%	12%	13%	13%	73%	72%	65%	9%	73%	65%	71%	73%	65%	12%	72%	71%				
	94	26	35	15	18	5	13	7	9	12	15	1	6	7	2	7	8				
5-10	2%	2%	2%	1%	1%	1%	2%	1%	2%	2%	3%	1%	1%	1%	1%	1%	2%				
	41	7%	1%	1%	1%	7%	1%	1%	*	24%	1%	1%	1%	*	1%	4	3				
11-20	41	*	2	*	2	*	*	*	*	2	*	*	*	*	*	1%	*				
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2				
21+	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*				
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*				
Any Received (non-zero entry)	928	249	232	224	223	71	84	94	56	88	89	65	80	79	68	88	67				
	15%	16%	15%	15%	14%	15%	16%	16%	16%	17%	16%	12%	16%	16%	13%	17%	13%				
Total Mean (including those not receiving any)																					
	0.27	0.27	0.29	0.27	0.23	0.23	0.26	0.26	0.16	0.26	0.27	0.24	0.26	0.25	0.20	0.26	0.23				
Mean	0.85	0.77	0.96	0.92	0.73	0.69	0.89	0.70	0.58	0.99	1.22	0.97	1.07	0.69	0.63	0.70	0.85				
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.03	0.04	0.05	0.04	0.05	0.03	0.03	0.03	0.04				
Receiving Mean (excluding those not receiving any)																					
Mean	1.76	1.71	1.89	1.86	1.59	1.61	1.88	1.62	1.53	1.94	2.06	1.94	2.03	1.61	1.46	1.54	1.80				
Std Dev.	1.48	1.10	1.76	1.71	1.24	1.02	1.43	0.78	1.05	1.59	2.19	2.06	1.98	0.92	1.05	0.95	1.68				
Std Error	0.05	0.07	0.12	0.12	0.09	0.12	0.15	0.09	0.13	0.19	0.24	0.28	0.24	0.11	0.13	0.11	0.20				

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Table 97

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1017	5142	807	5362	2981	3185	791	816	1134	805	1152	852	609	1607	1539	2513	1461	5467	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	5637	1159	4479	652	4985	2729	2888	740	779	1024	763	1038	707	585	1519	1787	2331	1292	4769	817
	92%	92%	91%	83%	83%	91%	92%	90%	90%	91%	92%	92%	92%	93%	90%	91%	92%	92%	92%	87%
1-2	446	66	380	109	337	240	208	63	70	84	61	80	50	36	134	145	196	86	329	110
	7%	6%	8%	14%	6%	8%	7%	8%	8%	8%	7%	7%	7%	6%	8%	7%	7%	6%	6%	12%
3-4	38	4	34	14	25	15	23	10	9	4	5	7	*	4	18	9	11	4	25	11
	1%	*	1%	2%	1%	1%	1%	1%	1%	*	1%	1%	*	1%	1%	*	*	*	*	1%
5-10	39	5	34	10	23	25	14	9	9	9	4	4	2	2	15	13	9	4	34	5
	1%	*	1%	2%	1%	1%	1%	1%	1%	1%	*	*	*	*	1%	1%	*	*	1%	1%
11-20	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-
	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-
21+	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	*	-
	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-	*	-
Any Received (non-zero entry)	523	75	448	138	385	281	243	82	88	98	69	91	53	42	170	167	186	94	389	126
	8%	6%	9%	15%	7%	9%	8%	10%	10%	9%	8%	8%	7%	7%	10%	9%	7%	7%	8%	15%
Total Mean (including those not Receiving any)	0.16	0.10	0.17%	0.38%	0.12	0.18	0.14	0.23%	0.20	0.16	0.14	0.15	0.12	0.12	0.21%	0.15	0.13	0.12	0.14	0.24%
Mean	0.16	0.10	0.17%	0.38%	0.12	0.18	0.14	0.23%	0.20	0.16	0.14	0.15	0.12	0.12	0.21%	0.15	0.13	0.12	0.14	0.24%
Std Dev.	0.72	0.58	0.75	1.23	0.80	0.79	0.64	0.95	0.76	0.68	0.60	0.74	0.67	0.51	0.86	0.65	0.67	0.61	0.70	0.80
Std Error	0.01	0.02	0.01	0.04	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.02	0.02	0.02	0.01	0.01	0.02	0.01	0.03
Receiving Mean (excluding those not Receiving any)	1.87	1.65	1.91	2.23%	1.74	1.93	1.80	2.28	1.97	1.80	1.65	1.81	1.71	1.74	2.12	1.74	1.76	1.72	1.91	1.79
Mean	1.87	1.65	1.91	2.23%	1.74	1.93	1.80	2.28	1.97	1.80	1.65	1.81	1.71	1.74	2.12	1.74	1.76	1.72	1.91	1.79
Std Dev.	1.70	1.72	1.70	2.14	1.49	1.83	1.54	2.10	1.48	1.54	1.36	1.93	1.97	1.06	1.81	1.46	1.78	1.63	1.79	1.43
Std Error	0.08	0.24	0.08	0.18	0.08	0.11	0.10	0.25	0.16	0.16	0.17	0.21	0.25	0.16	0.15	0.11	0.13	0.16	0.09	0.15

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Table 97

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6199	1474	1838	1207	1639	3312	2846	3378	2699	536	737	1479	1596	1130	3812	553	5168	1365	4509	285
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	5637	998	1762	1287	1588	2760	2876	3329	2222	477	670	1383	1420	1019	3472	493	4739	1151	4225	261
	92%	69%	75%	73%	75%	90%	85%	91%	85%	93%	91%	92%	90%	86%	91%	92%	92%	90%	85%	91%
1-2	446	123	127	86	110	250	196	288	154	34	53	96	146	71	295	36	373	99	323	24
	7%	1%	7%	6%	6%	8%	6%	8%	6%	7%	7%	6%	9%	6%	8%	7%	7%	8%	7%	8%
3-4	38	8	15	6	9	23	16	24	12	3	4	11	9	3	24	3	29	15	20	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
5-10	39	8	9	5	17	17	22	29	8	1	6	12	10	7	27	1	34	19	21	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
11-20	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	523	129	151	97	137	290	233	341	175	38	63	119	165	81	347	40	436	133	363	27
	8%	10%	8%	7%	8%	10%	8%	10%	7%	7%	8%	8%	10%	7%	9%	8%	8%	10%	8%	9%
Total Mean (including those not receiving any)	0.16	0.21%	0.15	0.12	0.16	0.17	0.14	0.18%	0.12	0.14	0.17	0.17	0.17	0.14	0.17	0.14	0.16	0.23%	0.14	0.15
Mean	0.72	0.81	0.74	0.60	0.72	0.77	0.67	0.80	0.56	0.66	0.69	0.84	0.66	0.71	0.74	0.65	0.72	0.93	0.66	0.53
Std Dev.	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.03	0.01	0.03
Std Error																				
Receiving Mean (excluding those not receiving any)	1.87	1.76	1.89	1.75	2.05	1.83	1.92	1.94	1.69	1.84	1.94	2.13	1.65	1.91	1.86	1.85	1.86	2.26%	1.75	1.57
Mean	1.70	1.63	1.90	1.53	1.65	1.78	1.60	1.87	1.27	1.64	1.47	2.17	1.34	1.85	1.70	1.60	1.72	1.94	1.63	0.86
Std Dev.	0.08	0.13	0.16	0.16	0.14	0.11	0.11	0.11	0.09	0.26	0.18	0.21	0.11	0.19	0.09	0.25	0.08	0.16	0.09	0.18
Std Error																				

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Table 97

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6159	4151	1998	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	157	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
None	5637	4827	810	150	4733	475	270	199	231	609	478	419	493	524	721	778	482	56	419
	92%	91%	83% ^{a,b}	89%	91%	92%	92%	93%	92%	90%	87% ^{a,b}	87% ^{a,b}	91%	91%	89%	89% ^a	91%	84%	83% ^{a,b}
1-2	446	405	40	12	378	35	22	10	15	56	26	24	42	45	80	60	32	10	25
	7%	9% ^{a,b}	5%	7%	7%	7%	7%	6%	6%	8%	5%	5%	8%	8%	10% ^{a,b}	7%	6%	14% ^{a,b}	6%
3-4	38	34	4	4	30	5	2	1	2	5	4	4	4	3	2	-	7	1	4
	1%	1%	1%	1% ^{a,b}	1%	1%	1%	1%	1% ^{a,b}	1%	1%	1% ^{a,b}	1%	1%	1%	-	1%	1% ^{a,b}	1% ^{a,b}
5-10	39	32	7	2	36	2	1	*	2	5	-	1	4	2	8	5	8	*	2
	1%	1%	1%	1%	1%	*	*	*	1%	1%	-	*	1%	*	1%	1%	1%	*	*
11-20	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
21+	*	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
Any Received (non-zero entry)	523	471	52	13	444	42	25	12	20	66	30	29	50	49	85	65	47	11	32
	8%	9% ^{a,b}	6%	15% ^{a,b}	9%	8%	8%	7%	6%	10%	6%	6%	9%	9%	11% ^{a,b}	8%	9%	16% ^{a,b}	7%
Total Mean (including those not receiving any)																			
Mean	0.16	0.16	0.14	0.25	0.16	0.15	0.15	0.11	0.18	0.21	0.10	0.11	0.17	0.13	0.21 ^a	0.14	0.19 ^a	0.29 ^a	0.13
Std Dev.	0.72	0.70	0.85	1.03	0.73	0.73	0.67	0.52	0.86	0.96	0.42	0.49	0.72	0.58	0.86	0.65	0.77	1.24	0.62
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.02	0.05	0.05	0.02	0.03	0.04	0.03	0.05	0.03	0.04	0.10	0.02
Receiving Mean (excluding those not receiving any)																			
Mean	1.87	1.82	2.29	2.30	1.88	1.88	1.79	1.61	2.35	2.16	1.64	1.69	1.84	1.47	1.89	1.78	2.17	1.84	1.90
Std Dev.	1.70	1.56	2.65	2.33	1.71	1.81	1.56	1.30	2.11	2.29	0.72	1.03	1.59	1.38	1.89	1.59	1.55	2.72	1.45
Std Error	0.08	0.08	0.21	0.26	0.10	0.19	0.18	0.17	0.40	0.38	0.16	0.22	0.28	0.23	0.30	0.30	0.27	0.55	0.18

Proportions/Mean: Columns Tested (5% risk level) - a,b,c - d,e,f,g - h,i,j,k,l,m,n,o,p,q,r
* small base

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6159	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	818	565	259	4493	824	2745	2269	627	326	159	5014	485	1454	4705	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816	
None	8637	2175	2019	3145	2990	2175	143	710	2019	200	987	1815	2283	743	549	239	4079	788	2345	2109	639	337	174	4454	511	1284	4253	
92%	90%	92%	90%	92%	90%	89%	93%	93%	92%	94%	92%	90%	91%	93%	93%	91%	91%	90%	92%	94%	94%	94%	91%	94%	84%	94%	94%	
1-2	446	207	128	299	220	207	15	49	128	11	71	172	194	45	26	8	366	34	231	157	36	18	4	388	21	195	251	
3-4	38	15	8	27	20	15	1	3	11	16	7	1%	1%	7	5	25	5	12	18	3	3	-	31	3	19	19		
5-10	39	16	8	31	23	16	1	2	18	13	5	1%	1%	3	-	31	3	17	20	3	-	-	37	-	22	17		
11-20	*	1%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
21+	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Any Received (non-zero entry)	823	238	144	357	263	238	17	53	144	13	82	201	222	57	34	8	424	42	261	195	42	20	4	455	24	237	287	
8%	10%	7%	10%	8%	10%	11%	7%	7%	7%	6%	8%	10%	9%	7%	6%	3%	9%	5%	10%	8%	6%	6%	2%	9%	4%	10%	6%	
Total Mean (including those not receiving any)	0.16	0.16%	0.12	0.20%	0.16	0.16	0.23%	0.11	0.12	0.11	0.14	0.20%	0.16%	0.15	0.13	0.04	0.17%	0.10	0.16%	0.17%	0.11	0.08	0.03	0.16%	0.07	0.32%	0.11	
Mean	0.16	0.16%	0.12	0.20%	0.16	0.16	0.23%	0.11	0.12	0.11	0.14	0.20%	0.16%	0.15	0.13	0.04	0.17%	0.10	0.16%	0.17%	0.11	0.08	0.03	0.16%	0.07	0.32%	0.11	
Std Dev	0.72	0.71	0.62	0.81	0.76	0.71	0.76	0.47	0.62	0.74	0.65	0.86	0.61	0.79	0.67	0.22	0.73	0.57	0.77	0.77	0.50	0.40	0.22	0.77	0.35	1.04	0.57	
Std Error	0.01	0.01	0.01	0.01	0.01	0.01	0.06	0.02	0.01	0.05	0.02	0.02	0.01	0.03	0.03	0.01	0.01	0.02	0.01	0.02	0.02	0.02	0.01	0.02	0.01	0.03	0.01	
Receiving Mean (excluding those not Receiving any)	1.87	1.78	1.76	1.94	1.99	1.78	2.11	1.57	1.76	1.90	1.81	2.01	1.66	2.09	2.22	1.16	1.83	2.03	1.84	1.98	1.73	1.47	1.44	1.90	1.47	2.05	1.72	
Mean	1.87	1.78	1.76	1.94	1.99	1.78	2.11	1.57	1.76	1.90	1.81	2.01	1.66	2.09	2.22	1.16	1.83	2.03	1.84	1.98	1.73	1.47	1.44	1.90	1.47	2.05	1.72	
Std Dev	1.70	1.52	1.68	1.74	1.89	1.52	1.20	0.93	1.68	2.44	1.55	1.93	1.28	2.20	1.73	0.44	1.63	1.62	1.70	1.87	1.13	0.85	0.58	1.77	0.80	1.84	1.57	
Std Error	0.08	0.10	0.14	0.10	0.12	0.10	0.28	0.11	0.14	0.68	0.17	0.14	0.09	0.29	0.28	0.12	0.08	0.23	0.10	0.14	0.17	0.18	0.34	0.09	0.16	0.13	0.09	

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Table 97

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6199	378	5731	50	1809	4048	302	5902	112	56	67	6070	22
Weighted Base	6160	336	5783	41*	1675	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	9637	295	9325	37	1493	3873	273	5395	102	54	65	5551	20
	92%	88%	92% a	90%	89%	93% a	88%	91%	87%	94%	95% b	91%	93%
1-2	446	39	404	3	148	267	30	432	8	3	1	444	2
	7%	12% a	7%		8%	6%	10%	7%	7%	5%	1%	7%	7%
3-4	38	2	35	1	15	18	4	33	5	-	*	38	-
	1%	1%	1%	3%	1%	*	1%	1%	5% a	-	*	1%	-
5-10	39	-	39	-	18	18	3	37	2	*	-	39	-
	1%	-	1%	-	10%	*	1%	1%	1%	*	-	1%	-
11-20	*	-	*	-	*	-	-	*	-	-	-	*	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
21+	*	-	*	-	-	-	*	*	-	-	-	*	-
	*	-	*	-	-	-	*	*	-	-	-	*	-
Any Received (non-zero entry)	523	41	478	4	183	303	38	503	15	3	1	521	2
	8%	12% a	8%	10%	11% a	7%	12% a	9%	13% a	6%	1%	9%	7%
Total Mean (including those not Receiving any)													
Mean	0.16	0.20	0.16	0.16	0.22 a	0.13	0.26 a	0.16	0.30	0.08	0.01	0.16	0.07
Std Dev.	0.72	0.58	0.73	0.56	0.85	0.64	0.93	0.72	0.96	0.56	0.14	0.72	0.26
Std Error	0.01	0.03	0.01	0.08	0.02	0.01	0.05	0.01	0.09	0.07	0.02	0.01	0.06
Receiving Mean (excluding those not Receiving any)													
Mean	1.87	1.64	1.89	1.60	2.09	1.74	2.11	1.86	2.31	1.44	1.28	1.87	1.00
Std Dev.	1.70	0.60	1.77	1.06	1.72	1.67	1.77	1.70	1.58	2.18	-	1.70	-
Std Error	0.08	0.09	0.08	0.61	0.12	0.10	0.31	0.08	0.40	1.09	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Table 57

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6189	1550	1535	1539	1535	521	524	505	521	512	502	520	520	499	519	515	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	6637	1426	1397	1405	1409	449	502	476	496	444	457	473	475	456	459	473	476				
	92%	92%	91%	91%	92%	91%	94%	90%	93%	88%	92%	91%	92%	91%	91%	92%	91%				
1-2	446	106	111	114	111	33	27	46	34	61	30	36	35	40	38	37	39				
	7%	7%	7%	7%	7%	7%	5%	9%	6%	12%	6%	7%	7%	8%	8%	7%	7%				
3-4	38	11	9	10	9	7	2	2	1	1	4	4	2	3	5	1	2				
	1%	1%	1%	1%	1%	1%	*	*	*	*	1%	1%	*	*	1%	*	1%				
5-10	39	7	14	13	4	2	2	4	1	8	5	6	6	2	1	-	3				
	1%	*	1%	1%	*	*	*	1%	*	12%	1%	1%	1%	*	*	*	1%				
11-20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Any Received (non-zero entry)	523	124	138	134	127	42	31	51	36	63	39	45	43	46	44	39	44				
	8%	8%	9%	9%	8%	9%	6%	10%	7%	12%	8%	9%	8%	9%	9%	8%	9%				
Total Mean (including those not receiving any)																					
Mean	0.16	0.14	0.18	0.18	0.13	0.16	0.10	0.16	0.11	0.12	0.17	0.22	0.17	0.16	0.13	0.10	0.15				
Std Dev.	0.72	0.67	0.81	0.83	0.53	0.70	0.58	0.73	0.50	1.03	0.81	1.03	0.74	0.66	0.50	0.39	0.65				
Std Error	0.01	0.02	0.02	0.02	0.01	0.03	0.03	0.03	0.02	0.05	0.04	0.05	0.03	0.03	0.02	0.02	0.03				
Receiving Mean (excluding those not receiving any)																					
Mean	1.87	1.76	2.04	2.04%	1.56	1.82	1.83	1.67	1.56	2.23	2.19	2.47	2.05	1.76	1.52	1.36	1.77				
Std Dev.	1.70	1.69	1.87	1.96	1.06	1.63	1.69	1.76	1.17	2.08	1.98	2.60	1.66	1.41	0.90	0.56	1.46				
Std Error	0.08	0.15	0.16	0.17	0.10	0.24	0.28	0.25	0.18	0.31	0.31	0.39	0.27	0.21	0.15	0.10	0.22				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Table 98

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	426	104	322	31	395	204	221	87	78	63	72	56	32	37	160	135	126	69	348	74
		7%	8%	7%	4%	7%	7%	11%	9%	6%	7%	5%	3%	4%	6%	5%	5%	5%	7%	8%
1-4	181	185	203	130	203	100	159	116	100	146	130	150	86	53	319	377	335	149	863	159
	77%	15%	17%	13%	17%	15%	15%	20%	16%	18%	19%	16%	12%	9%	19%	19%	13%	11%	17%	17%
3-4	1022	186	836	110	912	485	537	160	154	201	129	181	123	74	315	330	378	196	887	126
	17%	15%	17%	14%	17%	16%	17%	20%	16%	16%	16%	16%	12%	7%	19%	17%	15%	14%	17%	13%
5-10	2036	427	1610	252	1785	944	1081	222	280	381	252	412	287	222	502	614	921	509	1740	287
	33%	35%	33%	32%	33%	31%	35%	27%	32%	32%	30%	36%	38%	35%	30%	31%	37%	31%	34%	30%
11-20	1232	253	979	211	1022	589	632	141	147	229	154	231	157	174	288	383	562	331	994	216
	20%	21%	20%	19%	20%	20%	20%	17%	17%	20%	19%	20%	21%	20%	17%	20%	25%	25%	19%	23%
21+	412	79	333	86	326	216	196	52	48	65	51	63	67	65	100	116	195	132	325	81
	7%	6%	7%	11%	6%	7%	6%	6%	6%	6%	6%	6%	9%	10%	6%	6%	8%	10%	6%	9%
Any Received (non-zero entry)	5734	1129	4605	758	4976	2808	2919	735	789	1058	760	1073	727	590	1524	1919	2391	1318	4809	869
	93%	92%	93%	89%	93%	93%	93%	89%	91%	91%	91%	92%	89%	84%	90%	92%	90%	89%	93%	92%
Total Mean (including those not receiving any)	8.32	8.11	8.38	10.88d	7.96	8.49	8.17	7.77	7.39	8.08	8.10	8.42	8.88b	10.26gpld	7.58	8.09	9.01ba	9.48ba	8.15	9.15c
Mean	8.32	8.11	8.38	10.88d	7.96	8.49	8.17	7.77	7.39	8.08	8.10	8.42	8.88b	10.26gpld	7.58	8.09	9.01ba	9.48ba	8.15	9.15c
Std Dev.	9.66	8.18	10.00	12.75	9.07	10.63	8.64	12.15	8.48	9.21	10.55	9.53	7.79	9.06	10.43	9.80	8.95	8.42	9.48	10.54
Std Error	0.12	0.26	0.14	0.45	0.12	0.20	0.15	0.43	0.30	0.27	0.37	0.28	0.27	0.37	0.26	0.22	0.18	0.22	0.13	0.42
Receiving Mean (excluding those not receiving any)	8.84	8.86	8.96	11.24d	8.59	9.11	8.79	8.69	8.13	8.56	8.86	8.86	9.25b	10.90gpld	8.40	8.69	9.48ba	9.98ba	8.74	9.93c
Mean	8.84	8.86	8.96	11.24d	8.59	9.11	8.79	8.69	8.13	8.56	8.86	8.86	9.25b	10.90gpld	8.40	8.69	9.48ba	9.98ba	8.74	9.93c
Std Dev.	9.74	8.16	10.09	12.82	9.13	10.75	8.66	12.54	8.55	9.26	10.73	9.57	7.73	8.96	10.66	9.90	8.93	8.34	9.55	10.62
Std Error	0.13	0.27	0.14	0.46	0.13	0.20	0.16	0.47	0.31	0.28	0.39	0.29	0.27	0.37	0.28	0.23	0.18	0.22	0.13	0.43

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Table 98

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	628	2713	179
None	426	69	135	98	122	204	221	243	177	39	66	105	81	62	251	39	334	83	324	18
		7%	6%	7%	7%	7%	7%	7%	7%	8%	10%	7%	6%	6%	7%	7%	6%	7%	7%	6%
1-2	1031	140	330	241	321	470	562	641	369	107	124	244	235	181	603	113	833	227	749	56
	17%	12%	17%	17%	19%	15%	18%	17%	15%	21%	17%	16%	15%	16%	16%	21%	16%	18%	16%	19%
3-4	1022	143	339	239	322	462	540	634	385	97	131	259	259	147	649	101	847	217	763	42
	17%	12%	17%	17%	17%	16%	17%	17%	16%	13%	13%	13%	13%	13%	13%	16%	15%	17%	17%	15%
5-10	2036	378	653	438	567	1031	1005	1185	822	147	235	518	558	355	1311	149	1746	412	1531	93
	33%	33%	34%	32%	33%	34%	32%	32%	34%	29%	32%	34%	39%	32%	34%	28%	34%	32%	33%	32%
11-20	1232	256	341	281	314	638	595	742	472	103	123	276	329	223	727	111	1044	248	923	61
	20%	19%	18%	20%	18%	21%	19%	20%	20%	17%	17%	18%	21%	19%	21%	11%	20%	19%	20%	21%
21+	412	110	115	88	99	225	187	234	172	21	54	100	122	82	277	21	371	96	299	17
	7%	10%	6%	6%	6%	7%	6%	6%	7%	4%	7%	7%	9%	7%	7%	4%	7%	7%	7%	6%
Any Received (non-zero entry)	8754	1067	1778	1286	1603	2945	2889	3427	2220	476	667	1397	1504	1036	3567	494	4841	1200	4264	270
	83%	94%	83%	83%	83%	83%	83%	83%	83%	82%	81%	83%	83%	81%	83%	83%	84%	83%	83%	84%
Total Mean (including those not receiving any)																				
Mean	8.32	6.98	7.97	8.25	7.68	8.72	7.94	8.26	8.45	7.26	7.95	8.34	8.96	9.06	8.51	7.26	8.55	8.83	8.19	8.14
Std Dev.	9.66	10.75	9.18	10.42	8.63	9.84	9.47	9.71	9.61	8.51	8.62	10.92	9.63	10.13	10.02	8.43	9.93	11.79	9.05	8.51
Std Error	0.12	0.28	0.21	0.30	0.21	0.17	0.18	0.17	0.19	0.37	0.32	0.28	0.24	0.30	0.16	0.36	0.14	0.32	0.13	0.50
Receiving Mean (excluding those not receiving any)																				
Mean	8.94	16.66	8.57	8.88	8.27	9.38	8.54	8.84	9.12	7.85	8.73	8.97	9.42	9.68	9.11	7.83	9.16	9.44	8.82	8.70
Std Dev.	9.74	10.78	9.25	10.54	8.68	9.90	9.56	9.79	9.68	8.59	8.87	11.08	9.66	10.18	10.10	8.50	10.00	11.96	9.09	8.52
Std Error	0.13	0.29	0.22	0.31	0.22	0.18	0.19	0.17	0.19	0.39	0.34	0.30	0.25	0.31	0.17	0.38	0.14	0.33	0.14	0.52

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Table 98

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
None	426	391	35	6	352	42	21	10	13	52	33	23	43	40	45	70	35	2	41
	7%	9% ^a	4%	3%	7%	8%	7%	6%	9%	8%	7%	5%	8%	7%	6%	8%	7%	2%	9% ^b
1-2	1031	898	133	23	883	77	45	27	46	138	80	71	88	91	140	146	83	8	69
	17%	17%	15%	14%	17%	15%	15%	16%	19%	20%	16%	16%	16%	16%	17%	17%	16%	12%	15%
3-4	1022	886	137	33	863	78	53	28	44	135	88	88	117	85	107	93	67	5	73
	17%	17%	16%	20%	17%	15%	16%	16%	11% ^c	25% ^d	18% ^e	17% ^f	23% ^g	15%	13%	11%	11% ^h	8%	10% ⁱ
5-10	2036	1732	304	56	1678	196	97	66	73	199	192	155	145	215	271	273	155	32	164
	33%	33%	35%	33%	32%	38% ^j	33%	38% ^k	29%	29%	38% ^l	39% ^m	27%	32% ⁿ	33%	32%	29%	47% ^o	36% ^p
11-20	1232	1048	184	33	1040	100	60	32	55	108	86	84	103	120	163	165	106	19	81
	20%	20%	21%	20%	20%	19%	19%	20%	19%	17%	17%	19%	19%	21%	23%	22%	20%	23% ^q	18%
21+	412	343	68	17	362	24	19	6	20	45	19	26	47	22	54	76	53	2	22
	7%	6%	8%	10%	7% ^r	5%	7%	4%	6% ^s	7%	4%	6%	9% ^t	4%	7%	9% ^u	16% ^v	3%	5%
Any Received (non-zero entry)	8754	4907	627	162	4825	475	274	160	237	624	475	424	500	533	765	773	484	65	410
	93%	93%	93% ^w	93% ^x	93%	92%	92%	93%	10% ^y	92%	93%	93% ^z	92%	83%	84%	82%	83%	88%	81%
Total Mean (including those not receiving any)	8.32	8.23	8.92	9.20	8.43%	7.59	8.21	7.37	8.62%	7.80	6.95	7.84	9.18%	7.78	9.13%	9.12%	8.69%	8.49	7.45
Mean	9.32	9.73	9.22	9.62	9.96	7.22	9.55	6.66	9.26	10.01	6.18	8.28	15.01	7.10	10.62	10.15	9.00	6.18	7.35
Std Dev.	0.12	0.15	0.21	0.32	0.17	0.21	0.31	0.24	0.50	0.52	0.32	0.44	0.78	0.37	0.56	0.53	0.47	0.48	0.24
Std Error																			
Receiving Mean (excluding those not receiving any)	8.94	8.88	9.30	9.51	9.05%	8.26	8.83	7.85	9.09	8.43	7.44	8.27	9.90%	8.37	9.69%	9.54% ^{aa}	9.49%	8.70	8.19
Mean	9.74	9.82	9.23	9.63	10.04	7.15	9.62	6.59	9.28	10.15	6.11	8.29	15.39	7.03	10.68	10.20	8.99	6.11	7.31
Std Dev.	0.13	0.16	0.21	0.33	0.18	0.22	0.32	0.24	0.51	0.54	0.33	0.45	0.84	0.38	0.58	0.56	0.49	0.48	0.24
Std Error																			

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Table 98

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2663	3424	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3552	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
None	426	130	123	204	198	130	3	49	123	19	58	72	146	93	90	55	219	105	109	159	90	33	27	267	60	106	320	
1-2	7%	5%	6%	6%	6%	5%	2%	6%	6%	6%	6%	4%	6%	12%	9%	22%	13%	4%	9%	13%	9%	16%	5%	11%	7%	7%	7%	
1-2	1031	385	368	517	500	385	33	112	368	40	154	284	395	158	126	64	679	190	346	411	152	70	47	757	117	221	810	
3-4	17%	16%	17%	15%	15%	16%	21%	15%	17%	19%	15%	14%	16%	12%	12%	15%	23%	13%	13%	12%	24%	30%	15%	22%	15%	15%	15%	
3-4	1022	371	369	567	565	371	35	125	369	34	160	290	436	134	118	39	726	157	374	387	141	80	37	761	117	239	784	
5-10	17%	15%	17%	16%	17%	15%	22%	16%	17%	16%	15%	14%	16%	17%	16%	16%	19%	14%	17%	11%	21%	15%	21%	15%	22%	16%	17%	
5-10	2038	834	741	1176	1083	834	47	273	741	63	373	687	846	262	180	57	1533	236	928	752	195	104	48	1679	151	455	1581	
11-20	33%	30%	34%	34%	33%	30%	29%	30%	34%	30%	30%	16%	16%	17%	16%	16%	19%	14%	17%	11%	21%	15%	21%	15%	22%	16%	17%	
11-20	1232	515	472	736	682	515	21%	21%	482	157	21%	422	483	116	81	34	21	1007	105	637	450	57	25	15	1087	67	317	885
21+	20%	21%	20%	22%	21%	21%	23%	21%	20%	23%	21%	17%	17%	17%	16%	16%	19%	14%	17%	11%	21%	15%	21%	15%	22%	16%	17%	
21+	412	178	141	261	224	178	7	47	141	7	47	141	170	170	35	25	10	339	36	212	147	27	19	4	359	23	152	260
Any Received (non-zero entry)	75	75	75	75	75	75	75	4%	6%	75	4%	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83
8734	2283	2040	3298	3298	3298	2283	157	715	2040	193	991	1545	2340	707	533	191	4284	724	2497	2148	591	324	151	4543	475	1414	4320	
83%	95%	94%	94%	94%	94%	95%	98%	94%	94%	91%	94%	96%	96%	95%	91%	78%	95%	96%	96%	95%	87%	91%	85%	95%	89%	93%	89%	
Total Mean (including those not Receiving any)	8.32	8.74	8.14	8.86	8.58	8.74	7.76	8.13	8.14	7.27	8.86	8.46	8.52	8.65	8.81	5.15	8.56	6.31	9.46	8.77	6.21	7.41	4.82	8.85	6.35	8.92	7.80	
Mean	9.66	9.70	8.83	10.23	9.75	9.70	8.29	7.81	8.83	6.98	9.47	9.26	10.24	8.43	9.49	9.56	9.82	9.53	9.93	9.34	9.46	10.49	5.85	9.68	9.27	12.13	8.64	
Std Dev	0.12	0.20	0.19	0.17	0.17	0.20	0.61	0.26	0.19	0.48	0.28	0.20	0.21	0.29	0.40	0.59	0.15	0.33	0.19	0.20	0.38	0.58	0.46	0.14	0.42	0.32	0.13	
Receiving Mean (excluding those not Receiving any)	8.94	9.24	8.63	9.14	8.94	9.24	7.90	8.69	8.63	8.00	9.38	8.86	9.33	8.57	9.68	10.39	9.85	9.67	9.94	9.40	9.81	10.75	5.96	9.71	9.54	12.26	8.68	
Mean	9.74	9.74	8.86	10.29	9.80	9.74	8.30	7.76	8.86	6.91	9.49	9.26	10.33	8.57	9.68	10.39	9.85	9.87	9.94	9.40	9.82	10.81	6.02	9.71	9.54	12.36	8.68	
Std Error	0.13	0.21	0.19	0.18	0.18	0.21	0.62	0.27	0.19	0.50	0.29	0.20	0.22	0.32	0.43	0.71	0.15	0.37	0.19	0.20	0.42	0.62	0.51	0.14	0.46	0.33	0.13	

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Table 98

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
None	426	24	393	9	108	289	29	390	8	11	12	409	6	
	7%	7%	7%	22%ab	6%	7%	9%	7%	7%	19%gh	16%gh	7%	26%	
1-2	1031	49	978	5	256	718	58	979	24	9	14	1012	6	
	17%	15%	17%	12%	15%	17%	19%	17%	20%	15%	21%	17%	28%	
3-4	1022	47	964	11	260	713	50	978	19	10	12	1008	3	
	17%	14%	17%	26%	15%	17%	16%	17%	16%	18%	18%	17%	14%	
5-10	2036	109	1921	6	548	1395	93	1969	37	8	19	2014	3	
	33%	29%bc	33%gh	15%	33%	33%	30%	33%ij	31%	14%	30%	33%gh	13%	
11-20	1232	74	1152	6	357	812	64	1184	16	19	9	1215	4	
	20%	22%	20%	15%	21%	19%	20%	20%	14%	33%ghij	14%	20%	19%	
21+	412	32	375	4	147	247	18	387	13	1	1	411	-	
	7%	10%	6%	11%	35%de	6%	6%	7%	15%ij	1%	1%	7%	-	
Any Received (non-zero entry)	8734	312	5390	32	1567	3884	282	5508	109	47	54	5664	16	
	93%	93%bc	93%bc	78%	94%	93%	91%	93%ij	93%	81%	82%	93%bc	74%	
Total Mean (including those not Receiving any)														
Mean	8.32	9.51	8.26	7.45	8.33b	7.97	7.64	8.36j	8.63j	6.63	4.85	8.38b	4.25	
Std Dev.	9.66	10.60	9.60	9.46	11.58	8.90	7.57	9.65	13.10	6.33	4.63	9.71	4.98	
Std Error	0.12	0.54	0.13	1.34	0.27	0.14	0.44	0.13	1.24	0.85	0.57	0.12	1.06	
Receiving Mean (excluding those not Receiving any)														
Mean	8.94	10.28	8.86	9.51	8.97b	8.56	8.43	8.98	15.59j	8.14	5.90	8.98	5.75	
Std Dev.	9.74	10.66	9.68	9.73	11.70	8.94	7.52	9.72	13.30	6.07	4.45	9.78	4.59	
Std Error	0.13	0.57	0.13	1.48	0.28	0.14	0.46	0.13	1.29	0.89	0.59	0.13	1.25	

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghijkl
* small base, ** very small base (under 30) ineligible for sig testing

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Table 98

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
None	426	107	82	128	109	32	31	44	38	26	19	50	47	31	33	46	30
7%	7%	5%	8%	7%	7%	7%	6%	9%	7%	5%	4%	19%	9%	6%	7%	9%	6%
1-2	1031	252	239	256	284	87	83	72	106	71	62	84	88	83	100	80	103
17%	16%	16%	17%	18%	20%	16%	16%	14%	20%	14%	13%	16%	17%	17%	20%	16%	20%
3-4	1022	259	219	286	258	68	112	80	82	75	61	102	80	105	92	77	89
17%	17%	14%	18%	17%	14%	14%	21%	15%	15%	15%	12%	20%	15%	21%	18%	15%	17%
5-10	2036	555	469	499	513	191	179	185	161	163	145	166	179	154	171	176	167
33%	31%	31%	32%	33%	33%	33%	34%	35%	30%	32%	29%	32%	35%	31%	34%	34%	32%
11-20	1232	281	366	298	288	76	90	114	111	119	135	96	97	105	85	92	111
20%	18%	24%	19%	19%	16%	16%	17%	22%	21%	23%	27%	18%	19%	21%	17%	18%	21%
21+	412	96	159	72	85	27	38	32	34	53	73	20	27	26	23	41	21
7%	6%	10%	5%	6%	5%	5%	7%	6%	6%	10%	15%	4%	5%	5%	5%	8%	4%
Any Received (non-zero entry)	5734	1443	1453	1411	1427	459	502	483	494	482	477	468	471	472	470	466	491
93%	93%	95%	92%	93%	93%	93%	94%	92%	93%	93%	90%	90%	91%	94%	93%	91%	94%
Total Mean (including those not receiving any)	8.32	8.03	7.66	7.76	7.66	7.45	8.48	8.11	7.89	8.06	7.74	7.74	7.63	7.92	7.16	8.32	7.48
Mean	9.66	9.60	11.02	9.83	7.77	7.89	11.81	8.48	7.83	9.80	14.36	12.46	8.23	8.15	7.52	8.79	6.86
Std Error	0.12	0.24	0.28	0.25	0.20	0.35	0.52	0.38	0.34	0.42	0.64	0.55	0.36	0.36	0.33	0.39	0.31
Receiving Mean (excluding those not receiving any)	8.94	8.62	8.47	8.24	7.98	9.00	8.85	8.49	8.49	9.58	12.83	8.25	8.15	7.53	8.15	6.80	7.93
Mean	9.74	9.69	11.06	9.97	7.76	7.90	11.98	8.48	7.80	9.58	14.43	12.83	8.25	8.15	7.53	8.79	6.80
Std Dev	0.13	0.25	0.29	0.26	0.20	0.36	0.54	0.39	0.35	0.43	0.66	0.58	0.38	0.38	0.34	0.40	0.31
Std Error																	

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	1221	241	980	119	1101	582	637	252	187	189	184	185	124	101	438	372	410	225	1036	178
20%	20%	20%	20%	15%	24%	19%	20%	24%	22%	17%	22%	16%	16%	16%	24%	19%	16%	16%	20%	19%
1-2	2110	394	1715	249	1861	1024	1083	254	292	430	305	420	244	165	546	724	829	409	1820	270
3-4	1375	303	1072	184	1190	670	703	158	191	258	163	250	181	173	349	422	604	354	1143	218
5-10	1177	241	936	101	986	579	595	126	167	215	150	209	120	141	293	365	520	311	907	233
11-20	208	39	169	36	172	114	94	28	27	22	15	55	30	31	65	37	117	61	173	32
21+	71	14	56	11	60	42	29	5	4	8	16	10	10	17	9	24	38	28	58	13
Any Received (non-zero entry)	4939	992	3947	670	4269	2428	2503	570	661	933	649	945	636	527	1251	1581	2107	1162	4121	766
Total Mean (including those not receiving any)	3.35	3.38	3.34	3.30	3.27	3.44	3.27	2.80	3.05	3.07	3.27	3.61	3.64	4.29	2.90	3.15	3.78	3.83	3.28	3.70
Std Dev.	4.36	4.21	4.40	4.77	4.30	4.39	4.34	4.14	3.56	3.39	5.03	4.77	4.25	5.35	3.85	4.17	4.78	4.79	4.39	4.24
Std Error	0.06	0.13	0.06	0.17	0.06	0.08	0.08	0.15	0.12	0.10	0.18	0.14	0.15	0.22	0.10	0.09	0.09	0.13	0.06	0.17
Receiving Mean (excluding those not receiving any)	4.18	4.21	4.17	4.63	4.11	4.26	4.10	4.03	3.89	3.69	4.20	4.31	4.36	5.11	3.96	3.90	4.63	4.68	4.10	4.56
Mean	4.50	4.31	4.55	4.85	4.44	4.52	4.50	4.43	3.59	3.40	5.34	4.92	4.30	5.47	3.99	4.31	4.90	4.88	4.55	4.27
Std Dev.	0.06	0.15	0.07	0.19	0.07	0.09	0.09	0.19	0.14	0.11	0.21	0.16	0.15	0.24	0.12	0.11	0.10	0.14	0.07	0.19

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Table 99

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	628	2713	179
None	1221	192	366	271	391	567	662	657	845	123	108	292	259	200	710	125	963	249	907	65
	30%	17%	19%	20%	23%	18%	23%	18%	25%	4%	3%	19%	16%	18%	19%	2%	23%	19%	20%	22%
1-2	2110	331	705	478	595	1036	1073	1324	752	183	238	543	525	373	1307	188	1777	446	1567	97
	34%	29%	37%	38%	34%	34%	35%	36%	31%	35%	33%	36%	33%	34%	34%	35%	34%	35%	34%	34%
3-4	1376	255	419	318	385	674	701	799	549	112	185	302	382	242	889	120	1176	294	1028	53
	22%	22%	22%	23%	22%	22%	23%	22%	23%	12%	25%	20%	24%	22%	23%	23%	23%	23%	22%	18%
5-10	1177	285	337	263	292	622	555	739	426	79	125	296	331	230	751	81	1015	236	880	61
	19%	25%	18%	19%	17%	18%	18%	20%	18%	15%	17%	20%	21%	21%	20%	15%	20%	18%	19%	21%
11-20	208	55	69	43	41	124	84	116	90	16	17	51	63	40	131	17	178	47	149	12
	3%	5%	4%	3%	2%	3%	3%	3%	4%	3%	2%	3%	4%	3%	3%	3%	4%	3%	3%	4%
21+	71	19	18	14	20	36	34	35	35	3	10	17	25	14	51	3	66	13	57	1
	1%	2%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%	*	1%	1%	1%	*
Any Received (non-zero entry)	4939	945	1547	1113	1334	2492	2447	3013	1852	392	575	1209	1325	900	3109	408	4212	1034	3682	223
	80%	65%	84%	80%	77%	76%	75%	80%	77%	76%	78%	81%	83%	82%	81%	77%	81%	81%	80%	78%
Total Mean (including those not receiving any)																				
Mean	3.35	4.91	3.20	3.32	3.11	3.60	3.21	3.32	3.43	2.99	3.21	3.36	3.86	3.50	3.46	3.00	3.43	3.34	3.36	3.31
Std Dev.	4.36	4.66	4.03	4.45	4.41	4.29	4.43	4.10	4.78	4.54	4.43	4.52	4.41	4.27	4.46	4.49	4.39	4.48	4.35	4.10
Std Error	0.06	0.12	0.09	0.13	0.11	0.07	0.08	0.07	0.09	0.20	0.16	0.12	0.11	0.13	0.07	0.19	0.06	0.12	0.06	0.24
Receiving Mean (excluding those not receiving any)																				
Mean	4.18	4.82	3.96	4.13	4.02	4.29	4.07	4.04	4.48	3.93	4.09	4.17	4.40	4.27	4.26	3.93	4.22	4.14	4.19	4.27
Std Dev.	4.80	4.71	4.13	4.61	4.64	4.38	4.63	4.19	5.01	4.84	4.63	4.69	4.48	4.35	4.59	4.77	4.51	4.64	4.48	4.19
Std Error	0.06	0.13	0.11	0.15	0.13	0.08	0.10	0.08	0.11	0.24	0.19	0.14	0.12	0.14	0.08	0.23	0.07	0.14	0.07	0.29

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
None	1221	1054	173	18	1002	116	67	36	46	148	94	79	113	103	147	180	93	14	102	
	20%	20%	19%	20%	19%	22%	23%	21%	18%	22%	18%	18%	21%	18%	19%	21%	18%	21%	23%	
1-2	2110	1821	289	55	1767	187	95	61	87	243	195	165	195	203	223	251	204	21	166	
	34%	34%	34%	34%	33%	34%	36%	32%	35%	34%	36%	34%	34%	34%	28%	30%	39%	32%	37%	
3-4	1375	1167	208	36	1158	116	61	40	54	133	122	106	110	135	201	204	93	18	98	
	22%	22%	24%	22%	22%	22%	21%	23%	21%	20%	24%	24%	20%	24%	24%	24%	18%	27%	22%	
5-10	1177	1015	161	34	1001	88	59	29	48	118	83	78	90	111	201	164	108	14	74	
	19%	19%	19%	20%	19%	17%	20%	17%	19%	18%	16%	17%	16%	19%	22%	19%	20%	21%	16%	
11-20	208	184	24	5	182	10	12	4	16	24	12	16	31	16	25	23	22	*	9	
	3%	3%	3%	3%	4%	2%	4%	3%	5%	4%	2%	3%	5%	3%	3%	3%	4%	*	2%	
21+	71	57	13	3	68	*	2	*	2	8	3	4	5	4	12	21	9	*	*	
	1%	1%	2%	2%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	2%	2%	2%	*	*	
Any Received (non-zero entry)	4939	4244	695	134	4175	401	228	135	204	526	414	369	430	470	683	663	435	53	348	
	80%	80%	81%	80%	81%	78%	77%	79%	82%	78%	82%	82%	79%	82%	82%	79%	82%	79%	77%	
Total Mean (including those not receiving any)																				
Mean	3.35	3.34	3.42	3.55	3.43 _{un}	2.73	3.30 _{un}	2.86	3.61 _{un}	3.25 _{un}	2.86	3.18	3.42 _{un}	3.21	3.69 _{un}	3.66 _{un}	3.49 _{un}	2.84	2.71	
Std Dev.	4.36	4.32	4.63	4.62	4.52	2.98	4.18	3.11	4.96	4.57	3.20	3.68	4.75	3.86	4.65	5.56	4.27	2.53	3.04	
Std Error	0.06	0.07	0.10	0.15	0.08	0.09	0.13	0.11	0.27	0.24	0.17	0.20	0.25	0.20	0.24	0.29	0.22	0.19	0.10	
Receiving Mean (excluding those not receiving any)																				
Mean	4.18	4.17	4.24	4.43	4.26 _{un}	3.52	4.26 _{un}	3.62	4.42 _{un}	4.23 _{un}	3.50	3.86	4.32 _{un}	3.91	4.78 _{un}	4.66 _{un}	4.24 _{un}	3.57	3.51	
Std Dev.	4.80	4.45	4.80	4.77	4.67	2.94	4.29	3.07	5.15	4.78	3.21	3.71	4.96	3.93	4.72	5.88	4.35	2.32	3.03	
Std Error	0.06	0.08	0.12	0.17	0.09	0.10	0.15	0.12	0.31	0.28	0.19	0.22	0.29	0.23	0.28	0.35	0.25	0.19	0.11	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3267	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3552	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	1221	393	423	570	600	393	23	147	423	20%	20%	282	436	202	169	120	718	269	431	458	194	73	53	889	126	148	489
20%		16%	20%	16%	16%	16%	14%	19%	20%	26%	21%	14%	18%	25%	25%	49%	16%	39%	17%	26%	23%	20%	36%	18%	24%	16%	21%
1-2	2110	833	761	1182	1110	833	60	257	761	76	317	634	878	281	228	78	1512	306	857	783	231	153	71	1639	224	489	1621
3-4	345	35%	35%	34%	34%	35%	37%	34%	35%	36%	30%	31%	35%	35%	32%	34%	34%	34%	33%	34%	34%	40%	33%	32%	32%	36%	
5-10	1175	562	480	833	751	562	45	187	480	45	257	496	570	175	118	32	1045	150	604	494	100	74	40	1098	114	342	1032
11-20	208	83	70	129	118	83	22%	22%	22%	24%	24%	26%	41%	24%	19%	13%	23%	21%	21%	22%	23%	23%	23%	23%	23%	23%	
21+	1177	520	397	748	625	520	26	147	397	32	189	506	482	117	57	13	987	70	587	466	68	41	10	1053	52	337	839
11-20	208	84	70	132	118	84	7	24	70	4	43	103	78	15	9	2	151	11	93	78	18	15	3	171	18	89	119
21+	71	20	3	36	48	20	*	2	32	1	24	26	33	8	2	1	59	3	35	24	1	-	59	1	26	45	
Any Received (non-zero entry)	4939	2020	1740	2932	2653	2020	137	616	1740	158	830	1735	2050	598	414	127	3785	541	2175	1945	487	285	124	4020	409	1283	3657
80%	84%	80%	84%	82%	84%	86%	81%	79%	80%	74%	79%	84%	82%	75%	71%	51%	84%	89%	83%	80%	71%	80%	70%	82%	78%	84%	79%
Total Mean (including those not Receiving any)																											
Mean	3.35	3.48	3.37	3.59	3.52	3.48	3.10	3.14	3.37	2.81	3.80	4.04	3.83	3.78	2.88	1.55	3.76	2.06	3.68	3.38	2.77	2.74	1.95	3.54	2.48	4.14	3.09
Std Dev	4.36	4.04	4.53	4.35	4.68	4.04	3.22	3.50	4.53	3.59	5.34	4.76	4.34	4.01	3.41	3.14	4.54	3.35	4.56	4.33	4.39	3.61	2.46	4.45	3.29	5.30	3.98
Std Error	0.08	0.08	0.10	0.07	0.08	0.08	0.24	0.12	0.10	0.25	0.16	0.10	0.09	0.14	0.14	0.19	0.07	0.12	0.09	0.09	0.18	0.20	0.06	0.15	0.14	0.06	
Receiving Mean (excluding those not Receiving any)																											
Mean	4.18	4.15	4.18	4.28	4.32	4.15	3.62	3.89	4.18	3.79	4.89	4.70	4.45	4.24	3.68	3.84	4.63	3.70	4.64	4.44	4.76	3.74	2.51	4.57	3.42	5.43	4.10
Std Dev	4.50	4.09	4.70	4.43	4.84	4.09	3.20	3.51	4.70	3.70	5.58	4.82	4.45	4.24	3.66	3.84	4.63	3.70	4.66	4.45	4.76	3.74	2.51	4.57	3.42	5.43	4.10
Std Error	0.06	0.09	0.11	0.08	0.09	0.09	0.26	0.13	0.11	0.30	0.18	0.11	0.10	0.17	0.18	0.33	0.07	0.16	0.10	0.10	0.22	0.24	0.07	0.18	0.16	0.07	

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	1221	54	1154	12	328	820	73	1160	22	18	15	1200	6
	20%	16%	20%	30%	20%	20%	23%	20%	19%	31%	23%	20%	26%
1-2	2110	93	2008	8	554	1451	104	2026	37	11	25	2073	11
	34%	28%	32%	20%	33%	35%	33%	33%	31%	18%	23%	34%	51%
3-4	1375	90	1275	10	361	947	67	1316	29	11	15	1357	3
	22%	27%	22%	24%	22%	23%	21%	22%	25%	20%	23%	22%	12%
5-10	1177	84	1083	10	333	784	59	1132	22	15	5	1169	2
	19%	23%	19%	23%	20%	19%	19%	19%	18%	23%	8%	19%	11%
11-20	208	10	196	2	78	121	9	195	5	3	5	203	-
	3%	3%	3%	4%	3%	3%	3%	3%	4%	5%	7%	3%	-
21+	71	4	67	-	21	49	-	67	3	-	-	71	-
	1%	1%	1%	-	1%	1%	-	1%	3%	-	-	1%	-
Any Received (non-zero entry)	4939	282	4629	29	1348	3353	239	4737	95	40	51	4872	16
	80%	84%	80%	70%	80%	80%	77%	80%	81%	69%	77%	80%	74%
Total Mean (including those not Receiving any)	3.35	3.35	3.32	3.29	3.35	3.30	2.83	3.35	4.03	3.02	2.86	3.36	1.79
Mean	3.35	3.35	3.32	3.29	3.35	3.30	2.83	3.35	4.03	3.02	2.86	3.36	1.79
Std Dev.	4.36	5.26	4.31	3.44	4.66	4.32	2.96	4.36	5.66	3.08	3.03	4.38	2.08
Std Error	0.06	0.27	0.06	0.49	0.11	0.07	0.17	0.06	0.54	0.41	0.37	0.06	0.44
Receiving Mean (excluding those not Receiving any)	4.18	4.73	4.14	4.66	4.45	4.11	3.69	4.17	4.97	4.38	3.69	4.19	2.43
Mean	4.18	4.73	4.14	4.66	4.45	4.11	3.69	4.17	4.97	4.38	3.69	4.19	2.43
Std Dev.	4.50	5.42	4.45	3.21	4.81	4.47	2.88	4.50	5.91	2.78	2.96	4.52	2.08
Std Error	0.06	0.30	0.07	0.52	0.13	0.08	0.19	0.07	0.61	0.45	0.42	0.06	0.52

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
None	1221	321	258	309	333	113	87	122	102	105	51	120	117	72	115	115	103
	20%	21%	17%	20%	22%	23%	16%	23%	19%	21%	10%	23%	22%	14%	23%	22%	20%
1-2	2110	530	465	556	550	163	212	155	180	156	123	180	153	153	170	178	204
	34%	34%	30%	37%	36%	31%	40%	29%	35%	31%	20%	35%	30%	30%	35%	35%	33%
3-4	1375	345	342	338	349	102	118	125	133	115	94	108	100	130	122	113	115
	22%	22%	22%	22%	23%	21%	22%	24%	25%	23%	19%	21%	19%	26%	24%	22%	22%
5-10	1177	295	346	286	249	93	91	112	94	110	141	91	103	92	76	89	85
	19%	19%	23%	19%	16%	19%	17%	21%	18%	22%	27%	16%	20%	16%	15%	17%	16%
11-20	208	43	36	34	26	20	18	5	14	17	64	9	13	14	9	13	12
	3%	3%	2%	2%	2%	3%	3%	1%	3%	3%	13%	2%	3%	2%	2%	3%	2%
21+	71	15	30	14	11	*	6	9	3	4	23	10	3	2	6	5	1
	1%	1%	2%	1%	1%	*	1%	1%	1%	1%	6%	2%	1%	*	1%	1%	*
Any Received (non-zero entry)	4939	1229	1277	1230	1203	378	445	405	431	402	445	398	402	430	388	398	417
	80%	79%	83%	80%	78%	77%	84%	77%	81%	79%	86%	77%	78%	89%	77%	78%	80%
Total Mean (including those not Receiving any)	3.35	3.25	3.10	2.93	3.05	3.44	3.24	2.99	3.50	3.10	3.21	2.94	3.16	2.86	3.10	2.82	
Mean	4.36	4.13	5.21	4.19	3.70	3.28	4.85	4.05	3.28	3.85	7.17	5.43	3.26	3.52	3.71	4.07	3.26
Std Dev	0.06	0.10	0.13	0.11	0.09	0.14	0.21	0.18	0.14	0.17	0.32	0.24	0.14	0.16	0.16	0.18	0.15
Std Error	0.06	0.10	0.13	0.11	0.09	0.14	0.21	0.18	0.14	0.17	0.32	0.24	0.14	0.16	0.16	0.18	0.15
Receiving Mean (excluding those not Receiving any)	4.18	4.10	3.88	3.74	3.96	4.11	4.22	3.70	4.28	3.86	4.81	3.79	3.69	3.71	4.00	3.52	
Mean	4.50	4.25	5.33	4.35	3.80	3.23	5.04	4.15	3.28	3.86	7.25	5.85	3.26	3.54	3.83	4.21	3.31
Std Dev	0.06	0.12	0.15	0.12	0.11	0.16	0.24	0.21	0.16	0.19	0.35	0.29	0.16	0.17	0.19	0.21	0.16
Std Error	0.06	0.12	0.15	0.12	0.11	0.16	0.24	0.21	0.16	0.19	0.35	0.29	0.16	0.17	0.19	0.21	0.16

QE1_Parcel. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Table 100

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	2343	543	1799	194	2148	1166	1174	256	302	395	321	462	299	308	558	716	1069	607	2010	314
36%		46%	37%	25%	40%	39%	37%	31%	35%	35%	32%	42%	34%	34%	33%	37%	42%	40%	39%	33%
1-2	2319	417	1902	302	2017	1130	1185	303	353	411	300	423	290	220	676	711	933	510	1946	353
38%		34%	39%	38%	38%	38%	38%	39%	41%	37%	36%	37%	38%	35%	40%	38%	37%	37%	38%	37%
3-4	935	165	770	177	758	445	487	160	138	193	123	146	118	56	298	317	321	175	746	173
15%		13%	16%	22%	15%	15%	16%	17%	16%	15%	13%	14%	13%	9%	13%	13%	13%	13%	14%	13%
5-10	499	92	407	97	402	234	265	72	66	111	73	86	49	41	138	134	177	90	412	84
8%		7%	8%	12%	8%	8%	8%	9%	8%	10%	9%	8%	6%	7%	8%	8%	9%	7%	8%	9%
11-20	64	14	40	16	38	29	24	7	9	9	11	13	3	2	16	20	18	5	36	17
1%		1%	1%	4%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	*	1%	2%
21+	11	2	9	3	7	5	5	4	-	2	4	-	-	-	4	6	-	-	8	2
*		*	*	*	*	*	*	1%	-	-	1%	-	-	-	*	0	-	-	*	*
Any Received (non-zero entry)	3817	689	3128	595	3222	1844	1966	567	565	726	511	668	461	319	1132	1237	1448	780	3147	630
62%		56%	62%	69%	60%	61%	63%	62%	60%	62%	61%	62%	61%	51%	62%	62%	58%	56%	61%	61%
Total Mean (including those not receiving any)	1.74	1.57	1.78	2.58d	1.62	1.75	1.73	2.18d	1.70m	1.88m	1.93m	1.64m	1.43	1.29	1.93d	1.96d	1.49	1.37	1.67	2.09
Mean																				
Std Dev.	2.89	2.42	3.00	3.80	2.75	3.29	2.45	4.50	2.12	2.46	3.81	2.44	1.81	1.98	3.49	3.11	2.16	1.89	2.68	3.84
Std Error	0.04	0.08	0.04	0.13	0.04	0.06	0.04	0.16	0.07	0.07	0.13	0.07	0.06	0.08	0.09	0.07	0.04	0.05	0.04	0.15
Receiving Mean (excluding those not receiving any)	2.80	2.82	2.80	3.38d	2.70	2.86	2.76	3.11d	2.60	2.99	3.14d	2.79d	2.36	2.53	2.87d	2.89d	2.59	2.43	2.74	3.11d
Mean																				
Std Dev.	3.24	2.64	3.36	3.79	3.12	3.81	2.60	5.14	2.12	2.52	4.46	2.63	1.79	2.14	3.94	3.46	2.29	1.94	2.98	4.34
Std Error	0.05	0.11	0.06	0.15	0.05	0.09	0.06	0.22	0.09	0.09	0.20	0.10	0.08	0.12	0.12	0.10	0.06	0.07	0.05	0.21

QE1_Parcel. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Table 100

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	170
None	2343	349	786	786	560	1105	1237	1291	1010	246	308	602	534	322	1445	258	1878	493	1738	111
	38%	31%	65%	50%	44%	36%	43%	35%	35%	62%	35%	41%	34%	29%	37%	35%	38%	38%	38%	39%
1-2	2319	462	668	554	635	1130	1189	1401	888	174	282	537	621	452	1440	179	1990	471	1740	109
	38%	41%	35%	46%	37%	37%	38%	38%	37%	34%	38%	36%	39%	41%	38%	34%	38%	37%	38%	38%
3-4	935	203	319	205	210	521	415	617	307	51	81	220	284	203	585	52	819	177	719	40
	15%	15%	17%	15%	12%	14%	13%	13%	10%	10%	11%	11%	11%	11%	10%	10%	14%	16%	14%	14%
5-10	499	109	150	106	134	259	240	323	170	39	57	121	129	110	307	39	432	122	353	25
	8%	10%	8%	8%	8%	8%	8%	7%	7%	8%	8%	8%	10%	8%	7%	8%	9%	8%	9%	9%
11-20	64	12	17	11	14	29	25	34	17	5	4	14	15	11	33	5	45	17	34	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21+	11	2	5	3	1	6	4	5	5	-	1	6	2	2	9	-	11	4	6	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	3817	788	1157	879	993	1945	1872	2379	1387	269	425	899	1050	778	2374	276	3297	790	2850	177
	62%	69%	60%	64%	58%	64%	60%	65%	58%	52%	58%	69%	64%	71%	62%	52%	62%	62%	62%	61%
Total Mean (including those not receiving any)																				
Mean	1.74	1.69d	1.77d	1.76	1.52	1.69f	1.62	1.62h	1.60	1.39	1.49	1.83	1.85j	2.02j	1.78	1.36	1.81u	1.93v	1.69	1.67
Std Dev.	2.89	2.91	3.21	3.12	2.23	3.10	2.66	2.60	3.28	2.12	2.27	3.98	2.76	2.43	3.22	2.10	3.02	3.96	2.54	2.41
Std Error	0.04	0.08	0.07	0.09	0.06	0.05	0.05	0.04	0.06	0.09	0.08	0.10	0.07	0.07	0.05	0.09	0.04	0.11	0.04	0.14
Receiving Mean (excluding those not receiving any)																				
Mean	2.80	2.87	2.93	2.77	2.64	2.91	2.70	2.82	2.77	2.66	2.57	3.06	2.79	2.85	2.86	2.63	2.84	3.13v	2.72	2.72
Std Dev.	3.24	3.11	3.69	3.54	2.38	3.47	2.98	2.77	3.93	2.28	2.47	4.76	2.98	2.44	3.69	2.27	3.38	4.66	2.76	2.57
Std Error	0.05	0.10	0.11	0.13	0.08	0.07	0.07	0.06	0.10	0.14	0.12	0.15	0.09	0.08	0.07	0.14	0.08	0.16	0.05	0.19

QE1_Parcel. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Table 100

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	2343	2098	276	47	1970	199	114	59	111	248	217	165	226	206	273	324	200	17	162	
	38%	50%	32%	28%	38%	39%	39%	35%	44%	37%	37%	37%	42%	36%	34%	38%	38%	26%	40%	
1-2	2319	1973	346	66	1972	183	103	61	82	277	189	177	186	215	325	309	212	25	158	
	38%	37%	40%	38%	40%	38%	35%	36%	33%	47%	37%	40%	34%	38%	46%	37%	46%	37%	35%	
3-4	935	792	143	33	769	84	49	32	33	100	64	68	67	94	156	127	69	18	66	
	15%	15%	17%	20%	15%	16%	17%	11%	16%	12%	13%	15%	12%	12%	12%	14%	13%	12%	15%	
5-10	499	417	81	19	412	47	25	15	25	39	37	34	51	54	49	79	45	6	41	
	8%	8%	9%	11%	8%	9%	8%	9%	10%	6%	7%	8%	9%	9%	6%	9%	10%	10%	9%	
11-20	64	39	15	2	45	3	4	3	5	5	2	4	10	4	5	7	3	1	2	
	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	
21+	11	9	1	*	9	1	-	*	1	-	-	-	3	-	2	4	-	-	1	
	*	*	*	*	*	*	-	*	*	-	-	-	1%	-	*	*	-	-	*	
Any Received (non-zero entry)	3817	3232	586	121	3208	318	181	111	139	426	291	283	316	367	537	519	329	50	268	
	62%	61%	63%	72%	62%	61%	61%	65%	56%	65%	57%	63%	58%	67%	60%	62%	62%	74%	60%	
Total Mean (including those not receiving any)	1.74	1.70	2.00*	2.15*	1.73	1.71	1.76	1.91	1.81	1.64	1.40	1.72	2.04	1.69	1.81	1.64	1.59	2.05	1.66	
Mean	2.89	2.92	2.71	2.49	2.98	2.35	2.34	2.45	2.93	2.31	1.89	2.22	4.58	2.21	3.71	3.19	2.05	2.20	2.37	
Std Dev.	0.04	0.05	0.06	0.08	0.05	0.07	0.08	0.09	0.16	0.12	0.10	0.12	0.24	0.12	0.20	0.17	0.11	0.17	0.08	
Std Error																				
Receiving Mean (excluding those not receiving any)	2.80	2.78	2.94	2.98	2.80	2.78	2.88	2.92	3.29	2.44	1.93	2.25	5.55	2.26	4.28	3.62	2.07	2.14	2.51	
Mean	3.24	3.31	2.84	2.48	3.37	2.45	2.40	2.49	0.23	0.16	0.13	0.15	0.37	0.15	0.28	0.24	0.14	0.18	0.10	
Std Dev.	0.05	0.07	0.08	0.10	0.08	0.09	0.09	0.11												
Std Error																				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE1_Parcel. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Table 100

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2413	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	2343	841	803	1211	1234	841	72	299	803	107	459	699	951	335	234	128	1620	363	764	841	375	216	131	1595	347	529	1813
1-2	38%	35%	40%	35%	38%	35%	40%	39%	40%	50%	44%	33%	39%	42%	40%	52%	36%	44%	29%	33%	65%	60%	74%	32%	69%	35%	35%
3-4	2319	951	819	1361	1229	951	57	298	819	70	382	785	944	293	211	84	1728	295	1030	931	225	95	34	1981	129	544	1775
5-10	38%	38%	38%	39%	39%	38%	39%	39%	38%	39%	39%	39%	39%	37%	36%	34%	38%	36%	50%	42%	42%	33%	27%	15%	19%	19%	36%
11-20	935	329	290	593	483	359	17	107	290	18	127	333	385	106	84	25	718	109	505	342	53	22	9	849	31	289	655
21+	15%	17%	13%	17%	15%	17%	11%	14%	13%	8%	12%	17%	16%	13%	14%	10%	16%	13%	19%	19%	8%	6%	5%	17%	6%	19%	14%
Any Received (non-zero entry)	3817	1572	1300	2291	2019	1572	88	465	1300	106	590	1348	1535	462	340	118	2883	467	1852	1482	306	142	46	3314	188	991	2826
Total Mean (including those not receiving any)	62%	60%	65%	62%	62%	62%	55%	61%	60%	50%	56%	67%	62%	65%	60%	48%	64%	56%	71%	63%	45%	40%	26%	65%	35%	65%	61%
Mean	1.74	1.62	1.61%	1.75	1.75	1.81	1.55	1.57	1.62	1.30	1.50	1.68%	1.72	1.57	1.81	1.25	1.76%	1.64	2.13%	1.64%	1.14	1.37	0.58	1.90%	1.11	1.96%	1.67
Std Dev	2.89	2.71	2.45	3.07	2.95	2.71	2.33	2.21	2.45	2.01	2.66	2.36	2.82	2.53	4.33	4.16	2.62	4.29	2.92	2.25	3.08	5.20	1.56	2.64	4.36	2.95	2.87
Std Error	0.04	0.06	0.05	0.05	0.05	0.06	0.17	0.07	0.05	0.14	0.08	0.05	0.06	0.09	0.18	0.26	0.04	0.15	0.06	0.05	0.12	0.29	0.12	0.04	0.20	0.08	0.04
Receiving Mean (excluding those not receiving any)	2.80	2.78	2.69	2.86	2.82	2.78	2.82	2.58	2.69	2.62	2.68	2.82	2.78	2.72	3.03	2.60	2.80	2.92	2.98	2.58	2.54	3.46	2.20	2.51	3.14	3.01	2.73
Std Dev	3.24	2.93	2.67	3.40	3.32	2.93	2.51	2.33	2.67	2.17	3.07	2.39	3.14	2.82	5.26	5.71	2.81	5.38	3.07	2.35	4.19	7.82	2.41	2.78	6.91	3.20	3.25
Std Error	0.05	0.07	0.07	0.07	0.07	0.07	0.25	0.10	0.07	0.21	0.12	0.06	0.08	0.13	0.29	0.48	0.05	0.24	0.07	0.06	0.24	0.67	0.35	0.05	0.51	0.10	0.06

QE1_Parcel. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Table 100

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	2343	136	2185	21	646	1567	129	2185	59	37	65	2275	13
	38%	41%	38%	52%	36%	38%	41%	37%	49% _{gh}	66% _{gh}	85% _{gh}	37%	56%
1-2	2319	109	2199	11	590	1633	96	2262	30	12	8	2305	7
	38%	32%	38%	27%	35%	39%	31%	36% _{gh}	26%	21%	12%	29% _{gh}	30%
3-4	935	59	873	4	255	626	53	909	12	11	2	933	1
	15%	17%	15%	11%	15%	16%	17%	15%	10%	20%	3%	15%	3%
5-10	499	27	468	3	159	311	29	482	13	2	*	496	2
	8%	8%	8%	8%	16%	7%	9%	8%	15%	3%	*	8%	11%
11-20	54	6	47	1	21	29	4	49	4	*	*	54	-
	1%	2%	1%	2%	1%	7%	1%	1%	4%	*	-	1%	-
21+	11	-	11	-	5	5	-	11	-	-	-	11	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	3917	200	3598	20	1029	2606	182	3713	59	25	10	3798	10
	62%	59%	62%	48%	61%	62%	59%	61% _{gh}	61%	64%	15%	62% _{gh}	44%
Total Mean (including those not Receiving any)													
Mean	1.74	1.83	1.74	1.40	1.96 _{gh}	1.65	1.72	1.76	1.85	1.18	0.30	1.75	1.52
Std Dev.	2.89	2.49	2.92	2.10	3.91	2.40	2.31	2.91	3.04	1.60	0.84	2.90	2.62
Std Error	0.04	0.13	0.04	0.30	0.09	0.04	0.13	0.04	0.29	0.21	0.10	0.04	0.56
Receiving Mean (excluding those not Receiving any)													
Mean	2.80	3.08	2.79	2.93	3.25 _{gh}	2.84	2.95	2.79	3.72	2.66	1.95	2.81	3.42
Std Dev.	3.24	2.56	3.28	2.17	4.59	2.57	2.35	3.25	3.38	1.35	1.24	3.24	3.04
Std Error	0.05	0.17	0.05	0.40	0.13	0.05	0.18	0.05	0.44	0.29	0.38	0.05	1.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_Parcel. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Table 100

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	2343	571	548	605	619	186	191	194	232	160	156	207	202	197	195	201	223				
		38%	37%	39%	40%	36%	36%	37%	44%	32%	32%	40%	39%	39%	39%	39%	43%				
1-2	2319	616	564	578	562	202	211	203	192	190	182	196	189	192	207	181	174				
	38%	40%	37%	38%	37%	41%	40%	38%	36%	37%	37%	38%	37%	39%	41%	35%	33%				
3-4	935	238	242	233	223	71	79	88	67	88	87	73	86	73	65	69	89				
	15%	15%	16%	15%	14%	14%	15%	17%	13%	17%	18%	14%	17%	15%	13%	13%	17%				
5-10	499	116	156	107	120	32	48	36	39	61	60	33	36	38	32	54	34				
	8%	7%	10%	7%	8%	6%	9%	7%	7%	12%	11%	6%	6%	7%	6%	11%	7%				
11-20	54	10	19	14	11	*	3	6	3	8	9	8	4	2	4	5	1				
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	2%	1%	1%	*	1%	1%	*				
21+	11	-	7	2	2	-	-	-	-	2	5	1	-	-	-	2	-				
	*	*	a	*	*	*	*	*	*	*	1%	*	*	*	*	*	*				
Any Received (non-zero entry)	3817	979	987	934	917	305	341	333	301	348	339	311	316	306	308	311	298				
	62%	63%	64%	61%	60%	62%	64%	63%	56%	60%	60%	60%	61%	61%	61%	61%	57%				
Total Mean (including those not receiving any)																					
Mean	1.74	1.64	1.66	1.61	1.64	1.44	1.74	1.70	1.47	1.74	1.64	1.76	1.55	1.52	1.52	1.56	1.50				
Std Dev.	2.09	2.19	3.95	2.74	2.31	1.71	2.37	2.40	2.09	2.60	6.01	3.81	2.03	1.95	2.03	2.85	1.94				
Std Error	0.04	0.06	0.10	0.07	0.06	0.07	0.10	0.11	0.09	0.12	0.27	0.17	0.09	0.09	0.09	0.13	0.09				
Receiving Mean (excluding those not receiving any)																					
Mean	2.80	2.60	2.30	2.66	2.75	2.31	2.76	2.69	2.61	2.63	2.55	2.92	2.54	2.51	2.48	2.56	2.62				
Std Dev.	3.24	2.27	4.55	3.10	2.44	1.64	2.45	2.54	2.19	2.63	6.94	4.55	2.06	1.94	2.08	3.09	1.90				
Std Error	0.05	0.07	0.14	0.10	0.08	0.09	0.13	0.14	0.12	0.14	0.37	0.25	0.11	0.11	0.12	0.17	0.11				

QE1_DoorDrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Table 101

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5263	2982	3185	791	817	1134	805	1152	852	609	1608	1539	2513	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	2371	476	1895	272	2098	1224	1143	409	428	475	328	405	203	123	836	803	731	326	1924	420
	36%	39%	38%	34%	39%	41%	36%	29%	29%	29%	29%	29%	29%	20%	30%	30%	30%	24%	37%	43%
1-2	1808	297	1211	185	1343	701	804	194	197	277	235	288	189	134	391	512	608	320	1313	190
	24%	24%	25%	21%	25%	23%	26%	24%	24%	25%	25%	24%	24%	21%	23%	26%	24%	23%	23%	20%
3-4	931	197	734	147	784	439	490	93	114	143	116	189	151	124	207	259	465	276	794	132
	15%	16%	15%	15%	15%	17%	16%	11%	13%	13%	14%	14%	14%	12%	12%	13%	13%	13%	15%	14%
5-10	1082	209	873	156	925	509	571	100	98	153	128	205	177	102	198	320	574	370	907	156
	16%	17%	18%	18%	20%	17%	18%	12%	11%	15%	15%	19%	23%	21%	12%	16%	23%	21%	18%	17%
11-20	217	45	172	36	181	110	107	18	28	32	19	36	37	47	46	51	120	84	177	37
	4%	4%	3%	5%	3%	4%	3%	2%	3%	3%	2%	3%	3%	3%	3%	3%	3%	3%	3%	4%
21+	51	9	43	12	39	26	26	9	3	12	7	9	5	7	12	10	20	12	43	9
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any Received (non-zero entry)	3789	757	3032	517	3272	1786	1997	413	440	647	504	725	596	504	853	1151	1786	1061	3234	523
	62%	67%	62%	66%	67%	59%	64%	50%	51%	55%	57%	64%	72%	60%	55%	65%	71%	65%	65%	55%
Total Mean (including those not receiving any)																				
	2.81	2.68	2.84	3.43d	2.72	2.80	2.82	2.23	2.13	2.64	2.48	2.82g	3.47g	4.42g	2.18	2.87h	3.48h	3.36h	2.82	2.69
Std Dev.	4.42	3.78	4.57	5.24	4.28	4.67	4.17	4.69	3.68	5.02	4.20	4.18	3.96	4.61	4.20	4.68	4.27	4.29	4.44	4.26
Std Error	0.06	0.12	0.06	0.18	0.06	0.09	0.07	0.17	0.13	0.15	0.15	0.12	0.14	0.19	0.10	0.11	0.08	0.11	0.06	0.17
Receiving Mean (excluding those not receiving any)																				
	4.57	4.36	4.62	5.23d	4.46	4.72	4.43	4.44	4.20	4.57	4.10	4.40	4.74	5.80g	4.32	4.37	4.80h	5.16h	4.50	4.86
Std Dev.	4.87	3.99	5.07	5.70	4.72	5.26	4.50	5.82	4.25	5.90	4.74	4.50	3.93	4.53	5.07	5.43	4.36	4.24	4.89	4.72
Std Error	0.08	0.16	0.09	0.25	0.08	0.12	0.10	0.30	0.20	0.22	0.21	0.16	0.15	0.20	0.18	0.16	0.10	0.12	0.08	0.25

QE1_DoorDrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Table 101

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1394	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	2371	386	744	655	683	1130	1239	1518	813	213	278	594	576	465	1448	222	1952	490	1769	112
	38%	34%	33%	30%	30%	37%	40%	34%	34%	41%	38%	40%	36%	37%	38%	42%	38%	38%	39%	39%
1-2	1508	247	518	328	415	765	743	920	563	126	175	354	400	281	900	127	1269	293	1146	69
	24%	22%	27%	24%	24%	25%	24%	25%	23%	24%	24%	24%	25%	26%	24%	24%	25%	23%	25%	24%
3-4	931	194	273	212	252	467	484	503	420	76	114	225	252	160	590	76	792	197	686	48
	15%	17%	14%	15%	15%	15%	15%	14%	15%	15%	15%	15%	16%	15%	14%	14%	15%	15%	15%	17%
5-10	1082	246	303	225	308	548	533	583	487	76	130	269	288	200	687	83	936	244	791	46
	18%	22%	16%	16%	18%	18%	17%	16%	18%	15%	18%	18%	18%	18%	18%	16%	18%	19%	17%	16%
11-20	217	50	61	51	54	112	106	117	96	23	34	50	51	40	135	23	183	42	165	10
	4%	4%	3%	4%	3%	4%	3%	3%	4%	4%	3%	3%	3%	4%	4%	4%	3%	4%	3%	3%
21+	81	13	14	12	13	27	24	29	19	2	2	10	18	15	30	2	44	17	31	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any Received (non-zero entry)	3789	752	1169	823	1042	1919	1870	2152	1354	302	455	907	1008	685	2371	311	3223	794	2620	176
	62%	66%	61%	60%	60%	63%	60%	59%	60%	59%	62%	60%	64%	63%	62%	58%	62%	62%	61%	61%
Total Mean (including those not receiving any)																				
Mean	2.81	3.37	2.60	2.76	2.71	2.89	2.73	2.81	3.11	2.57	2.87	2.73	2.90	3.05	2.83	2.58	2.86	3.01	2.76	2.75
Std Dev.	4.42	4.98	4.15	4.64	4.11	4.49	4.35	4.53	4.20	3.97	4.19	4.26	4.40	5.32	4.30	3.94	4.50	4.87	4.30	4.15
Std Error	0.06	0.13	0.10	0.13	0.10	0.08	0.08	0.08	0.08	0.17	0.15	0.11	0.11	0.16	0.07	0.17	0.06	0.13	0.06	0.25
Receiving Mean (excluding those not receiving any)																				
Mean	4.87	5.10	4.26	4.61	4.49	4.59	4.54	4.45	4.71	4.39	4.61	4.52	4.56	4.82	4.55	4.43	4.60	4.87	4.48	4.49
Std Dev.	4.87	5.36	4.59	5.23	4.47	4.92	4.82	5.18	4.38	4.35	4.49	4.68	4.78	6.02	4.69	4.30	4.95	5.42	4.73	4.50
Std Error	0.08	0.17	0.13	0.19	0.14	0.10	0.11	0.11	0.10	0.25	0.20	0.15	0.15	0.22	0.09	0.24	0.08	0.18	0.09	0.34

QE1_DoorDrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Table 101

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber/ide (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	2371	2101	269	46	2018	191	107	55	94	316	191	155	221	216	315	316	191	19	172	
	38%	51%	13%	27%	33%	37%	36%	32%	38%	51%	38%	35%	41%	38%	39%	37%	36%	29%	36%	
1-2	1908	1279	229	57	1261	115	76	56	50	161	132	125	123	166	212	168	124	16	99	
	24%	24%	27%	3%	24%	22%	26%	33%	20%	24%	26%	28%	23%	28%	26%	20%	24%	24%	22%	
3-4	931	775	156	25	752	97	53	30	44	88	84	85	89	77	94	111	70	12	84	
	15%	15%	18%	1%	15%	13%	16%	18%	13%	13%	13%	13%	13%	13%	12%	13%	13%	16%	13%	
5-10	1082	913	168	31	914	95	46	26	51	84	87	66	77	93	158	189	108	18	77	
	18%	17%	20%	1%	18%	16%	16%	16%	20%	12%	17%	15%	14%	16%	20%	22%	20%	27%	17%	
11-20	217	185	31	7	186	17	12	3	9	15	13	16	13	19	22	51	25	1	16	
	4%	4%	4%	4%	4%	3%	4%	1%	4%	2%	3%	4%	2%	3%	3%	6%	3%	1%	4%	
21+	81	43	9	1	47	2	2	-	2	8	-	1	10	2	8	7	8	-	2	
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	2%	1%	1%	1%	2%	-	1%	
Any Received (non-zero entry)	3789	3187	593	122	3160	326	188	115	165	356	316	283	322	357	495	627	337	48	279	
	62%	60%	63%	7%	61%	63%	64%	63%	62%	59%	62%	63%	59%	62%	63%	63%	64%	71%	63%	
Total Mean (including those not Receiving any)																				
Mean	2.81	2.76	3.11	3.00	2.83%	2.76%	2.77%	2.30	2.85	2.37	2.45	2.64	3.16	2.53	2.72	3.30/km	3.35/km	3.07	2.74	
Std Dev.	4.42	4.47	4.06	4.15	4.53	3.80	4.33	2.61	3.91	4.75	3.11	4.42	6.92	3.58	4.08	4.20	4.63	3.24	3.87	
Std Error	0.06	0.07	0.09	0.14	0.08	0.11	0.14	0.09	0.21	0.25	0.16	0.23	0.36	0.19	0.21	0.22	0.24	0.25	0.12	
Receiving Mean (excluding those not Receiving any)																				
Mean	4.87	4.58	4.52	4.13	4.64%	4.40%	4.55%	3.40	4.59	4.49	3.93	4.03	6.33/km	4.06	4.46	6.27/km	6.29/km	4.32	4.42	
Std Dev.	4.87	4.99	4.19	4.36	5.02	3.96	4.75	2.51	4.07	5.76	3.11	4.92	8.32	3.78	4.42	4.22	4.86	3.06	4.10	
Std Error	0.08	0.10	0.11	0.17	0.11	0.14	0.18	0.11	0.28	0.41	0.21	0.32	0.56	0.25	0.30	0.28	0.32	0.27	0.16	

QE1_DoorDrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Table 101

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	2371	922	748	1313	1139	922	61	260	748	83	319	616	911	395	269	126	1556	402	830	947	353	138	86	1777	223	625	1746
30%	38%	38%	35%	37%	35%	38%	38%	34%	35%	39%	30%	31%	35%	45%	45%	39%	48%	32%	61%	62%	38%	66%	50%	62%	41%	314	47%
1-2	1908	569	580	839	850	569	47	171	580	52	264	524	639	169	131	43	1163	175	683	536	147	91	41	1222	133	314	1194
3-4	24%	24%	24%	24%	20%	24%	22%	25%	27%	25%	25%	24%	24%	21%	22%	18%	27%	20%	20%	22%	26%	23%	25%	23%	21%	21%	24%
5-10	931	382	329	563	510	382	26	150	329	22	179	381	341	107	71	28	722	99	431	342	82	55	18	773	73	205	728
11-20	1082	419	423	611	617	419	18	144	423	43	235	420	447	113	94	26	848	120	539	379	84	52	25	918	77	289	793
21+	217	96	68	141	112	96	6	31	68	12	44	72	98	11	14	11	175	26	102	68	14	7	179	25	67	150	
Any Received (non-zero entry)	3789	1491	1415	2189	2114	1491	99	504	1415	129	730	1401	1545	405	317	111	2946	427	1776	1357	328	220	92	3133	312	895	2894
Total Mean (including those not Receiving any)	62%	62%	65%	63%	62%	62%	62%	66%	61%	61%	70%	69%	62%	51%	54%	45%	63%	52%	69%	69%	48%	62%	52%	64%	58%	62%	
Mean	2.81	2.92	2.89	2.94	2.92	2.92	2.66	3.11	2.89	2.93	3.28%	3.16%	2.92%	2.11	2.37	2.22	3.02%	2.32	3.16%	2.68%	2.04	2.72%	2.20	2.94%	2.55	3.12%	2.71
Std Dev	4.42	4.68	4.35	4.56	4.33	4.68	4.64	4.23	4.35	3.98	4.24	4.15	4.95	3.65	3.77	4.10	4.61	3.87	4.46	4.53	4.13	3.91	3.65	4.50	3.83	5.22	4.12
Std Error	0.06	0.10	0.09	0.08	0.08	0.10	0.34	0.14	0.09	0.28	0.13	0.09	0.10	0.13	0.16	0.25	0.07	0.13	0.09	0.10	0.17	0.22	0.29	0.06	0.17	0.14	0.08
Receiving Mean (excluding those not Receiving any)	4.87	4.73	4.42	4.71	4.49	4.73	4.30	4.72	4.42	4.82	4.72	4.53	4.69	4.16	4.36	4.94	4.62	4.51	4.64	4.57	4.23	4.42	4.26	4.61	4.38	5.31%	4.34
Mean	4.87	5.19	4.71	5.00	4.67	5.19	5.27	4.42	4.71	4.12	4.36	4.30	5.57	4.22	4.18	4.91	5.01	4.38	4.72	5.13	5.12	4.16	4.13	4.90	4.14	5.89	4.48
Std Dev	0.08	0.13	0.12	0.11	0.10	0.13	0.51	0.18	0.12	0.36	0.15	0.11	0.14	0.20	0.23	0.42	0.09	0.20	0.11	0.14	0.28	0.29	0.46	0.08	0.25	0.20	0.08
Std Error																											

QE1_DoorDrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Table 101

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	2371	110	2234	26	600	1629	141	2241	52	27	32	2320	18
	38%	33%	39%	64% d	36%	39%	45% d	38%	44%	48%	49%	38%	81%
1-2	1508	91	1413	5	371	1073	64	1467	19	6	14	1489	2
	24%	27%	24%	71%	22%	26% d	21%	24% d	16%	11%	22%	24% d	10%
3-4	931	52	877	2	267	626	38	883	21	13	14	917	*
	15%	15%	15%	5%	16%	16%	12%	15%	18%	22%	21%	15%	2%
5-10	1082	66	1011	4	341	682	59	1048	16	11	5	1075	2
	18%	20%	17%	10%	24% d	16%	19%	16%	14%	19%	8%	15%	7%
11-20	217	12	203	3	75	136	5	211	6	*	*	217	*
	4%	4%	4%	6%	3%	3%	2%	4%	5%	*	1%	4%	*
21+	51	4	46	1	20	26	5	48	4	-	-	51	-
	1%	1%	1%	2%	1%	1%	2%	1%	4% d	-	-	1%	-
Any Received (non-zero entry)	3789	226	3549	15	1075	2544	171	3657	65	30	34	3752	4
	62%	67% d	61% d	36%	64% d	61%	55%	62%	56%	52%	51%	62%	19%
Total Mean (including those not Receiving any)													
Mean	2.81	3.19	2.79	2.17	3.34 d	2.65	2.63	2.83	3.13	2.26	1.62	2.83	0.63
Std Dev.	4.42	4.49	4.41	4.63	4.74	4.28	4.34	4.44	5.13	2.70	2.25	4.44	1.56
Std Error	0.06	0.23	0.06	0.65	0.11	0.07	0.25	0.06	0.49	0.36	0.27	0.06	0.33
Receiving Mean (excluding those not Receiving any)													
Mean	4.87	4.75	4.55	6.09	5.56 d	4.35	4.80	4.56	5.63	4.34	3.19	4.58	3.36
Std Dev.	4.87	4.75	4.87	6.12	5.09	4.76	4.91	4.89	5.78	2.22	2.22	4.89	2.02
Std Error	0.08	0.29	0.08	1.44	0.15	0.09	0.38	0.08	0.73	0.40	0.36	0.08	0.90

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE1_DoorDrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)

Table 101

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	2371	617	553	622	578	212	213	192	190	165	198	226	201	195	215	180	183				
1-2	38%	40%	36%	40%	38%	43%low	40%	36%	36%	33%	40%	44%high	39%	39%	43%	35%	35%				
	1908	373	377	386	373	117	133	122	128	128	121	126	128	132	102	139	133				
3-4	931	252	223	205	252	65	89	98	93	78	52	82	70	53	96	74	81				
5-10	1062	245	289	284	263	77	70	98	86	89	103	76	104	104	76	85	102				
11-20	217	49	72	36	60	14	22	14	31	28	14	7	14	15	10	29	21				
	4%	3%	6%high	2%	4%	3%	6%high	3%	6%high	6%high	3%	1%	3%	3%	2%	8%high	4%				
21+	81	14	21	6	10	5	7	3	4	10	7	2	1	3	4	5	1				
	1%	1%	1%high	1%	1%	1%	1%	1%	1%	6%high	1%	1%	1%	1%	1%	1%	1%				
Any Received (non-zero entry)	3789	933	982	917	958	279	319	335	342	342	297	292	317	308	288	332	338				
	62%	60%	64%	60%	62%	57%	60%	64%	64%high	67%high	60%	56%	61%	61%	57%	68%high	68%high				
Total Mean (including those not receiving any)																					
Mean	2.81	2.73	2.82	2.59	2.73	2.58	2.87	2.72	2.86	2.86	2.94	2.31	2.65	2.82	2.45	2.95	2.77				
Std Dev	4.42	4.93	4.72	4.19	3.71	4.73	5.70	4.23	4.74	4.77	4.63	4.25	3.55	4.70	3.50	4.05	3.55				
Std Error	0.06	0.13	0.12	0.11	0.09	0.21	0.25	0.19	0.21	0.21	0.21	0.19	0.16	0.21	0.15	0.18	0.16				
Receiving Mean (excluding those not receiving any)																					
Mean	4.87	4.53	4.82	4.35	4.37	4.53	4.78	4.28	4.91	5.18	4.91	4.10	4.33	4.60	4.29	4.55	4.27				
Std Dev	5.68	5.08	5.08	4.67	3.86	5.52	6.72	4.64	5.14	5.01	5.11	4.97	3.65	5.28	3.69	4.24	3.61				
Std Error	0.08	0.18	0.16	0.15	0.12	0.31	0.36	0.26	0.27	0.26	0.29	0.28	0.20	0.30	0.21	0.23	0.20				

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5363	2862	3185	791	817	1134	805	1152	852	809	1608	1939	2612	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	827	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	1436	221	1215	276	1160	731	704	206	207	237	172	244	189	180	414	410	613	369	1179	237
23%	18%	29%	35%	22%	24%	22%	22%	25%	24%	21%	21%	22%	25%	29%	29%	21%	24%	27%	23%	25%
Personal letters (e.g. from a friend or relative)	1113	195	918	214	903	615	488	169	200	198	128	168	140	120	369	315	429	261	864	235
16%	16%	19%	23%	17%	16%	16%	17%	23%	23%	17%	15%	15%	16%	19%	22%	16%	17%	19%	17%	23%
Letters from organisations that you have a relationship with	3364	729	2625	449	2905	1668	1679	309	386	611	433	720	491	404	695	1044	1615	895	2897	910
54%	52%	53%	57%	54%	55%	53%	53%	38%	44%	63%	43%	64%	43%	44%	47%	53%	63%	43%	54%	54%
Bills/ invoices/ statements	3309	667	2643	464	2845	1591	1712	391	510	652	453	591	393	319	902	1105	1303	712	2730	850
54%	54%	54%	53%	53%	53%	53%	55%	49%	60%	68%	53%	52%	52%	51%	53%	52%	52%	51%	53%	53%
Smaller parcels - that fit through a letterbox	2880	555	2425	490	2490	1436	1538	425	451	605	392	535	343	229	876	998	1107	572	2437	507
48%	45%	49%	62%	46%	46%	46%	49%	52%	52%	54%	47%	47%	45%	38%	52%	51%	44%	47%	47%	54%
Larger parcels - that do not fit through a letterbox	2660	451	2209	450	2210	1280	1395	430	389	481	365	451	317	227	819	846	995	544	2181	450
42%	37%	43%	43%	47%	42%	44%	44%	43%	43%	43%	40%	40%	42%	35%	43%	43%	40%	39%	42%	43%
Newsletters, leaflets and promotions from organisations that you have a relationship with	2384	495	1889	371	2013	1115	1263	274	312	413	327	420	336	300	586	741	1057	636	1955	397
39%	40%	38%	43%	37%	37%	37%	40%	33%	36%	37%	33%	37%	41%	40%	35%	38%	42%	40%	38%	42%
Addressed direct mail from organisations that you don't have a relationship with	2031	448	1584	291	1740	1013	1018	159	216	320	270	416	330	321	375	590	1066	651	1754	260
33%	36%	30%	32%	37%	32%	34%	32%	19%	25%	29%	32%	37%	43%	41%	22%	30%	42%	47%	34%	28%
Catalogues and brochures	1970	327	1643	262	1678	912	1056	194	196	331	220	359	325	346	389	551	1030	671	1701	246
32%	27%	33%	33%	31%	30%	34%	30%	24%	23%	30%	26%	32%	32%	35%	23%	25%	41%	49%	33%	26%
Magazines you subscribe to	638	128	711	154	684	451	387	85	69	7%	8%	176	141	170	105	153	489	332	719	106
14%	10%	14%	20%	13%	13%	12%	12%	12%	11%	11%	7%	15%	13%	13%	12%	8%	15%	22%	14%	11%
Items requiring a signature	928	277	651	208	720	511	416	142	157	221	132	122	98	56	299	353	276	154	712	200
15%	22%	13%	23%	13%	13%	13%	13%	17%	16%	20%	16%	11%	13%	9%	18%	16%	17%	11%	14%	21%
Other important items which involve postal or delivery services	523	75	448	136	395	261	243	62	88	98	69	91	53	42	170	167	186	94	389	126
10%	6%	9%	17%	7%	8%	8%	8%	10%	10%	9%	8%	8%	7%	7%	10%	9%	7%	7%	8%	13%
All Post	5724	1129	4605	752	4976	2806	2919	735	789	1059	760	1073	727	590	1524	1919	2381	1319	4809	869
93%	92%	93%	93%	93%	93%	93%	93%	89%	91%	92%	91%	92%	92%	91%	90%	92%	93%	93%	93%	92%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4939	992	3947	670	4269	2428	2503	570	681	933	649	845	636	527	1251	1581	2107	1162	4121	766
80%	80%	80%	85%	79%	81%	80%	80%	69%	76%	83%	76%	84%	84%	84%	74%	81%	84%	84%	80%	81%
Small and Large Parcels Combined	3817	689	3128	595	3222	1844	1966	507	565	726	511	668	461	319	1132	1237	1448	780	3147	630
62%	60%	63%	63%	60%	61%	63%	63%	60%	60%	63%	61%	60%	61%	61%	62%	62%	63%	59%	61%	61%
All Door-Drop Post (Newsletters, leaflets/Addressed direct mail/Catalogues and Magazines)	3789	757	3032	517	3272	1786	1997	413	440	647	504	725	556	504	853	1151	1786	1061	3234	523
62%	61%	62%	66%	61%	59%	64%	64%	50%	51%	64%	61%	64%	72%	60%	50%	59%	71%	76%	62%	55%

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	9640	3312	2847	3378	2700	537	737	1479	1666	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	348	3086	828	2713	179
Invitations, greetings cards and postcards	1436	350	427	300	359	776	660	900	509	101	151	360	420	264	930	104	1239	271	1083	82
Personal letters - e.g. from a friend or relative)	275	336	275	225	215	336	295	375	215	275	215	245	245	245	245	195	245	215	245	245
1113	275	336	275	225	215	336	295	375	215	275	215	245	245	245	245	195	245	215	245	245
16%	24%	24%	18%	15%	17%	20%	16%	20%	18%	20%	18%	18%	22%	16%	19%	20%	18%	18%	18%	21%
Letters from organisations that you have a relationship with	3354	666	1007	742	849	1763	1591	1958	1352	238	391	792	922	650	2105	251	2905	691	2534	129
54%	59%	57%	54%	49%	58%	51%	51%	53%	56%	46%	53%	53%	55%	50%	55%	47%	56%	54%	55%	45%
Bill/ invoices/ statements	3399	626	1000	767	915	1626	1683	2090	1183	284	386	795	906	584	2087	296	2802	712	2446	152
54%	55%	52%	55%	53%	53%	54%	54%	57%	49%	55%	53%	53%	57%	53%	55%	55%	54%	55%	53%	53%
Smaller parcels - that fit through a letterbox	2880	612	933	694	741	1545	1435	1903	1043	209	319	694	840	628	1893	215	2596	636	2206	138
40%	54%	54%	54%	43%	43%	54%	46%	54%	43%	41%	44%	46%	53%	53%	53%	40%	54%	50%	49%	49%
Larger parcels - that do not fit through a letterbox	2860	560	815	593	693	1375	1285	1547	972	175	302	637	723	553	1550	175	2311	551	1992	118
43%	49%	43%	43%	40%	45%	41%	41%	45%	41%	34%	41%	42%	46%	50%	44%	33%	45%	43%	43%	41%
Newspapers, leaflets and promotions from organisations that you have a relationship with	2384	520	730	503	630	1251	1133	1403	951	176	283	583	625	443	1492	185	2048	539	1731	114
39%	46%	39%	36%	37%	41%	36%	36%	38%	40%	34%	39%	39%	39%	40%	39%	35%	40%	43%	38%	40%
Addressed direct mail from organisations that you don't have a relationship with	2031	407	619	437	569	1026	1005	1109	897	151	258	490	544	361	1291	154	1735	447	1498	87
33%	36%	32%	32%	33%	34%	32%	32%	30%	37%	29%	35%	33%	34%	33%	34%	29%	34%	35%	33%	30%
Catalogues and brochures	1970	445	677	434	514	1021	948	1038	907	155	214	494	635	369	1244	160	1684	369	1518	83
32%	53%	30%	31%	30%	33%	31%	31%	30%	30%	30%	29%	33%	34%	34%	33%	30%	33%	29%	32%	29%
Magazines you subscribe to	838	224	224	185	188	466	372	449	378	45	91	197	267	148	555	49	732	169	623	46
14%	20%	13%	13%	11%	16%	12%	12%	16%	16%	9%	12%	13%	17%	13%	16%	9%	14%	13%	14%	16%
Items requiring a signature	926	244	255	242	187	495	429	659	259	57	91	179	297	215	657	59	816	199	688	41
15%	31%	13%	13%	11%	15%	12%	14%	12%	11%	11%	12%	12%	15%	15%	15%	10%	16%	16%	15%	14%
Other important items which involve postal or delivery services	623	139	151	97	137	290	233	341	175	38	63	119	165	81	347	40	436	133	363	27
8%	12%	8%	7%	8%	10%	8%	8%	9%	7%	7%	8%	8%	10%	7%	9%	8%	8%	10%	8%	9%
All Post	6734	1067	1778	1286	1903	2845	2889	3427	2220	476	667	1367	1504	1038	3567	494	4841	1200	4264	270
93%	94%	93%	93%	93%	93%	93%	93%	93%	93%	82%	91%	93%	95%	94%	93%	83%	94%	93%	93%	94%
All Letter Post (Invitations/greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bill/ invoices/ statements)	4939	945	1547	1113	1334	2402	2447	3013	1852	392	575	1209	1325	900	3109	408	4212	1034	3682	223
80%	53%	51%	80%	77%	62%	79%	77%	63%	77%	76%	78%	81%	84%	82%	81%	77%	81%	81%	80%	78%
Small and Large Parcels Combined	3817	789	1157	879	993	1945	1872	2370	1387	269	425	890	1050	778	2374	275	3207	790	2850	177
62%	69%	60%	64%	58%	64%	60%	60%	65%	58%	52%	58%	60%	66%	71%	62%	52%	64%	62%	62%	61%
All Door-Drop Post (Newspapers, leaflets, Addressed direct mail, Catalogues and Magazines)	3789	750	1169	829	1042	1919	1870	2152	1584	302	455	907	1008	695	2371	311	3223	794	2820	176
62%	69%	61%	60%	60%	63%	60%	60%	59%	59%	59%	62%	60%	64%	63%	62%	58%	62%	62%	61%	61%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Invitations, greetings cards and postcards	1436	1226	210	44	1227	109	65	34	49	149	101	106	141	133	208	212	129	12	98		
23%	23%	23%	24%	26%	24%	24%	22%	20%	19%	22%	20%	24%	25%	22%	24%	26%	24%	18%	22%		
Personal letters (e.g. from a friend or relative)	1113	945	168	27	958	89	43	24	47	118	67	79	86	107	204	147	103	9	80		
18%	18%	20%	16%	18%	18%	17%	15%	14%	19%	18%	13%	18%	16%	19%	22%	17%	20%	14%	18%		
Letters from organisations that you have a relationship with	3354	2969	485	97	2837	268	156	93	139	315	283	258	308	338	465	443	288	39	229		
54%	54%	56%	58%	55%	52%	53%	54%	54%	58%	47%	56%	58%	57%	59%	57%	53%	55%	58%	51%		
Bill/s invoices/ statements	3309	2871	439	92	2789	252	171	98	131	304	262	232	264	298	517	413	276	37	216		
54%	54%	51%	55%	54%	49%	50%	57%	57%	52%	58%	52%	52%	49%	52%	54%	49%	52%	55%	48%		
Smaller parcels - that fit through a letterbox	2880	2527	453	92	2511	238	145	86	114	315	220	226	256	290	444	401	245	38	200		
48%	48%	50%	50%	48%	46%	46%	49%	51%	45%	47%	43%	50%	47%	51%	53%	48%	46%	50%	44%		
Larger parcels - that do not fit through a letterbox	2660	2238	422	93	2221	128	84	94	94	339	182	201	236	246	383	357	223	39	188		
43%	42%	49%	52%	43%	44%	44%	44%	50%	37%	47%	36%	45%	43%	43%	49%	42%	42%	52%	42%		
Newspapers, leaflets and promotions from organisations that you have a relationship with	2384	2012	372	78	1985	209	113	77	104	209	185	169	199	216	337	350	215	30	179		
39%	38%	43%	67%	38%	40%	38%	45%	45%	42%	31%	36%	38%	37%	38%	42%	43%	41%	44%	48%		
Addressed direct mail from organisations that you don't have a relationship with	2031	1720	311	60	1717	167	93	54	80	174	155	166	190	191	260	298	202	22	145		
33%	32%	36%	36%	33%	32%	32%	32%	32%	32%	26%	30%	37%	36%	37%	32%	35%	38%	33%	32%		
Catalogues and brochures	1970	1639	330	67	1636	178	100	56	75	177	153	141	171	173	248	309	199	27	151		
32%	31%	38%	42%	32%	34%	34%	33%	33%	30%	28%	30%	32%	31%	30%	31%	38%	30%	32%	32%		
Magazines you subscribe to	838	718	121	26	708	67	45	19	26	77	39	55	88	80	122	146	75	9	58		
14%	14%	14%	15%	14%	13%	15%	11%	11%	10%	11%	8%	12%	16%	14%	16%	17%	14%	13%	13%		
Items requiring a signature	926	818	110	23	786	75	37	20	26	104	54	47	88	80	196	112	79	13	62		
15%	15%	14%	14%	15%	15%	13%	12%	12%	10%	15%	11%	11%	13%	13%	16%	15%	15%	14%	14%		
Other important items which involve postal or delivery services	823	471	52	18	444	42	25	12	20	66	30	29	50	49	89	65	47	11	32		
8%	8%	9%	11%	9%	8%	8%	7%	7%	8%	10%	6%	6%	9%	9%	11%	8%	9%	16%	7%		
All Post	6734	4907	827	162	4825	475	274	160	237	624	475	424	500	533	765	773	494	65	410		
93%	93%	96%	97%	93%	92%	93%	94%	94%	92%	92%	93%	95%	92%	93%	94%	92%	93%	98%	91%		
All Letter Post (Invitations, greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bill/s invoices/ statements)	4939	4244	695	134	4175	401	228	135	204	526	414	369	430	470	663	663	435	53	348		
80%	80%	81%	80%	81%	78%	77%	79%	79%	82%	78%	82%	82%	79%	82%	82%	79%	82%	79%	77%		
Small and Large Parcels Combined	3817	3232	586	121	3208	319	181	111	139	426	291	283	316	367	537	519	329	50	268		
62%	61%	69%	72%	62%	61%	61%	65%	65%	56%	63%	57%	63%	58%	64%	69%	62%	62%	74%	60%		
All Door-Drop Post (Newspapers, leaflets, Addressed direct mail, Catalogues and Magazines)	3789	3197	593	122	3160	326	188	115	156	356	316	293	322	357	495	527	337	48	279		
62%	60%	69%	75%	61%	63%	64%	65%	65%	62%	53%	62%	66%	59%	62%	61%	63%	64%	71%	66%		

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Table 102

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Total	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
1498	579	512	893	826	579	245	158	512	39	242	507	592	133	68	16	1189	112	658	519	143	71	39	1177	108	658	878	
23%	24%	24%	25%	25%	24%	24%	23%	24%	19%	19%	33% <i>lmmnq</i>	24% <i>lmmnq</i>	13% <i>o</i>	18% <i>o</i>	7%	33% <i>lmmnq</i>	14% <i>o</i>	25%	22%	21%	20%	24%	21%	37% <i>o</i>	21%	37% <i>o</i>	
1113	510	309	771	570	510	37	130	309	41	155	479	461	106	55	8	940	64	542	399	100	51	16	941	67	458	655	
16%	21% <i>ab</i>	14%	22% <i>abd</i>	16% <i>b</i>	21% <i>g</i>	23%	77%	23%	14%	19%	24% <i>lmmnq</i>	19% <i>lmmnq</i>	12% <i>oq</i>	16% <i>o</i>	3%	21% <i>mmnq</i>	8%	21% <i>stuv</i>	17% <i>uv</i>	15%	14%	9%	19% <i>stuv</i>	13%	29% <i>o</i>	14%	
3354	1343	1233	1967	1858	1343	80	435	1233	104	648	1261	1380	380	237	87	2641	324	1536	1228	305	202	73	2764	275	767	2587	
54%	56%	57%	56%	57%	56%	50%	57%	57%	49%	62% <i>h</i>	62% <i>lmmnq</i>	59% <i>lmmnq</i>	48% <i>lmmnq</i>	41%	35%	59% <i>lmmnq</i>	39%	59% <i>stuv</i>	53% <i>uv</i>	45%	41%	56% <i>h</i>	51%	50%	96% <i>y</i>		
3309	1408	1076	2055	1723	1408	103	402	1076	109	504	1169	1391	408	256	79	2560	335	1489	1281	300	154	71	2770	225	912	2397	
54%	56% <i>ab</i>	50%	59% <i>abc</i>	53%	59% <i>g</i>	53%	64% <i>g</i>	53%	50%	52%	48%	59% <i>lmmnq</i>	56% <i>lmmnq</i>	49% <i>mmnq</i>	44% <i>o</i>	32%	57% <i>lmmnq</i>	40%	57% <i>stuv</i>	59% <i>uv</i>	44%	43%	40%	56% <i>stuv</i>	42%	69% <i>o</i>	52%
2980	1241	986	1828	1573	1241	73	349	986	78	439	1081	1213	344	257	80	2294	337	1478	1127	231	103	34	2608	137	809	2171	
49%	51% <i>ab</i>	46%	52% <i>abc</i>	46%	51% <i>g</i>	46%	46%	47% <i>h</i>	37%	42%	47% <i>lmmnq</i>	43% <i>lmmnq</i>	43% <i>o</i>	43% <i>o</i>	32%	43% <i>lmmnq</i>	41%	43% <i>stuv</i>	43% <i>uv</i>	31% <i>o</i>	29%	19%	43% <i>stuv</i>	26%	53% <i>o</i>	47%	
2660	1078	920	1581	1422	1078	55	319	920	69	415	940	1048	328	260	80	1988	340	1372	956	198	101	26	2328	127	700	1961	
43%	45%	43%	45%	44%	43% <i>h</i>	34%	42%	43% <i>h</i>	32%	40%	47% <i>lmmnq</i>	42% <i>o</i>	41%	49% <i>o</i>	32%	44% <i>o</i>	41%	53% <i>stuv</i>	41% <i>stuv</i>	29% <i>y</i>	26% <i>y</i>	15%	47% <i>stuv</i>	24% <i>o</i>	49% <i>o</i>	42%	
2384	980	859	1437	1316	980	56	303	859	83	441	921	963	248	187	60	1883	247	1179	838	178	128	49	2017	177	630	1754	
39%	41%	40%	41%	40%	41%	35%	40%	40%	39%	42%	46% <i>lmmnq</i>	39% <i>lmmnq</i>	31%	32%	24%	42% <i>lmmnq</i>	30%	46% <i>stuv</i>	39% <i>o</i>	26%	27%	41% <i>stuv</i>	33% <i>o</i>	41%	38%		
2031	835	727	1209	1101	835	45	300	727	68	406	781	830	199	153	63	1611	216	980	713	151	121	59	1693	180	458	1673	
33%	35%	34%	35%	34%	35%	28%	39% <i>h</i>	34%	32%	39% <i>h</i>	39% <i>lmmnq</i>	33% <i>lmmnq</i>	23%	26%	26%	39% <i>lmmnq</i>	26%	39% <i>stuv</i>	31% <i>o</i>	22%	54% <i>h</i>	52% <i>h</i>	54% <i>h</i>	30%	54% <i>y</i>		
1970	789	750	1139	1120	789	49	286	750	76	434	757	817	186	147	54	1574	200	937	699	174	107	43	1635	150	475	1495	
32%	32%	35%	33%	34%	32%	31%	37% <i>h</i>	35%	36%	41% <i>h</i>	38% <i>lmmnq</i>	33% <i>lmmnq</i>	23%	25%	22%	33% <i>lmmnq</i>	24%	36% <i>stuv</i>	30%	26%	30%	24%	33% <i>h</i>	28%	31%	32%	
838	331	308	512	490	331	13	119	308	22	174	343	339	86	46	17	682	63	380	310	79	47	17	690	65	244	595	
14%	14%	14%	15%	15%	14%	8%	13% <i>h</i>	14%	10%	17%	17% <i>lmmnq</i>	14% <i>lmmnq</i>	11%	8%	7%	17% <i>lmmnq</i>	8%	15%	13%	12%	10%	14%	12%	16% <i>h</i>	13%		
92%	461	226	675	432	461	20	90	451	16	226	506	437	103	65	15	745	60	477	349	66	28	7	625	35	305	623	
15%	19% <i>ab</i>	10%	19% <i>abd</i>	13% <i>b</i>	19% <i>g</i>	12%	12%	10%	9%	9%	19% <i>lmmnq</i>	16% <i>lmmnq</i>	13% <i>o</i>	11%	6%	17% <i>lmmnq</i>	10%	19% <i>stuv</i>	19% <i>uv</i>	10%	8%	4%	17% <i>lmmnq</i>	7%	30% <i>o</i>	13%	
523	238	144	357	263	238	17	53	144	13	82	201	222	57	34	8	424	42	261	195	42	20	4	455	24	237	287	
8%	19% <i>ab</i>	7%	19% <i>abd</i>	8%	10%	11%	7%	7%	6%	8%	19% <i>lmmnq</i>	9% <i>o</i>	7%	6%	3%	9% <i>o</i>	5%	19% <i>stuv</i>	8% <i>o</i>	6%	6%	2%	9% <i>stuv</i>	4%	19% <i>o</i>	6%	
5734	2283	2040	3298	3055	2283	157	715	2040	193	991	1945	2340	707	533	191	4284	724	2497	2146	591	324	151	4643	475	1414	4320	
93%	95%	94%	94%	94%	95%	98%	94%	94%	91%	94%	93% <i>lmmnq</i>	94% <i>lmmnq</i>	89% <i>o</i>	91% <i>o</i>	78%	93% <i>lmmnq</i>	89% <i>o</i>	90% <i>stuv</i>	83% <i>uv</i>	87%	91%	85%	90% <i>stuv</i>	89%	93%	93%	
4939	2020	1740	2802	2653	2020	137	616	1740	158	830	1735	2000	598	414	127	3765	541	2175	1845	487	285	124	4020	469	1283	3657	
80%	85% <i>ab</i>	80%	84% <i>abc</i>	80%	84%	86%	81%	81%	80%	74%	79%	85% <i>lmmnq</i>	81% <i>lmmnq</i>	73% <i>oq</i>	71% <i>o</i>	51%	84% <i>lmmnq</i>	68% <i>o</i>	81% <i>stuv</i>	80% <i>h</i>	71%	70%	80% <i>h</i>	76%	84% <i>o</i>	79%	
3817	1572	1300	2291	2019	1572	88	465	1300	106	590	1348	1535	462	349	118	2883	467	1852	1462	306	142	46	3314	188	991	2826	
62%	65% <i>ab</i>	60%	69% <i>abc</i>	62%	65% <i>g</i>	55%	61%	60% <i>h</i>	50%	56%	67% <i>lmmnq</i>	62% <i>oq</i>	59% <i>o</i>	59% <i>o</i>	48%	64% <i>lmmnq</i>	56%	71% <i>stuv</i>	63% <i>stuv</i>	40% <i>va</i>	40% <i>va</i>	26%	68% <i>stuv</i>	35%	69% <i>o</i>	61%	
3789	1491	1415	2189	2114	1491	89	504	1415	129	730	1401	1545	495	317	111	2948	427	1776	1357	328	220	92	3133	312	895	2894	
62%	62%	63%	63%	60%	62%	62%	66%	60%	61%	61%	61% <i>lmmnq</i>	62% <i>lmmnq</i>	50%	54%	45%	62% <i>lmmnq</i>	32%	61% <i>stuv</i>	59% <i>h</i>	48%	48%	52%	64% <i>stuv</i>	32% <i>h</i>	59%	62%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	1436	94	1331	11	423	940	71	1361	18	13	14	1416	2
23%		26%	23%	26%	25%	23%	24%	23%	33%	37%	20%	23%	32%
Personal letters (e.g. from a friend or relative)	1113	74	1034	6	343	710	60	1045	36	17	13	1098	3
18%		22%	18%	14%	29%	17%	19%	18%	21%	26%	19%	18%	14%
Letters from organisations that you have a relationship with	3354	189	3143	22	914	2318	123	3244	47	26	33	3318	3
54%		56%	54%	53%	50%	50%	39%	50%	40%	46%	50%	50%	16%
Bills/ invoices/ statements	3309	188	3103	18	887	2247	175	3165	71	31	36	3267	6
54%		56%	54%	43%	53%	54%	56%	54%	60%	54%	56%	54%	28%
Smaller parcels - that fit through a letterbox	2860	102	2802	16	832	1998	152	2856	33	21	7	2869	5
49%		49%	49%	39%	52%	49%	49%	49%	43%	43%	11%	43%	21%
Larger parcels - that do not fit through a letterbox	2660	144	2502	14	743	1786	131	2588	38	19	5	2645	10
43%		43%	43%	34%	44%	43%	42%	44%	32%	33%	8%	44%	44%
Newsletters, leaflets and promotions from organisations that you have a relationship with	2384	146	2229	9	711	1558	115	2290	51	22	18	2363	3
39%		44%	39%	21%	42%	37%	37%	39%	43%	39%	27%	39%	12%
Addressed direct mail from organisations that you don't have a relationship with	2031	122	1901	9	587	1349	95	1969	29	14	18	2012	2
33%		36%	33%	21%	38%	32%	30%	33%	29%	24%	28%	33%	7%
Catalogues and brochures	1970	127	1832	10	612	1268	89	1898	38	21	12	1957	2
32%		36%	32%	24%	31%	30%	29%	32%	33%	36%	18%	32%	7%
Magazines you subscribe to	838	62	773	4*	263	534	42	805	19	11	3	835	*
14%		16%	13%	10%	16%	13%	13%	14%	16%	19%	5%	14%	*
Items requiring a signature	928	58	852	9	280	603	44	895	23	5	3	923	2
12%		13%	15%	20%	17%	14%	14%	14%	20%	20%	8%	14%	11%
Other important items which involve postal or delivery services	823	41	478	4	183	303	38	503	15	3	1	521	2
8%		16%	8%	10%	11%	7%	17%	9%	15%	6%	1%	9%	7%
All Post	6734	312	6390	32	1567	3884	282	5508	109	47	54	5664	16
93%		70%	93%	78%	94%	93%	91%	93%	93%	81%	82%	93%	74%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4939	262	4609	29	1349	3353	239	4737	95	40	51	4872	16
80%		84%	80%	70%	80%	80%	77%	80%	81%	69%	77%	80%	74%
Small and Large Parcels Combined	3817	200	3598	20	1029	2808	182	3713	59	25	10	3798	10
62%		59%	62%	48%	61%	62%	59%	60%	91%	44%	15%	60%	44%
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	3789	226	3549	15	1075	2544	171	3657	66	30	34	3752	4
62%		71%	62%	36%	62%	61%	55%	62%	66%	52%	57%	62%	19%

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghijkl
 * small base, ** very small base (under 30) - ineligible for sig testing

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Table 102

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	504	505	521	512	502	520	520	499	519	516	501				
Weighted Base	9160	1550	1535	1539	1536	491	502	507	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	901	305	314	310	320	303	300	322	317	302	302	317	312				
Invitations, greetings cards and postcards	1436	317	320	298	301	94	111	111	102	122	297	98	85	117	96	91	114				
	23%	20%	21% act	19%	20%	19%	21%	21%	19%	24% act	60% act	29%	16%	22% act	19%	18%	22%				
Personal letters (e.g. from a friend or relative)	1113	275	345	222	272	72	92	111	112	99	134	72	69	81	89	106	76				
	18%	19% act	23% act	14%	18%	13%	17%	21% act	21% act	20% act	21% act	14%	13%	16%	18%	21% act	15%				
Letters from organisations that you have a relationship with	3354	889	848	802	815	276	308	305	298	292	257	274	266	262	268	282	265				
	54%	57% act	55%	52%	53%	56%	58%	58%	56%	58%	52%	53%	51%	52%	53%	55%	51%				
Bills/ invoices/ statements	3309	794	804	885	826	248	283	264	270	265	268	257	306	323	282	264	279				
	54%	51%	52%	58% act	54%	50%	53%	50%	51%	52%	54%	50%	62% act	64% act	56%	52%	54%				
Smaller parcels - that fit through a letterbox	2869	761	779	712	729	242	259	250	232	260	268	215	246	251	236	251	240				
	46%	49%	51%	46%	47%	49%	49%	48% act	44%	53% act	54% act	42%	47%	50% act	47%	46%	46%				
Larger parcels - that do not fit through a letterbox	2660	676	719	621	644	191	243	242	202	259	258	217	213	191	218	220	207				
	43%	44%	47% act	40%	42%	39%	46% act	46% act	36%	51% act	50% act	42%	41%	36%	43%	43%	40%				
Newsletters, leaflets and promotions from organisations that you have a relationship with	2384	584	637	550	603	163	212	220	247	208	182	171	198	182	179	213	212				
	39%	38%	41% act	36%	39%	33%	40%	42% act	46% act	41% act	37%	33%	36%	36%	36%	42% act	41% act				
Addressed direct mail from organisations that you don't have a relationship with	2031	480	510	507	535	144	160	175	151	194	165	158	189	180	160	181	193				
	33%	31%	33%	33%	35%	29%	30%	33%	28%	33% act	33%	31%	33% act	32%	32%	35%	34% act				
Catalogues and brochures	1970	504	512	466	488	154	148	202	180	193	139	137	166	164	141	182	164				
	32%	33%	33%	30%	32%	31%	28%	38% act	34% act	36% act	28%	26%	32%	33%	28%	36% act	32%				
Magazines you subscribe to	838	193	255	182	208	48	59	86	83	92	80	56	61	65	62	73	72				
	14%	12%	17% act	12%	14%	10%	11%	19% act	16% act	17% act	13% act	11%	12%	13%	12%	14%	14%				
Items requiring a signature	928	249	232	224	223	71	84	94	56	88	89	65	80	79	68	88	87				
	15%	16%	15%	15%	14%	15%	16% act	18% act	10%	17% act	16% act	12%	16%	16% act	13%	17% act	13%				
Other important items which involve postal or delivery services	523	124	138	134	127	42	31	51	36	63	39	45	43	46	44	39	44				
	8%	8%	9%	9%	8%	9%	6%	10%	7%	12% act	8%	9%	8%	9%	9%	8%	9%				
All Post	6734	1443	1453	1411	1427	459	502	483	494	482	477	468	471	472	470	466	491				
	92%	93%	94% act	92%	93%	93%	94%	92%	93%	92% act	92% act	90%	91%	94%	93%	91%	94%				
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4839	1229	1277	1230	1203	378	445	405	431	402	445	398	402	430	388	398	417				
	80%	79%	83% act	80%	78%	77%	84% act	77%	81%	79%	80% act	77%	78%	80% act	77%	78%	80%				
Small and Large Parcels Combined	3817	979	987	934	917	305	341	333	301	348	339	311	316	306	308	311	298				
	62%	63%	64% act	61%	60%	62%	65% act	63%	56%	66% act	65% act	60%	61%	61%	61%	61%	57%				
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	3789	933	992	917	959	279	319	335	342	342	297	292	317	308	298	332	338				
	62%	60%	64%	60%	62%	57%	60%	64%	64% act	67% act	60%	56%	61%	61%	57%	62% act	62% act				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Table 103

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3195	791	817	1134	805	1152	852	809	1608	1939	2612	1461	5468	844
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	827	1690	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	0.70	0.69	0.70	0.81	0.68	0.64	0.76a	0.49	0.49	0.43	0.65a	0.73gh	0.90gh	1.43n	0.49	0.52	0.98no	1.14no	0.74a	0.49
Personal letters (e.g. from a friend or relative)	0.35	0.28	0.37a	0.89a	0.32	0.49f	0.28	0.40gh	0.43gh	0.32	0.34	0.31	0.30	0.31	0.40gh	0.33	0.31	0.30	0.30	0.60f
Letters from organisations that you have a relationship with	1.24	1.32	1.22	1.23	1.25	1.31f	1.18	0.85	0.95	1.16gh	1.16gh	1.40gh	1.69gh	1.66gh	0.90	1.17a	1.83no	1.83no	1.22	1.35
Bills/ invoices/ statements	1.06	1.09	1.05	1.29a	1.02	1.06	1.05	1.00	1.18f	1.18f	1.10f	1.04	0.86	1.00	1.09q	1.14pq	0.97	0.92	1.02	1.29f
Smaller parcels - that fit through a letterbox	0.91	0.90	0.91	1.34a	0.84	0.93	0.88	1.11lm	0.91lm	1.02lm	0.93lm	0.90lm	0.73	0.63	1.01pq	0.98pq	0.78	0.68	0.86	1.13f
Larger parcels - that do not fit through a letterbox	0.83	0.68	0.97a	1.22a	0.78	0.82	0.84	1.09Mlm	0.79	0.98lm	1.00Mlm	0.74	0.70	0.66	0.97pq	0.92pq	0.71	0.68	0.81	0.96
Newsletters, leaflets and promotions from organisations that you have a relationship with	1.06	1.08	1.04	1.37a	1.01	1.01	1.09	1.07	0.86	1.12a	0.94	0.98	1.16a	1.32h	0.96	1.04	1.12	1.23no	1.03	1.14
Addressed direct mail from organisations that you don't have a relationship with	0.89	0.97	0.87	0.96	0.88	0.87	0.90	0.44	0.57	0.72a	0.91gh	1.09gh	1.23gh	1.57n	0.51	0.88a	1.21no	1.38no	0.91	0.74
Catalogues and brochures	0.67	0.49	0.71a	0.74	0.66	0.68	0.66	0.51	0.49	0.69	0.49	0.63	0.83gh	1.17n	0.50	0.60	0.83no	1.08no	0.68	0.61
Magazines you subscribe to	0.20	0.14	0.22a	0.37a	0.17	0.24f	0.17	0.21	0.21	0.11	0.14	0.21	0.23	0.39n	0.21a	0.12	0.26a	0.28no	0.20	0.20
Items requiring a signature	0.27	0.39a	0.24	0.89a	0.23	0.32f	0.21	0.39Mlm	0.31Mlm	0.34Mlm	0.26a	0.20	0.19	0.14	0.33pq	0.32pq	0.18	0.17	0.23	0.43f
Other important items which involve postal or delivery services	0.16	0.10	0.17a	0.39a	0.12	0.18	0.14	0.23lm	0.20	0.16	0.14	0.15	0.12	0.12	0.27opq	0.15	0.13	0.12	0.14	0.24f
All Post	8.32	8.11	8.38	10.89a	7.96	8.49	8.17	7.77	7.39	8.08	8.10	8.42	8.86a	10.25n	7.58	8.09	9.01no	9.48no	8.15	9.15f
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.35	3.38	3.34	3.92a	3.27	3.44	3.27	2.80	3.05	3.07	3.27	3.61gh	3.64gh	4.29n	2.93	3.15	3.78no	3.93no	3.28	3.70f
Small and Large Parcels Combined	1.74	1.57	1.78	2.55a	1.62	1.75	1.73	2.16Mlm	1.70lm	1.88lm	1.93lm	1.64a	1.43	1.29	1.82pq	1.90pq	1.49	1.37	1.67	2.60f
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.81	2.68	2.84	3.43a	2.72	2.80	2.82	2.23	2.13	2.64	2.48	2.82gh	3.47gh	4.42n	2.18	2.97a	3.42no	3.98no	2.82	2.69

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Table 103

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1595	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Invitations, greetings cards and postcards	0.70	0.81%	0.65	0.69	0.68	0.71	0.69	0.59	0.68%	0.53	0.77	0.86%	0.74%	0.62	0.77%	0.54	0.72%	0.55	0.73%	0.42%
Personal letters (e.g. from a friend or relative)	0.35	0.52%	0.34%	0.31	0.28	0.41%	0.29	0.40%	0.27	0.34%	0.26	0.34%	0.481%	0.32	0.38%	0.33	0.36	0.38	0.34	0.38
Letters from organisations that you have a relationship with	1.24	1.48%	1.22	1.21	1.16	1.33%	1.18	1.18	1.35%	1.05	1.22	1.18	1.33%	1.43%	1.25	1.06	1.26%	1.28	1.24	1.18
Bill/ invoices/ statements	1.06	1.23%	0.99	1.11	0.98	1.08	1.04	1.15%	0.93	1.07	0.96	1.05	1.13	1.14	1.07	1.07	1.08	1.13	1.05	0.93
Smaller parcels - that fit through a letterbox	0.91	0.96%	0.95%	0.94%	0.77	0.97%	0.85	0.97%	0.81	0.70	0.71	0.97%	1.40%	1.02%	0.95%	0.69	0.94%	1.02%	0.87	0.95
Larger parcels - that do not fit through a letterbox	0.83	1.05%	0.82	0.82	0.75	0.89	0.78	0.85	0.80	0.69	0.79	0.86	0.85	1.58%	0.84	0.67	0.87%	0.91	0.82	0.72
Newspapers, leaflets and promotions from organisations that you have a relationship with	1.05	1.24%	0.96	1.09	1.00	1.07	1.04	1.06	1.05	0.80	1.07%	1.06	1.68%	1.15%	1.58%	0.83	1.68%	1.23%	1.00	1.11
Addressed direct mail from organisations that you don't have a relationship with	0.89	0.96	0.85	0.84	0.92	0.89	0.88	0.78	1.06%	0.95	1.01%	0.79	0.94	0.89	0.90	0.92	0.89	0.92	0.88	0.92
Catalogues and brochures	0.67	0.66%	0.62	0.63	0.63	0.71	0.63	0.58	0.65%	0.71	0.59	0.69	0.65	0.76	0.65	0.70	0.67	0.63	0.69	0.53
Magazines you subscribe to	0.20	0.31%	0.17	0.20	0.16	0.22%	0.18	0.20	0.21	0.12	0.19	0.19	0.28%	0.21%	0.22%	0.13	0.21%	0.24	0.19	0.19
Items requiring a signature	0.27	0.41%	0.24	0.29%	0.18	0.30%	0.23	0.32%	0.18	0.18	0.21	0.25	0.33%	0.34%	0.28	0.17	0.25%	0.32	0.25	0.27
Other important items which involve postal or delivery services	0.16	0.21%	0.15	0.12	0.16	0.17	0.14	0.18%	0.12	0.14	0.17	0.17	0.17	0.14	0.17	0.14	0.16	0.22%	0.14	0.15
All Post	8.32	0.98%	7.97	8.25	7.68	0.72%	7.94	8.26	8.45	7.26	7.95	8.34	0.94%	0.94%	0.91%	7.26	0.95%	8.83	8.19	8.14
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bill/ invoices/ statements)	3.35	2.91%	3.20	3.32	3.11	3.60%	3.21	3.32	3.43	2.99	3.21	3.36	1.68%	3.50	3.46	3.00	3.43	3.34	3.36	3.31
Small and Large Parcels Combined	1.74	1.86%	1.77%	1.76	1.52	1.81%	1.62	1.83%	1.60	1.39	1.49	1.83	1.83%	2.00%	1.78%	1.36	1.81%	1.93%	1.69	1.67
All Door-Drop Post (Newspapers, leaflets, Addressed direct mail, Catalogues and Magazines)	2.81	0.37%	2.60	2.76	2.71	2.89	2.73	2.61	3.11%	2.57	2.87	2.73	2.90	3.05	2.83	2.58	2.86	3.01	2.76	2.75

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Table 103

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Invitations, greetings cards and postcards	0.70	0.68	0.81	0.90	0.74a	0.50	0.56	0.38	0.72	0.63	0.61	0.65	0.77a	0.66a	0.52	1.11a	0.78a	0.33	0.52		
Personal letters (e.g. from a friend or relative)	0.35	0.36	0.31	0.25	0.36	0.27	0.31	0.24	0.43a	0.30	0.30	0.32	0.38a	0.29	0.52a	0.32	0.41a	0.24	0.27		
Letters from organisations that you have a relationship with	1.24	1.24	1.27	1.28	1.26	1.12	1.25	1.22	1.48a	1.16	1.12	1.18	1.25	1.35	1.33a	1.22	1.29	1.37	1.09		
Bill/ invoices/ statements	1.06	1.06	1.03	1.11	1.07a	0.84	1.17a	1.02a	1.01	1.20a	0.82	1.02	1.03	0.90	1.48a	0.98	0.99	0.90	0.83		
Smaller parcels - that fit through a letterbox	0.91	0.89	0.99	1.00	0.92	0.83	0.88	0.89	0.98	0.79	0.79	0.93	1.01	0.86	1.07	0.94	0.85	0.93	0.82		
Larger parcels - that do not fit through a letterbox	0.83	0.80	1.08a	1.14a	0.82	0.88	0.89	1.01a	0.53a	0.55a	0.61	0.85a	1.03a	0.84a	0.74	0.90a	0.73	1.12a	0.84a		
Newspapers, leaflets and promotions from organisations that you have a relationship with	1.05	1.05	1.08	1.15	1.06	1.04	0.99	0.98	1.05	0.92	0.95	0.87	1.08	1.00	1.12	1.22a	1.30a	1.17	1.02		
Addressed direct mail from organisations that you don't have a relationship with	0.89	0.86	1.08a	0.86	0.90a	0.84	0.93a	0.65	1.10a	0.77	0.86	0.95	0.99	0.77	0.75	0.97	1.13a	0.97	0.82		
Catalogues and brochures	0.67	0.66	0.75	0.76	0.67	0.73	0.63	0.53	0.54	0.53	0.54	0.66	0.66a	0.58	0.57	0.67a	0.78a	0.77	0.72		
Magazines you subscribe to	0.20	0.20	0.18	0.22	0.20a	0.17	0.23a	0.14	0.17a	0.15	0.10	0.17	0.23a	0.16a	0.28a	0.24a	0.23a	0.16	0.17a		
Items requiring a signature	0.27	0.27	0.25	0.26	0.27a	0.22	0.22	0.19	0.16	0.23a	0.15	0.19	0.39a	0.22	0.52a	0.18	0.23	0.24	0.21		
Other important items which involve postal or delivery services	0.16	0.16	0.14	0.25	0.16	0.15	0.15	0.11	0.18	0.21	0.10	0.11	0.17	0.13	0.23a	0.14	0.16a	0.29a	0.13		
All Post	8.32	8.23	8.92	9.20	8.49a	7.59	8.21	7.37	8.62a	7.80	6.95	7.84	8.19a	7.78	8.49a	8.12a	8.09a	8.49	7.45		
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bill/ invoices/ statements)	3.35	3.34	3.42	3.55	2.40a	2.73	2.30a	2.86	3.61a	3.20a	2.86	3.18	3.42a	3.21	3.89a	3.60a	3.49a	2.84	2.71		
Small and Large Parcels Combined	1.74	1.70	2.08a	2.16a	1.73	1.71	1.76	1.91	1.81a	1.64	1.40	1.72a	2.04a	1.69	1.81	1.84a	1.59	2.06a	1.66		
All Door-Drop Post (Newspapers, leaflets, Addressed direct mail, Catalogues and Magazines)	2.81	2.76	3.11	3.00	2.89a	2.76a	2.77a	2.30	2.85	2.37	2.45	2.64	3.16	2.53	2.72	3.30a	3.35a	3.07	2.74		

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Table 103

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1361	408	211	112	2963	323	901	2816
Invitations, greetings cards and postcards	0.70	0.53	0.53ac	0.54ac	0.53ac	0.53	0.31	0.51	0.53	0.43	0.22	0.50ac	0.50ac	0.50ac	0.50ac	0.09	0.50ac	0.50ac	0.50ac	0.50ac	0.50ac	0.33	0.49	0.49ac	0.49	0.50ac	0.61
Personal letters (e.g. from a friend or relative)	0.35	0.48ac	0.25	0.48ac	0.35ac	0.48	0.42	0.31	0.25	0.35	0.28	0.48ac	0.50ac	0.50ac	0.50ac	0.04	0.48ac	0.50ac	0.50ac	0.50ac	0.50ac	0.27	0.15	0.37ac	0.23	0.71ac	0.23
Letters from organisations that you have a relationship with	1.24	1.29	1.27	1.30	1.29	1.29	1.14	1.34	1.27	1.11	1.48ac	1.50ac	1.50ac	1.00	0.83	0.83	1.37ac	0.83	1.58ac	1.23ac	0.95	1.08	0.83	1.32ac	1.00	1.18	1.26
Bills/ invoices/ statements	1.06	1.18ac	0.92	1.18ac	1.01	1.18	1.23	0.99	0.92	0.91	0.85	1.12ac	1.10ac	1.04ac	0.95	0.60	1.11ac	0.84	1.10ac	1.14ac	0.87	0.82	0.63	1.12ac	0.76	1.28ac	0.98
Smaller parcels - that fit through a letterbox	0.91	0.95	0.82	1.00	0.91	0.95	0.83	0.80	0.82	0.80	0.75	0.91ac	0.88ac	0.78	0.95	0.48	0.88ac	0.81	1.08ac	0.87ac	0.89	0.78	0.32	0.88ac	0.63	1.02	0.85
Larger parcels - that do not fit through a letterbox	0.83	0.85	0.79	0.87	0.84	0.85	0.72	0.77	0.79	0.70	0.75	0.87	0.83	0.78	0.86	0.76	0.85	0.83	1.04ac	0.77ac	0.56	0.58	0.26	0.91ac	0.48	0.89	0.81
Newsletters, leaflets and promotions from organisations that you have a relationship with	1.05	1.14	1.04	1.13	1.06	1.14	0.67	1.00	1.04	0.98	1.08	1.18ac	1.11ac	0.82	0.90	0.70	1.13ac	0.84	1.24ac	1.09	0.62	0.99	0.66	1.13ac	0.88	1.24	0.99
Addressed direct mail from organisations that you don't have a relationship with	0.89	0.94	0.94	0.92	0.92	0.94	1.12	1.12	0.94	0.97	1.12	1.01ac	0.91ac	0.64	0.74	0.93	0.95	0.80	1.01ac	0.81	0.66	0.95	0.94	0.92	0.94	0.86	0.90
Catalogues and brochures	0.67	0.64	0.73	0.66	0.73	0.64	0.72	0.79	0.73	0.88	0.88	0.76ac	0.78ac	0.49	0.58	0.49	0.72ac	0.55	0.71	0.67	0.54	0.62	0.48	0.69	0.57	0.73	0.65
Magazines you subscribe to	0.20	0.21	0.19	0.23	0.22	0.21	0.15	0.21	0.19	0.10	0.28	0.50ac	0.50ac	0.15	0.15	0.10	0.50ac	0.13	0.20	0.20	0.21	0.17	0.13	0.20	0.15	0.28	0.17
Items requiring a signature	0.27	0.38ac	0.15	0.38ac	0.23	0.35	0.22	0.19	0.15	0.11	0.13	0.27ac	0.31ac	0.23	0.22	0.10	0.28ac	0.18	0.30ac	0.28ac	0.15	0.19	0.06	0.30ac	0.15	0.38	0.23
Other important items which involve postal or delivery services	0.16	0.18	0.12	0.20	0.16	0.18	0.23	0.11	0.12	0.11	0.14	0.20ac	0.15	0.15	0.13	0.04	0.17ac	0.10	0.18	0.17	0.11	0.08	0.03	0.18	0.07	0.32	0.11
All Post	8.32	8.74	8.14	8.90	8.58	8.74	7.76	8.13	8.14	7.27	8.86	9.58ac	9.52ac	6.85	6.81	5.15	9.58ac	6.31	9.48ac	9.17ac	6.21	7.11	4.82	9.58ac	6.35	9.32	7.80
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.35	3.48	3.37	3.59	3.52	3.48	3.10	3.14	3.37	2.81	3.28	3.80	3.43ac	2.78ac	2.25	1.55	3.76ac	2.06	3.68ac	3.38ac	2.77	2.74	1.95	3.54ac	2.48	3.44	3.09
Small and Large Parcels Combined	1.74	1.81	1.62	1.87	1.75	1.81	1.55	1.57	1.62	1.30	1.50	1.88ac	1.72	1.57	1.81	1.25	1.78	1.64	2.13ac	1.68ac	1.14	1.37	0.58	1.90ac	1.11	1.98	1.67
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.81	2.92	2.89	2.94	2.92	2.92	2.66	3.11	2.89	2.93	3.28	3.58ac	3.52ac	2.11	2.37	2.22	3.62ac	2.32	3.16ac	2.69	2.04	2.72	2.20	2.94	2.55	3.12	2.71

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Table 103

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	0.70	2.99%	0.68	0.45	0.91%	0.67	0.51	0.69	1.94%	0.92	0.87	0.70	0.53
Personal letters (e.g. from a friend or relative)	0.35	0.33	0.35	0.39	0.41%	0.33	0.38	0.34	0.73% ^g ^h ⁱ	0.40%	0.25	0.35	0.14
Letters from organisations that you have a relationship with	1.24	1.66%	1.22	1.68	1.13%	1.24%	0.91	1.26	0.87	0.89	0.90	1.25	0.68
Bills/ invoices/ statements	1.06	1.08	1.06	0.77	1.04	1.07	1.03	1.06	1.33	0.82	0.83	1.06	0.44
Smaller parcels - that fit through a letterbox	0.91	0.98	0.90	0.89	1.01%	0.86	0.95	0.91%	1.11%	0.61%	0.16	0.91%	0.78
Larger parcels - that do not fit through a letterbox	0.83	0.85	0.83	0.51	0.96%	0.79	0.78	0.84%	0.77%	0.57%	0.13	0.84%	0.74
Newsletters, leaflets and promotions from organisations that you have a relationship with	1.05	1.08	1.05	1.05	1.17	1.02	0.87	1.06	1.29	0.85	0.64	1.06	0.26
Addressed direct mail from organisations that you don't have a relationship with	0.89	1.00	0.88	0.55	0.98	0.85	0.94	0.90	0.78	0.53	0.63	0.89	0.28
Catalogues and brochures	0.67	0.82	0.66	0.44	0.92%	0.61	0.63	0.67	0.75	0.65	0.30	0.68	0.08
Magazines you subscribe to	0.20	0.28	0.20	0.13	0.95%	0.18	0.18	0.20	0.31	0.23%	0.06	0.20	0.01
Items requiring a signature	0.27	0.33	0.26	0.44	0.32%	0.25	0.20	0.27	0.46% ^h	0.08	0.07	0.27	0.23
Other important items which involve postal or delivery services	0.16	0.20	0.16	0.16	0.92%	0.13	0.24%	0.16	0.30	0.08	0.01	0.16	0.07
All Post	8.32	9.51	8.26	7.45	9.32%	7.97	7.64	8.36%	9.52%	6.63	4.85	8.30%	4.25
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.35	3.80%	3.32	3.29	3.10%	3.30	2.83	3.35	4.03	3.02	2.86	3.36	1.79
Small and Large Parcels Combined	1.74	1.83	1.74	1.40	1.96%	1.65	1.72	1.76%	1.85%	1.19%	0.30	1.76%	1.52
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.81	3.19	2.79	2.17	3.34%	2.65	2.63	2.83	3.13	2.26	1.62	2.83	0.63

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Table 103

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Invitations, greetings cards and postcards	0.70	0.47d	1.38acd	0.86d	0.39	0.39	0.58bcdmnp	0.44	0.35	0.60bcdmnp	0.32efghijklmnop	0.74efghijkl	0.36	0.64hkn	0.34	0.41	0.43				
Personal letters (e.g. from a friend or relative)	0.35	0.35c	0.46acd	0.24	0.35c	0.28	0.53d	0.45efhmp	0.48efhmp	0.38efhmp	0.51efghimnp	0.25	0.22	0.26	0.43bcdmp	0.54kin	0.28				
Letters from organisations that you have a relationship with	1.24	1.38cd	1.28	1.14	1.16	1.44mnp	1.36m	1.36m	1.21	1.40m	1.25	1.14	1.19	1.08	1.16	1.23	1.10				
Bills/ invoices/ statements	1.06	1.03	1.01	1.17b	1.03	0.94	1.17	0.97	0.96	1.02	1.06	1.06	1.16m	1.29efghlm	0.94	1.12	1.01				
Smaller parcels - that fit through a letterbox	0.91	0.87	1.54acd	0.86	0.85	0.80	0.90	0.89	0.75	1.13bcdmnp	1.27ghlm	0.85	0.84	0.90	0.78	1.51hp	0.76				
Larger parcels - that do not fit through a letterbox	0.83	0.77	1.02acd	0.75	0.79	0.63	0.87em	0.81m	0.73	0.98bcdmnp	1.57efghijklmnop	0.81em	0.71	0.63	0.74	0.50em	0.74				
Newsletters, leaflets and promotions from organisations that you have a relationship with	1.05	1.04	1.25cd	0.95	0.97	0.89	1.20	1.03	1.50m	1.26m	1.17	0.92	0.96	0.98	0.88	0.98	1.04				
Addressed direct mail from organisations that you don't have a relationship with	0.89	0.83	0.94	0.85	0.93	0.85	0.85	0.78	0.88	1.09p	0.87	0.72	0.87	0.96	0.90	1.03k	0.87				
Catalogues and brochures	0.67	0.67	0.74	0.61	0.66	0.71	0.60	0.71	0.74m	0.83m	0.66	0.52	0.63	0.68	0.53	0.78kn	0.68				
Magazines you subscribe to	0.20	0.19	0.26acd	0.18	0.18	0.13	0.22	0.21	0.24m	0.30bcdmnp	0.24m	0.15	0.19	0.19	0.14	0.20	0.18				
Items requiring a signature	0.27	0.27	0.29	0.27	0.23	0.23	0.30m	0.29m	0.16	0.34m	0.37m	0.24	0.32m	0.25	0.20	0.29h	0.23				
Other important items which involve postal or delivery services	0.16	0.14	0.18	0.18	0.13	0.16	0.10	0.16	0.11	0.30mno	0.17	0.22	0.17	0.16	0.13	0.10	0.15				
All Post	8.32	8.03	9.88acd	7.76	7.66	7.45	8.48	8.11	7.89	9.89ghklmnp	12.21efghijklmnop	7.74	7.63	7.92	7.16	8.32	7.48				
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.35	3.25	4.13acd	3.10	2.93	3.05	3.44	3.24	2.99	3.90p	6.11efghijklmnop	3.21	2.94	3.16	2.86	3.10	2.82				
Small and Large Parcels Combined	1.74	1.64	2.06acd	1.61	1.64	1.44	1.77e	1.70	1.47	2.11efghlmnp	2.64efghklmnp	1.76	1.55	1.52	1.52	1.80ghp	1.50				
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.81	2.73	3.19acd	2.59	2.73	2.58	2.87	2.72	3.18m	3.48efghlm	2.94	2.31	2.65	2.82	2.45	2.95	2.77				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/fg/h/i/j/k/l/m/n/p

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Table 104

Base : All receiving at least one of each type of post

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3195	791	817	1134	805	1152	852	809	1608	1939	2612	1461	5468	844
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	827	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	3.00	3.85	2.85	2.31	3.16c	2.64	3.37c	1.94	2.03	2.05	3.11	3.64gh	3.61gh	4.97mi	1.99	2.49	4.02mo	4.58mo	3.23c	1.95
Personal letters (e.g. from a friend or relative)	1.94	1.78	1.98	2.17	1.89	2.07	1.78	2.23	1.88	1.89	2.22	2.07	1.62	1.62	2.04	2.02	1.80	1.62	1.80	2.40c
Letters from organisations that you have a relationship with	2.29	2.24	2.30	2.17	2.30	2.36	2.21	2.27	2.14	2.13	2.27	2.32	2.48c	2.41c	2.20	2.19	2.33co	2.44co	2.24	2.80c
Bills/ invoices/ statements	1.97	2.01	1.96	2.23c	1.93	2.01	1.93	2.10c	2.01c	2.00c	2.03c	1.99c	1.65	1.90c	2.05c	2.01	1.88	1.79	1.93	2.15
Smaller parcels - that fit through a letterbox	1.87	1.99	1.84	2.18c	1.82	1.94	1.80	2.13c	1.75	1.83c	1.97c	1.90c	1.62	1.72	1.94	1.92c	1.78	1.86	1.83	2.10c
Larger parcels - that do not fit through a letterbox	1.93	1.85	1.94	2.13	1.89	1.97	1.90	2.01	1.76	2.00c	2.28c	1.86	1.68	1.83	1.89	2.12pc	1.80	1.74	1.91	2.01
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.72	2.70	2.72	2.91	2.68	2.74	2.70	3.20c	2.40	3.04c	2.40	2.62	2.62	2.77	2.77	2.76	2.66	2.69	2.72	2.71
Addressed direct mail from organisations that you don't have a relationship with	2.69	2.66	2.70	2.96	2.72	2.80	2.79	2.28	2.28	2.51	2.82	2.71	3.84c	3.07c	2.28	2.65	2.80c	2.95c	2.69	2.69
Catalogues and brochures	2.09	1.84	2.14	2.01	2.11	2.24	1.97	2.17	2.17	2.34	1.84	1.99	1.99	2.13	2.17	2.14	2.04	2.07	2.05	2.35
Magazines you subscribe to	1.47	1.33	1.49	1.69c	1.37	1.68c	1.34	1.81dm	1.82dm	1.87m	1.67c	1.36	1.23	1.29	1.81pc	1.57pc	1.30	1.26	1.43	1.72
Items requiring a signature	1.76	1.69	1.79	1.92	1.72	1.89c	1.61	2.04	1.73	1.73	1.77	1.81	1.50	1.58	1.88	1.75	1.65	1.53	1.68	2.05c
Other important items which involve postal or delivery services	1.87	1.65	1.91	2.23c	1.74	1.93	1.80	2.28	1.97	1.80	1.65	1.81	1.71	1.74	2.12	1.74	1.76	1.72	1.91	1.79
All Post	8.94	8.86	8.96	11.24c	8.59	9.11	8.79	8.69	8.13	8.56	8.86	8.86	8.25c	10.90c	8.40	8.69	9.48mo	9.98mo	8.74	9.93c
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.18	4.21	4.17	4.62c	4.11	4.26	4.10	4.03	3.89	3.69	4.20	4.32c	4.35c	5.11c	3.96	3.90	4.52mo	4.68mo	4.10	4.56
Small and Large Parcels Combined	2.80	2.82	2.80	3.38c	2.70	2.86	2.76	2.13c	2.60	2.80c	3.14c	2.78c	2.36	2.53	2.87c	2.99c	2.59	2.43	2.74	3.12c
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.57	4.36	4.62	5.23c	4.46	4.72	4.43	4.44	4.20	4.57	4.10	4.40	4.74	5.60c	4.32	4.37	4.62c	5.18mo	4.50	4.86

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Table 104

Base : All receiving at least one of each type of post

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per (j)	£17,500 - £29,999 per (k)	£30,000 - £49,999 per (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Invitations, greetings cards and postcards	3.00	2.63	2.92	3.20	3.29	2.79	3.25	2.39	4.13h	2.69	3.73	3.33	2.80	2.58	3.15	2.79	3.01	2.59	3.11	2.90
Personal letters (e.g. from a friend or relative)	1.94	2.15	1.93	1.99	1.71	2.03	1.83	2.03	1.74	1.69	1.70	1.89	2.18	2.05	2.00	1.67	2.00	2.10	1.90	1.82
Letters from organisations that you have a relationship with	2.29	2.47h	2.13	2.25	2.37h	2.26	2.31	2.20	2.46h	2.27	2.29	2.23	2.28	2.40	2.26	2.26	2.28	2.37	2.24	2.62
Bill/ invoices/ statements	1.97	2.58h	1.89	2.00	1.84	2.02	1.92	2.03	1.88	1.94	1.83	1.98	1.97	2.15	1.95	1.93	1.99	2.04	1.96	1.78
Smaller parcels - that fit through a letterbox	1.87	1.85	1.95	1.87	1.80	1.91	1.83	1.88	1.85	1.73	1.62	2.10h	1.89	1.80	1.92	1.72	1.89	2.06h	1.81	1.98
Larger parcels - that do not fit through a letterbox	1.93	2.02	1.93	1.92	1.86	1.97	1.88	1.90	1.97	2.03	1.91	2.03	1.86	1.98	1.93	2.03	1.94	2.11	1.89	1.75
Newspapers, leaflets and promotions from organisations that you have a relationship with	2.72	2.71	2.52	3.00h	2.73	2.60	2.85	2.77	2.63	2.34	2.78	2.72	2.68	2.93	2.72	2.41	2.76	2.92	2.65	2.81
Addressed direct mail from organisations that you don't have a relationship with	2.69	2.68	2.64	2.66	2.79	2.65	2.73	2.56	2.83	3.23h	3.08h	2.42	2.75	2.71	2.65	3.20	2.66	2.64	2.69	3.04
Catalogues and brochures	2.09	2.20	2.04	2.02	2.12	2.11	2.07	2.04	2.13	2.39h	2.02	2.09	1.92	2.27	2.01	2.33	2.05	2.19	2.08	1.84
Magazines you subscribe to	1.47	1.56	1.36	1.49	1.48	1.45	1.49	1.60h	1.31	1.39	1.53	1.45	1.50	1.58	1.49	1.36	1.50	1.60h	1.40	1.21
Items requiring a signature	1.76	1.89	1.80	1.66	1.68	1.84	1.67	1.81	1.65	1.58	1.69	2.09	1.77	1.74	1.86	1.57	1.81	2.03h	1.68	1.88
Other important items which involve postal or delivery services	1.87	1.76	1.89	1.75	2.05	1.83	1.92	1.94	1.69	1.84	1.94	2.13	1.65	1.91	1.86	1.85	1.86	2.26h	1.75	1.57
All Post	8.94	10.64h	8.57	8.88	8.27	9.39h	8.54	8.84	9.12	7.85	8.73	8.97	9.40h	9.59h	9.10h	7.83	9.14h	9.44	8.82	8.70
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bill/ invoices/ statements)	4.18	4.49h	3.96	4.13	4.02	4.29	4.07	4.04	4.44h	3.93	4.09	4.17	4.40	4.27	4.26	3.93	4.22	4.14	4.19	4.27
Small and Large Parcels Combined	2.80	2.87	2.93	2.77	2.64	2.91	2.70	2.82	2.77	2.66	2.57	3.06	2.79	2.85	2.86	2.63	2.84	3.13h	2.72	2.72
All Door-Drop Post (Newspapers, leaflets,Addressed direct mail, Catalogues and Magazines)	4.57	5.18h	4.26	4.61	4.49	4.59	4.54	4.45	4.71	4.39	4.61	4.52	4.56	4.82	4.55	4.43	4.60	4.87	4.48	4.49

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Table 104

Base : All receiving at least one of each type of post

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Invitations, greetings cards and postcards	3.00	2.95	3.31	3.42	3.11	2.36	2.56	1.87	3.71	2.86	3.06m	2.76	2.69m	2.93	2.02	4.66m	3.26m	1.84	2.42	
Personal letters (e.g. from a friend or relative)	1.94	2.01	1.58	1.53	1.97	1.57	2.15	1.72	2.27	1.73	2.30	1.82	2.44	1.52	2.06	1.83	2.12	1.79	1.55	
Letters from organisations that you have a relationship with	2.29	2.29	2.26	2.22	2.29	2.17	2.37	2.25	2.61jm	2.48jm	2.01	2.05	2.20	2.28	2.36j	2.32	2.37m	2.35	2.13	
Bill/ invoices/ statements	1.97	1.96	2.03	2.03	2.69m	1.71	2.67m	1.78	1.94j	2.65j	1.60	1.93j	2.11jm	1.73	2.32jm	2.01jm	1.86j	1.65	1.72	
Smaller parcels - that fit through a letterbox	1.87	1.87	1.89	1.82	1.89	1.80	1.78	1.76	2.14km	1.69	1.82	1.84	2.16m	1.69	1.94	1.98	1.84	1.65	1.83	
Larger parcels - that do not fit through a letterbox	1.93	1.90	2.05	2.07	1.91	2.00	2.04	2.05	2.23jkm	1.79	1.71	1.78	2.36m	1.95	1.66	2.13	1.74	1.94	2.62m	
Newspapers, leaflets and promotions from organisations that you have a relationship with	2.72	2.76	2.51	2.48	2.76jm	2.66jm	2.59	2.16	2.52	2.97	2.61	2.31	2.94	2.66	2.69	2.93m	2.69m	2.64	2.55	
Addressed direct mail from organisations that you don't have a relationship with	2.69	2.63	3.02	2.39	2.71jm	2.60jm	2.53jm	2.05	3.44kmnop	2.98	2.81	2.55	2.83	2.30	2.34	2.74	2.95	2.95	2.55	
Catalogues and brochures	2.09	2.12	1.95	1.92	2.12m	2.12	1.84	1.63	1.78	2.03	1.80	2.08	2.73jm	1.91	1.86	2.37j	2.26m	1.90	2.16	
Magazines you subscribe to	1.47	1.49	1.32	1.44	1.48	1.32	1.54	1.24	1.60j	1.30	1.24	1.34	1.43	1.33	1.88	1.39	1.63	1.21	1.34	
Items requiring a signature	1.76	1.73	1.97	1.91	1.79	1.50	1.77	1.65	1.57	1.89m	1.40	1.76m	2.39jmnop	1.41	2.14jmnop	1.33	1.55	1.22	1.56	
Other important items which involve postal or delivery services	1.87	1.82	2.29	2.30	1.88	1.88	1.79	1.61	2.35	2.16	1.64	1.69	1.84	1.47	1.89	1.78	2.17	1.84	1.90	
All Post	8.94	8.88	9.30	9.51	9.69j	8.26	8.83	7.85	9.69j	8.43	7.44	8.27	9.59j	8.37	9.69j	9.94kmnr	9.49j	8.70	8.19	
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bill/ invoices/ statements)	4.18	4.17	4.24	4.43	4.26jm	3.52	4.26jm	3.62	4.42jr	4.21jr	3.50	3.86	4.22jr	3.91	4.79jkmnr	4.60jr	4.24jr	3.57	3.51	
Small and Large Parcels Combined	2.80	2.78	2.94	2.98	2.80	2.78	2.88	2.92	3.25jkmnr	2.59	2.45	2.72	3.60jnm	2.64	2.73	3.00	2.55	2.76	2.78	
All Door-Drop Post (Newspapers, leaflets, Addressed direct mail, Catalogues and Magazines)	4.57	4.58	4.52	4.13	4.64j	4.40j	4.35j	3.40	4.59	4.49	3.93	4.03	6.13jm	4.06	4.46	6.27jkmnr	6.29jkmnr	4.32	4.42	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/j/k/l/m/n/o/p/q/r
* small base

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Table 104

Base : All receiving at least one of each type of post

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2006	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1316	2075	1964	1429	110	536	1316	141	701	1219	1471	508	351	152	2691	503	1062	1381	408	211	112	2963	323	901	2816
Invitations, greetings cards and postcards	3.00	2.20	3.71%	2.53	1.62%	2.20	1.64	2.47	3.91	2.34	5.27	3.30	2.92	3.00	1.95	1.33	3.11	1.86	3.18	2.92	2.98	2.88	1.53	3.07	2.40	2.65	3.22
Personal letters (e.g. from a friend or relative)	1.94	2.25%	1.73	2.04	1.74	2.20	1.84	1.81	1.73	1.82	1.87	1.85	2.05	1.98	1.85	1.11	1.95	1.75	1.85	2.00	2.22	1.87	1.87	1.92	1.82	2.34%	1.66
Letters from organisations that you have a relationship with	2.29	2.32	2.23	2.32	2.26	2.32	2.27	2.35	2.23	2.26	2.36	2.41%	2.26	2.10	2.05	2.35	2.33	2.13	2.36%	2.31%	2.12	1.91	2.03	2.34%	1.95	2.34	2.27
Bills/ invoices/ statements	1.97	2.54%	1.85	2.03	1.90	2.04	1.91	1.87	1.85	1.77	1.78	1.93	1.96	2.03	2.16	1.86	1.95	2.09	1.92	2.06	1.98	1.89	1.59	1.99	1.80	2.14%	1.91
Smaller parcels - that fit through a letterbox	1.87	1.88	1.81	1.92	1.89	1.88	1.82	1.75	1.81	1.65	1.80	1.89	1.83	1.84	2.16	1.49	1.86	2.00	1.91	1.78	1.73	2.92%	1.64	1.85	2.48%	2.01	1.82
Larger parcels - that do not fit through a letterbox	1.93	1.89	1.86	1.93	1.91	1.89	2.11	1.84	1.86	2.16	1.90	1.86	1.96	1.90	1.93	2.36	1.91	2.03	1.98	1.84	1.92	2.07	1.75	1.92	2.01	1.94	1.92
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.72	2.80	2.62	2.75	2.63	2.80	1.90	2.51	2.62	2.49	2.56	2.55	2.85	2.64	2.82	2.88	2.70	2.83	2.74	2.76	2.36	2.76	2.41	2.75	2.67	3.96%	2.62
Addressed direct mail from organisations that you don't have a relationship with	2.66	2.72	2.78	2.67	2.70	2.72	3.97%	2.85	2.78	3.05	2.90	2.60	2.72	2.60	2.81	3.46%	2.66	3.06	2.68	2.62	3.00	2.80	2.84	2.65	2.81	2.87	2.64
Catalogues and brochures	2.09	2.00	2.10	2.04	2.11	2.00	2.36	2.10	2.10	2.46	2.13	1.97	2.13	2.12	2.30	2.27	2.05	2.29	1.99	2.22	2.13	2.06	1.98	2.09	2.03	2.33	2.02
Magazines you subscribe to	1.47	1.51	1.30	1.58%	1.44	1.51	1.81	1.33	1.30	1.00	1.23	1.41	1.50	1.38	1.85	1.42	1.46	1.73	1.38	1.52	1.83%	1.26	1.30	1.44	1.27	1.80%	1.33
Items requiring a signature	1.76	1.64%	1.46	1.88%	1.70	1.84	1.79	1.63	1.46	1.26	1.51	1.75	1.74	1.76	1.97	1.63	1.75	1.91	1.65	1.90	1.54	2.50	1.44	1.76	2.28	1.89	1.70
Other important items which involve postal or delivery services	1.87	1.78	1.76	1.94	1.99	1.78	2.11	1.57	1.76	1.90	1.81	2.01	1.66	2.09	2.22	1.16	1.83	2.03	1.84	1.98	1.73	1.47	1.44	1.90	1.47	2.05	1.72
All Post	8.94	9.24	8.63	9.52%	9.14	9.24	7.90	8.69	8.63	8.00	9.38	9.58%	9.58%	7.74	7.44	6.64	9.46%	7.23	9.57%	9.57%	7.16	7.84	5.68	9.36%	7.15	9.52%	8.38
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.18	4.15	4.18	4.28	4.32	4.15	3.62	3.89	4.18	3.79	4.80%	4.70%	4.70%	3.74	3.21	3.01	4.41%	3.16	4.41%	4.20%	3.88	3.44	2.79	4.30%	3.24	4.91%	3.92
Small and Large Parcels Combined	2.80	2.78	2.69	2.86	2.82	2.78	2.82	2.58	2.69	2.62	2.68	2.82	2.78	2.72	3.03	2.60	2.80	2.92	2.89%	2.58	2.54	3.45%	2.20	2.81%	3.14	3.01	2.73
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.57	4.73	4.42	4.71	4.49	4.73	4.30	4.72	4.42	4.82	4.72	4.53	4.69	4.16	4.36	4.94	4.62	4.51	4.64	4.57	4.23	4.42	4.26	4.61	4.38	5.31%	4.34

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Table 104

Base : All receiving at least one of each type of post

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	3.00	3.56	2.97	1.62	3.19	2.98	2.15	2.99	3.19	2.99	4.28	2.99	1.68
Personal letters (e.g. from a friend or relative)	1.94	1.50	1.97	2.84	2.00	1.91	1.97	1.94	2.57	1.33	1.31	1.95	1.00
Letters from organisations that you have a relationship with	2.29	2.77b	2.25	3.20	2.45a	2.23	2.32	2.29	2.18	1.93	1.81	2.29	4.34
Bills/ invoices/ statements	1.97	1.93	1.97	1.78	1.97	1.98	1.83	1.97	2.21	1.52	1.50	1.97	1.58
Smaller parcels - that fit through a letterbox	1.87	2.03	1.86	2.30	2.03a	1.80	1.95	1.86	2.47	1.68	1.54	1.87	3.77
Larger parcels - that do not fit through a letterbox	1.93	1.97	1.93	1.51	2.16a	1.84	1.84	1.92	2.38	1.72	1.67	1.93	1.66
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.72	2.49	2.72	4.91	2.77	2.72	2.36	2.72	2.97	2.20	2.34	2.72	2.23
Addressed direct mail from organisations that you don't have a relationship with	2.60	2.77	2.69	2.65	2.80	2.62	3.10	2.69	3.16	2.17	2.30	2.70	4.00
Catalogues and brochures	2.00	2.16	2.09	1.81	2.25	2.01	2.20	2.09	2.32	1.80	1.68	2.10	1.13
Magazines you subscribe to	1.47	1.52	1.46	1.29	1.66a	1.38	1.37	1.46	1.95	1.21	1.05	1.47	3.00
Items requiring a signature	1.76	1.62	1.77	2.25	1.93	1.71	1.39	1.75	2.44	1.00	1.58	1.76	2.16
Other important items which involve postal or delivery services	1.87	1.64	1.89	1.60	2.03	1.74	2.11	1.86	2.31	1.44	1.28	1.87	1.00
All Post	8.94	10.26	8.86	9.51	9.87a	8.56	8.43	8.96	10.50a	8.14	5.90	8.98	5.75
Invitations/ greetings cards/ postcards, personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.18	4.73	4.14	4.66	4.45	4.11	3.69	4.17	4.97	4.38	3.69	4.19	2.43
Small and Large Parcels Combined	2.80	3.08	2.79	2.93	3.20a	2.64	2.95	2.79	3.72	2.66	1.95	2.81	3.42
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.57	4.75	4.55	6.09	5.05a	4.35	4.80	4.56	5.63	4.34	3.19	4.58	3.36

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Table 104

Base : All receiving at least one of each type of post

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	498	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Invitations, greetings cards and postcards	3.00	2.32	4.97ad	2.87	2.00	2.03	2.78	2.09	1.83	2.50	5.48ghimno	4.11	2.20	2.33	1.76	2.31	1.96				
Personal letters (e.g. from a friend or relative)	1.94	2.00	2.03	1.68	1.98	1.88	1.91	2.15	2.27	1.94	1.91	1.77	1.68	1.60	2.42	1.65	1.93				
Letters from organisations that you have a relationship with	2.29	2.43c	2.33	2.19	2.19	2.57nm	2.34	2.38	2.15	2.42	2.41	2.16	2.33	2.07	2.17	2.23	2.16				
Bills/ invoices/ statements	1.97	2.01	1.93	2.03	1.91	1.87	2.20n	1.94	1.88	1.94n	1.96n	2.14	1.96n	2.00n	1.68	2.18	1.89				
Smaller parcels - that fit through a letterbox	1.87	1.77	2.98a	1.87	1.79	1.63	1.85	1.81	1.72	2.98nmp	2.38n	2.08n	1.78	1.80	1.65	2.98nmp	1.66				
Larger parcels - that do not fit through a letterbox	1.93	1.78	2.17a	1.86	1.89	1.63	1.90	1.76	1.91	1.91	2.82ghimn	2.16	1.73	1.65	1.70	2.82nm	1.86				
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.72	2.72	3.00d	2.67	2.46	2.68	3.02	2.47	2.81	3.06n	3.18n	2.79	2.52	2.71	2.48	2.36	2.55				
Addressed direct mail from organisations that you don't have a relationship with	2.69	2.67	2.84	2.59	2.68	2.88	2.82	2.35	3.09ghp	2.85	2.61	2.37	2.39	3.03	2.82	2.91	2.34				
Catalogues and brochures	2.09	2.06	2.23	2.01	2.06	2.25	2.16	1.84	2.18	2.18	2.36	1.97	1.96	2.10	1.90	2.09	2.17				
Magazines you subscribe to	1.47	1.50	1.87d	1.49	1.30	1.35	1.96n	1.26	1.82n	1.86n	1.50	1.41	1.60	1.46n	1.16	1.38	1.33				
Items requiring a signature	1.76	1.71	1.89	1.86	1.59	1.61	1.88	1.62	1.53	1.94	2.06	1.94	2.03	1.61	1.46	1.54	1.80				
Other important items which involve postal or delivery services	1.87	1.76	2.04	2.09d	1.56	1.82	1.83	1.67	1.56	2.23	2.19	2.47	2.05	1.76	1.52	1.36	1.77				
All Post	8.94	8.62	10.41acd	8.47	8.24	7.98	9.00	8.85	8.49	10.11ghimnp	12.71efghiklmno	8.57	8.39	8.44	7.66	5.18n	7.93				
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.18	4.10	4.98acd	3.88	3.74	3.96	4.11	4.22p	3.70	4.52p	6.81efghiklmno	4.18	3.79	3.69	3.71	4.00	3.52				
Small and Large Parcels Combined	2.80	2.60	3.20acd	2.66	2.75	2.31	2.76n	2.69	2.61	3.05nmn	3.85efghimnp	2.92	2.54	2.51	2.48	3.12ghmn	2.62				
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.57	4.53	4.99acd	4.35	4.37	4.53	4.78	4.28	4.91	5.16n	4.91	4.10	4.33	4.60	4.29	4.55	4.27				

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 105

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
		Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1698	1939	2613	1461	5468	644
Weighted Base		6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base		3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1)	933	224	709	124	809	409	523	107	104	162	134	207	131	89	211	295	427	220	780	147
			15%	14%	15%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%
Slightly less	(2)	1266	239	1027	159	1108	568	694	153	170	188	204	241	151	100	323	391	552	311	1098	162
			21%	19%	21%	20%	19%	22%	17%	20%	17%	24%	21%	20%	15%	19%	20%	22%	22%	21%	17%
No change	(3)	3264	717	2537	303	2951	1660	1591	374	428	630	422	603	444	354	801	1052	1400	798	2795	425
			32%	38%	30%	37%	45%	49%	38%	45%	49%	40%	47%	49%	47%	47%	49%	49%	49%	49%	45%
Slightly more	(4)	471	41	430	123	348	258	212	119	122	81	51	55	25	17	241	132	97	42	333	130
			3%	3%	16%	16%	16%	17%	14%	14%	14%	14%	14%	14%	13%	17%	16%	16%	16%	16%	14%
Much more	(5)	147	6	140	71	76	83	63	45	26	48	13	9	3	2	71	61	15	6	92	55
			1%	1%	3%	3%	3%	2%	7%	3%	4%	2%	1%	1%	1%	4%	4%	3%	1%	2%	3%
Don't know		88	5	83	10	79	31	57	24	18	14	6	14	5	5	42	22	25	11	60	25
			1%	1%	3%	3%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
NET Much/Slightly more		618	47	571	194	424	341	275	164	148	129	64	65	28	19	312	193	112	48	425	185
			10%	4%	12%	12%	11%	9%	10%	10%	10%	6%	6%	4%	3%	14%	10%	10%	4%	8%	10%
NET Much/Slightly less		2200	463	1736	263	1917	978	1217	200	274	349	338	448	281	249	534	687	979	531	1878	309
			36%	38%	30%	37%	45%	49%	38%	45%	49%	40%	47%	49%	47%	47%	49%	49%	49%	49%	45%
Mean		2.61	2.48	2.64	2.504	2.58	2.60	2.55	2.40	2.70	2.70	2.52	2.48	2.50	2.49	2.78	2.64	2.49	2.49	2.58	2.76
Std Dev.		0.92	0.84	0.94	1.15	0.88	0.91	0.92	1.03	0.95	0.95	0.89	0.88	0.83	0.78	0.99	0.93	0.84	0.81	0.89	1.07
Std Error		0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 105

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	(1) 933	176	315	183	258	491	441	583	340	74	134	225	229	175	589	78	786	199	704	30
	15%	12%	17%	13%	16%	14%	14%	16%	14%	14%	18%	15%	14%	16%	19%	15%	16%	16%	15%	11%
Slightly less	(2) 1266	229	408	315	315	636	630	736	516	98	152	286	318	231	756	100	1047	223	974	69
	21%	20%	21%	23%	18%	21%	20%	20%	22%	19%	21%	19%	20%	21%	20%	19%	20%	17%	21%	24%
No change	(3) 3254	551	997	745	851	1548	1705	1830	1372	292	363	786	851	564	2000	303	2732	662	2453	140
	53%	48%	52%	54%	51%	51%	51%	50%	51%	50%	50%	52%	54%	51%	51%	57%	53%	52%	53%	46%
Slightly more	(4) 471	122	142	95	111	265	206	354	105	30	45	146	132	94	323	31	419	122	321	28
	8%	11%	7%	7%	6%	9%	7%	10%	4%	6%	6%	10%	8%	9%	8%	6%	8%	9%	7%	10%
Much more	(5) 147	45	31	30	41	76	71	118	26	14	20	46	34	25	100	14	125	53	82	9
	2%	3%	2%	2%	2%	2%	2%	3%	1%	3%	3%	3%	2%	2%	3%	2%	3%	4%	2%	3%
Don't know	88	14	19	17	38	33	55	50	36	8	19	12	21	10	52	8	67	22	54	12
	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%	3%	1%	1%	1%	1%	2%	1%	2%	1%	4%
NET Much/Slightly more	616	157	174	124	153	341	277	471	133	43	65	152	166	119	422	44	544	179	404	37
	10%	11%	9%	9%	9%	11%	10%	13%	6%	8%	9%	12%	10%	11%	11%	8%	11%	14%	9%	13%
NET Much/Slightly less	2200	404	723	498	573	1127	1071	1319	856	172	286	512	547	407	1345	178	1833	423	1677	100
	36%	36%	38%	36%	33%	37%	34%	36%	36%	33%	39%	34%	35%	37%	35%	33%	35%	33%	37%	35%
Mean	2.61	2.55	2.56	2.61	2.62	2.60	2.62	2.56	2.63	2.63	2.53	2.57	2.63	2.60	2.62	2.62	2.62	2.56	2.56	2.69
Std Dev.	0.92	1.30	0.91	0.88	0.91	0.94	0.89	0.97	0.83	0.90	0.96	0.95	0.91	0.93	0.94	0.90	0.92	0.99	0.90	0.91
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 105

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Much less	(1) 933	802	131	30	759	79	49	46	40	122	77	64	75	79	111	108	85	10	69
	15%	19%	10%	18%	12%	15%	16%	23% ^{abc}	16%	18%	19%	14%	14%	14%	14%	13%	16%	14%	10%
Slightly less	(2) 1266	1067	200	35	1062	114	57	34	42	126	80	90	106	117	166	228	108	18	96
	21%	20%	23%	21%	21%	22%	19%	20%	17%	19%	16%	20%	20%	20%	20%	27% ^{hijlmnopqr}	20%	26% ^{hij}	21% ^{hij}
No change	(3) 3254	2812	442	91	2745	276	158	75	143	347	304	252	276	318	495	414	285	34	243
	53%	53%	51%	55%	53% ^{abc}	53% ^{abc}	54% ^{abc}	44%	53% ^{abc}	51%	53% ^{hijlm}	50%	51%	56%	50%	49%	54%	50%	54%
Slightly more	(4) 471	415	56	6	408	31	22	10	15	53	30	34	52	44	84	59	38	5	26
	8%	9% ^{abc}	7%	4%	8%	6%	7%	6%	6%	8%	6%	8%	10%	8%	10% ^{hij}	7%	7%	7%	6%
Much more	(5) 147	125	22	4	128	10	6	3	4	14	9	6	21	12	31	24	7	1	8
	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	1%	4% ^{abc}	2%	4% ^{abc}	3%	1%	2%	2%
Don't know	88	78	11	1	75	7	3	2	7	13	8	2	13	3	13	10	6	*	7
	1%	1%	1%	1%	1%	1%	1%	1%	3% ^{abc}	2%	2%	*	2% ^{abc}	3	2%	1%	1%	*	2%
NET Much/Slightly more	618	539	78	10	536	41	28	13	19	67	39	40	73	56	115	83	45	6	35
	10%	10%	8%	6%	10%	8%	10%	8%	7%	10%	8%	9%	13% ^{hijlm}	10%	13% ^{hijlmnop}	10%	8%	9%	8%
NET Much/Slightly less	2200	1869	331	65	1821	193	105	80	81	248	157	153	181	195	277	336	193	27	165
	36%	35%	36%	39%	35%	37%	36%	24% ^{abc}	32%	37%	31%	34%	33%	34%	34%	33% ^{hij}	36%	41%	37%
Mean	2.61	2.62	2.58	2.51	2.62	2.57	2.62	2.34	2.60	2.56	2.63	2.62	2.69	2.64	2.70	2.59	2.57	2.56*	2.57
Std Dev.	0.92	0.92	0.92	0.91	0.92	0.89	0.93	1.00	0.89	0.95	0.88	0.87	0.96	0.89	0.97	0.90	0.89	0.89	0.89
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.07	0.03

Proportions/Mean: Columns Tested (5% risk level) - abc - defg - hijklmnopqr
* small base

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2969	323	901	2816		
Much less	(1)	933	328	354	480	354	12	93	328	16	156	219	369	115	117	89	577	295	396	327	82	80	32	723	122	236	697		
Slightly less	(2)	1266	482	523	687	739	482	38	523	42	247	412	532	178	117	22	944	139	532	471	146	77	36	1003	114	328	638		
No change	(3)	3254	1241	1147	1821	1727	1241	93	1147	113	593	1135	1287	425	277	119	2423	396	1353	1231	384	171	68	2584	269	553	2702		
Slightly more	(4)	471	216	122	338	242	216	9	122	10	35	151	245	55	16	4	395	20	200	212	43	13	1	412	13	278	193		
Much more	(5)	147	35	16	131	51	85	8	16	2	7	88	35	7	13	4	123	17	91	42	3	3	4	133	8	111	35		
Don't know		88	25	27	37	39	25	*	11	27	11	12	29	21	13	9	41	22	34	21	20	3	6	54	9	14	75		
NET Much/Slightly more	618	311	138	467	294	311	17	65	138	12	42	239	279	62	29	8	518	37	290	254	49	16	5	545	21	390	228		
NET Much/Slightly less	2200	836	851	1178	1193	836	50	249	851	86	403	631	890	292	264	111	1521	375	929	798	228	167	68	1726	236	564	1635		
Mean	2.61	2.57%	2.52	2.69%	2.59%	2.67	2.77	2.65	2.52	2.45	2.51	5.74%	5.52%	2.57%	3.35	2.21	2.67%	2.31	2.63%	2.56%	2.52%	2.37	2.47	2.64%	2.37	2.56%	2.55		
Std Dev	0.92	0.97	0.85	0.95	0.88	0.97	0.86	0.85	0.85	0.90	0.81	0.91	0.90	0.86	0.97	1.02	0.91	0.99	0.95	0.90	0.82	0.93	0.89	0.93	0.92	1.13	0.83		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.06	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01		

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 105

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3591	69	38	46	3657	15
Much less	(1) 933	45	881	8	257	642	34	911	10	7	5	929	-
	15%	13%	15%	19%	15%	15%	11%	15%	8%	12%	7%	15%	1%
Slightly less	(2) 1266	60	1194	13	346	845	75	1212	19	16	15	1248	4
	21%	18%	21%	31%	21%	20%	24%	21%	17%	28%	22%	21%	18%
No change	(3) 3254	184	3050	11	824	2222	158	3127	48	24	42	3159	14
	53%	49%	53%	26%	49%	54%	51%	53%	41%	41%	64%	59%	62%
Slightly more	(4) 471	38	424	9	162	284	26	425	34	7	2	456	3
	8%	11%	7%	23%	9%	7%	8%	7%	29%	12%	4%	8%	12%
Much more	(5) 147	6	138	-	64	73	10	140	5	2	-	147	-
	2%	3%	2%	-	4%	2%	3%	2%	4%	3%	-	2%	-
Don't know	88	1	86	1	22	57	9	81	2	2	2	85	2
	1%	-	1%	2%	1%	1%	3%	1%	2%	4%	3%	1%	7%
NET Much/Slightly more	618	46	562	10	226	357	35	566	39	8	3	613	3
	10%	14%	10%	24%	13%	9%	11%	10%	33%	15%	4%	10%	12%
NET Much/Slightly less	2200	105	2075	20	603	1487	109	2124	29	23	19	2176	4
	36%	31%	36%	42%	36%	36%	35%	36%	25%	40%	29%	36%	19%
Mean	2.61	2.72	2.60	2.56	2.66	2.59	2.67	2.60	3.05	2.63	2.67	2.61	2.91
Std Dev.	0.92	0.92	0.92	1.07	0.98	0.89	0.90	0.92	0.99	0.96	0.68	0.92	0.61
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.05	0.01	0.09	0.13	0.08	0.01	0.14

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 105

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Much less	(1) 933 15%	218	213	259	244	67	67	83	82	66	65	83	80	96	79	87	78				
Slightly less	(2) 1266 21%	337	293	325	311	102	122	112	100	104	90	83	126	116	108	104	101				
No change	(3) 3254 53%	832	813	795	814	282	285	265	278	260	275	293	262	240	267	254	292				
Slightly more	(4) 471 8%	106	139	92	134	22	37	47	38	49	62	40	26	26	40	55	39				
Much more	(5) 147 2%	38	46	47	15	8	15	15	23	16	7	10	18	19	4	6	5				
Don't know	88	19	31	20	18	9	5	4	11	13	7	9	7	5	8	5	5				
NET Much/Slightly more	618 10%	144	185	139	150	30	52	62	61	65	59	50	43	45	43	61	45				
NET Much/Slightly less	2200 36%	550	506	584	554	170	190	195	182	169	150	165	205	213	185	191	179				
Mean	2.61	2.61	2.68cd	2.57	2.58	2.59	2.64	2.61	2.65	2.68mn	2.63	2.56	2.51	2.56	2.58	2.58	2.60				
Std Dev.	0.92	0.90	0.93	0.95	0.90	0.85	0.89	0.95	0.98	0.94	0.89	0.91	0.93	0.99	0.88	0.94	0.87				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Table 106

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2013	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1) 1232	247	985	151	1081	516	718	132	145	206	173	280	178	121	276	379	577	297	1042	184
20%		20%	20%	19%	20%	17%	22% af	18%	17%	18%	21%	23% afkm	23% afgh	19%	16%	19%	23% afno	21% af	20%	19%
Slightly less	(2) 1074	205	869	121	953	483	597	127	125	159	151	188	155	119	252	320	502	314	921	140
17%		17%	18%	15%	18%	16%	19% af	15%	14%	14%	19% af	17%	20% afgh	25% afghnl	15%	16%	20% afno	33% afno	18%	15%
No change	(3) 3208	732	2476	323	2885	1653	1551	373	434	628	425	609	408	332	807	1052	1349	740	2775	403
52%		52% af	50%	41%	52% af	52% af	49%	45%	50%	52% af	51%	52% af	52% af	52% af	49%	52% af	52% af	52% af	52% af	43%
Slightly more	(4) 406	34	372	100	306	220	178	118	113	75	63	32	10	15	231	117	57	25	266	124
7%		3%	6% af	13% af	6%	5% af	6%	14% afkm	13% afkm	7% afkm	9% af	3%	1%	2%	14% afop	6% afno	2%	2%	5%	14% af
Much more	(5) 166	12	154	81	86	94	72	50	38	39	23	12	4	*	88	62	18	4	98	66
3%		1%	2% af	10% af	2%	3%	2%	5% afkm	5% afkm	5% afkm	5% afkm	6% af	1%	*	6% afop	6% afno	1%	*	2%	6% af
Don't know	73	2	71	13	60	35	37	22	13	15	8	8	6	1	35	23	1%	7	55	16
1%		*	1% af	2%	1%	1%	1%	3% afkm	1% af	1%	1%	1%	1%	1	2% afno	1%	1%	1%	1%	2%
NET Much/Slightly more	572	46	526	181	391	323	249	169	150	114	65	44	14	15	319	180	74	30	364	200
9%		4%	1% af	12% af	7%	1% af	8%	4% afkm	3% afkm	3% afkm	3% afkm	4%	2%	2%	15% afop	6% afno	3%	2%	7%	1% af
NET Much/Slightly less	2307	452	1855	272	2034	999	1303	259	270	365	334	468	331	280	528	699	1079	611	1964	323
37%		37%	38%	35%	38%	33%	42% af	31%	31%	33%	40% afgh	41% afgh	44% afgh	45% afgh	31%	36% af	43% afno	64% afno	38%	34%
Mean	2.54	2.48	2.56	2.78% af	2.50	2.63% af	2.45	2.78% afkm	2.74% afkm	2.62% afkm	2.49% af	2.38	2.35	2.39	2.76% afop	2.52% afno	2.37	2.37	2.50	2.74% af
Std Dev.	0.98	0.88	1.00	1.20	0.93	0.96	0.98	1.08	1.03	0.98	0.97	0.93	0.87	0.82	1.06	0.98	0.88	0.85	0.94	1.14
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Table 106

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	1232	215	395	281	341	610	622	746	472	82	162	296	317	237	774	85	1056	250	938	44
(1)	30%	19%	21%	20%	20%	20%	20%	20%	20%	16%	23%	20%	20%	20%	20%	16%	23%	19%	20%	19%
Slightly less	1074	214	343	258	259	557	518	609	454	73	126	280	265	188	671	82	902	203	831	41
(2)	17%	19%	18%	19%	15%	18%	17%	17%	19%	14%	17%	19%	17%	17%	18%	15%	17%	16%	18%	14%
No change	3268	506	1004	735	862	1510	1697	1814	1338	311	381	752	809	565	1942	318	2659	665	2383	160
(3)	52%	42%	52%	53%	53%	50%	53%	49%	53%	52%	52%	50%	51%	51%	51%	51%	51%	52%	52%	56%
Slightly more	406	119	123	70	94	242	164	314	85	26	37	115	130	64	282	26	356	88	284	34
(4)	7%	10%	6%	5%	5%	8%	5%	6%	4%	5%	5%	8%	9%	6%	7%	5%	7%	7%	6%	12%
Much more	166	70	34	25	38	104	62	140	26	17	15	46	43	36	104	17	142	60	103	4
(5)	3%	4%	2%	2%	2%	3%	2%	3%	1%	3%	2%	3%	3%	3%	3%	3%	3%	3%	2%	1%
Don't know	73	13	14	16	31	27	46	46	23	6	13	12	22	10	47	6	60	19	49	4
(6)	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%
NET Much/Slightly more	872	180	157	94	132	346	228	454	111	43	51	131	173	100	359	43	486	147	387	36
(7)	14%	15%	8%	7%	8%	11%	7%	12%	8%	7%	11%	11%	11%	9%	10%	8%	10%	11%	8%	13%
NET Much/Slightly less	2307	429	738	540	600	1167	1140	1356	928	155	288	576	581	425	1445	167	1958	453	1769	85
(8)	37%	36%	39%	39%	35%	36%	37%	37%	39%	30%	39%	39%	39%	39%	39%	31%	39%	39%	39%	30%
Mean	2.54	2.50	2.50	2.49	2.54	2.56	2.52	2.47	2.52	2.47	2.55	2.56	2.52	2.54	2.54	2.64	2.54	2.57	2.51	2.49
Std Dev.	0.98	1.09	0.95	0.93	0.95	1.01	0.94	1.03	0.89	0.92	0.96	0.99	0.99	1.00	0.99	0.92	0.98	1.03	0.96	0.93
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01	0.03	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Table 106

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1) 1232	1041	192	36	1022	91	66	82	46	156	118	89	102	110	150	166	85	9	82	
	20%	20%	22%	22%	20%	16%	22%	11%	16%	22%	13%	20%	19%	19%	19%	20%	16%	13%	16%	
Slightly less	(2) 1074	910	164	38	898	104	48	24	39	102	89	71	91	113	126	166	103	16	88	
	17%	17%	19%	23%	17%	20%	16%	14%	16%	15%	16%	16%	17%	20%	16%	20%	20%	24%	20%	
No change	(3) 3268	2786	422	81	2716	266	151	75	138	345	260	249	285	305	422	412	300	32	233	
	52%	52%	49%	46%	52%	53%	44%	44%	55%	51%	51%	56%	53%	53%	53%	49%	52%	46%	52%	
Slightly more	(4) 406	363	43	4	335	40	18	12	13	52	25	26	33	27	67	61	31	8	32	
	7%	7%	5%	2%	6%	8%	6%	7%	5%	8%	5%	6%	6%	5%	8%	7%	6%	12%	7%	
Much more	(5) 166	136	28	5	145	11	8	3	4	12	6	9	19	13	42	32	8	1	10	
	3%	3%	3%	3%	3%	2%	3%	2%	2%	2%	1%	2%	3%	2%	7%	4%	2%	1%	2%	
Don't know	73	60	13	2	60	5	4	3	9	9	9	4	13	4	4	6	2	*	5	
	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	2%	1%	2%	1%	*	1%	*	*	1%	
NET Much/Slightly more	872	501	71	10	480	51	26	15	17	64	31	35	51	41	102	93	39	9	41	
	9%	9%	6%	6%	9%	10%	8%	8%	7%	9%	6%	8%	9%	7%	13%	11%	7%	14%	9%	
NET Much/Slightly less	2307	1951	356	75	1921	195	114	76	85	258	207	160	193	223	275	332	188	25	170	
	37%	37%	41%	23%	37%	38%	39%	23%	34%	38%	41%	36%	36%	39%	34%	39%	36%	38%	36%	
Mean	2.54	2.55	2.47	2.42	2.52	2.52	2.47	2.34	2.54	2.49	2.42	2.54	2.51	2.51	2.56	2.56	2.52	2.64	2.55	
Std Dev.	0.98	0.97	1.00	0.97	0.97	0.94	1.00	1.06	0.92	0.99	0.95	0.94	0.98	0.94	1.04	1.01	0.88	0.92	0.94	
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants

		Stamp usage				1st class usage		2nd class usage		Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Much less	1232	462	454	650	642	462	19	143	454	19	214	308	214	151	180	83	812	263	512	437	132	111	35	949	146	315	917
(1)	20%	19%	21%	19%	20%	19%	12%	19%	21%	20%	20%	15%	20%	19%	19%	11%	31%	32%	20%	19%	19%	20%	19%	19%	21%	21%	20%
Slightly less	1074	364	458	577	671	364	26	122	458	36	238	389	441	125	94	23	830	117	452	421	120	52	28	873	80	283	792
(2)	17%	15%	21%	16%	21%	15%	16%	16%	21%	17%	23%	107%	126%	43%	1%	9%	14%	14%	45%	18%	18%	14%	16%	18%	15%	19%	17%
No change	3208	1262	1125	1800	1654	1262	93	437	1125	124	564	107%	126%	43%	274	122	2364	396	1351	1185	376	173	104	2536	278	566	2642
(3)	52%	52%	51%	51%	51%	52%	58%	57%	52%	58%	54%	52%	52%	47%	49%	49%	52%	48%	52%	51%	55%	49%	59%	52%	52%	37%	57%
Slightly more	406	195	80	309	193	195	15	35	126	192	21	126	192	59	19	8	318	28	167	187	39	7	5	354	12	233	173
(4)	7%	4%	4%	4%	4%	7%	9%	5%	7%	7%	2%	7%	7%	1%	3%	3%	7%	3%	7%	7%	7%	7%	7%	7%	7%	7%	7%
Much more	166	111	25	139	52	111	7	19	102	42	11	102	42	11	8	2	144	11	98	51	7	10	1	147	11	114	52
(5)	3%	1%	1%	1%	1%	3%	5%	2%	3%	3%	1%	3%	3%	1%	1%	1%	3%	1%	4%	2%	1%	3%	1%	3%	2%	1%	1%
Don't know	73	17	21	27	31	17	1	7	14	22	7	14	22	18	7	8	36	16	28	23	7	5	5	51	9	9	64
(6)	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Much/Slightly more	872	307	104	447	245	307	22	54	228	234	27	228	234	71	28	11	452	39	263	238	46	17	6	501	23	348	225
(7)	9%	13%	5%	13%	8%	13%	14%	7%	11%	9%	4%	11%	9%	9%	4%	4%	10%	5%	10%	10%	7%	5%	3%	10%	4%	5%	5%
NET Much/Slightly less	2307	827	912	1228	1312	827	45	265	897	944	452	897	944	276	274	106	1641	379	964	898	252	163	63	1822	225	598	1709
(8)	37%	34%	39%	35%	39%	34%	28%	35%	35%	38%	43%	35%	38%	34%	34%	36%	43%	36%	37%	37%	37%	35%	37%	42%	37%	37%	37%
Mean	2.64	2.64	2.42	2.63	2.49	2.64	2.56	2.56	2.42	2.50	2.39	2.46	2.52	2.38	2.26	2.26	2.50	2.27	2.57	2.56	2.30	2.48	2.36	2.56	2.36	2.36	2.49
Std Dev.	0.98	1.03	0.90	1.01	0.93	1.03	0.94	0.93	0.98	0.96	0.85	0.98	0.96	0.93	0.99	1.01	0.97	1.00	1.00	0.96	0.91	1.02	0.87	0.98	0.98	1.18	0.89
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.04	0.02	0.02	0.04	0.06	0.07	0.01	0.04	0.03	0.01

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Table 106

Base : All participants

		Housebound			Disability			Internet access						
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base		6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base		3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Much less	(1)	1232	53	1171	8	337	838	58	1207	12	6	6	1223	2
		20%	16%	20%	20%	20%	20%	19%	30.5%	10%	10%	9%	29%	10%
Slightly less	(2)	1074	61	1006	7	287	736	51	1024	18	21	8	1063	3
		17%	16%	17%	17%	17%	17%	15%	18%	16%	23.4%	13%	18%	14%
No change	(3)	3208	173	3022	13	843	2207	159	3089	52	23	49	3148	12
		52%	45%	52%	31%	50%	53%	51%	52%	48%	40%	74.1%	52%	54%
Slightly more	(4)	406	33	363	10	117	261	28	373	24	4	1	401	3
		7%	9%	6%	24.4%	7%	6%	9%	6%	20.2%	8%	2%	7%	15%
Much more	(5)	166	14	151	2	68	86	13	158	9	2	-	166	-
		3%	4%	3%	5%	4%	2%	4%	3%	7%	4%	-	3%	-
Don't know		73	2	70	1	24	46	3	68	-	1	2	70	2
		1%	1%	1%	2%	1%	1%	1%	1%	-	2%	3%	1%	7%
NET Much/Slightly more		572	47	513	12	184	346	41	529	31	7	1	567	3
		9%	14%	9%	29%ab	11%a	8%	13%a	9%	27%ab	11%	2%	9%	15%
NET Much/Slightly less		2307	115	2177	16	624	1573	109	2231	30	27	14	2288	5
		37%	34%	38%	37%	38%	37%	35%	35.3%	26%	43.2%	21%	37.5%	24%
Mean		2.64	2.68%	2.53	2.76	2.57	2.52	2.64	2.53	2.66%	2.57	2.72	2.54	2.80
Std Dev.		0.98	0.99	0.97	1.20	1.02	0.95	1.02	0.98	1.02	0.92	0.66	0.98	0.86
Std Error		0.01	0.05	0.01	0.17	0.02	0.02	0.06	0.01	0.10	0.13	0.08	0.01	0.19

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghijkl
* small base, ** very small base (under 30) ineligible for sig testing

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Table 106

Base : All participants

		Quarter				Month															
Total		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base		6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501			
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	511			
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312			
Much less		(1)	1232	295	278	335	325	101	94	99	106	80	91	108	110	117	115	111			
		20%	19%	18%	22%	21%	21%	18%	19%	20%	16%	18%	21%	21%	23%	23%	22%	19%			
Slightly less		(2)	1074	277	265	259	274	78	104	95	91	87	87	83	79	96	90	101			
		17%	17%	16%	17%	16%	15%	20%	18%	17%	17%	18%	16%	15%	19%	18%	20%	16%			
No change		(3)	3208	822	803	795	788	270	273	278	261	281	262	279	274	242	246	246			
		52%	53%	52%	52%	51%	55%	51%	53%	49%	55%	53%	54%	53%	48%	49%	48%	48%			
Slightly more		(4)	406	102	111	89	103	30	35	38	46	26	39	38	30	22	34	37			
		7%	7%	6%	7%	6%	6%	7%	6%	7%	6%	5%	6%	5%	4%	4%	7%	6%			
Much more		(5)	166	35	60	44	27	4	22	9	27	21	12	5	18	20	7	15			
		3%	2%	4%	3%	2%	1%	4%	2%	5%	4%	3%	1%	4%	4%	1%	3%	1%			
Don't know			73	19	18	17	19	3	4	7	1	13	4	6	6	5	10	3			
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%			
NET Much/Slightly more			572	138	171	133	131	33	57	47	73	47	51	43	49	42	41	52			
		9%	9%	11%	9%	8%	7%	11%	9%	14%	9%	10%	8%	9%	8%	8%	10%	7%			
NET Much/Slightly less			2307	571	543	584	599	179	198	194	198	167	178	191	190	213	205	211			
		37%	37%	35%	39%	39%	36%	37%	37%	37%	37%	33%	36%	37%	37%	42%	41%	35%			
Mean			2.54	2.55	2.61	2.51	2.50	2.50	2.60	2.54	2.62	2.56	2.58	2.51	2.55	2.46	2.45	2.50			
Std Dev.			0.98	0.95	0.99	0.99	0.96	0.92	0.99	0.94	1.06	0.96	0.96	0.94	1.01	1.03	0.97	1.00			
Std Error			0.01	0.02	0.03	0.03	0.02	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.05	0.04	0.04	0.04			

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Table 107

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2982	3185	791	817	1134	805	1152	852	609	1698	1939	2013	1461	5468	544
Weighted Base	6160	1233	4927	789	3371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1) 683	162	491	87	566	275	375	54	74	127	104	145	95	53	128	231	203	148	571	78
11%		16%	10%	11%	11%		12%		9%	11%	12%	13%	12%	9%	8%	12%	12%	11%	11%	8%
Slightly less	(2) 1145	244	900	129	1016	520	623	133	148	192	167	207	131	107	281	399	504	238	909	138
19%		20%	18%	16%	19%		20%	16%	17%	17%	20%	24%	24%	17%	17%	18%	19%	17%	19%	15%
No change	(3) 3366	693	2673	335	3031	1666	1668	372	435	597	458	620	465	422	807	1053	1506	886	2906	427
55%		56%	54%	42%	42%		54%	45%	50%	52%	52%	53%	53%	42%	46%	52%	52%	52%	53%	45%
Slightly more	(4) 713	108	605	143	571	399	316	188	151	141	77	63	52	39	342	216	154	91	465	220
12%		9%	12%	16%	11%		10%	23%	18%	18%	9%	6%	7%	6%	20%	16%	11%	6%	9%	23%
Much more	(5) 196	17	179	85	111	114	78	53	41	53	17	23	8	1	64	70	32	9	132	61
3%		1%	2%	15%	2%		2%	7%	6%	7%	2%	2%	1%	*	7%	6%	1%	1%	3%	6%
Don't know	88	9	79	10	77	38	50	22	15	11	11	13	9	6	17	23	28	15	66	19
1%		1%	2%	1%	1%		2%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
NET Much/Slightly more	909	125	784	228	681	512	394	241	195	194	94	85	60	40	436	288	186	100	617	281
15%		10%	14%	15%	13%		13%	24%	23%	23%	14%	8%	8%	6%	25%	16%	11%	7%	12%	16%
NET Much/Slightly less	1798	406	1391	216	1582	794	998	187	222	319	271	411	228	160	410	551	797	386	1569	216
29%		32%	28%	27%	29%		32%	23%	26%	28%	33%	36%	36%	26%	24%	30%	32%	28%	30%	23%
Mean	2.78	2.65	2.81	3.04	2.74	2.85	2.71	3.07	2.83	2.82	2.68	2.60	2.66	2.72	3.06	2.76	2.65	2.69	2.73	3.09
Std Dev.	0.90	0.87	0.91	1.11	0.86	0.90	0.90	0.97	0.94	0.96	0.89	0.86	0.83	0.71	0.96	0.93	0.81	0.78	0.88	0.99
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Table 107

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Much less	663	82	204	148	219	286	367	414	231	58	100	168	153	110	422	59	547	154	488	11
(1)	17%	7%	15%	13%	13%	9%	13%	11%	10%	11%	13%	11%	10%	10%	11%	11%	11%	12%	13%	4%
Slightly less	1145	210	390	274	271	599	545	717	416	74	128	281	298	231	707	74	982	207	885	54
(2)	19%	18%	20%	20%	16%	20%	18%	20%	17%	14%	17%	19%	19%	21%	19%	14%	19%	16%	19%	19%
No change	3366	571	1035	774	884	1607	1757	1842	1463	305	400	798	835	594	2033	315	2791	678	2527	161
(3)	55%	50%	54%	53%	52%	53%	53%	52%	53%	53%	52%	53%	53%	54%	53%	59%	54%	53%	53%	55%
Slightly more	713	205	217	119	172	422	291	483	226	49	82	179	230	117	490	55	629	163	515	36
(4)	12%	18%	11%	9%	10%	14%	9%	12%	9%	9%	11%	12%	14%	11%	13%	10%	12%	13%	11%	12%
Much more	196	55	47	49	44	102	94	165	29	17	15	55	51	40	121	17	168	57	124	15
(5)	3%	3%	2%	4%	3%	3%	3%	3%	1%	3%	2%	4%	3%	4%	3%	3%	3%	4%	3%	3%
Don't know	88	13	20	20	35	33	55	48	33	13	9	20	17	8	45	13	58	25	51	12
(6)	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	4%
NET Much/Slightly more	969	251	264	168	217	528	385	648	254	65	97	234	281	157	612	71	796	220	639	51
(7)	16%	22%	14%	12%	13%	16%	12%	16%	11%	13%	13%	16%	18%	14%	16%	13%	15%	17%	14%	16%
NET Much/Slightly less	1798	292	594	422	490	885	912	1132	647	132	228	449	452	341	1129	134	1529	361	1372	64
(8)	29%	26%	31%	30%	28%	29%	29%	31%	27%	26%	31%	30%	29%	31%	30%	25%	30%	28%	28%	22%
Mean	2.76	2.76	2.74	2.74	2.73	2.77	2.74	2.80	2.75	2.78	2.70	2.78	2.77	2.77	2.78	2.80	2.78	2.81	2.76	2.78
Std Dev.	0.90	0.93	0.89	0.89	0.90	0.91	0.90	0.96	0.89	0.91	0.93	0.91	0.91	0.90	0.92	0.89	0.91	0.96	0.89	0.94
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Table 107

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1) 663	575	78	14	552	43	35	22	20	82	69	46	58	51	58	91	57	3	40	
	17%	11%	9%	6%	11%	8%	12%	13%	12%	15%	13%	10%	11%	9%	7%	11%	11%	4%	9%	
Slightly less	(2) 1145	974	171	28	973	100	45	26	49	128	65	76	81	136	156	166	116	12	88	
	19%	18%	20%	16%	19%	19%	15%	16%	16%	19%	13%	17%	15%	24%	19%	20%	22%	18%	20%	
No change	(3) 3366	2889	477	108	2810	296	170	90	137	343	322	263	295	294	418	451	286	42	254	
	55%	52%	53%	11%	54%	57%	58%	53%	55%	51%	51%	51%	54%	51%	52%	54%	54%	62%	56%	
Slightly more	(4) 713	621	93	12	603	58	30	22	22	87	43	51	63	63	139	84	52	8	51	
	12%	12%	11%	7%	12%	11%	10%	13%	9%	12%	8%	11%	12%	11%	17%	10%	10%	12%	11%	
Much more	(5) 196	164	32	4	171	10	8	6	7	19	6	7	24	21	33	44	13	2	7	
	3%	3%	4%	3%	3%	2%	3%	1%	3%	3%	1%	2%	4%	4%	4%	5%	2%	3%	2%	
Don't know	88	76	12	1	68	10	6	3	7	6	3	5	22	8	6	6	5	*	10	
	1%	1%	1%	1%	1%	2%	2%	2%	2%	1%	1%	1%	4%	1%	1%	1%	1%	*	2%	
NET Much/Slightly more	969	785	124	16	774	68	38	29	29	102	48	58	97	84	172	129	65	10	58	
	15%	15%	14%	10%	15%	13%	13%	17%	11%	15%	9%	13%	16%	15%	21%	15%	12%	15%	13%	
NET Much/Slightly less	1798	1549	249	42	1525	143	81	49	78	220	134	122	139	189	214	258	173	15	128	
	29%	29%	29%	23%	29%	28%	27%	29%	31%	27%	26%	27%	26%	27%	26%	31%	30%	23%	28%	
Mean	2.78	2.78	2.80	2.79	2.78	2.79	2.76	2.78	2.70	2.72	2.70	2.77	2.83	2.76	2.79	2.79	2.71	2.91	2.77	
Std Dev.	0.90	0.91	0.89	0.80	0.91	0.83	0.90	0.97	0.89	0.95	0.85	0.84	0.94	0.90	0.90	0.95	0.88	0.78	0.83	
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03	

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Table 107

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Much less	663	237	243	347	321	237	7	71	237	7	102	187	229	83	96	54	416	251	281	247	65	60	24	498	84	167	486	
(1)	11%	11%	11%	10%	10%	11%	10%	9%	11%	14%	10%	9%	9%	10%	17%slight	22%slight	9%	18%slight	10%	11%	10%	17%slight	13%	10%	16%slight	11%	10%	
Slightly less	1145	428	466	598	636	428	19	110	466	37	209	359	478	145	122	35	837	157	448	449	126	79	40	897	119	277	868	
(2)	19%	19%	23%slight	17%	20%slight	18%	12%	14%	22%	18%	20%	18%	19%	18%	21%	14%	19%	19%	17%	19%	19%	22%	18%	22%	18%	23%slight	18%	19%
No change	3366	1260	1223	1871	1835	1260	90	479	1223	120	639	1115	1349	475	297	119	2464	416	1450	1216	403	187	93	2867	230	600	2756	
(3)	55%	52%	57%slight	53%	56%slight	52%	56%	63%slight	57%	56%	61%	55%	54%	55%slight	51%	48%	55%	50%	56%	53%	59%slight	52%	53%	54%	52%	40%	65%slight	40%
Slightly more	713	321	178	457	354	321	21	82	178	15	76	234	333	70	51	26	567	77	318	298	63	24	10	617	33	327	386	
(4)	12%	15%slight	9%	14%slight	14%slight	13%	13%	11%	8%	7%	11%	12%	15%slight	9%	9%	10%	15%slight	9%	12%slight	15%slight	9%	7%	5%	13%slight	6%	23%slight	8%	
Much more	196	121	8%	2%	2%	12%	12	16	26	3	8	109	61	14	7	3	170	3	111	65	15	2	2	175	5	127	68	
(5)	3%	9%slight	1%	2%	2%	9%slight	8%slight	2%	1%	2%	1%	6%slight	2%	2%	1%	1%	4%slight	1%	4%slight	2%	2%	1%	1%	4%slight	1%	6%slight	1%	1%
Don't know	88	20	33	29	42	20	2	7	33	7	15	13	35	13	8	11	48	19	27	27	10	5	9	54	14	13	75	
(6)	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET Much/Slightly more	909	442	204	658	419	442	34	98	204	18	84	343	394	83	59	29	737	87	430	363	77	26	12	793	38	455	454	
(7)	15%	18%slight	9%	19%slight	13%slight	18%slight	21%slight	13%	9%	8%	8%	17%slight	19%slight	10%	10%	12%	16%slight	11%	19%slight	16%slight	11%	7%	7%	16%slight	7%	59%slight	10%	
NET Much/Slightly less	1798	691	703	945	957	691	35	180	703	68	311	548	708	228	219	88	1254	307	699	696	191	139	83	1395	203	443	1354	
(8)	29%	29%	23%slight	27%	29%	29%	22%	24%	32%	32%	30%	27%	28%	29%	27%slight	29%slight	29%	27%slight	27%	28%	28%	29%	29%	29%	29%	29%	29%	
Mean	2.78	2.58slight	2.67	2.58slight	2.78slight	2.84	2.97	2.82	2.67	2.62	2.69	2.66slight	2.68slight	2.72slight	2.57	2.54	2.63slight	2.56	2.64slight	2.77slight	2.76slight	2.51	2.57	2.61slight	2.53	2.43	2.71	
Std Dev.	0.90	0.96	0.83	0.94	0.85	0.96	0.99	0.82	0.83	0.88	0.78	0.93	0.88	0.83	0.92	1.00	0.90	0.94	0.91	0.91	0.83	0.88	0.85	0.91	0.87	1.09	0.82	
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Table 107

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3591	69	38	46	3657	15
Much less	(1) 663	37	610	5	165	460	28	631	8	3	8	642	2
	11%	11%	11%	13%	10%	11%	9%	11%	7%	6%	13%	11%	9%
Slightly less	(2) 1145	49	1089	7	299	793	53	1109	17	15	2	1141	1
	19%	15%	19%	17%	16%	19%	17%	18%	14%	23%	4%	18%	5%
No change	(3) 3366	179	3171	15	883	2312	171	3236	51	19	50	3305	10
	55%	53%	55%	37%	53%	55%	55%	85%	44%	34%	76%g/k	54%j	44%
Slightly more	(4) 713	55	654	5	208	464	41	662	30	11	5	703	5
	12%	15%	11%	12%	12%	11%	13%	11%	23%g/h	18%	8%	12%	25%
Much more	(5) 196	12	177	7	84	101	11	179	10	7	*	196	-
	3%	4%	3%	16%ab	5%	2%	3%	3%	8%g/k	12%g/h	-	3%	-
Don't know	88	3	83	2	35	44	7	81	1	2	-	84	4
	1%	1%	1%	4%	2%	1%	2%	1%	1%	4%	-	1%	17%
NET Much/Slightly more	909	67	830	11	292	565	52	841	40	17	5	898	5
	15%	20%b	14%	28%b	17%a	14%	17%	14%	34%g/k	30%g/h	8%	15%	25%
NET Much/Slightly less	1798	86	1699	13	464	1253	81	1740	25	18	11	1784	3
	29%	23%	29%	31%	26%	30%	26%	30%	21%	32%	16%	29%	14%
Mean	2.78	2.87	2.77	3.00	2.89	2.75	2.85	2.77	3.14g	3.04	2.79	2.78	3.02
Std Dev.	0.90	0.95	0.90	1.25	0.95	0.89	0.89	0.90	1.01	1.10	0.77	0.90	0.92
Std Error	0.01	0.05	0.01	0.18	0.02	0.01	0.05	0.01	0.10	0.15	0.09	0.01	0.22

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Table 107

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Much less	(1) 653	136	149	182	185	48	45	43	59	42	49	54	62	66	63	56	66
	11%	9%	10%	12%	12%	10%	9%	8%	11%	8%	10%	10%	12%	13%	12%	11%	13%
Slightly less	(2) 1145	298	296	299	292	78	126	95	83	90	83	89	109	104	105	101	88
	19%	19%	17%	19%	19%	16%	23%	18%	16%	18%	17%	17%	21%	21%	21%	20%	16%
No change	(3) 3366	870	833	827	835	284	286	299	304	282	248	306	278	245	271	276	289
	55%	56%	54%	54%	54%	60%	54%	57%	57%	55%	50%	59%	53%	49%	54%	54%	55%
Slightly more	(4) 713	184	204	176	149	60	53	71	51	58	85	54	52	70	37	54	58
	12%	12%	13%	11%	10%	11%	10%	13%	10%	11%	16%	10%	10%	14%	7%	11%	11%
Much more	(5) 196	46	69	37	43	13	19	14	32	22	15	9	14	14	12	19	12
	3%	3%	5%	2%	3%	3%	4%	3%	5%	4%	3%	2%	3%	3%	2%	4%	2%
Don't know	88	15	24	18	32	8	3	3	3	14	6	9	6	3	15	6	10
	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%
NET Much/Slightly more	909	231	273	214	192	73	72	85	83	80	110	63	66	84	49	73	69
	15%	15%	18%	14%	12%	15%	14%	18%	16%	16%	22%	12%	12%	17%	10%	14%	13%
NET Much/Slightly less	1798	430	405	481	477	126	170	138	142	132	132	140	171	170	167	157	152
	29%	28%	26%	31%	31%	26%	32%	26%	27%	26%	27%	27%	33%	34%	33%	31%	29%
Mean	2.78	2.61d	2.66cd	2.73	2.72	2.62n	2.76	2.64n	2.64n	2.66n	2.66n	2.76	2.70	2.73	2.65	2.76	2.73
Std Dev.	0.90	0.87	0.93	0.90	0.91	0.87	0.88	0.86	0.96	0.89	0.93	0.85	0.91	0.96	0.89	0.92	0.91
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Table 108

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	8363	2982	3185	791	817	1134	805	1152	852	609	1698	1939	2613	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less (1)	871	204	667	112	759	358	513	72	85	148	135	201	139	91	158	283	431	230	790	80
14%		19%a	14%	14%	14%	12%	16%a	9%	10%	13%a	16%a	18%a	16%a	14%a	9%	14%a	17%a	17%a	19%a	8%
Slightly less (2)	1168	270	899	141	1027	537	630	114	147	242	170	293	136	133	262	344	522	270	1018	138
19%		22%a	18%	18%	19%	18%	20%	14%	17%	19%a	21%a	22%a	18%	21%a	15%	20%a	21%a	19%a	20%a	15%
No change (3)	3182	637	2515	289	2893	1597	1551	375	404	547	412	598	448	368	779	999	1414	816	2691	433
51%		52%	51%	37%	52%a	49%	49%	46%	47%	49%	50%	50%	48%	48%	46%	49%	50%a	50%a	50%a	46%
Slightly more (4)	674	86	588	149	535	322	310	151	153	158	81	61	31	30	314	239	121	61	472	160
11%		7%	12%a	19%a	10%	12%a	10%	20%b(m)	18%b(m)	14%b(m)	19%b(m)	5%	4%	5%	19%a(p)	12%a(o)	5%	4%	9%	20%a
Much more (5)	238	22	214	90	147	131	103	77	66	50	25	11	2	4	143	75	17	6	149	83
4%		2%	4%a	15%a	3%	4%	3%	7%b(m)	5%b(m)	4%b(m)	5%b(m)	1%	*	1%	6%a(p)	4%a(o)	1%	*	3%	6%a
Don't know	59	4	55	9	50	24	34	23	12	7	7	3	3	1	34	14	11	4	37	18
1%		*	1%a	1%	1%	1%	1%	3%b(m)	1%	1%	1%	1%	*	*	2%a(p)	1%	*	*	1%	2%a
NET Much/Slightly more	910	109	801	238	672	494	413	238	219	208	108	72	33	34	457	314	139	67	621	274
15%		9%	13%a	32%a	12%	13%a	13%	22%b(m)	21%b(m)	17%b(m)	18%b(m)	6%	4%	5%	22%a(p)	14%a(o)	6%	5%	12%	21%a
NET Much/Slightly less	2039	483	1556	253	1786	895	1143	187	233	359	308	453	276	224	419	667	953	500	1808	218
33%		39%a	32%	32%	33%	30%	36%a	23%	27%	32%a	37%a	46%a	36%a	36%a	25%	34%a	39%a	39%a	39%a	23%
Mean	2.71	2.55	2.74a	2.86a	2.68	2.70f	2.63	3.07b(m)	2.94b(m)	2.78b(m)	2.62a	2.49	2.50	2.56	3.04a(p)	2.74a(o)	2.51	2.53	2.64	3.06a
Std Dev.	0.97	0.91	0.98	1.19	0.93	0.96	0.98	1.04	1.03	1.00	0.97	0.88	0.85	0.82	1.04	0.99	0.86	0.84	0.95	1.03
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Table 108

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	(1) 871	126	323	183	238	449	421	520	351	61	114	230	218	152	563	62	746	180	671	20
	14%	11%	17% ^{ab}	13%	14%	15%	14%	14%	15%	12%	16%	15%	14%	14%	15%	12%	14%	13%	13%	7%
Slightly less	(2) 1168	209	384	289	286	593	575	691	457	78	128	284	278	243	690	81	990	227	879	62
	19%	18%	20% ^{ab}	21% ^{ab}	17%	19%	18%	19%	19%	15%	17%	19%	18%	22% ^{ab}	18%	15%	19%	18%	19%	22%
No change	(3) 3152	581	936	687	848	1517	1635	1741	1366	293	404	734	806	540	1944	304	2819	633	2358	161
	51%	51%	49%	50%	52%	50%	53%	47%	51%	51% ^{ab}	52% ^{ab}	49%	51%	49%	51%	51%	51%	49%	51%	50%
Slightly more	(4) 674	142	196	165	171	338	336	484	174	55	62	163	213	112	438	57	569	154	492	28
	11%	12%	10%	12%	10%	11%	11%	12% ^{ab}	7%	11%	8%	11%	12%	10%	11%	11%	11%	12%	11%	10%
Much more	(5) 236	64	60	51	61	124	112	165	34	19	19	78	59	45	155	20	209	78	151	7
	4%	5%	3%	4%	4%	4%	4%	5% ^{ab}	1%	4%	3%	5%	4%	4%	4%	4%	4%	5%	3%	3%
Don't know	89	14	15	10	20	29	30	35	16	8	7	11	10	8	28	8	42	12	37	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	3% ^{ab}
NET Much/Slightly more	910	209	255	215	233	462	448	682	208	75	80	242	273	156	694	77	778	232	643	36
	15%	18% ^{ab}	13%	16%	13%	15%	14%	19% ^{ab}	9%	14%	11%	17% ^{ab}	17% ^{ab}	14%	18% ^{ab}	14%	15%	13%	14%	12%
NET Much/Slightly less	2039	335	707	472	524	1042	996	1211	808	139	242	515	496	395	1253	144	1736	407	1550	82
	33%	29%	37% ^{ab}	34%	30%	34%	32%	33%	34%	27%	33%	32%	31%	34% ^{ab}	32% ^{ab}	27%	33% ^{ab}	32%	34%	29%
Mean	2.71	2.66 ^{ab}	2.62	2.62	2.62	2.70	2.72	2.61	2.61	2.65	2.71	2.66	2.72	2.66	2.72	2.79	2.71	2.69	2.69	2.76
Std Dev.	0.97	0.98	0.99	0.96	0.95	0.99	0.96	1.03	0.87	0.92	0.93	0.98	1.02	0.97	0.99	0.92	0.98	1.03	0.96	0.83
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Table 108

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Much less	(1) 871	738	133	28	740	63	39	29	40	95	84	82	82	77	60	129	80	9	64		
	14%	14%	19%	16%	14%	12%	13%	13%	12%	13%	13%	13%	13%	13%	7%	15%	10%	13%	13%		
Slightly less	(2) 1168	998	170	40	964	121	56	27	41	141	72	86	76	127	149	163	109	13	108		
	19%	19%	20%	24%	19%	23%	19%	16%	16%	21%	14%	19%	14%	22%	18%	19%	21%	20%	24%		
No change	(3) 3152	2705	445	76	2641	259	164	87	127	340	285	213	260	283	427	426	281	26	233		
	51%	51%	52%	40%	51%	50%	50%	51%	51%	50%	47%	47%	48%	49%	53%	51%	53%	39%	52%		
Slightly more	(4) 674	566	78	16	581	50	24	19	27	71	38	57	87	59	128	72	42	14	36		
	11%	11%	9%	10%	11%	10%	8%	11%	11%	10%	8%	11%	10%	10%	16%	9%	8%	28%	8%		
Much more	(5) 236	209	27	7	202	20	8	6	11	25	18	9	23	22	38	44	13	5	16		
	4%	4%	3%	4%	4%	4%	3%	3%	4%	4%	3%	2%	4%	4%	5%	5%	2%	24%	3%		
Don't know	89	51	8	1	49	4	4	2	5	3	1	1	14	5	7	8	5	-	4		
	1%	1%	1%	*	1%	1%	1%	1%	2%	1%	*	*	3%	1%	1%	1%	1%	-	1%		
NET Much/Slightly more	910	805	104	23	783	70	32	25	36	95	56	66	110	81	102	116	55	18	52		
	15%	15%	12%	14%	15%	14%	11%	15%	15%	14%	11%	15%	15%	14%	14%	14%	10%	27%	11%		
NET Much/Slightly less	2039	1735	304	68	1704	184	96	56	81	236	166	168	158	204	209	203	188	22	161		
	33%	33%	35%	29%	33%	35%	32%	33%	32%	29%	33%	29%	29%	33%	26%	26%	26%	33%	33%		
Mean	2.71	2.72	2.64	2.61	2.72	2.70	2.67	2.67	2.70	2.68	2.63	2.61	2.66	2.66	2.69	2.62	2.62	2.67	2.67		
Std Dev.	0.97	0.97	0.96	1.01	0.98	0.94	0.91	1.00	1.01	0.96	0.98	0.99	1.03	0.96	0.91	1.01	0.92	1.11	0.91		
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.09	0.03		

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Much less	871	318	259	419	401	318	11	101	262	295	180	262	295	100	122	70	577	911	379	275	85	88	39	654	128	183	699
	14%	13%	12%	12%	14%	13%	7%	13%	17%	19%	17%	14%	12%	12%	21%	28%	13%	23%	19%	12%	13%	23%	22%	13%	24%	15%	
Slightly less	1168	468	453	643	627	468	26	148	453	36	209	391	492	142	101	38	884	139	473	464	131	65	31	937	95	259	909
	19%	19%	21%	18%	19%	19%	16%	19%	19%	21%	20%	19%	20%	18%	17%	15%	20%	17%	18%	20%	19%	18%	17%	19%	18%	17%	20%
No change	3162	1149	1156	1745	1753	1149	89	428	1156	117	605	1029	1259	449	285	113	2288	398	1296	1183	382	175	96	2480	271	598	2553
	51%	48%	53%	50%	54%	48%	55%	58%	53%	55%	58%	51%	51%	56%	49%	46%	51%	48%	50%	51%	56%	49%	54%	51%	51%	39%	65%
Slightly more	674	329	149	489	300	329	22	61	149	13	47	190	342	79	51	12	532	63	307	280	60	21	5	587	25	331	343
	11%	14%	7%	14%	9%	11%	14%	8%	9%	6%	5%	9%	14%	10%	9%	5%	12%	8%	12%	14%	10%	6%	3%	13%	5%	14%	7%
Much more	236	134	30	188	85	134	13	25	30	4	5	114	79	18	15	10	153	25	133	83	11	7	2	216	9	149	96
	4%	6%	1%	5%	2%	4%	2%	3%	1%	2%	1%	6%	3%	2%	2%	4%	3%	4%	4%	4%	2%	2%	1%	4%	2%	6%	2%
Don't know	69	15	15	27	27	15	*	5	15	2	3	10	18	13	9	4	28	14	18	18	11	2	5	36	7	10	49
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Much/Slightly more	910	463	180	668	394	463	34	86	180	18	53	305	421	95	66	22	726	88	440	363	71	27	6	803	34	471	439
	15%	19%	8%	19%	12%	15%	21%	11%	8%	5%	5%	18%	17%	12%	11%	9%	16%	11%	17%	16%	10%	8%	4%	18%	6%	31%	9%
NET Much/Slightly less	2039	786	812	1062	1089	786	37	247	812	76	389	673	788	241	223	108	1461	330	852	738	217	153	70	1591	223	442	1588
	33%	33%	37%	30%	33%	33%	23%	32%	33%	36%	37%	33%	32%	30%	22%	10%	32%	32%	33%	32%	32%	30%	32%	32%	32%	29%	35%
Mean	2.71	2.78%	2.55	2.82%	2.68%	2.78%	2.79%	2.96%	2.69	2.55	2.51	2.72%	2.78%	2.71%	2.54	2.40	2.76%	2.50	2.78%	2.78%	2.67%	2.42	2.42	2.78%	2.42	2.59%	2.62
Std Dev.	0.97	1.02	0.90	1.00	0.92	1.02	0.94	0.92	0.90	0.93	0.85	1.00	0.94	0.89	1.00	1.08	0.97	1.03	1.01	0.94	0.87	0.99	0.90	0.98	0.96	1.12	0.90
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.03	0.06	0.07	0.01	0.04	0.03	0.01

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Much less	(1) 871	43	824	4	252	589	30	859	7	2	5	851	1	
	14%	13%	14%	10%	15%	14%	10%	15%	6%	3%	8%	14%	6%	
Slightly less	(2) 1168	53	1102	14	319	795	54	1122	23	13	8	1157	3	
	19%	16%	19%	10%	19%	19%	17%	19%	22%	13%	19%	19%	13%	
No change	(3) 3152	161	2977	10	797	2204	151	2999	52	37	49	3089	14	
	51%	49%	51%	25%	48%	53%	49%	51%	45%	64%	71%	51%	64%	
Slightly more	(4) 874	66	600	8	205	425	43	646	22	2	3	669	2	
	11%	20%	10%	12%	10%	10%	11%	11%	12%	3%	4%	11%	7%	
Much more	(5) 236	7	225	4	88	126	22	219	12	4	-	236	-	
	4%	2%	4%	10%	5%	3%	7%	4%	10%	8%	-	4%	-	
Don't know	59	4	54	1	14	34	11	56	1	-	-	57	2	
	1%	1%	1%	3%	1%	1%	4%	1%	1%	-	-	1%	9%	
NET Much/Slightly more	910	72	825	12	294	551	65	865	35	6	3	905	2	
	15%	22%	14%	29%	16%	13%	21%	15%	29%	11%	4%	16%	7%	
NET Much/Slightly less	2039	96	1926	17	571	1384	84	1977	29	15	14	2021	4	
	33%	28%	33%	43%	34%	33%	27%	34%	26%	21%	21%	33%	19%	
Mean	2.71	2.82	2.70	2.87	2.73	2.69	2.73	2.70	3.00%	2.89	2.75	2.71	2.80	
Std Dev.	0.97	0.96	0.97	1.17	1.03	0.94	1.01	0.97	1.02	0.83	0.67	0.98	0.70	
Std Error	0.01	0.05	0.01	0.17	0.02	0.01	0.06	0.01	0.10	0.11	0.08	0.01	0.16	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Table 108

Base : All participants

		Quarter				Month															
Total		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base		6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501			
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521			
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312			
Much less		(1)	871	216	221	210	224	80	60	77	80	72	69	74	63	73	82	80			
14%			14%	14%	14%	15%	16%	11%	15%	15%	14%	14%	14%	12%	14%	16%	16%	12%			
Slightly less		(2)	1168	273	295	311	289	72	102	99	99	101	95	95	111	105	98	94			
			19%	18%	19%	20%	19%	13%	19%	19%	19%	20%	19%	18%	20%	20%	19%	18%			
No change		(3)	3182	790	769	802	791	260	284	246	277	245	247	295	262	245	247	255			
51%			51%	50%	52%	51%	53%	53%	47%	52%	48%	50%	57% 67% 61% 61%	51%	49%	49%	50%	56% 56% 56% 56%			
Slightly more		(4)	674	186	173	161	154	51	62	73	52	56	65	40	63	59	52	55			
			11%	12%	11%	10%	10%	10%	12%	11%	10%	11%	11%	8%	12%	12%	10%	11%			
Much more		(5)	238	74	60	45	57	23	22	28	17	26	17	9	18	19	16	23			
			4%	5%	4%	3%	4%	3%	4%	5%	3%	5%	3%	2%	3%	4%	3%	5%			
Don't know			89	11	17	10	21	5	3	4	7	6	3	6	2	2	8	5			
			1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%			
NET Much/Slightly more			910	260	233	206	210	75	84	101	69	82	82	48	80	78	68	78			
15%			17%	15%	13%	14%	12%	13%	16%	13%	13%	13%	9%	15%	15%	14%	15%	12%			
NET Much/Slightly less			2039	489	516	521	514	152	162	176	179	173	164	169	174	178	180	174			
33%			32%	34%	34%	33%	31%	30%	33%	34%	34%	33%	33%	33%	35%	36%	34%	31%			
Mean			2.71	2.76	2.71	2.69	2.69	2.73	2.78	2.76	2.67	2.73	2.73	2.64	2.73	2.69	2.64	2.70			
Std Dev.			0.97	1.00	0.98	0.94	0.97	1.01	0.94	1.04	0.96	1.01	0.98	0.88	0.94	0.98	0.98	1.01			
Std Error			0.01	0.03	0.03	0.02	0.02	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04			

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Table 109

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	607	6353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1) 380	67	284	42	309	144	208	22	38	68	43	80	52	47	60	111	170	99	308	41
	6%	5%	6%	5%	6%		7%		4%	11%	8%	12%	8%	7%	4%	8%	12%	7%	6%	4%
Slightly less	(2) 626	118	508	70	555	300	334	66	96	113	94	117	81	59	162	207	257	140	504	112
	10%	10%	10%	9%	10%	10%	10%	8%	11%	10%	11%	10%	11%	9%	10%	11%	10%	10%	10%	12%
No change	(3) 3480	739	2741	309	3171	1715	1764	356	410	628	467	689	498	434	766	1093	1622	932	3018	428
	56%	56%	56%	39%	56%	57%	56%	43%	47%	47%	47%	48%	48%	43%	45%	45%	46%	46%	45%	45%
Slightly more	(4) 1337	254	1083	258	1079	682	651	277	252	228	184	202	119	75	529	411	396	194	1071	257
	22%	21%	22%	13%	20%	23%	21%	14%	13%	13%	12%	12%	12%	10%	11%	10%	10%	14%	21%	27%
Much more	(5) 298	54	244	103	194	141	155	85	59	80	38	29	5	2	144	119	35	6	206	88
	5%	4%	5%	1%	4%	5%	5%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	5%
Don't know	89	-	69	7	82	28	41	15	12	7	7	12	4	11	28	13	27	15	50	17
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%
NET Much/Slightly more	1635	308	1327	361	1274	823	806	362	311	308	222	231	124	77	673	530	432	201	1277	346
	27%	23%	27%	14%	24%	27%	26%	14%	13%	13%	12%	12%	12%	10%	11%	10%	10%	14%	25%	27%
NET Much/Slightly less	976	185	791	112	864	444	529	88	134	181	137	197	133	105	222	318	436	239	813	153
	16%	15%	16%	14%	16%	17%	17%	11%	13%	13%	12%	12%	12%	10%	13%	13%	13%	16%	16%	16%
Mean	3.10	3.09	3.10	3.46	3.06	3.13	3.07	3.42	3.23	3.19	3.19	3.19	3.19	2.93	3.39	3.19	2.94	2.90	3.07	3.26
Std Dev.	0.86	0.83	0.87	1.00	0.83	0.83	0.88	0.88	0.90	0.91	0.85	0.82	0.75	0.72	0.90	0.88	0.78	0.74	0.84	0.94
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Table 109

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	(1) 350	63	97	72	118	160	190	199	145	29	82	94	85	42	231	29	282	80	260	10
		6%	6%	5%	7%	5%	6%	6%	6%	6%	15% _{gh}	6% _{gh}	5%	4%	15% _{gh}		5%	6%	6%	4%
Slightly less	(2) 626	101	211	133	180	312	313	371	249	62	65	161	153	96	379	67	497	146	446	34
	10%	9%	11%	10%	10%	10%	10%	10%	10%	12%	9%	11%	10%	9%	10%	13%	10%	11%	10%	12%
No change	(3) 3480	607	1039	812	1021	1645	1833	1945	1481	320	422	838	838	652	2098	329	2910	659	2673	147
	56%	53%	54%	53% _{gh}	53% _{gh}	54%	53% _{gh}	53%	53% _{gh}	15% _{gh}	58%	55%	53%	53%	53% _{gh}	53%	56%	51%	53% _{gh}	51%
Slightly more	(4) 1337	286	446	304	302	732	605	884	423	69	157	312	417	244	885	71	1178	285	976	76
	22%	25% _{gh}	23% _{gh}	22% _{gh}	17%	24% _{gh}	19%	24% _{gh}	16%	13%	21% _{gh}	21% _{gh}	26% _{gh}	22% _{gh}	22% _{gh}	13%	23% _{gh}	22%	21%	26%
Much more	(5) 298	73	106	51	71	176	122	225	65	27	26	81	74	62	181	27	256	68	192	10
	3%	6% _{gh}	6%	4%	4%	4% _{gh}	4%	6% _{gh}	3%	3%	4%	5%	3%	6%	5%	3%	3%	7% _{gh}	4%	3%
Don't know	69	9	15	12	33	24	45	32	32	9	11	15	18	4	43	9	52	18	40	11
	1%	1%	1%	1%	2% _{gh}	1%	1%	1%	1%	2% _{gh}	1%	1%	1%	*	1%	2%	1%	1%	1%	4% _{gh}
NET Much/Slightly more	1635	320	552	354	373	908	727	1123	488	96	183	383	450	305	1059	98	1433	381	1169	86
	27%	31% _{gh}	29% _{gh}	26% _{gh}	22%	30% _{gh}	23%	31% _{gh}	20%	19%	25% _{gh}	25% _{gh}	31% _{gh}	23% _{gh}	28% _{gh}	19%	28% _{gh}	26% _{gh}	25%	30%
NET Much/Slightly less	976	164	308	205	298	472	504	570	394	91	117	255	238	138	611	97	779	225	707	44
	16%	14%	16%	15%	17%	16%	16%	16%	16%	10% _{gh}	16%	16%	15%	13%	16% _{gh}	16%	15%	16%	15%	15%
Mean	3.16	3.15	3.15	3.15	3.02	3.15	3.05	3.01	3.01	3.01	3.06	3.06	3.12	3.12	3.13	3.00	3.14	3.14	3.09	3.15
Std Dev.	0.86	0.89	0.87	0.82	0.86	0.88	0.84	0.89	0.80	0.84	0.86	0.89	0.86	0.81	0.87	0.83	0.86	0.84	0.84	0.81
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Table 109

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1) 350	315	36	7	308	23	11	10	17	49	30	20	34	36	40	55	26	1	22	
	6%	6%	4%	4%	6%	4%	4%	6%	7%	7%	6%	4%	6%	6%	9%	6%	5%	2%	5%	
Slightly less	(2) 626	551	74	14	510	69	32	14	20	66	51	42	55	67	90	76	44	7	62	
	10%	10%	9%	8%	10%	11%	11%	8%	8%	10%	10%	9%	10%	12%	11%	9%	8%	11%	14%	
No change	(3) 3480	2991	489	97	2925	294	182	79	133	373	311	263	284	310	459	473	319	37	257	
	56%	56%	57%	58%	56%	56%	55%	46%	53%	55%	51%	52%	52%	54%	57%	56%	57%	53%	57%	
Slightly more	(4) 1337	1122	215	40	1130	101	55	52	57	154	93	99	125	120	173	184	125	18	82	
	22%	21%	25%	24%	22%	19%	18%	31%	23%	23%	18%	22%	23%	21%	21%	22%	24%	27%	18%	
Much more	(5) 298	263	35	9	247	26	13	12	15	26	18	20	31	31	42	51	13	4	22	
	5%	5%	4%	5%	5%	5%	5%	2%	4%	4%	4%	4%	5%	5%	5%	5%	2%	6%	5%	
Don't know	69	57	12	1	60	4	1	3	9	6	5	4	15	9	6	4	1	*	4	
	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	3%	2%	1%	*	*	*	1%	
NET Much/Slightly more	1635	1384	250	48	1376	127	68	94	71	180	112	119	155	151	215	235	138	22	105	
	27%	26%	25%	29%	27%	25%	23%	31%	29%	27%	22%	27%	29%	26%	28%	26%	29%	33%	23%	
NET Much/Slightly less	976	866	110	21	816	82	44	24	37	115	81	62	89	103	130	131	70	8	84	
	16%	16%	13%	13%	16%	78%	15%	14%	15%	17%	16%	14%	16%	18%	16%	16%	13%	12%	10%	
Mean	3.16	3.09	3.16	3.18	3.10	3.07	3.09	3.07	3.14	3.06	3.04	3.13	3.12	3.06	3.11	3.12	3.10	3.25	3.05	
Std Dev.	0.86	0.87	0.81	0.82	0.86	0.84	0.79	0.93	0.91	0.88	0.82	0.81	0.91	0.89	0.85	0.89	0.78	0.79	0.85	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.05	0.04	0.05	0.04	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Much less	(1) 360	115	154	153	192	115	5	35	154	21	78	97	121	47	48	25	218	83	106	128	43	48	20	234	68	123	227		
	6%	5%	7%	4%	6%	5%	3%	6%	7%	10%	7%	5%	5%	6%	6%	6%	5%	10%	4%	6%	6%	13%	11%	5%	13%	8%	5%		
Slightly less	(2) 626	246	236	347	337	246	19	73	236	32	117	159	275	99	65	25	433	80	216	237	95	45	28	453	73	205	421		
	10%	10%	11%	10%	10%	10%	12%	10%	11%	15%	11%	8%	14%	12%	11%	10%	10%	15%	8%	10%	14%	13%	6%	9%	14%	12%	9%		
No change	(3) 3480	1289	1278	1927	1916	1289	94	463	1278	128	681	1149	1386	474	323	136	2535	459	1432	1251	430	208	107	2723	315	593	2887		
	56%	53%	59%	55%	59%	53%	59%	61%	59%	60%	63%	57%	56%	59%	55%	55%	56%	55%	55%	56%	63%	58%	60%	55%	59%	39%	62%		
Slightly more	(4) 1337	588	404	841	657	588	28	147	404	18	102	436	594	147	120	37	1031	157	636	542	92	50	12	1178	62	444	893		
	22%	25%	19%	24%	20%	22%	18%	19%	22%	8%	14%	22%	24%	18%	21%	15%	23%	19%	24%	20%	14%	14%	7%	22%	12%	22%	19%		
Much more	(5) 298	150	86	211	117	150	14	35	86	9	17	168	80	19	20	10	248	31	202	80	8	3	281	9	147	151			
	5%	7%	3%	6%	4%	5%	9%	6%	3%	4%	2%	6%	3%	2%	3%	4%	6%	4%	6%	5%	1%	2%	2%	6%	2%	10%	3%		
Don't know	69	15	28	23	34	15	*	10	26	5	14	7	30	15	6	4	37	10	15	26	13	-	8	41	8	8	61		
	1%	1%	1%	1%	1%	1%	*	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%		
NET Much/Slightly more	1635	748	470	1052	774	748	42	183	470	27	179	605	674	165	141	47	1279	188	838	622	100	56	15	1460	71	591	1044		
	27%	31%	22%	30%	24%	27%	26%	24%	22%	12%	17%	30%	27%	21%	24%	19%	28%	23%	32%	27%	15%	16%	9%	30%	13%	59%	22%		
NET Much/Slightly less	976	361	300	500	529	361	24	108	300	53	196	255	396	145	113	60	651	173	322	305	138	93	48	687	142	328	648		
	16%	15%	13%	14%	16%	16%	15%	14%	13%	19%	19%	13%	19%	11%	11%	14%	19%	14%	12%	14%	13%	14%	7%	14%	14%	13%	14%		
Mean	3.10	3.18	3.00	3.18	3.05	3.18	3.17	3.10	3.08	2.81	2.92	3.21	3.10	2.99	3.00	2.84	3.16	2.95	3.24	3.09	3.09	2.78	2.71	3.17	2.75	3.18	3.07		
Std Dev.	0.86	0.88	0.84	0.85	0.83	0.88	0.86	0.81	0.84	0.88	0.80	0.88	0.82	0.81	0.89	0.99	0.85	0.92	0.86	0.84	0.76	0.91	0.84	0.85	0.89	1.05	0.78		
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01		

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Table 109

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Much less	(1) 360	22	328	2	102	233	16	328	13	6	6	345	-
	6%	7%	6%	5%	6%	6%	5%	6%	11%	10%	9%	6%	-
Slightly less	(2) 626	41	581	4	183	412	31	577	17	17	9	611	5
	10%	12%	10%	10%	11%	10%	10%	10%	15%	23%	14%	10%	23%
No change	(3) 3460	172	3296	12	867	2460	153	3361	39	24	49	3421	7
	56%	45%	57%	30%	52%	60%	49%	57%	33%	42%	15%	58%	32%
Slightly more	(4) 1337	75	1247	15	403	856	77	1285	34	9	2	1329	7
	22%	22%	22%	30%	24%	21%	25%	36%	23%	16%	2%	22%	31%
Much more	(5) 298	25	267	6	101	168	29	285	13	-	-	298	-
	5%	7%	5%	1%	6%	4%	9%	5%	11%	-	-	5%	-
Don't know	69	2	66	1	19	43	6	63	1	2	-	66	3
	1%	-	1%	3%	1%	1%	2%	1%	1%	3%	-	1%	14%
NET Much/Slightly more	1635	100	1514	21	505	1025	106	1570	47	9	2	1627	7
	27%	30%	26%	31%	29%	25%	34%	27%	40%	16%	2%	27%	31%
NET Much/Slightly less	976	63	907	6	285	645	47	904	30	22	15	956	5
	16%	19%	16%	16%	17%	16%	15%	15%	23%	23%	23%	16%	23%
Mean	3.10	3.12	3.10	3.46	3.13	3.08	3.04	3.11	3.10	2.67	2.71	3.10	3.09
Std Dev.	0.86	0.95	0.85	1.06	0.91	0.83	0.94	0.85	1.15	0.88	0.66	0.86	0.81
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.05	0.01	0.11	0.12	0.08	0.01	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Table 109

Base : All participants

		Quarter				Month												
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	
Total		6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Unweighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Weighted Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
(1)	Much less	390	73	80	92	106	21	22	30	34	18	28	29	26	37	36	32	37
	6%	8%	8%	6%	7%	7%	4%	4%	6%	6%	4%	6%	6%	5%	7%	7%	6%	7%
(2)	Slightly less	626	164	168	136	157	60	50	49	56	60	44	65	34	50	53	52	55
	10%	11%	11%	9%	10%	9%	10%	9%	11%	9%	11%	6%	6%	10%	11%	10%	11%	10%
(3)	No change	3480	876	867	890	847	293	292	291	288	299	281	317	297	278	270	265	311
	56%	57%	57%	58%	55%	59%	60%	55%	55%	54%	59%	57%	61%	57%	55%	54%	52%	60%
(4)	Slightly more	1337	327	322	332	356	86	132	109	104	108	110	115	113	105	124	132	100
	22%	21%	21%	22%	23%	18%	25%	21%	20%	21%	21%	22%	22%	21%	20%	22%	22%	19%
(5)	Much more	298	85	76	71	56	25	35	35	27	29	20	15	30	26	15	24	17
	5%	6%	5%	5%	4%	5%	7%	7%	7%	5%	6%	4%	3%	6%	5%	3%	5%	3%
	Don't know	69	15	22	17	15	7	2	5	10	10	3	8	4	6	6	4	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%
NET Much/Slightly more		1635	422	398	404	412	110	167	144	131	137	129	130	142	131	139	158	117
		27%	27%	26%	26%	27%	23%	31%	27%	25%	27%	26%	25%	27%	26%	26%	30%	22%
NET Much/Slightly less		976	237	246	228	263	80	71	86	103	62	83	63	76	80	86	87	99
		16%	16%	16%	15%	17%	16%	13%	16%	19%	12%	17%	12%	15%	16%	17%	17%	17%
Mean		3.10	3.13	3.10	3.10	3.07	3.07	3.21	3.12	3.04	3.17	3.08	3.11	3.14	3.06	3.06	3.12	3.02
Std Dev.		0.86	0.86	0.85	0.85	0.87	0.82	0.86	0.90	0.90	0.81	0.85	0.79	0.86	0.91	0.87	0.89	0.84
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Table 110

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	607	4353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less (1)	483	83	410	42	451	209	283	31	57	75	50	110	88	81	88	126	280	169	433	59
8%	7%	8%	5%	2%	7%	7%	7%	4%	7%	7%	6%	10%	12%	13%	5%	6%	11%	12%	8%	6%
Slightly less (2)	602	93	509	81	520	300	332	71	100	102	89	110	75	85	171	191	240	130	484	109
10%	8%	10%	10%	10%	10%	10%	10%	9%	12%	9%	11%	10%	10%	9%	10%	10%	10%	9%	9%	12%
No change (3)	3315	727	2588	292	3023	1640	1670	333	395	604	453	672	460	397	728	1058	1530	857	2895	392
54%	54%	53%	57%	37%	54%	54%	53%	40%	46%	46%	45%	46%	46%	46%	43%	45%	45%	45%	45%	42%
Slightly more (4)	1243	214	1029	263	980	636	607	252	224	237	176	179	105	70	476	413	354	175	851	276
20%	17%	21%	33%	19%	21%	19%	19%	21%	20%	21%	21%	19%	14%	11%	28%	21%	14%	13%	18%	29%
Much more (5)	417	114	303	105	312	185	230	117	83	89	51	43	22	12	200	140	77	34	300	95
7%	7%	6%	15%	6%	6%	6%	7%	11%	10%	10%	8%	4%	3%	2%	17%	10%	6%	3%	6%	15%
Don't know (6)	90	2	88	6	84	41	49	18	9	13	13	15	10	12	27	26	37	22	75	12
1%	1%	2%	1%	2%	1%	2%	2%	2%	1%	1%	2%	1%	1%	2%	2%	1%	1%	2%	1%	1%
NET Much/Slightly more	1660	328	1332	367	1292	821	836	369	306	328	227	222	126	82	676	553	431	208	1271	372
27%	27%	27%	24%	24%	27%	27%	27%	24%	24%	24%	24%	24%	17%	13%	26%	24%	17%	15%	20%	27%
NET Much/Slightly less	1085	176	919	124	971	508	585	102	157	178	139	220	163	138	259	317	519	299	917	168
18%	14%	19%	16%	16%	17%	19%	19%	12%	18%	17%	17%	19%	22%	22%	15%	16%	21%	22%	16%	18%
Mean	3.08	3.16%	3.06	3.38%	3.03	3.10	3.06	3.44%	3.26%	3.16%	3.16%	2.94%	2.86	2.80	3.33%	3.13%	2.88	2.83	3.05	3.26%
Std Dev.	0.95	0.93	0.95	1.02	0.93	0.91	0.98	0.97	0.99	0.94	0.90	0.90	0.90	0.88	0.99	0.92	0.90	0.89	0.93	1.00
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/m - n/o/p/q - r/s

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Table 110

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Much less	(1) 493	68	106	101	159	233	260	267	214	39	68	144	113	72	325	42	407	110	372	12
		8%	6%	13% d	7%	9%	9%	7%	9%	8%	9%	17% klm	7%	7%	9%	8%	8%	13% d	8%	4%
Slightly less	(2) 602	104	161	145	172	285	316	360	231	42	69	159	166	91	363	48	501	132	433	37
		10%	9%	9%	10%	9%	10%	10%	10%	8%	9%	11%	10%	8%	10%	9%	10%	10%	9%	13%
No change	(3) 3315	578	985	780	871	1663	1751	1965	1404	310	389	802	804	600	1995	319	2755	652	2515	149
		54%	51%	51%	52% ab	51%	52% ab	51%	51%	53%	53%	53%	51%	55%	52%	53%	51%	52% ab	51%	52% ab
Slightly more	(4) 1243	270	415	258	299	685	557	817	411	80	140	295	379	237	813	82	1095	280	905	57
		20%	24% dcd	22% d	19%	22% d	18%	22% klm	17%	16%	19%	20%	24% djkl	22% d	21% d	15%	21% d	22%	20%	20%
Much more	(5) 417	102	139	77	98	242	175	308	105	29	56	82	102	68	240	29	354	94	303	20
		7%	9% dcd	7%	6%	8% d	6%	9% d	9%	6%	8%	5%	6%	9% d	6%	5%	7%	7%	7%	7%
Don't know	90	14	27	23	26	41	49	53	33	14	10	19	22	11	52	14	65	17	61	13
		1%	1%	1%	2%	1%	2%	1%	1%	2% klm	1%	1%	1%	1%	1%	1%	3% d	1%	1%	4% d
NET Much/Slightly more	1660	372	655	335	397	927	733	1125	515	109	196	377	480	327	1053	111	1448	374	1256	78
		27%	33% dcd	29% dcd	24%	30% d	24%	31% d	21%	21%	27%	25%	30% d	29% d	28% d	21%	28% d	29%	26%	27%
NET Much/Slightly less	1095	172	347	246	330	518	576	627	445	82	137	303	279	163	719	90	907	241	804	49
		18%	15% d	16%	18% d	17%	19%	17%	19%	16%	19%	22% d	18%	15%	17% d	17%	16%	19%	18%	17%
Mean	3.08	2.21% dcd	1.41% d	3.05	3.00	2.43% d	3.02	2.98	3.03	3.06	3.01	3.02	3.02	3.04	3.07	3.02	3.10	3.09	3.07	3.13
Std Dev.	0.95	0.95	0.98	0.90	0.94	0.97	0.92	0.97	0.90	0.99	0.99	0.96	0.94	0.93	0.96	0.99	0.95	0.98	0.94	0.89
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Table 110

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1) 493	427	66	8	432	34	16	11	24	66	48	30	60	53	61	59	31	3	32	
	8%	8%	8%	8%	8%	7%	5%	7%	9%	10%	9%	7%	13%	9%	8%	7%	6%	4%	7%	
Slightly less	(2) 602	527	75	17	515	52	23	12	31	52	41	39	55	65	101	91	42	7	45	
	10%	10%	9%	10%	10%	10%	8%	7%	12%	8%	8%	9%	10%	11%	12%	11%	8%	10%	10%	
No change	(3) 3315	2855	461	88	2783	279	178	75	112	360	317	252	254	303	494	487	323	35	244	
	54%	54%	53%	53%	54%	54%	44%	44%	45%	53%	53%	47%	47%	53%	50%	53%	51%	52%	54%	
Slightly more	(4) 1243	1055	188	38	1035	109	60	38	50	148	74	90	118	112	176	165	103	17	92	
	20%	20%	22%	23%	20%	21%	20%	23%	20%	22%	15%	20%	22%	20%	22%	20%	19%	29%	29%	
Much more	(5) 417	358	59	11	334	36	16	31	24	33	24	33	39	31	62	65	23	5	30	
	7%	7%	7%	7%	7%	7%	5%	13%	10%	10%	5%	7%	7%	9%	8%	8%	4%	8%	7%	
Don't know	90	77	13	4	78	8	3	2	10	15	4	5	17	8	7	5	7	*	7	
	1%	1%	2%	3%	2%	1%	1%	1%	2%	2%	1%	1%	3%	1%	1%	1%	1%	1%	2%	
NET Much/Slightly more	1660	1413	247	49	1389	145	78	70	74	191	98	123	157	143	237	230	125	22	122	
	27%	27%	29%	29%	26%	28%	26%	26%	24%	29%	19%	29%	29%	29%	29%	29%	24%	33%	23%	
NET Much/Slightly less	1095	953	141	26	947	86	38	23	54	118	89	68	114	118	162	150	73	10	77	
	18%	18%	16%	15%	18%	7%	13%	14%	22%	18%	17%	15%	21%	21%	21%	18%	14%	14%	17%	
Mean	3.08	3.07	3.11	3.16	3.06	3.12	3.13	3.08	3.08	3.04	2.97	3.04	3.01	3.10	3.10	3.10	3.08	3.12	3.10	
Std Dev.	0.95	0.95	0.94	0.90	0.95	0.92	0.94	1.08	1.06	0.95	0.90	0.92	1.04	0.96	0.97	0.94	0.83	0.89	0.93	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Much less	(1) 493	176	208	228	280	176	9	58	208	25	114	152	184	57	52	44	336	96	167	177	55	60	25	344	85	161	332		
	8%	7%	10% ^{ad}	7%	8%	7%	6%	6%	10%	12%	11%	8%	7%	7%	9%	16% ^{klmnop}	7%	12% ^{klmnop}	6%	8%	8%	17% ^{rstuvw}	14% ^{rstuvw}	7%	16% ^{rstuvw}	11% ^z	7%		
Slightly less	(2) 602	211	241	321	352	211	14	59	241	23	110	159	278	91	49	22	437	70	208	258	79	42	14	464	56	209	393		
	10%	9%	11% ^{ad}	9%	11% ^{ad}	9%	9%	8%	11%	11%	10%	8%	11% ^{ad}	11% ^{ad}	8%	9%	10%	8%	8%	11% st	12% st	12%	8%	9%	10%	11% ^z	8%		
No change	(3) 3315	1241	1215	1839	1514	1241	84	436	1215	127	623	1101	1309	459	308	130	2410	438	1331	1235	425	201	110	2569	311	545	2770		
	54%	51%	55% ^{ad}	53%	56% ^{ad}	51%	53%	57% ^{ad}	56%	60%	59%	55%	53%	57%	53%	53%	54%	53%	51%	54%	54%	62% ^{rstuvw}	56%	52%	58% ^{rstuvw}	36%	60% ^y		
Slightly more	(4) 1243	549	384	782	617	549	31	159	384	29	160	419	541	142	115	23	990	138	620	477	85	41	17	1097	58	447	795		
	20%	23% ^{ad}	18%	23% ^{ad}	19%	23%	21%	15%	18%	14%	15%	17% ^{ad}	21% ^{ad}	16%	15%	9%	24% ^{klmnop}	17% ^{ad}	24% ^{klmnop}	19% ^{ad}	13%	12%	9%	23% ^{klmnop}	11%	23% ^z	17%		
Much more	(5) 417	202	87	289	173	202	17	37	87	4	30	178	140	31	47	23	335	69	258	128	21	5	3	388	10	149	277		
	7%	8% ^{ad}	4%	8% ^{ad}	5%	8% ^{ad}	11% ^{ad}	6%	4%	2%	3%	8% ^{ad}	6%	4%	8% ^{ad}	9% ^{ad}	7% ^{ad}	8% ^{ad}	10% ^{klmnop}	8% ^{ad}	3%	5%	3%	8% ^{ad}	2%	8% ^z	6%		
Don't know	90	34	28	43	36	34	4	15	28	4	12	10	34	20	13	4	44	17	22	30	16	9	7	52	15	17	73		
	1%	1%	1%	1%	1%	1%	3%	2%	1%	2%	1%	1%	1% ^{ad}	2% ^{ad}	1%	1%	2% ^{ad}	1%	1%	1%	2% ^{ad}	2% ^{ad}	1%	2% ^{ad}	1%	2% ^z	1%		
NET Much/Slightly more	1660	751	470	1071	790	751	48	196	470	33	189	595	681	173	162	46	1276	258	878	605	106	46	22	1483	68	587	1072		
	27%	31% ^{ad}	22%	31% ^{ad}	24%	31% ^{ad}	30%	26%	22%	16%	18%	30% ^{ad}	27% ^{ad}	22%	26% ^{ad}	19%	26% ^{ad}	25%	34% ^{klmnop}	26% ^{klmnop}	16%	12%	12%	30% ^{klmnop}	13%	30% ^z	23%		
NET Much/Slightly less	1095	387	449	549	612	387	23	117	449	48	224	311	462	148	101	66	773	167	375	433	134	102	39	809	141	371	724		
	18%	16%	21% ^{ad}	16%	21% ^{ad}	16%	14%	15%	18%	21%	21%	15%	16% ^{ad}	17%	17%	12% ^{klmnop}	17% ^{ad}	15% ^{ad}	14%	17% ^{ad}	13% ^{ad}	10% ^{ad}	10% ^{ad}	16%	15% ^{ad}	16% ^z	16%		
Mean	3.08	3.16 ^{ad}	2.95	3.11 ^{ad}	3.03 ^{ad}	3.16	3.21	3.08	2.95	2.83	2.88	3.16 ^{ad}	3.07 ^{ad}	3.06 ^{ad}	3.16 ^{ad}	2.83	3.16 ^{ad}	3.02	3.23 ^{klmnop}	3.08 ^{klmnop}	3.01 ^{ad}	2.68	2.78	3.15 ^{ad}	2.71	3.13	3.06		
Std Dev.	0.95	0.96	0.92	0.94	0.92	0.96	0.97	0.89	0.92	0.88	0.90	0.96	0.93	0.87	0.99	1.12	0.94	1.04	0.96	0.93	0.83	0.94	0.92	0.95	0.93	1.11	0.89		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01		

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Table 110

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Much less	(1) 493	25	468	2	145	322	27	464	13	6	9	482	1
	8%	7%	8%	5%	9%	8%	9%	8%	11%	10%	14%	8%	6%
Slightly less	(2) 602	27	569	5	175	383	43	569	20	6	6	596	*
	10%	8%	10%	1%	10%	9%	14%	10%	17%	11%	9%	10%	1%
No change	(3) 3315	178	3119	20	843	2333	150	3176	50	29	42	3255	11
	54%	53%	54%	48%	50%	56%	45%	54%	43%	51%	73%	54%	48%
Slightly more	(4) 1243	81	1151	11	363	815	65	1195	28	11	*	1234	8
	20%	24%	20%	26%	22%	20%	21%	23%	24%	13%	*	23%	36%
Much more	(5) 417	19	395	2	117	269	31	411	4	2	*	417	-
	7%	6%	7%	6%	7%	6%	10%	7%	3%	3%	*	7%	-
Don't know	90	6	83	1	33	51	6	82	2	4	1	88	2
	1%	2%	1%	2%	2%	1%	2%	1%	2%	3%	1%	1%	6%
NET Much/Slightly more	1660	100	1546	13	480	1084	96	1607	32	12	*	1651	8
	27%	30%	27%	32%	29%	26%	31%	27%	27%	22%	1%	27%	36%
NET Much/Slightly less	1095	52	1035	7	319	705	70	1033	33	12	15	1078	2
	18%	15%	18%	18%	19%	17%	23%	18%	29%	21%	23%	18%	7%
Mean	3.08	3.13	3.08	3.15	3.08	3.08	3.10	3.08	2.91	2.93	2.63	3.05	3.25
Std Dev.	0.95	0.92	0.95	0.92	0.98	0.93	1.05	0.95	1.00	0.95	0.74	0.95	0.81
Std Error	0.01	0.05	0.01	0.13	0.02	0.01	0.06	0.01	0.09	0.13	0.09	0.01	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Table 110

Base : All participants

		Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
Unweighted Base		6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501			
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521			
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312			
Much less	(1)	493	114	113	125	142	38	40	36	47	29	37	40	33	52	51	37	54			
	8%	7%	7%	7%	8%	9%	8%	8%	7%	9%	6%	8%	8%	6%	10%	10%	7%	10%			
Slightly less	(2)	602	137	163	179	123	36	40	61	48	60	55	36	63	61	34	63	35			
	10%	9%	11%	8%	11%	8%	7%	7%	11%	9%	11%	11%	7%	10%	10%	7%	10%	7%			
No change	(3)	3315	841	820	842	812	299	269	272	288	282	250	307	279	257	261	265	286			
	54%	54%	53%	55%	53%	53%	61%	61%	51%	54%	56%	50%	59%	54%	51%	52%	52%	55%			
Slightly more	(4)	1243	307	311	299	326	80	123	104	110	88	114	95	95	108	116	119	91			
	20%	20%	20%	19%	21%	21%	16%	25%	20%	21%	17%	23%	18%	18%	22%	22%	22%	17%			
Much more	(5)	417	125	104	79	108	25	55	45	31	42	31	24	24	24	27	35	46			
	7%	8%	7%	5%	7%	7%	5%	10%	6%	6%	8%	6%	6%	5%	5%	5%	7%	9%			
Don't know		90	27	24	15	25	12	5	10	9	7	8	9	4	1	14	2	9			
	1%	2%	2%	1%	2%	2%	2%	1%	2%	2%	1%	2%	2%	1%	1%	3%	1%	2%			
NET Much/Slightly more		1660	432	415	378	434	105	178	149	141	129	145	126	119	133	143	154	137			
NET Much/Slightly less		27%	28%	27%	25%	28%	21%	33%	28%	26%	26%	29%	24%	23%	26%	26%	30%	26%			
		1095	250	276	304	265	74	80	95	94	89	92	70	115	112	86	99	89			
Mean		18%	16%	16%	20%	17%	14%	15%	18%	16%	17%	19%	15%	12%	12%	17%	16%	17%			
		3.08	3.13%	3.09	3.02	3.09	3.04	3.04	3.12	3.06	3.11	3.10	3.08	2.99	2.99	3.07	3.12	3.08			
Std Dev.		0.95	0.95	0.94	0.92	0.98	0.88	0.99	0.96	0.95	0.92	0.95	0.90	0.89	0.97	0.97	0.94	1.01			
Std Error		0.01	0.02	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05			

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Table 111

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	8353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2013	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less (1)	701	155	546	90	611	308	392	82	74	115	127	160	89	53	196	243	302	142	605	92
	11%	13%	11%	11%	11%	10%	12%	10%	9%	10%	15%	14%	12%	8%	9%	12%	12%	10%	12%	10%
Slightly less (2)	1095	240	846	131	964	504	587	131	144	200	132	242	139	106	275	332	408	246	935	149
	18%	20%	17%	17%	18%	17%	19%	16%	17%	18%	16%	21%	18%	17%	16%	17%	19%	18%	18%	16%
No change (3)	3264	689	2575	307	2956	1641	1622	358	425	591	440	613	450	387	783	1031	1450	837	2817	418
	53%	56%	52%	39%	50%	43%	52%	43%	49%	52%	49%	53%	50%	50%	46%	52%	50%	50%	50%	44%
Slightly more (4)	767	109	653	177	590	411	354	157	154	155	101	78	57	55	321	256	191	112	560	105
	12%	9%	13%	22%	11%	14%	11%	20%	18%	18%	14%	12%	7%	8%	19%	16%	13%	8%	11%	21%
Much more (5)	211	29	182	69	143	103	108	57	52	48	13	17	12	13	109	61	42	25	147	64
	3%	2%	4%	12%	3%	3%	3%	7%	7%	7%	2%	1%	2%	2%	6%	5%	2%	2%	3%	6%
Don't know	122	1	120	15	107	44	73	28	19	13	18	20	11	13	46	31	44	24	93	25
	2%	0%	2%	2%	2%	1%	2%	3%	2%	1%	2%	2%	1%	2%	3%	2%	2%	2%	2%	3%
NET Much/Slightly more	979	139	840	246	733	514	462	224	205	202	114	95	70	68	429	317	233	138	707	259
	16%	11%	16%	22%	14%	17%	15%	24%	23%	23%	14%	12%	8%	9%	25%	16%	14%	9%	14%	23%
NET Much/Slightly less	1796	404	1392	221	1575	812	978	213	218	315	259	402	228	159	431	575	790	388	1540	241
	29%	32%	28%	28%	29%	27%	31%	26%	25%	28%	31%	36%	30%	25%	26%	29%	31%	28%	30%	26%
Mean	2.78	2.68	2.81	3.04	2.75	2.83	2.74	2.68	2.68	2.68	2.68	2.68	2.68	2.79	2.80	2.79	2.67	2.73	2.75	2.69
Std Dev.	0.93	0.89	0.94	1.10	0.90	0.91	0.94	1.04	0.97	0.94	0.94	0.87	0.84	0.80	1.00	0.94	0.85	0.83	0.91	1.03
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Table 111

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	(1) 701	87	225	172	216	312	388	445	245	53	95	179	163	129	438	56	586	165	532	15
	11%	6%	12%	15%	13%	10%	13%	12%	10%	10%	13%	12%	10%	12%	11%	11%	11%	12%	12%	5%
Slightly less	(2) 1095	205	381	251	258	586	509	669	410	79	105	281	263	228	648	82	917	192	833	69
	18%	18%	20%	18%	15%	19%	16%	18%	17%	15%	14%	18%	17%	21%	17%	15%	18%	15%	19%	24%
No change	(3) 3264	570	1004	750	940	1673	1691	1908	1414	271	411	785	845	550	2041	283	2764	654	2469	141
	53%	50%	52%	54%	53%	52%	54%	49%	61%	53%	52%	52%	53%	50%	53%	53%	53%	51%	54%	46%
Slightly more	(4) 767	202	224	143	198	426	341	524	224	77	88	160	244	134	491	77	641	190	538	39
	12%	18%	12%	10%	11%	14%	11%	14%	9%	19%	12%	11%	19%	12%	13%	14%	12%	15%	12%	14%
Much more	(5) 211	53	47	41	66	105	107	157	52	15	23	61	48	46	132	17	182	63	136	13
	3%	4%	3%	4%	3%	3%	3%	4%	2%	3%	3%	4%	3%	4%	3%	3%	4%	3%	3%	4%
Don't know	122	15	32	27	47	47	74	66	52	20	11	36	21	12	69	20	85	30	81	11
	2%	1%	2%	2%	3%	2%	2%	2%	2%	4%	2%	2%	1%	1%	2%	4%	2%	2%	2%	4%
NET Much/Slightly more	979	250	271	184	264	531	448	881	277	92	110	221	252	181	623	94	823	253	674	52
	16%	22%	14%	13%	15%	16%	14%	16%	12%	16%	15%	15%	16%	16%	16%	16%	16%	20%	15%	16%
NET Much/Slightly less	1796	292	606	423	474	888	897	1114	655	132	200	460	426	359	1066	136	1503	347	1365	84
	29%	26%	32%	28%	27%	29%	29%	32%	27%	26%	27%	31%	27%	31%	28%	26%	29%	27%	30%	29%
Mean	2.76	2.10	2.73	2.73	2.79	2.81	2.76	2.80	2.76	2.84	2.77	2.76	2.84	2.76	2.79	2.84	2.79	2.76	2.76	2.86
Std Dev.	0.93	0.94	0.91	0.92	0.95	0.93	0.93	0.96	0.85	0.92	0.93	0.95	0.92	0.96	0.93	0.92	0.93	0.99	0.92	0.88
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Table 111

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3252	487	187	2842	498	498	508	321	340	331	340	334	345	347	339	347	59	432	
Much less	(1) 701	595	106	23	580	56	40	24	36	106	63	46	60	60	76	80	54	6	50	
	11%	11%	12%	14%	11%	11%	14%	14%	5.0%	10.0%	12%	10%	11%	10%	9%	10%	10%	9%	11%	
Slightly less	(2) 1095	926	169	32	913	106	53	23	36	108	83	76	78	121	161	157	95	16	90	
	18%	17%	19%	35%	18%	19%	19%	13%	14%	16%	16%	17%	14%	21%	20%	19%	18%	24%	29%	
No change	(3) 3264	2832	432	88	2739	276	158	91	124	345	288	254	290	295	384	446	305	35	241	
	53%	53%	50%	52%	53%	53%	54%	53%	49%	51%	51%	51%	51%	51%	47%	53%	53%	54%	54%	
Slightly more	(4) 767	658	109	18	658	57	28	25	36	87	53	47	58	72	148	105	51	8	49	
	12%	12%	13%	13%	12%	13%	10%	18%	16%	13%	10%	11%	11%	13%	16%	12%	10%	11%	11%	
Much more	(5) 211	183	29	5	184	16	8	4	10	14	13	17	17	25	32	41	15	1	14	
	3%	3%	3%	4%	3%	3%	3%	2%	4%	2%	3%	4%	4%	9%	3%	4%	3%	2%	3%	
Don't know	122	104	18	2	104	7	8	4	8	15	8	9	23	9	10	14	8	1	6	
	2%	2%	2%	1%	2%	1%	1%	3%	3%	2%	1%	2%	4%	2%	1%	2%	1%	1%	1%	
NET Much/Slightly more	979	841	138	23	842	72	36	29	47	101	66	64	84	88	150	146	69	9	63	
	16%	16%	14%	14%	16%	14%	12%	13%	10%	15%	13%	14%	15%	15%	22%	17%	12%	13%	14%	
NET Much/Slightly less	1796	1522	274	55	1494	162	93	47	71	214	146	122	137	181	237	149	22	140	140	
	29%	29%	32%	33%	29%	31%	32%	27%	29%	32%	29%	27%	29%	32%	29%	28%	33%	33%	31%	
Mean	2.78	2.79	2.75	2.70	2.74	2.69	2.77	2.71	2.79	2.69	2.74	2.80	2.83	2.76	2.73	2.76	2.72	2.72	2.75	
Std Dev.	0.93	0.93	0.95	0.95	0.93	0.90	0.93	0.95	1.01	0.96	0.90	0.90	0.95	0.91	0.95	0.94	0.87	0.86	0.91	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Table 111

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Much less	701	276	263	361	349	276	10	84	263	31	107	195	249	81	109	67	444	267	287	281	64	63	32	539	65	190	511		
(1)	11%	11%	12%	10%	11%	11%	6%	11%	12%	15%	10%	10%	10%	10%	10%	10%	10%	10%	10%	12%	9%	18%	18%	11%	18%	12%	11%		
Slightly less	1095	426	443	601	617	426	24	110	443	37	210	357	442	134	112	43	799	155	451	393	141	77	29	844	106	281	814		
(2)	18%	18%	20%	17%	19%	18%	15%	14%	20%	17%	20%	18%	18%	17%	17%	18%	19%	19%	17%	17%	21%	21%	16%	17%	20%	18%	18%		
No change	3264	1195	1183	1799	1787	1195	81	454	1183	114	597	1082	1317	478	266	109	2399	375	1383	1201	399	172	94	2584	266	578	2686		
(3)	53%	50%	50%	51%	50%	50%	51%	50%	55%	53%	57%	54%	53%	53%	46%	44%	53%	45%	53%	52%	50%	48%	53%	53%	50%	38%	48%		
Slightly more	767	368	202	527	362	368	36	82	202	17	97	250	358	78	64	17	608	81	351	318	49	39	8	669	47	339	428		
(4)	12%	15%	9%	15%	11%	11%	11%	11%	9%	8%	9%	11%	11%	10%	11%	7%	11%	10%	11%	11%	7%	4%	1%	4%	1%	9%	9%		
Much more	211	113	39	150	86	113	7	21	39	6	19	107	71	13	17	4	178	21	122	70	8	4	5	152	10	112	98		
(5)	3%	3%	2%	3%	3%	3%	4%	3%	2%	3%	2%	3%	3%	3%	2%	2%	3%	3%	3%	2%	1%	1%	3%	3%	2%	2%	2%		
Don't know	122	35	33	54	52	35	2	13	33	7	19	25	49	16	15	7	74	22	42	40	2	10	82	12	21	101			
(6)	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	3%	1%	2%	2%	3%	2%	2%	2%	2%	2%	1%	1%	2%	2%	1%	1%	1%		
NET Much/Slightly more	979	480	241	687	448	480	43	103	241	24	116	357	429	91	81	21	786	102	473	387	57	44	13	861	57	452	527		
(7)	16%	20%	11%	20%	14%	20%	14%	14%	11%	11%	11%	18%	17%	11%	14%	8%	17%	12%	18%	17%	8%	12%	7%	18%	11%	16%	11%		
NET Much/Slightly less	1796	702	706	982	966	702	34	193	706	68	317	553	691	215	221	109	1243	330	708	675	205	140	61	1382	201	471	1325		
(8)	29%	29%	31%	27%	30%	29%	21%	25%	33%	32%	30%	27%	28%	27%	28%	23%	28%	28%	27%	29%	30%	30%	34%	29%	29%	31%	29%		
Mean	2.78	2.58	2.68	2.58	2.76	2.84	2.52	2.80	2.68	2.66	2.72	2.58	2.52	2.76	2.58	2.37	2.58	2.53	2.68	2.76	2.58	2.56	2.56	2.52	2.56	2.73	2.73		
Std Dev.	0.93	0.98	0.88	0.96	0.89	0.98	0.90	0.88	0.88	0.94	0.84	0.94	0.91	0.83	1.01	1.02	0.92	1.02	0.94	0.94	0.80	0.95	0.96	0.94	0.95	1.10	0.86		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.04	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.03	0.01		

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Table 111

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Much less	701 11%	35 10%	661 11%	5 13%	195 12%	477 11%	30 10%	666 11%	15 13%	9 15%	10 15%	690 11%	1 4%	
Slightly less	1095 18%	49 14%	1036 18%	11 26%	287 17%	755 18%	52 15%	1052 18%	13 21%	21 35%	7 10%	1086 18%	2 10%	
No change	3264 53%	179 53%	3069 53%	17 41%	852 51%	2261 54%	151 48%	3141 53%hi	44 38%	21 36%	45 65%hih	3206 53%hi	13 62%	
Slightly more	767 12%	56 17%	707 12%	5 12%	222 13%	486 12%	59 16%	721 12%	34 23%gh	6 10%	3 4%	761 13%	4 17%	
Much more	211 3%	15 4%	195 3%	2 5%	75 4%	126 3%	10 3%	201 3%	9 8%	-	1 2%	210 3%	-	
Don't know	122 2%	3 1%	117 2%	1 3%	45 3%	67 2%	9 3%	116 2%	2 2%	1 2%	1 1%	119 2%	2 7%	
NET Much/Slightly more	979 16%	70 21%h	901 16%	7 17%	297 18%h	613 15%	69 22%h	922 16%	43 37%ghh	6 10%	4 6%	971 16%	4 17%	
NET Much/Slightly less	1796 29%	83 23%	1697 29%	16 39%	482 29%	1232 30%	82 26%	1718 29%	28 24%	30 52%ghh	17 25%	1776 29%	3 14%	
Mean	2.78	2.90	2.78	2.70	2.81	2.76	2.89	2.76	3.06ghh	2.41	2.67	2.76	2.99	
Std Dev.	0.93	0.95	0.93	1.04	0.97	0.91	0.94	0.93	1.12	0.87	0.86	0.93	0.70	
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.06	0.01	0.11	0.12	0.11	0.01	0.16	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k
* small base, ** very small base (under 30) - ineligible for sig testing

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Table 111

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Much less	(1) 701	147	155	182	218	53	48	46	57	46	52	53	71	58	83	66	69
	11%	9%	10%	12%	14%	11%	9%	9%	11%	9%	10%	14%	11%	11%	17%	13%	13%
Slightly less	(2) 1095	289	262	274	269	86	110	93	94	90	79	89	102	83	87	109	74
	18%	19%	17%	18%	18%	16%	21%	18%	18%	18%	16%	17%	20%	16%	17%	21%	14%
No change	(3) 3264	840	801	816	807	280	290	269	272	263	266	300	254	262	258	263	286
	53%	54%	52%	53%	53%	57%	55%	51%	51%	52%	54%	58%	49%	52%	51%	51%	55%
Slightly more	(4) 767	198	213	175	181	52	56	80	71	67	75	49	60	66	55	56	70
	12%	13%	14%	11%	12%	11%	11%	15%	13%	13%	15%	9%	12%	13%	11%	11%	13%
Much more	(5) 211	50	73	58	31	9	24	17	32	23	18	11	20	27	7	13	10
	3%	3%	5%	4%	2%	2%	5%	3%	6%	4%	3%	2%	4%	5%	1%	3%	2%
Don't know	122	26	30	35	31	10	3	12	5	13	6	16	11	8	13	5	13
	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	1%	3%	2%	1%	3%	1%	2%
NET Much/Slightly more	979	248	286	233	211	61	80	107	104	90	93	60	80	93	62	69	80
	16%	16%	19%	15%	14%	12%	15%	20%	19%	18%	19%	11%	15%	19%	12%	14%	15%
NET Much/Slightly less	1796	436	417	456	487	139	156	136	151	136	131	142	173	140	170	175	142
	29%	28%	27%	30%	32%	28%	30%	26%	28%	27%	26%	27%	33%	28%	34%	34%	27%
Mean	2.78	2.81d	2.86cd	2.77	2.69	2.74	2.91n	2.88no	2.88no	2.88no	2.88no	2.75	2.72	2.84no	2.82	2.89	2.76
Std Dev.	0.93	0.90	0.95	0.94	0.93	0.86	0.91	0.91	0.99	0.93	0.93	0.85	0.98	0.98	0.94	0.92	0.92
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Table 112

Base : All participants

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base		6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1698	1939	2613	1461	5468	944
Weighted Base		6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base		3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1)	743	185	558	97	647	319	422	81	87	142	113	180	78	62	168	255	321	140	621	120
		12%	18%	11%	12%	12%	17%	13%	10%	10%	13%	14%	17%	10%	10%	10%	13%	13%	10%	12%	13%
Slightly less	(2)	1054	214	839	130	924	482	598	133	145	169	138	202	107	99	278	307	468	265	895	147
		17%	17%	17%	16%	17%	16%	18%	16%	17%	15%	17%	18%	12%	16%	16%	16%	19%	19%	17%	16%
No change	(3)	2985	659	2327	290	2695	1497	1486	358	405	577	414	564	354	313	763	990	1232	667	2577	383
		48%	65%	47%	37%	50%	50%	47%	44%	47%	52%	50%	52%	47%	50%	45%	50%	49%	46%	49%	41%
Slightly more	(4)	914	120	793	114	740	505	407	160	166	134	111	127	114	101	326	245	342	215	706	189
		15%	10%	16%	22%	14%	17%	13%	19%	16%	12%	13%	11%	15%	16%	19%	16%	13%	14%	14%	21%
Much more	(5)	297	39	258	75	222	143	154	56	43	72	40	31	23	31	99	111	86	55	230	63
		5%	3%	26%	8%	4%	5%	5%	7%	5%	8%	5%	3%	5%	5%	8%	9%	3%	4%	4%	8%
Don't know		168	17	151	24	144	64	104	34	22	28	17	24	23	21	55	45	68	44	129	33
		3%	1%	5%	3%	3%	2%	3%	4%	2%	3%	2%	3%	3%	3%	3%	2%	3%	3%	2%	3%
NET Much/Slightly more		1211	158	1052	249	992	648	561	216	209	208	151	199	137	132	425	357	428	269	937	250
		20%	13%	35%	32%	18%	23%	18%	26%	24%	24%	18%	14%	18%	21%	25%	18%	17%	19%	18%	24%
NET Much/Slightly less		1797	400	1397	227	1570	801	990	214	232	311	251	383	245	161	440	562	789	406	1516	268
		29%	32%	28%	29%	29%	27%	32%	26%	27%	28%	30%	34%	22%	26%	26%	29%	31%	29%	29%	28%
Mean		2.83	2.68	2.86%	3.06%	2.80	2.89%	2.77	2.87%	2.82%	2.84%	2.78%	2.66	2.78%	2.86%	2.84%	2.82	2.76	2.83	2.81	2.89
Std Dev.		1.00	0.95	1.00	1.14	0.97	0.97	1.01	1.03	0.99	1.02	1.01	0.98	0.94	0.97	1.01	1.01	0.97	0.95	0.98	1.08
Std Error		0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.04

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Table 112

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Much less	743	108	249	169	217	367	386	470	266	57	102	200	183	120	485	58	620	162	554	27
(1)	12%	10%	13%	12%	13%	12%	12%	13%	11%	11%	14%	13%	12%	11%	13%	11%	12%	13%	12%	9%
Slightly less	1054	214	350	233	256	564	489	622	415	70	99	265	275	202	639	76	882	184	824	46
(2)	17%	18%	19%	17%	15%	18%	16%	17%	17%	14%	14%	18%	17%	16%	17%	14%	17%	14%	18%	16%
No change	2985	484	904	698	897	1388	1595	1720	1223	275	360	687	773	525	1821	281	2502	601	2244	140
(3)	48%	43%	47%	50%	47%	46%	51%	47%	51%	43%	46%	49%	48%	48%	53%	48%	49%	47%	49%	49%
Slightly more	914	219	279	181	234	498	415	566	334	63	117	229	269	155	615	67	797	207	655	51
(4)	15%	19%	15%	13%	14%	16%	13%	15%	14%	12%	16%	15%	17%	14%	16%	13%	15%	16%	14%	18%
Much more	297	84	75	64	74	159	138	208	84	28	30	77	57	73	164	28	247	81	193	14
(5)	5%	7%	4%	5%	4%	5%	4%	5%	3%	5%	4%	5%	4%	5%	4%	5%	5%	4%	5%	5%
Don't know	168	27	55	39	46	82	85	84	76	22	25	44	26	25	95	22	127	39	118	11
(6)	3%	2%	3%	3%	3%	3%	3%	3%	3%	4%	3%	3%	2%	2%	2%	4%	2%	3%	3%	4%
NET Much/Slightly more	1211	303	354	245	336	658	553	772	418	91	147	305	327	228	779	96	1045	258	848	65
(7)	20%	27%	19%	18%	18%	21%	18%	21%	17%	18%	20%	21%	21%	21%	20%	19%	20%	21%	18%	22%
NET Much/Slightly less	1797	322	599	403	473	921	878	1092	681	127	201	465	458	322	1124	134	1502	346	1379	73
(8)	29%	28%	31%	29%	27%	30%	28%	30%	28%	25%	27%	28%	29%	29%	29%	29%	29%	27%	30%	25%
Mean	2.83	2.82	2.77	2.80	2.82	2.84	2.81	2.84	2.81	2.87	2.82	2.81	2.83	2.87	2.82	2.87	2.84	2.87	2.80	2.92
Std Dev.	1.00	1.04	0.99	0.98	0.98	1.01	0.98	1.03	0.94	0.97	1.01	1.03	0.97	1.02	1.00	0.97	1.00	1.06	0.98	0.98
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Table 112

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	275	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1) 743	652	91	18	623	52	40	28	35	99	82	48	54	58	83	107	57	7	46	
	12%	12%	11%	10%	12%	10%	10%	13%	14%	13%	13%	11%	10%	10%	10%	13%	11%	10%	10%	
Slightly less	(2) 1054	907	147	31	888	90	50	26	41	123	76	66	88	107	144	148	94	11	79	
	17%	17%	17%	17%	17%	17%	17%	15%	16%	18%	15%	15%	16%	19%	18%	18%	18%	18%	17%	
No change	(3) 2985	2583	402	80	2501	259	151	74	116	312	262	226	262	284	381	387	270	32	227	
	48%	49%	47%	48%	47%	47%	44%	44%	47%	46%	52%	50%	48%	55%	47%	46%	51%	47%	50%	
Slightly more	(4) 914	787	127	30	789	82	32	30	32	102	55	66	85	80	153	116	80	16	67	
	15%	15%	15%	15%	15%	15%	11%	17%	13%	15%	11%	15%	16%	14%	16%	14%	15%	15%	15%	
Much more	(5) 297	238	59	6	252	22	15	7	13	24	23	25	28	30	35	56	19	2	21	
	5%	4%	3%	3%	4%	4%	3%	4%	5%	4%	5%	8%	5%	3%	4%	7%	4%	3%	5%	
Don't know	168	132	36	4	143	11	8	5	12	15	9	17	25	13	14	29	9	-	11	
	3%	2%	3%	3%	3%	2%	3%	3%	2%	2%	2%	4%	3%	2%	2%	3%	2%	-	3%	
NET Much/Slightly more	1211	1025	186	35	1022	105	47	37	45	126	79	81	113	110	185	172	98	17	67	
	20%	19%	21%	20%	20%	20%	16%	22%	18%	19%	15%	20%	19%	19%	23%	20%	19%	19%	19%	
NET Much/Slightly less	1797	1559	238	49	1511	142	89	54	76	222	159	114	143	165	227	255	151	18	124	
	29%	29%	26%	29%	29%	29%	28%	30%	30%	33%	30%	25%	26%	29%	28%	30%	29%	27%	28%	
Mean	2.83	2.82	2.90	2.85	2.83	2.87	2.77	2.77	2.76	2.74	2.72	2.75	2.76	2.85	2.82	2.84	2.83	2.92	2.86	
Std Dev.	1.00	0.99	1.03	0.96	1.00	0.96	1.00	1.08	1.04	1.01	1.02	0.99	0.98	0.97	0.98	1.05	0.94	0.95	0.96	
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Table 112

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and HH income <£11.5 and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2969	323	901	2816
Much less	743	293	279	381	387	293	10	82	279	31	120	232	266	88	99	64	498	153	308	257	79	18	36	564	65	190	553
(1)	12%	12%	13%	11%	11%	12%	6%	11%	13%	15%	11%	12%	11%	17%	22%	11%	18%	12%	12%	11%	12%	16%	20%	11%	16%	12%	12%
Slightly less	1054	437	411	588	562	437	25	125	411	34	199	341	431	137	105	36	772	141	453	387	103	72	36	840	109	259	795
(2)	17%	18%	19%	17%	17%	18%	16%	16%	17%	16%	19%	17%	17%	17%	18%	15%	17%	17%	17%	17%	15%	20%	17%	20%	17%	17%	17%
No change	2885	1067	1048	1673	1623	1067	87	387	1048	102	507	970	1199	430	264	107	2169	371	1205	1122	380	175	78	2327	253	532	2453
(3)	46%	45%	48%	48%	48%	45%	55%	52%	48%	48%	48%	48%	48%	54%	45%	43%	48%	45%	46%	49%	57%	49%	44%	47%	47%	35%	63%
Slightly more	914	383	288	591	496	383	20	101	288	28	157	292	439	98	66	18	732	84	409	376	78	34	13	785	47	352	552
(4)	15%	16%	13%	15%	15%	16%	12%	13%	13%	13%	15%	14%	14%	12%	11%	7%	14%	10%	14%	10%	11%	9%	7%	13%	9%	14%	12%
Much more	297	152	79	129	126	152	16	36	79	9	34	138	91	26	30	13	229	43	161	105	17	10	4	285	14	145	151
(5)	5%	6%	4%	6%	4%	5%	16%	10%	4%	4%	3%	7%	4%	3%	5%	5%	9%	5%	4%	5%	2%	3%	2%	6%	3%	10%	3%
Don't know	168	50	57	71	79	50	2	22	57	8	32	43	60	20	19	103	38	69	57	15	8	11	127	18	32	136	
(6)	3%	2%	3%	2%	2%	3%	1%	3%	3%	1%	3%	2%	2%	3%	3%	2%	6%	2%	3%	2%	2%	2%	3%	2%	3%	2%	3%
NET Much/Slightly more	1211	535	367	790	622	535	36	137	367	38	191	430	530	124	95	31	960	126	571	481	95	44	17	1051	61	508	703
(7)	20%	22%	17%	23%	19%	22%	22%	18%	17%	18%	18%	21%	21%	15%	13%	13%	21%	15%	22%	21%	14%	12%	9%	21%	11%	33%	15%
NET Much/Slightly less	1797	731	690	909	929	731	35	208	690	65	319	573	697	225	205	90	1270	295	761	643	182	131	72	1404	203	449	1348
(8)	29%	30%	23%	28%	29%	30%	22%	27%	32%	30%	30%	28%	29%	28%	29%	28%	32%	29%	29%	28%	27%	27%	23%	29%	29%	30%	29%
Mean	2.83	2.89	2.75	2.89	2.83	2.86	3.00	2.84	2.75	2.76	2.79	2.88	2.88	2.78	2.68	2.56	2.87	2.65	2.87	2.83	2.82	2.47	2.47	2.88	2.57	3.01	2.77
Std Dev.	1.00	1.04	0.98	1.00	0.96	1.04	0.97	0.96	0.98	1.02	0.96	1.03	0.96	0.92	1.06	1.11	0.99	1.07	1.03	0.98	0.89	0.97	0.99	1.01	0.98	1.15	0.93
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.02	0.02	0.04	0.05	0.08	0.01	0.05	0.03	0.01

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Table 112

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Much less	(1) 743	37	700	6	187	528	30	723	10	5	4	738	1
	12%	11%	12%	16%	11%	13%	10%	12%	8%	10%	6%	12%	4%
Slightly less	(2) 1054	44	1003	7	239	763	52	997	28	17	10	1041	2
	17%	13%	17%	17%	14%	18%	17%	17%	24%	29%	16%	17%	8%
No change	(3) 2865	164	2805	15	790	2047	148	2857	42	47	47	2825	13
	46%	49%	49%	38%	47%	49%	48%	45%	36%	45%	71%g/k	48%	61%
Slightly more	(4) 914	67	842	5	250	580	44	878	23	7	1	908	4
	15%	20%	15%	12%	17%	14%	14%	15%	23%	13%	2%	15%	19%
Much more	(5) 297	14	277	6	115	182	20	288	9	-	-	257	-
	5%	4%	5%	1%	6%	4%	6%	5%	8%	-	-	5%	-
Don't know	168	11	156	1	54	95	18	156	5	2	3	163	2
	3%	3%	3%	2%	3%	2%	6%	3%	4%	3%	4%	3%	9%
NET Much/Slightly more	1211	81	1119	11	406	742	63	1165	32	7	2	1205	4
	20%	24%	19%	28%	24%	18%	20%	30%	27%	13%	2%	29%	19%
NET Much/Slightly less	1797	81	1703	14	426	1280	82	1720	38	23	15	1780	3
	29%	24%	29%	33%	25%	31%	26%	29%	32%	39%	22%	29%	11%
Mean	2.83	2.93	2.82	2.95	2.84	2.78	2.90	2.83	2.94	2.63	2.73	2.83	3.04
Std Dev.	1.00	0.98	1.00	1.27	1.03	0.98	1.00	1.00	1.06	0.84	0.63	1.00	0.70
Std Error	0.01	0.05	0.01	0.18	0.02	0.02	0.06	0.01	0.10	0.11	0.08	0.01	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Table 112

Base : All participants

		Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base		6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501			
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521			
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312			
Much less	(1)	743	188	172	185	199	65	58	64	70	53	49	44	64	77	81	54	63			
	12%	12%	12%	11%	12%	13%	13%	11%	12%	13%	10%	10%	9%	12%	18% p	16% nl	11%	12%			
Slightly less	(2)	1064	273	242	290	250	79	99	94	83	87	71	90	101	99	79	87	84			
	17%	17%	16%	16%	19%	16%	16%	19%	16%	17%	17%	14%	17%	19%	20%	16%	17%	16%			
No change	(3)	2985	774	746	737	728	255	260	259	258	238	250	268	252	217	219	248	261			
	48%	50%	49%	48%	47%	47%	62% nl	49%	49%	49%	47%	50%	62% nl	49%	43%	43%	48%	50%			
Slightly more	(4)	914	211	252	222	228	52	76	83	83	86	83	78	71	73	81	75	72			
	15%	16%	14%	16%	14%	15%	11%	14%	16%	16%	11% p	11% p	15%	14%	15%	15% p	15%	14%			
Much more	(5)	297	68	81	67	81	25	27	16	29	25	27	14	26	28	27	29	25			
	5%	4%	5%	4%	5%	5%	5%	5%	3%	5%	5%	5%	3%	5%	5%	5%	6%	5%			
Don't know		168	35	43	38	51	14	12	10	10	13	15	24	5	9	16	19	16			
	3%	3%	2%	3%	2%	3%	3%	2%	2%	2%	3% p	3%	6% nl	1%	2%	3%	4% p	3%			
NET Much/Slightly more		1211	279	333	289	309	77	103	100	111	111	110	92	97	101	109	104	96			
	20%	18%	22% p	22% p	19%	20%	16%	19%	19%	21%	22% p	22% p	18%	19%	20%	22%	20%	18%			
NET Much/Slightly less		1797	460	414	475	448	145	157	158	153	141	120	134	104	176	160	141	147			
	29%	30%	27%	31%	29%	29%	29%	30%	30%	29%	28%	24%	26%	32% p	34% nl	32% p	28%	26%			
Mean		2.83	2.80	2.88	2.80	2.83	2.77	2.83	2.79	2.84	2.88	2.83	2.85	2.79	2.75	2.78	2.87	2.82			
Std Dev.		1.00	0.98	1.00	0.99	1.02	0.99	0.98	0.96	1.02	0.99	0.98	0.89	1.00	1.06	1.08	0.99	0.99			
Std Error		0.01	0.03	0.03	0.03	0.03	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.05	0.05	0.04	0.04			

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Table 113

Base : All participants

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1698	1939	2013	1461	5468	944
Weighted Base		6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base		3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1)	1026	214	811	129	897	439	584	101	133	181	166	247	113	85	235	347	444	198	858	159
		17%	17%	16%	16%	17%		18%	12%	15%	15%	23% ^{ab}	23% ^{ab}	15%	13%	14%	18% ^{ab}	18% ^{ab}	14%	17%	17%
Slightly less	(2)	1105	221	884	144	961	505	599	131	155	190	150	227	150	102	295	339	479	252	946	146
		18%	18%	18%	18%	18%	17%	19%	16%	18%	17%	18%	20%	20%	16%	17%	17%	19%	18%	18%	15%
No change	(3)	3031	691	2340	291	2740	1551	1474	386	411	567	399	538	391	339	797	966	1268	730	2997	407
		49%	68% ^{ab}	47%	37%	49% ^{ab}	47%	47%	47%	47%	51%	48%	48%	51%	54% ^{ab}	47%	49%	50%	50%	49%	43%
Slightly more	(4)	650	80	571	131	519	333	317	126	93	110	78	80	83	81	219	188	244	154	513	123
		11%	6%	12% ^a	11% ^a	10%	10%	11%	10% ^{ab}	11% ^a	10%	9%	7%	11% ^a	10% ^a	13% ^{ab}	10%	10%	12%	10%	14% ^a
Much more	(5)	216	14	202	77	139	127	90	46	46	57	19	15	17	17	62	76	49	34	154	59
		4%	1%	4% ^a	12% ^a	3%	5% ^a	3%	10% ^{ab}	10% ^a	10% ^a	2%	1%	2%	3%	6% ^{ab}	6% ^a	2%	2%	3%	6% ^a
Don't know		132	12	120	17	115	55	76	31	29	16	22	24	5	4	51	38	33	9	90	19
		2%	1%	2% ^a	2%	2%	2%	2%	4% ^{ab}	3% ^{ab}	1%	3% ^{ab}	2%	1%	1%	4% ^{ab}	3% ^a	2%	1%	2%	4% ^a
NET Much/Slightly more		867	94	773	208	658	460	407	172	138	167	96	95	100	88	311	264	293	198	668	192
		14%	8%	15% ^a	15% ^{ab}	12%	13% ^a	13%	13% ^{ab}	13% ^a	13% ^a	12%	8%	13% ^a	13% ^a	14% ^{ab}	13%	12%	14%	13%	10% ^a
NET Much/Slightly less		2131	436	1695	273	1958	944	1183	233	289	371	315	474	263	186	521	686	924	450	1805	305
		35%	35%	34%	35%	35%	34%	35% ^a	28%	33%	33%	38% ^{ab}	42% ^{ab}	38% ^{ab}	30%	31%	39% ^a	37% ^{ab}	32%	35%	32%
Mean		2.66	2.56	2.68% ^a	2.66% ^a	2.63	2.73% ^a	2.59	2.65% ^{ab}	2.72% ^a	2.70% ^a	2.55	2.45	2.68% ^a	2.70% ^a	2.78% ^a	2.64	2.59	2.78% ^a	2.64	2.77% ^a
Std Dev.		1.00	0.89	1.02	1.19	0.97	0.99	1.00	1.03	1.03	1.02	0.99	0.96	0.94	0.94	1.03	1.01	0.96	0.94	0.98	1.10
Std Error		0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.04

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Catalogues and brochures

Table 113

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	1026	153	335	231	306	489	537	640	365	68	140	275	242	182	657	68	878	219	778	29
(1)	17%	13%	18%	17%	19%	16%	17%	19%	19%	13%	19%	18%	16%	17%	17%	13%	18%	18%	18%	10%
Slightly less	(2)	1105	209	370	243	283	579	526	652	89	128	257	267	230	650	96	916	218	835	52
(2)	18%	18%	19%	18%	16%	19%	17%	17%	17%	17%	17%	17%	17%	21%	17%	18%	18%	17%	18%	18%
No change	(3)	3031	520	927	713	869	1447	1582	1713	282	371	708	806	505	1882	269	2543	596	2268	167
(3)	49%	46%	48%	50%	50%	47%	51%	47%	51%	51%	51%	47%	51%	46%	49%	50%	49%	49%	49%	51%
Slightly more	(4)	660	177	179	124	171	356	295	389	62	62	147	204	123	413	66	558	138	487	25
(4)	11%	16%	9%	9%	10%	12%	9%	11%	11%	12%	9%	10%	12%	11%	11%	12%	11%	11%	11%	9%
Much more	(5)	216	62	54	46	55	115	101	160	16	14	80	44	43	139	16	182	71	141	5
(5)	4%	4%	3%	3%	3%	4%	3%	3%	3%	3%	2%	3%	3%	4%	4%	3%	4%	3%	3%	2%
Don't know	132	16	48	27	41	64	68	77	47	19	20	35	22	17	77	19	98	42	80	10
(5)	2%	1%	2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	1%	2%	2%	3%	2%	3%	2%	4%
NET Much/Slightly more	867	220	233	169	226	471	396	548	304	78	76	226	248	165	522	81	740	209	628	30
(4%)	14%	13%	12%	13%	13%	15%	13%	15%	13%	15%	10%	11%	16%	10%	14%	15%	14%	16%	14%	10%
NET Much/Slightly less	2131	362	706	475	589	1067	1063	1331	775	156	266	532	509	412	1307	164	1794	437	1613	80
(35%)	35%	32%	37%	34%	34%	35%	34%	32%	32%	30%	36%	35%	32%	34%	34%	31%	35%	34%	34%	28%
Mean	2.66	2.16	2.60	2.64	2.64	2.68	2.64	2.65	2.67	2.56	2.66	2.66	2.65	2.65	2.67	2.74	2.66	2.70	2.64	2.73
Std Dev.	1.00	1.04	0.98	0.98	1.00	1.01	0.99	1.04	0.94	0.95	0.97	1.06	0.97	1.02	1.01	0.95	1.00	1.06	0.99	0.83
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Table 113

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1)	1026	867	159	30	877	70	50	29	47	141	93	73	90	79	131	151	70	12	
		17%	16%	16%	18%	17%	14%	17%	17%	6% Unweighted	6% Unweighted	18%	16%	17%	14%	16%	18%	13%	16%	
Slightly less	(2)	1105	936	169	35	930	97	49	30	44	114	97	65	81	127	143	152	107	11	
		18%	20%	21%	18%	19%	17%	18%	18%	17%	19%	15%	15%	15%	22% Unweighted	18%	18%	20%	16%	
No change	(3)	3031	2648	383	72	2548	256	150	77	116	328	253	213	272	276	393	391	277	30	
		49%	45%	48%	44%	43%	43%	49%	49%	51%	45%	46%	48%	50%	47% Unweighted	50%	48%	49%	46%	
Slightly more	(4)	650	556	95	23	521	73	32	24	21	58	40	52	54	63	93	83	58	10	
		11%	10%	11%	14%	10%	11%	14%	11%	14%	8%	8%	12%	10%	11%	11%	10%	11%	15%	
Much more	(5)	216	178	39	4	188	14	9	6	7	22	12	9	25	15	32	51	11	4	
		4%	4%	4%	4%	4%	3%	3%	4%	3%	3%	2%	2%	2%	3%	4%	6%	2%	2%	
Don't know	132	113	18	2	115	8	6	3	14	15	12	5	21	9	18	15	7	1	7	
		2%	2%	2%	1%	2%	1%	2%	2%	6% Unweighted	2%	2%	1%	4% Unweighted	2%	2%	2%	1%	2%	
NET Much/Slightly more	867	734	133	27	708	87	41	31	26	79	52	61	79	82	125	133	68	14	74	
		14%	14%	15%	14%	17%	14%	13%	13%	12%	10%	14%	15%	14%	15% Unweighted	14%	13%	16% Unweighted	16% Unweighted	
NET Much/Slightly less	2131	1803	328	66	1806	167	99	59	92	255	190	139	171	206	274	303	177	22	144	
		35%	34%	36%	35%	32%	33%	35%	37%	38%	37%	31%	31%	36%	34%	36%	33%	34%	32%	
Mean	2.66	2.66	2.63	2.61	2.65	2.73	2.66	2.69	2.56	2.55	2.56	2.66	2.70	2.67	2.69	2.67	2.68	2.74	2.59	
Std Dev.	1.00	0.99	1.05	1.02	1.00	0.96	0.99	1.04	1.01	1.02	0.96	0.95	1.03	0.96	1.01	1.07	0.91	1.09	0.94	
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.08	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Catalogues and brochures

Table 113

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Much less	1006	405	293	535	523	405	117	117	393	33	169	330	377	119	130	64	707	264	444	368	92	79	34	812	114	280	746		
(1) 17%		17%	16%	18% c	16%	17%	13%	15%	17%	16%	16%	16%	15%	15%	22% kmp	26% kmp	16%	23% kmp	17%	16%	14%	22% ktu	19%	17%	21% lme	18%	16%		
Slightly less	1105	448	417	622	593	448	29	116	417	42	211	352	466	134	109	38	818	148	443	424	131	64	36	867	101	289	816		
(2) 18%		18%	19%	18%	18%	18%	18%	15%	19%	20%	20%	17%	19%	17%	19%	16%	18%	17%	17%	18%	19%	18%	20%	18%	19%	19%	18%		
No change	3031	1131	1053	1729	1651	1131	79	420	1053	102	515	576	1215	442	283	104	2191	387	1261	1132	364	174	87	2393	251	533	2498		
(3) 49%		47%	49%	49%	51% k	47%	49%	50% k	49%	48%	49%	48%	49%	49%	42%	49%	47%	46%	48%	49%	53%	49%	49%	49%	49%	35%	54% y		
Slightly more	650	289	212	401	325	289	23	89	212	23	114	225	314	58	33	21	539	53	301	249	60	29	11	550	40	251	399		
(4) 11%		12%	10%	11%	10%	12%	15%	12%	10%	11%	11%	11% lme	12% lme	7%	6%	8%	12% lme	6%	12% k	11%	9%	8%	6%	11% k	8%	11% k			
Much more	216	112	48	159	95	112	6	16	48	7	24	115	64	20	11	5	150	16	115	73	21	6	2	188	8	139	77		
(5) 4%		5% ktu	2%	5% ktu	3%	5% k	4%	2%	2%	3%	2%	6% lme	3%	3%	2%	2%	4% k	2%	4% k	3%	3%	2%	1%	4% k	1%	6% k			
Don't know	132	29	39	56	66	29	2	7	39	6	17	18	50	26	18	14	68	31	41	58	14	5	8	99	13	29	103		
2%		1%	2%	2%	2%	1%	1%	1%	2%	2%	2%	1%	2% k	3% k	3% k	3% k	2%	2% k	2%	3%	1%	0% k	2%	2%	2%	2%			
NET Much/Slightly more	867	401	260	561	420	401	30	105	260	30	138	341	378	79	44	26	719	70	417	322	81	35	13	738	48	390	477		
14%		17% ktu	12%	16% ktu	13%	17%	18%	14%	12%	14%	13%	17% lme	19% lme	10%	7%	11%	16% lme	8%	16% ktu	14% ktu	12%	10%	7%	16% ktu	9%	20% k			
NET Much/Slightly less	2131	851	811	1157	1117	851	50	232	811	75	380	682	843	253	239	103	1526	342	888	792	223	143	71	1679	214	568	1662		
30%		30%	31% k	30%	34%	31%	30%	37%	34%	36%	36%	34%	34%	32%	34% kmp	42% k	34%	34% kmp	34%	34%	33%	40%	40%	34%	40% kmp	34%	34%		
Mean	2.66	2.69	2.58	2.72	2.65	2.69	2.78	2.70	2.58	2.65	2.63	5.72	5.68	3.68	3.68	2.44	2.42	2.70	2.68	2.66	2.48	2.47	2.47	2.47	2.48	2.70	2.61		
Std Dev.	1.00	1.04	0.97	1.01	0.97	1.04	0.98	0.94	0.97	0.98	0.96	1.05	0.97	0.92	0.97	1.05	1.01	0.99	1.03	0.98	0.93	0.98	0.92	1.01	0.96	1.20	0.92		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.02	0.04	0.02	0.02	0.04	0.05	0.07	0.01	0.04	0.03	0.01		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Table 113

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Much less	(1) 1006	51	964	11	278	704	44	990	13	12	10	1015	1
	17%	15%	17%	26%	17%	17%	14%	17%	11%	20%	15%	17%	4%
Slightly less	(2) 1105	60	1035	10	291	752	62	1062	17	15	8	1094	3
	18%	18%	18%	24%	17%	18%	20%	18%	14%	26%	12%	18%	16%
No change	(3) 3031	159	2863	10	777	2118	136	2893	56	23	46	2973	12
	49%	42%	49%	23%	46%	51%	44%	49%	48%	40%	75%	49%	55%
Slightly more	(4) 650	48	599	4	212	400	39	621	23	3	2	647	2
	11%	14%	10%	9%	12%	10%	12%	11%	20%	6%	2%	11%	8%
Much more	(5) 216	15	195	6	85	111	20	204	7	4	*	215	2
	4%	5%	3%	15%	5%	3%	6%	3%	6%	7%	*	4%	8%
Don't know	132	4	127	1	32	88	12	128	1	1	-	130	2
	2%	1%	2%	2%	2%	2%	4%	2%	1%	1%	-	2%	9%
NET Much/Slightly more	867	63	794	10	297	511	59	825	30	7	2	862	4
	14%	19%	14%	24%	18%	12%	19%	14%	28%	13%	3%	14%	16%
NET Much/Slightly less	2131	111	1999	21	569	1456	106	2052	30	26	18	2108	4
	35%	33%	35%	51%	34%	35%	34%	35%	26%	45%	27%	35%	19%
Mean	2.66	2.75	2.65	2.62	2.72*	2.62	2.76	2.65	2.54**	2.53	2.60	2.66	3.01
Std Dev.	1.00	1.03	0.99	1.39	1.05	0.97	1.06	1.00	1.02	1.10	0.78	1.00	0.91
Std Error	0.01	0.05	0.01	0.20	0.03	0.02	0.06	0.01	0.10	0.15	0.10	0.01	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k
* small base, ** very small base (under 30) ineligible for sig testing

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Catalogues and brochures

Table 113

Base : All participants

		Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base		6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501			
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	512			
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312			
(1)	Much less	1026	241	236	260	288	86	83	72	83	68	85	79	94	87	92	93	103			
	17%	16%	15%	17%	17%	19%	18%	16%	14%	16%	13%	17%	15%	18%	17%	18%	18%	20% up			
(2)	Slightly less	1105	257	273	285	291	77	91	89	93	92	87	89	101	95	79	100	121			
	18%	17%	18%	18%	19%	17%	16%	17%	17%	16%	18%	17%	19%	19%	16%	16%	19%	24%			
(3)	No change	3031	801	752	739	738	248	267	286	252	260	241	278	247	217	261	234	243			
	49%	52%	49%	48%	48%	50%	50%	64% up	47%	61% up	49%	63% up	48%	43%	62% up	46%	47%	47%			
(4)	Slightly more	690	168	177	162	143	54	55	58	64	56	57	53	47	62	44	51	49			
	11%	11%	12%	11%	9%	11%	10%	11%	12%	11%	11%	10%	9%	12%	9%	10%	9%	9%			
(5)	Much more	216	48	68	60	40	13	21	14	29	21	19	10	21	29	10	24	6			
	4%	3%	4% up	4%	3%	3%	4% up	3%	5% up	4% up	4% up	2%	4% up	6% up	2%	8% up	1%	1%			
	Don't know	132	34	29	33	36	13	14	7	11	11	7	10	9	14	18	10	8			
	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	3%	4%	2%	2%			
NET Much/Slightly more		867	216	245	222	183	67	76	73	93	77	76	64	68	90	54	75	55			
		14%	14%	16% up	14%	12%	14%	14%	14%	17% up	15%	15%	12%	13%	18% up	11%	15%	11%			
NET Much/Slightly less		2131	498	509	545	579	183	175	181	176	180	172	169	195	181	171	193	215			
		35%	32%	33%	35%	38% up	33%	33%	31%	33%	32%	35%	33%	38%	36%	34%	38%	40% up			
Mean		2.66	2.68 ^u	2.71 ^u	2.65	2.57	2.65	2.68 ^{up}	2.72 ^{up}	2.74 ^{up}	2.74 ^{up}	2.67 ^{up}	2.66 ^{up}	2.61	2.68 ^{up}	2.59	2.63	2.65			
Std Dev.		1.00	0.97	1.01	1.01	0.99	0.99	1.00	0.93	1.04	0.97	1.02	0.93	1.02	1.08	0.96	1.05	0.96			
Std Error		0.01	0.02	0.03	0.03	0.03	0.04	0.04	0.04	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.05	0.04			

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Table 114

Base : All participants

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	8353	2982	3185	791	817	1134	805	1152	852	609		1698	1939	2613	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Much less	(1) 1026	215	812	154	873	451	573	123	140	192	138	211	134	89		284	329	433	223	852	169
	77%	17%	16%	19%	16%		19%	19%	16%	17%	17%	19%	14%	14%		16%	17%	17%	16%	17%	16%
Slightly less	(2) 601	105	496	75	525	282	318	101	84	125	70	107	63	41		105	195	211	104	487	110
	10%	8%	10%	10%	9%	10%	10%	12%im	11%im	11%im	8%	10%	8%	7%		12%im	10%	8%	7%	9%	12%
No change	(3) 3600	823	2777	335	3265	1812	1782	407	464	635	509	655	495	436		872	1143	1585	931	3121	445
	58%	66%ib	56%	42%	43%ic	57%	57%	50%	54%	57%ib	51%ip	54%ib	43%ib	43%im		52%	52%ib	53%ib	43%ib	51%ib	47%
Slightly more	(4) 377	38	339	109	288	222	155	96	82	75	46	43	13	22		178	121	78	35	251	119
	6%	3%	7%a	14%ib	7%id	5%	5%	12%ikim	10%ikim	7%ikim	9%id	4%id	2%	4%		11%lopa	6%loa	3%	3%	5%	13%id
Much more	(5) 120	11	109	64	56	61	56	38	27	27	11	12	2	3		65	38	17	5	81	37
	2%	1%	7%a	6%ib	1%	2%	2%	7%ikim	5%ikim	7%ikim	1%	1%	*	*		7%lopa	7%loa	1%	*	2%	6%id
Don't know	436	41	385	52	384	181	255	58	59	68	59	103	52	37		117	128	191	89	365	54
	7%	3%	6%a	7%	7%	6%	6%a	7%	7%	6%	7%	9%id	7%	6%		7%	7%	8%	6%	7%	7%
NET Much/Slightly more	497	49	448	173	323	283	212	133	110	102	57	54	16	25		243	159	95	41	332	155
	8%	4%	7%a	12%ib	6%	10%id	7%	10%ikim	10%ikim	7%ikim	9%id	4%id	2%	4%		14%lopa	7%loa	4%	3%	6%	10%id
NET Much/Slightly less	1627	319	1308	229	1398	733	861	224	234	317	207	318	197	130		459	524	645	327	1339	279
	26%	26%	27%	29%	26%	24%	26%a	27%im	27%im	28%im	25%	29%im	26%	21%		27%	27%	26%	24%	26%	30%
Mean	2.64	2.60	2.66	2.66	2.62	2.70f	2.59	2.77im	2.71im	2.64	2.64	2.55	2.56	2.68im		2.74uop	2.64	2.58	2.61	2.63	2.71
Std Dev.	0.92	0.85	0.94	1.18	0.87	0.90	0.93	1.02	0.98	0.94	0.89	0.90	0.83	0.79		1.00	0.92	0.85	0.81	0.89	1.06
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03		0.03	0.02	0.02	0.02	0.01	0.04

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Table 114

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	1026	143	301	234	297	495	532	656	356	84	136	264	259	176	658	86	868	218	778	31
(1)	17%	13%	16%	18%	18%	16%	17%	19%	16%	16%	18%	18%	16%	16%	17%	16%	17%	18%	17%	11%
Slightly less	601	118	193	140	149	312	289	380	210	43	71	153	153	117	377	45	513	122	448	31
(2)	10%	10%	10%	10%	9%	10%	9%	10%	9%	8%	10%	10%	10%	11%	10%	8%	10%	9%	10%	11%
No change	3600	659	1098	815	1027	1758	1841	2002	1553	316	416	838	930	638	2184	329	3012	718	2710	173
(3)	58%	58%	57%	59%	60%	58%	59%	59%	57%	61%	57%	59%	59%	58%	62%	62%	58%	58%	59%	60%
Slightly more	377	114	114	68	81	228	149	282	88	26	37	91	129	74	257	26	333	79	273	25
(4)	6%	10%	6%	5%	5%	7%	5%	6%	4%	5%	5%	6%	6%	7%	7%	5%	6%	6%	6%	9%
Much more	120	47	21	25	26	68	51	98	21	8	5	43	31	24	73	8	103	40	76	3
(5)	2%	4%	1%	2%	2%	2%	2%	3%	1%	2%	1%	2%	2%	2%	2%	2%	2%	3%	2%	1%
Don't know	436	54	134	102	146	189	248	252	170	38	69	113	82	69	264	39	347	107	304	25
(7)	7%	5%	7%	7%	9%	6%	8%	7%	7%	7%	8%	8%	5%	6%	7%	7%	7%	8%	7%	9%
NET Much/Slightly more	497	151	135	93	107	297	206	380	109	35	42	134	151	95	336	36	436	120	349	28
(8)	8%	10%	7%	7%	8%	10%	6%	10%	5%	7%	6%	8%	10%	6%	9%	6%	8%	9%	8%	10%
NET Much/Slightly less	1627	262	545	374	446	806	820	1036	566	127	207	417	411	295	1036	130	1381	339	1226	62
(26%)	26%	23%	26%	27%	26%	26%	26%	26%	24%	25%	28%	28%	26%	27%	27%	24%	27%	26%	27%	21%
Mean	2.64	2.15	2.59	2.62	2.61	2.67	2.62	2.64	2.64	2.65	2.65	2.64	2.66	2.66	2.64	2.65	2.65	2.66	2.63	2.77
Std Dev.	0.92	0.94	0.92	0.91	0.90	0.93	0.91	0.97	0.83	0.89	0.90	0.96	0.93	0.92	0.94	0.88	0.92	0.97	0.91	0.83
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Table 114

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/Leeds (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Much less	(1) 1026	857	170	35	877	68	42	39	43	152	92	77	85	91	137	128	73	8	60		
	17%	16%	20%	21%	13%	13%	14%	23% ^{ab}	17%	25% ^{ab}	18%	17%	16%	16%	17%	19%	14%	12%	13%		
Slightly less	(2) 601	512	88	19	511	49	25	15	20	60	43	30	38	56	90	128	48	10	39		
	10%	10%	10%	11%	10%	10%	8%	9%	8%	9%	8%	7%	7%	10%	11% ^k	9% ^h	9%	18% ^{kl}	9%		
No change	(3) 3600	3118	482	87	3013	321	192	85	141	372	296	284	317	346	436	465	359	43	278		
	58%	59%	58%	52%	48% ^{ab}	53% ^{ab}	43% ^{ab}	50%	56%	55%	58%	53% ^{ab}	58%	60%	54%	52%	51% ^{ab}	64%	43% ^{ab}		
Slightly more	(4) 377	327	50	11	309	38	16	15	11	32	23	25	46	32	72	38	30	3	35		
	6%	6%	6%	7%	6%	7%	5%	9% ^{ab}	5%	5%	4%	6%	6%	6%	9% ^{kl}	6%	4%	4%	8% ^{ab}		
Much more	(5) 120	105	15	3	105	8	4	3	5	5	3	8	14	14	27	28	4	1	7		
	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	1%	2%	5% ^{ab}	5% ^{ab}	8% ^{kl}	5% ^{ab}	1%	2%	2%		
Don't know	436	379	57	13	363	33	27	14	30	54	52	25	43	34	48	58	18	2	31		
	7%	7%	7%	8%	7%	6%	9%	8%	12% ^{kl}	10% ^{kl}	10% ^{kl}	6%	9% ^{ab}	6%	6%	7% ^{kl}	3%	3%	7% ^{ab}		
NET Much/Slightly more	497	432	64	13	414	46	20	18	16	37	26	33	60	46	89	64	34	4	42		
	8%	8%	7%	8%	8%	8%	7%	10% ^{ab}	6%	6%	5%	7%	11% ^{kl}	8%	12% ^{kl}	8%	6%	6%	14% ^{kl}		
NET Much/Slightly less	1627	1369	258	54	1388	118	67	54	63	212	134	107	123	147	226	256	121	18	99		
	26%	26%	30%	32%	27%	23%	23%	25% ^{ab}	25%	24% ^{ab}	26%	24%	23%	26%	28%	26% ^{kl}	23%	27%	22%		
Mean	2.64	2.66	2.57	2.53	2.59	2.62	2.58	2.54	2.61	2.48	2.57	2.49	2.58	2.53	2.55	2.63	2.59	2.67	2.57		
Std Dev.	0.92	0.91	0.95	0.88	0.92	0.86	0.86	1.02	0.93	0.95	0.89	0.90	0.94	0.91	0.99	0.92	0.81	0.82	0.87		
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.06	0.03		

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Table 114

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Much less	(1) 1026	411	386	552	527	411	26	107	386	39	172	320	395	119	125	62	716	186	467	370	92	78	25	827	102	278	749		
		17%	16%	16%	16%	17%	16%	14%	18%	18%	16%	16%	16%	15%	15%	16%	21%slmp	23%slmp	18%	16%	14%	21%sl	14%	17%	18%	18%	16%		
Slightly less	(2) 601	241	200	366	325	241	21	63	200	14	95	169	280	94	41	17	448	58	214	254	79	32	21	467	53	204	398		
		10%	9%	10%	10%	10%	13%	8%	9%	7%	9%	8%	14%slmp	12%slmp	7%	7%	14%sl	7%	8%	11%sl	12%sl	9%	72%	10%	10%	10%	9%		
No change	3600	1339	1325	1979	1965	1339	88	492	1325	137	676	1212	1431	470	340	134	2643	474	1505	1326	425	217	108	2831	325	621	2980		
		58%	55%	61%slac	57%	60%slac	54%	64%slac	61%	65%	64%	60%	58%	59%	58%	54%	59%	57%	58%	58%	62%	61%	61%	58%	61%	41%	64%sl		
Slightly more	(4) 377	189	83	282	176	189	13	34	139	182	33	139	182	33	17	6	321	22	170	163	32	7	2	332	9	224	153		
		6%	4%	6%slac	4%sl	6%	4%	4%	6%slmp	6%slmp	4%	6%slmp	6%slmp	4%	3%	2%	6%slmp	3%	6%slac	6%slac	6%sl	2%	1%	6%slac	2%	1%	3%		
Much more	(5) 120	51	14	105	38	51	5	12	54	31	9	54	31	9	14	2	54	16	73	37	4	3	2	110	5	85	35		
		2%	1%	2%slac	1%	2%slac	3%	2%	2%slac	1%	1%	2%slac	1%	1%	2%	1%	2%sl	2%	3%sl	2%	1%	1%	1%	1%	2%sl	1%	6%sl	1%	
Don't know	436	152	155	219	222	152	10	54	155	17	69	113	167	74	47	26	280	73	187	155	48	22	19	342	41	108	328		
		7%	6%	7%	6%	7%	6%	7%	6%	7%	6%	6%	7%	6%	6%	7%	6%	6%slslac	7%	7%	6%	7%	6%	7%	6%	7%	7%		
NET Much/Slightly more	497	270	97	387	214	270	18	46	203	212	42	16%slmp	9%slmp	5%	3%	8	415	38	243	200	37	10	4	443	14	309	187		
		8%	11%slac	7%slac	11%slac	8%	11%	6%	4%	3%	4%	5%	3%	5%	3%	9%slmp	5%	9%slac	9%slac	9%slac	5%	3%	2%	9%slac	3%	8%slac	4%		
NET Much/Slightly less	1627	652	586	917	851	652	46	171	489	675	214	489	675	214	168	79	1164	245	671	623	171	108	47	1294	155	482	1145		
		26%	27%	26%	26%	26%	29%	22%	24%	27%	25%	24%	27%	25%	24%	24%	25%	25%	26%	27%	25%	26%	25%	26%	25%	25%	25%		
Mean	2.64	2.59	2.57	2.76	2.63	2.69	2.67	2.69	2.57	2.56	2.60	5.7%slmp	2.64	2.61	2.54	2.41	2.60	2.50	2.66	2.65	2.65	2.49	2.58	2.66	2.52	2.74	2.61		
Std Dev.	0.92	0.98	0.87	0.95	0.88	0.98	0.97	0.85	0.87	0.85	0.83	0.94	0.90	0.86	0.97	0.96	0.92	0.96	0.96	0.91	0.81	0.90	0.82	0.94	0.87	1.12	0.84		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.04	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01		

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Table 114

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Much less	(1) 106	45	972	10	278	697	51	994	15	3	12	1012	3
	17%	13%	17%	23%	17%	17%	16%	17%	13%	5%	16%	17%	12%
Slightly less	(2) 601	38	557	5	165	396	39	558	20	17	2	594	4
	10%	11%	10%	13%	10%	9%	13%	9%	17%	29%	3%	10%	18%
No change	(3) 3600	157	3352	12	941	2511	149	3458	58	25	50	3541	10
	58%	59%	59%	28%	52%	62%	48%	59%	50%	43%	72%	58%	44%
Slightly more	(4) 377	26	348	3	105	242	30	355	18	3	*	375	2
	6%	8%	6%	8%	6%	6%	6%	6%	15%	5%	*	6%	7%
Much more	(5) 120	9	107	3	42	57	14	112	5	2	*	120	-
	2%	3%	2%	8%	3%	1%	4%	2%	4%	4%	*	2%	-
Don't know	436	22	406	8	137	269	30	421	2	8	2	430	4
	7%	7%	7%	12%	8%	6%	10%	7%	1%	13%	3%	7%	19%
NET Much/Slightly more	497	35	455	7	154	299	43	467	23	5	*	465	2
	8%	10%	8%	16%	9%	7%	14%	8%	19%	9%	*	8%	7%
NET Much/Slightly less	1627	82	1530	15	444	1093	90	1552	35	20	14	1606	7
	26%	24%	26%	37%	26%	26%	29%	26%	29%	35%	21%	26%	30%
Mean	2.64	2.73	2.64	2.56	2.66	2.63	2.70	2.64	2.81	2.69	2.60	2.64	2.57
Std Dev.	0.92	0.90	0.92	1.29	0.96	0.90	1.04	0.92	0.99	0.85	0.80	0.92	0.87
Std Error	0.01	0.05	0.01	0.20	0.02	0.01	0.06	0.01	0.09	0.12	0.10	0.01	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Table 114

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	511				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Much less	(1) 1026	222	253	284	268	73	75	75	87	72	94	93	92	98	104	82	82				
	17%	14%	16%	19%	17%	15%	14%	14%	16%	14%	19%	18%	18%	20%	21%	16%	16%				
Slightly less	(2) 601	160	160	136	145	52	47	60	57	47	55	37	52	47	38	64	43				
	10%	10%	9%	9%	9%	11%	9%	11%	11%	9%	11%	7%	10%	9%	8%	13%	8%				
No change	(3) 3600	945	879	882	894	305	319	321	303	310	266	315	292	275	292	267	335				
	58%	61%	57%	57%	58%	62%	60%	61%	57%	61%	54%	61%	56%	55%	58%	52%	64%				
Slightly more	(4) 377	84	110	89	95	24	27	32	37	25	48	31	30	27	26	40	28				
	6%	5%	7%	6%	6%	5%	5%	6%	7%	5%	10%	6%	6%	5%	5%	8%	5%				
Much more	(5) 120	33	36	32	19	8	17	8	20	11	6	7	9	16	7	10	2				
	2%	2%	2%	2%	1%	2%	3%	1%	4%	2%	1%	1%	2%	3%	1%	2%	1%				
Don't know	436	105	98	117	115	28	48	31	28	43	26	36	42	39	35	49	31				
	7%	7%	6%	8%	7%	6%	6%	6%	6%	6%	5%	7%	8%	8%	7%	10%	6%				
NET Much/Slightly more	497	116	146	120	114	33	44	40	57	36	54	38	39	43	34	50	30				
	8%	8%	10%	8%	7%	7%	8%	8%	14%	7%	11%	7%	8%	9%	7%	10%	6%				
NET Much/Slightly less	167	382	413	419	413	125	122	135	144	119	150	130	145	145	143	145	125				
	26%	27%	27%	27%	27%	25%	23%	26%	27%	23%	29%	25%	28%	28%	28%	24%	24%				
Mean	2.64	2.68	2.66	2.61	2.61	2.66	2.32	2.67	2.69	2.69	2.61	2.63	2.60	2.60	2.56	2.64	2.64				
Std Dev.	0.92	0.88	0.94	0.95	0.91	0.87	0.91	0.86	0.97	0.88	0.96	0.91	0.93	1.00	0.95	0.94	0.84				
Std Error	0.01	0.02	0.02	0.03	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.04				

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Table 115

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609		1608	1939	2013	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Much less (1)	817	136	681	94	723	310	505	79	78	141	77	193	139	111		196	218	443	250	693	117
13%	11%	14%	12%	13%	10%	10%	16%	10%	9%	13%	9%	17%	13%	10%		9%	11%	14%	13%	13%	12%
Slightly less (2)	918	137	781	133	785	436	481	121	130	135	135	103	106	97		251	271	396	203	763	147
15%	11%	16%	17%	15%	14%	15%	15%	15%	15%	12%	16%	13%	14%	15%		15%	14%	16%	15%	15%	16%
No change (3)	3366	769	2587	306	3049	1680	1673	378	426	631	468	629	451	375		804	1097	1455	826	2927	404
54%	54%	59%	53%	39%	58%	53%	53%	46%	49%	63%	46%	62%	45%	37%		48%	59%	65%	48%	58%	43%
Slightly more (4)	737	155	582	146	591	403	326	175	157	148	114	84	38	22		332	262	144	59	538	169
12%	13%	12%	16%	11%	14%	10%	10%	21%	18%	13%	13%	14%	7%	3%		20%	13%	6%	4%	10%	20%
Much more (5)	198	22	177	103	95	117	79	51	56	51	22	9	9	-		107	73	18	9	127	70
3%	2%	2%	15%	2%	3%	3%	3%	5%	5%	5%	2%	1%	1%	-		6%	3%	1%	1%	2%	7%
Don't know	133	14	120	8	126	58	76	19	21	15	18	7	17	23		30	33	51	40	111	18
2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	4%		2%	2%	2%	3%	2%	2%
NET Much/Slightly more	935	177	758	249	686	526	405	226	213	199	136	93	47	22		438	335	162	68	664	258
15%	14%	15%	15%	12%	13%	13%	13%	24%	23%	23%	16%	10%	6%	3%		25%	14%	6%	5%	13%	27%
NET Much/Slightly less	1735	273	1462	227	1509	741	968	200	208	276	213	387	245	208		408	489	839	452	1456	263
28%	22%	30%	29%	26%	31%	25%	28%	24%	24%	25%	26%	34%	22%	19%		24%	25%	13%	13%	28%	28%
Mean	2.76	2.63%	2.75	3.04%	2.72	2.86%	2.67	3.00%	2.90%	2.64%	2.64%	2.57	2.56	2.51		2.66%	2.64%	2.55	2.54	2.73	2.64%
Std Dev.	0.95	0.85	0.97	1.17	0.90	0.92	0.96	1.01	0.99	0.96	0.88	0.89	0.89	0.83		1.00	0.93	0.88	0.86	0.91	1.08
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03		0.03	0.02	0.02	0.02	0.01	0.04

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Table 115

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	(1) 817	104	208	165	290	363	435	438	366	74	114	231	186	122	531	77	674	186	608	23
	13%	9%	12%	12%	17%	12%	15%	12%	13%	14%	15%	15%	12%	11%	14%	13%	13%	15%	13%	8%
Slightly less	(2) 918	168	290	227	233	458	480	553	355	54	100	245	243	154	589	58	776	198	680	40
	15%	15%	15%	16%	13%	15%	15%	15%	15%	11%	14%	16%	16%	14%	15%	11%	15%	15%	15%	14%
No change	(3) 3366	582	1058	766	949	1640	1715	1907	1397	321	408	763	846	623	2017	326	2801	654	2552	150
	54%	51%	55%	55%	55%	54%	55%	53%	58%	57%	56%	57%	53%	57%	53%	54%	54%	51%	55%	52%
Slightly more	(4) 737	186	217	157	177	403	334	543	185	46	74	171	233	134	478	49	638	141	537	59
	12%	16%	11%	11%	10%	12%	11%	12%	8%	9%	10%	11%	12%	13%	12%	9%	12%	11%	12%	29%
Much more	(5) 198	73	48	41	37	121	77	161	36	12	17	54	48	54	119	12	179	79	120	2
	3%	5%	3%	3%	2%	3%	2%	4%	1%	2%	2%	4%	3%	3%	3%	2%	3%	3%	3%	1%
Don't know	133	22	42	29	40	64	69	68	58	8	20	36	28	13	84	10	107	28	91	15
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	1%	2%	2%	2%	2%	2%	5%
NET Much/Slightly more	935	259	265	197	214	524	411	705	221	58	91	225	281	182	627	61	819	219	657	61
	15%	23%	14%	14%	12%	16%	13%	16%	9%	11%	12%	15%	18%	16%	16%	11%	16%	17%	14%	21%
NET Much/Slightly less	1735	273	548	392	522	821	914	990	721	128	214	477	430	276	1121	136	1449	384	1288	63
	28%	24%	29%	26%	31%	27%	29%	27%	26%	25%	29%	27%	27%	25%	29%	25%	28%	28%	28%	22%
Mean	2.76	2.50	2.74	2.60	2.67	2.71	2.64	2.64	2.64	2.74	2.69	2.71	2.70	2.75	2.75	2.73	2.78	2.78	2.75	2.78
Std Dev.	0.95	0.98	0.93	0.91	0.95	0.95	0.94	0.97	0.89	0.90	0.94	0.99	0.94	0.95	0.96	0.91	0.95	1.03	0.93	0.85
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Table 115

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450		
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Much less	(1)	817	676	141	23	680	50	43	44	41	97	59	64	73	85	84	110	68	9		
	13%	13%	14%	14%	13%	10%	13%	13%	10%	14%	12%	14%	13%	13%	10%	13%	13%	13%	9%		
Slightly less	(2)	918	795	123	28	782	76	33	27	31	132	64	72	56	91	123	133	78	12		
	15%	15%	14%	17%	15%	15%	11%	16%	12%	17%	13%	16%	10%	16%	15%	16%	15%	17%	14%		
No change	(3)	3366	2876	480	86	2815	293	172	75	131	349	311	252	281	301	390	484	317	33		
	54%	54%	55%	52%	54%	54%	53%	44%	53%	52%	51%	51%	52%	53%	46%	54%	53%	49%	43%		
Slightly more	(4)	737	666	71	23	618	66	36	18	31	81	43	41	79	65	163	72	44	9		
	12%	12%	8%	14%	12%	13%	12%	10%	12%	12%	9%	9%	13%	11%	20%	8%	8%	13%	13%		
Much more	(5)	198	175	23	5	167	23	5	3	8	5	11	12	30	20	38	35	9	3		
	3%	3%	3%	2%	3%	2%	2%	2%	2%	2%	1%	2%	2%	6%	4%	6%	4%	2%	3%		
Don't know	133	110	23	2	115	9	6	4	9	9	19	8	25	11	12	10	12	2	7		
	2%	2%	3%	1%	2%	2%	2%	2%	2%	1%	4%	2%	3%	2%	1%	1%	2%	2%	2%		
NET Much/Slightly more	935	861	94	28	785	89	40	20	39	86	54	53	109	85	202	106	53	12	77		
	15%	15%	11%	15%	15%	14%	14%	12%	15%	13%	11%	12%	20%	15%	23%	13%	10%	16%	13%		
NET Much/Slightly less	1735	1471	264	51	1462	126	77	71	72	231	123	136	128	175	207	243	146	20	106		
	28%	28%	31%	31%	28%	24%	26%	21%	29%	24%	24%	26%	24%	24%	26%	29%	28%	30%	24%		
Mean	2.76	2.75	2.86	2.75	2.75	2.75	2.75	2.45	2.72	2.64	2.76	2.69	2.72	2.72	2.75	2.75	2.70	2.79	2.69		
Std Dev.	0.95	0.94	0.95	0.96	0.94	0.92	0.92	1.05	0.99	0.90	0.86	0.92	1.02	0.97	0.98	0.94	0.87	1.01	0.90		
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.08	0.03		

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Table 115

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2968	323	901	2816		
Much less	(1) 817	237	229	365	290	237	6	98	237	19	106	245	304	89	112	64	549	275	319	317	91	28	618	203	101	604			
Slightly less	(2) 918	343	376	492	524	343	19	100	376	29	184	287	388	147	69	23	674	92	375	359	109	40	31	734	71	279	639		
No change	(3) 3356	1234	1191	1874	1830	1234	91	458	1191	122	578	1121	1323	453	321	131	2444	452	1393	1235	404	208	103	2629	311	593	2783		
Slightly more	(4) 737	376	176	531	332	376	24	71	176	9	57	227	366	84	51	8	593	59	364	291	52	24	4	655	28	319	418		
Much more	(5) 198	133	26	157	59	133	10	21	26	1	9	113	59	5	11	10	172	21	109	77	6	2	3	186	5	126	72		
Don't know	133	36	57	54	74	36	1	15	57	5	26	25	45	22	20	11	70	31	47	41	20	10	9	88	18	20	114		
NET Much/Slightly more	935	509	202	699	391	509	34	92	202	10	66	340	425	89	62	18	765	80	473	368	58	26	8	841	34	445	490		
NET Much/Slightly less	1735	633	713	877	957	633	34	198	713	75	380	531	692	236	181	67	1224	267	694	609	200	114	98	1352	172	482	1243		
Mean	2.76	2.58	2.61	2.88	2.78	2.58	2.89	2.75	2.61	2.47	2.51	2.64	2.78	2.78	2.61	2.48	2.81	2.57	2.63	2.77	2.66	2.54	2.56	2.80	2.55	2.51	2.72		
Std Dev.	0.95	1.00	0.89	0.96	0.90	1.00	0.96	0.90	0.89	0.91	0.89	0.98	0.93	0.83	0.96	1.06	0.95	0.99	0.96	0.95	0.84	0.92	0.86	0.96	0.90	1.14	0.87		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01		

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Table 115

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Much less	(1) 817	39	774	4	253	530	34	765	7	6	8	809	2
	13%	12%	13%	9%	15%	13%	11%	13%	6%	11%	12%	13%	7%
Slightly less	(2) 918	43	868	7	279	594	46	873	22	17	5	911	2
	15%	13%	15%	18%	17%	14%	15%	15%	18%	29%	7%	15%	8%
No change	(3) 3356	183	3155	17	831	2382	142	3217	53	25	48	3295	13
	54%	55%	55%	42%	50%	57%	46%	55%	45%	44%	73%	54%	58%
Slightly more	(4) 737	50	680	8	203	470	84	701	25	4	4	729	4
	12%	15%	12%	18%	12%	11%	23%	12%	23%	6%	6%	12%	20%
Much more	(5) 198	17	177	4	72	107	14	184	10	4	-	198	-
	3%	5%	3%	10%	4%	3%	4%	3%	9%	7%	-	3%	-
Don't know	133	3	129	1	32	90	12	128	1	1	2	130	2
	2%	1%	2%	3%	2%	2%	4%	2%	1%	2%	3%	2%	7%
NET Much/Slightly more	935	67	857	12	280	577	78	885	35	7	4	927	4
	15%	20%	15%	28%	17%	14%	28%	15%	30%	13%	6%	15%	20%
NET Much/Slightly less	1735	82	1642	11	532	1124	79	1668	28	23	12	1720	3
	28%	23%	28%	27%	29%	27%	25%	28%	24%	41%	19%	28%	15%
Mean	2.76	2.69%	2.76	3.02	2.74	2.76	2.83%	2.76	3.05%	2.67	2.75	2.76	2.98
Std Dev.	0.95	0.97	0.94	1.09	1.02	0.91	1.00	0.95	0.99	0.99	0.74	0.95	0.80
Std Error	0.01	0.05	0.01	0.16	0.02	0.01	0.06	0.01	0.09	0.13	0.09	0.01	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Table 115

Base : All participants

		Quarter				Month															
		Total	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024			
			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)			
Unweighted Base		6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501			
Weighted Base		6160	1550	1537	1539	1532	491	532	527	532	507	496	518	518	503	503	512	521			
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312			
(1)	Much less	817	188	203	219	208	60	68	60	80	58	64	69	79	70	71	61	76			
	13%	12%	13%	14%	14%	12%	13%	11%	15%	11%	13%	13%	15%	14%	14%	12%	15%	15%			
(2)	Slightly less	918	234	227	237	220	55	66	83	91	69	67	59	94	87	73	81	98			
	15%	15%	15%	15%	14%	11%	13%	16%	14%	14%	14%	14%	11%	15%	15%	15%	16%	13%			
(3)	No change	3356	856	816	838	847	298	274	284	276	284	256	315	273	250	287	278	281			
	54%	55%	53%	54%	55%	61% <i>efghlm</i>	51%	54%	52%	56%	52%	61% <i>efghlm</i>	53%	50%	57%	54%	54%	54%			
(4)	Slightly more	737	188	192	171	186	56	60	72	45	60	87	59	48	69	51	73	62			
	12%	12%	13%	11%	12%	11%	11%	14%	8%	12%	15% <i>efghlmnp</i>	11%	9%	13%	10%	14%	12%	12%			
(5)	Much more	198	59	57	46	36	14	27	18	26	22	10	6	16	24	6	9	21			
	3%	4%	4%	3%	2%	3%	5% <i>efghlm</i>	3%	5% <i>efghlm</i>	4% <i>lm</i>	2%	1%	3%	5% <i>efghlm</i>	1%	2%	4% <i>efghlm</i>	21% <i>efghlm</i>			
	Don't know	133	25	40	28	40	8	7	10	15	15	11	16	8	5	15	10	15			
	2%	2%	3%	2%	3%	2%	2%	1%	2%	3%	3%	2%	3%	1%	1%	3%	2%	3%			
NET Much/Slightly more		935	247	249	217	222	70	87	90	70	82	97	62	64	91	57	81	83			
15%		16%	16%	14%	14%	14%	14%	16%	17%	13%	16%	16% <i>efghlmnp</i>	12%	12%	16% <i>efghlm</i>	11%	16%	16%			
NET Much/Slightly less		1735	422	430	456	427	115	164	143	171	127	132	126	173	157	144	142	141			
28%		27%	28%	30%	28%	28%	23% <i>efghlm</i>	31% <i>efghlm</i>	27%	32% <i>efghlm</i>	25%	27%	24%	33% <i>efghlmnp</i>	31% <i>efghlm</i>	29%	28%	27%			
Mean		2.76	2.80	2.78	2.73	2.75	2.81 <i>l</i>	2.78	2.81 <i>l</i>	2.70	2.86	2.83 <i>l</i>	2.75	2.68	2.77	2.69	2.77	2.78			
Std Dev.		0.95	0.94	0.96	0.95	0.93	0.90	0.99	0.93	1.00	0.94	0.95	0.87	0.96	1.01	0.89	0.90	0.98			
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.04			

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Table 116

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1808	1939	2813	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1890	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	618	47	571	194	424	341	275	104	148	129	64	65	28	19	312	193	112	48	425	185
10%		4%	12%a	23%a	8%	11%a	9%	20%ajkm	17%ajkm	11%ajkm	9%ajkm	6%	4%	3%	16%apq	10%apq	4%	3%	8%	29%r
Personal letters (e.g. from a friend)	572	46	526	181	391	323	249	109	105	114	65	44	14	15	310	180	74	30	364	200
9%		4%	11%a	22%a	7%	11%a	8%	21%ajkm	17%ajkm	10%ajkm	9%ajkm	4%	2%	2%	16%apq	9%apq	3%	2%	7%	21%r
Letters from organisations that you have a relationship with	909	125	784	228	681	512	394	241	195	194	94	85	60	40	436	285	186	100	617	281
15%		10%	16%a	23%a	13%	17%a	13%	29%ajkm	22%ajkm	17%ajkm	11%ajkm	8%	6%	6%	25%apq	15%apq	7%	7%	12%	30%r
Bills, invoices and statements	910	109	801	238	672	494	413	238	219	208	106	72	33	34	457	314	139	67	621	274
15%		9%	16%a	30%a	13%	16%a	13%	29%ajkm	25%ajkm	17%ajkm	13%ajkm	5%	4%	5%	27%apq	16%apq	6%	5%	12%	27%r
Smaller parcels - that fit through a letterbox	1635	356	1327	361	1274	823	806	362	311	308	222	231	124	77	673	530	432	201	1277	346
27%		29%	27%	46%a	24%	27%	26%	44%ajkm	35%ajkm	27%ajkm	27%ajkm	20%ajkm	12%	7%	46%apq	27%apq	17%	14%	26%	37%r
Larger parcels - that do not fit through a letterbox	1660	328	1332	367	1292	821	836	369	306	326	227	222	126	82	676	553	431	208	1271	372
27%		27%	27%	47%a	24%	27%	27%	45%ajkm	35%ajkm	29%ajkm	27%ajkm	20%ajkm	17%	13%	46%apq	26%apq	17%	15%	25%	36%r
Newsletters, leaflets and promotions from organisations that you have a relationship with	979	139	840	246	733	514	462	224	205	202	114	95	70	68	429	317	233	138	707	259
16%		11%	17%a	31%a	14%	17%	15%	27%ajkm	24%ajkm	18%ajkm	14%ajkm	8%	9%	17%	25%apq	16%apq	9%	10%	14%	28%r
Addressed direct mail from organisations that you don't have a relationship with	1211	158	1052	240	962	648	561	216	209	206	151	159	137	132	425	357	428	269	937	260
20%		13%	21%a	32%a	18%	22%a	18%	33%ajkm	31%ajkm	23%ajkm	18%ajkm	14%	18%	19%	33%apq	25%apq	18%	17%	19%	25%r
Catalogues and brochures	867	94	773	208	658	460	407	172	138	167	98	95	100	98	311	264	293	198	666	192
14%		8%	16%a	26%a	12%	16%a	13%	21%ajkm	16%ajkm	16%ajkm	12%ajkm	8%	8%	13%ajkm	16%ajkm	13%	12%	14%	13%	20%r
Magazines you subscribe to	497	49	448	173	323	283	212	133	110	102	57	64	16	25	243	159	95	41	332	155
8%		4%	10%a	22%a	6%	8%a	7%	15%ajkm	11%ajkm	9%ajkm	5%ajkm	4%	2%	4%	16%apq	9%apq	4%	3%	6%	16%r
Items requiring a signature	936	177	758	245	686	526	405	226	213	195	136	93	47	22	435	335	162	68	664	258
15%		14%	15%	32%a	13%	17%a	13%	27%ajkm	25%ajkm	19%ajkm	16%ajkm	9%ajkm	6%	3%	26%apq	17%apq	6%	6%	12%	27%r

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	628	2713	179
Invitations, greetings cards and postcards	616	167	174	124	153	341	277	471	133	43	65	192	166	119	422	44	544	178	404	37
10%		13% <i>hcd</i>	9%	9%	9%	11% <i>f</i>	9%	13% <i>h</i>	6%	8%	9%	13% <i>h</i>	10%	7%	11%	8%	11%	13% <i>h</i>	9%	13%
Personal letters (e.g. from a friend)	672	189	157	94	132	346	226	454	111	43	51	151	173	100	386	43	498	147	387	38
9%		17% <i>hcd</i>	8%	7%	8%	11% <i>f</i>	7%	12% <i>h</i>	5%	8%	7%	11% <i>f</i>	11% <i>f</i>	9%	10% <i>f</i>	8%	10%	11% <i>f</i>	8%	13% <i>h</i>
Letters from organisations that you have a relationship with	909	261	264	168	217	524	385	648	254	65	97	234	281	157	612	71	798	220	639	51
15%		23% <i>hcd</i>	14%	12%	13%	11% <i>f</i>	12%	13% <i>h</i>	17%	13%	13%	16%	11% <i>f</i>	14%	16%	12%	15%	11% <i>f</i>	14%	16%
Bills, invoices and statements	910	206	255	215	233	462	448	682	208	75	80	242	273	156	694	77	779	202	643	35
15%		18% <i>hcd</i>	13%	16%	13%	13%	14%	19% <i>h</i>	9%	14%	11%	19% <i>h</i>	17% <i>h</i>	14%	19% <i>h</i>	14%	15%	13% <i>h</i>	14%	12%
Smaller parcels - that fit through a letterbox	1635	356	552	354	373	908	727	1123	488	96	183	393	490	306	1066	98	1435	381	1169	86
27%		31% <i>hcd</i>	29% <i>hcd</i>	26% <i>hcd</i>	22%	30% <i>h</i>	23%	31% <i>h</i>	20%	19%	28% <i>h</i>	26% <i>h</i>	31% <i>h</i>	28% <i>h</i>	28% <i>h</i>	18%	28% <i>h</i>	30% <i>h</i>	25%	30%
Larger parcels - that do not fit through a letterbox	1660	372	555	335	397	927	733	1125	515	109	186	377	480	327	1053	111	1448	374	1208	78
27%		31% <i>hcd</i>	31% <i>hcd</i>	24%	23%	30% <i>h</i>	24%	31% <i>h</i>	21%	21%	27%	29%	33% <i>h</i>	33% <i>h</i>	31% <i>h</i>	21%	31% <i>h</i>	30% <i>h</i>	26%	27%
Newsletters, leaflets and promotions from organisations that you have a relationship with	979	260	271	184	264	531	448	681	277	92	110	221	262	181	623	94	823	263	674	52
16%		23% <i>hcd</i>	14%	13%	15%	11% <i>f</i>	14%	19% <i>h</i>	12%	18%	15%	15%	13% <i>h</i>	16%	16%	18%	16%	23% <i>h</i>	15%	16%
Addressed direct mail from organisations that you don't have a relationship with	1211	303	354	245	308	658	553	774	418	91	147	305	327	228	779	96	1045	298	848	65
20%		27% <i>hcd</i>	19%	18%	18%	22% <i>f</i>	18%	21% <i>h</i>	17%	18%	20%	20%	21%	21%	20%	18%	20%	23% <i>h</i>	18%	22%
Catalogues and brochures	867	238	233	169	226	471	396	548	304	78	76	228	248	168	552	81	740	209	628	30
14%		21% <i>hcd</i>	12%	12%	13%	15% <i>f</i>	13%	15%	13%	15%	10%	19% <i>h</i>	16% <i>h</i>	16% <i>h</i>	14% <i>h</i>	15%	14%	16%	14%	10%
Magazines you subscribe to	497	161	135	93	107	297	200	380	109	35	42	134	161	88	339	35	436	120	349	28
6%		14% <i>hcd</i>	7%	7%	6%	10% <i>f</i>	6%	10% <i>h</i>	5%	7%	6%	9% <i>h</i>	11% <i>h</i>	6% <i>h</i>	9% <i>h</i>	6%	8%	9%	8%	10%
Items requiring a signature	936	259	265	197	214	524	411	705	221	58	81	225	281	188	587	61	818	218	657	61
15%		23% <i>hcd</i>	14%	14%	12%	17% <i>f</i>	13%	18% <i>h</i>	9%	11%	12%	15%	16% <i>h</i>	17% <i>h</i>	16% <i>h</i>	11%	16% <i>h</i>	17%	14%	21% <i>h</i>

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Table 116

Base : All participants

	Total	Rurality			Nation				Region													
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England/ Scotland (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975			
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450			
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432			
Invitations, greetings cards and postcards	616	539	78	10	536	41	28	13	19	67	39	40	73	56	115	83	45	6	35			
10%	10%	10%	9%	10%	10%	8%	10%	8%	7%	10%	8%	9%	13%	10%	14%	10%	8%	9%	9%			
Personal letters (e.g. from a friend)	672	501	71	10	480	51	26	15	17	64	31	35	51	41	108	93	39	9	41			
9%	9%	9%	8%	6%	9%	10%	9%	9%	7%	9%	6%	8%	9%	7%	12%	11%	7%	14%	9%			
Letters from organisations that you have a relationship with	909	785	124	16	774	68	38	29	28	105	48	58	87	84	172	128	65	10	58			
12%	12%	14%	10%	10%	12%	13%	13%	17%	11%	13%	8%	13%	13%	13%	25%	13%	12%	16%	13%			
Bills, invoices and statements	910	805	104	23	783	70	32	25	38	95	56	66	110	81	167	116	55	18	52			
15%	15%	12%	14%	14%	15%	14%	17%	15%	15%	14%	11%	15%	16%	14%	25%	14%	10%	22%	11%			
Smaller parcels - that fit through a letterbox	1635	1384	250	48	1376	127	68	64	71	180	112	119	155	151	215	235	138	22	105			
27%	26%	29%	29%	29%	27%	29%	23%	36%	29%	27%	22%	27%	29%	26%	26%	28%	26%	33%	23%			
Larger parcels - that do not fit through a letterbox	1680	1413	247	49	1369	145	76	70	74	181	98	123	157	143	237	230	125	22	122			
27%	27%	27%	29%	29%	26%	28%	26%	41%	27%	27%	19%	23%	27%	23%	23%	27%	24%	23%	23%			
Newsletters, leaflets and promotions from organisations that you have a relationship with	979	841	138	23	842	72	36	29	47	101	66	64	84	88	180	146	66	9	63			
16%	16%	16%	14%	14%	16%	14%	12%	13%	13%	15%	13%	14%	15%	15%	25%	17%	12%	13%	14%			
Addressed direct mail from organisations that you don't have a relationship with	1211	1025	186	35	1022	105	47	37	45	126	79	91	113	110	188	172	98	17	87			
20%	19%	22%	21%	21%	20%	20%	16%	22%	18%	19%	16%	20%	21%	19%	23%	20%	19%	16%	19%			
Catalogues and brochures	867	734	133	27	708	87	41	31	28	79	52	61	79	82	125	133	68	14	74			
14%	14%	15%	16%	16%	14%	17%	14%	16%	11%	12%	10%	14%	15%	14%	19%	16%	13%	20%	16%			
Magazines you subscribe to	497	432	64	13	414	46	20	15	16	37	26	33	60	46	69	64	34	4	42			
8%	8%	7%	8%	8%	8%	9%	7%	10%	6%	6%	5%	7%	11%	8%	12%	8%	6%	6%	8%			
Items requiring a signature	936	841	94	28	785	89	40	20	38	86	54	53	109	85	202	106	53	12	77			
15%	16%	11%	17%	17%	15%	17%	14%	12%	18%	13%	11%	12%	20%	15%	25%	13%	10%	18%	17%			

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

OE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Invitations, greetings cards and postcards	616	311	138	467	294	311	17	65	138	12	42	239	270	62	29	8	518	37	293	264	49	16	5	545	21	390	228
Personal letters (e.g. from a friend)	872	307	104	447	245	307	22	54	104	9	27	228	234	71	28	11	462	39	263	238	46	17	6	501	23	348	225
Letters from organisations that you have a relationship with	909	442	204	658	418	442	34	98	204	18	84	343	394	83	59	29	737	87	430	363	77	26	12	793	38	455	454
Bills, invoices and statements	109	16	9	19	12	16	1	13	9	8	8	17	16	10	10	12	16	11	16	16	11	7	7	16	7	30	10
Smaller parcels - that fit through a letterbox	910	453	180	668	384	453	34	86	180	18	53	355	421	96	66	22	726	88	440	363	71	27	6	603	34	471	439
Larger parcels - that do not fit through a letterbox	1635	748	470	1052	774	748	42	183	470	27	179	605	674	166	141	47	1279	188	838	622	100	56	15	1460	71	591	1044
Newsletters, leaflets and promotions from organisations that you have a relationship with	1660	751	470	1071	790	751	48	196	470	33	189	555	631	173	162	46	1276	208	378	605	106	46	22	1483	68	537	1072
Addressed direct mail from organisations that you don't have a relationship with	1211	535	367	790	622	535	36	137	367	38	191	430	530	124	95	31	960	126	571	481	95	44	12	1051	61	508	703
Catalogues and brochures	867	401	260	561	420	401	30	105	260	30	138	341	378	79	44	26	719	70	417	322	81	35	13	738	48	390	477
Magazines you subscribe to	487	270	97	387	214	270	18	46	97	5	37	203	212	42	31	8	415	38	243	200	37	10	4	443	14	309	187
Items requiring a signature	935	505	202	698	391	505	34	92	202	10	66	340	425	89	62	18	765	80	473	388	58	26	8	841	34	445	490
	100	51	35	69	45	51	3	12	35	3	6	11	11	1	1	7	11	10	16	16	2	2	4	1	6	2	11

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Table 116

Base : All participants

	Housebound				Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	618	46	562	10	228	357	35	566	39	8	3	613	3
10%		14%	10%	10%	28%	13%	9%	10%	33%	15%	4%	10%	12%
Personal letters (e.g. from a friend)	572	47	513	12	184	346	41	529	31	7	1	567	3
9%		14%	9%	12%	22%	13%	8%	9%	24%	11%	2%	9%	15%
Letters from organisations that you have a relationship with	909	67	830	11	292	565	52	841	40	17	5	898	5
10%		20%	14%	20%	17%	14%	17%	14%	34%	30%	8%	15%	25%
Bills, invoices and statements	910	72	825	12	294	551	65	865	35	9	3	905	2
10%		22%	14%	22%	18%	13%	21%	19%	29%	17%	4%	18%	7%
Smaller parcels - that fit through a letterbox	1635	100	1514	21	505	1025	106	1570	47	9	2	1627	7
27%		30%	26%	31%	26%	25%	24%	27%	34%	16%	2%	27%	31%
Larger parcels - that do not fit through a letterbox	1660	100	1548	13	480	1084	96	1607	32	12	+	1651	8
27%		30%	27%	32%	29%	26%	31%	27%	27%	22%	1%	27%	36%
Newsletters, leaflets and promotions from organisations that you have a relationship with	979	70	901	7	297	613	69	922	43	6	4	971	4
16%		21%	16%	17%	18%	15%	22%	16%	31%	10%	6%	16%	17%
Addressed direct mail from organisations that you don't have a relationship with	1211	81	1119	11	406	742	63	1165	32	7	2	1205	4
20%		24%	19%	28%	24%	18%	20%	20%	27%	13%	2%	20%	19%
Catalogues and brochures	867	63	794	10	297	511	59	825	30	7	2	862	4
14%		14%	14%	24%	24%	12%	13%	14%	21%	13%	3%	14%	16%
Magazines you subscribe to	487	35	455	7	154	299	43	467	23	5	+	456	2
8%		10%	8%	16%	8%	7%	14%	8%	19%	9%	+	8%	7%
Items requiring a signature	935	67	857	12	280	577	78	885	35	7	4	927	4
15%		15%	15%	26%	17%	14%	20%	15%	30%	13%	6%	15%	20%

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghi/jkl
 * small base, ** very small base (under 30) ineligible for sig testing

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Table 116

Base : All participants

	Quarter				Month															
	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317				
Invitations, greetings cards and postcards	618	144	185	139	150	30	52	62	61	65	59	50	43	45	43	61				
10%		9%	12% a	9%	10%	6%	10%	12% a	11% a	13% a	12% a	10%	8%	9%	9%	12% a				
Personal letters (e.g. from a friend)	572	138	171	133	131	33	57	47	73	47	51	43	49	42	41	52				
9%		9%	11%	9%	8%	7%	11%	9%	13% a	10%	9%	8%	9%	8%	8%	10%				
Letters from organisations that you have a relationship with	909	231	273	214	192	73	72	85	83	80	110	63	66	84	49	73				
15%		15%	19% a	14%	12%	15%	14%	16% a	16% a	16% a	22% a	12%	13%	17% a	10%	14%				
Bills, invoices and statements	910	260	233	206	210	75	84	101	69	82	82	48	80	78	68	79				
15%		17% a	15%	13%	14%	16% a	16% a	19% a	13%	16% a	17% a	9%	16% a	15% a	14%	16% a				
Smaller parcels - that fit through a letterbox	1635	422	398	404	412	110	167	144	131	137	129	130	142	131	139	156				
27%		27%	26%	26%	27%	23%	33% a	27%	26%	27%	26%	25%	27%	26%	28%	30% a				
Larger parcels - that do not fit through a letterbox	1660	432	415	378	434	105	178	146	141	129	145	126	119	133	143	154				
27%		28%	27%	25%	28%	21%	32% a	26%	26%	26%	29% a	24%	23%	26%	28%	30% a				
Newsletters, leaflets and promotions from organisations that you have a relationship with	979	248	286	233	211	61	80	107	104	90	93	60	80	93	62	69				
16%		16%	19% a	15%	14%	12%	15%	20% a	19% a	16% a	19% a	11%	15%	19% a	12%	14%				
Addressed direct mail from organisations that you don't have a relationship with	1211	279	333	289	309	77	103	100	111	111	110	92	97	101	109	104				
20%		18%	22% a	19%	20%	16%	19%	19%	21%	22% a	22% a	18%	19%	20%	22%	20%				
Catalogues and brochures	867	216	245	222	183	67	76	73	93	77	76	64	68	60	54	75				
14%		14%	16% a	14%	12%	14%	14%	14%	17% a	15%	15%	12%	13%	11% a	11%	15%				
Magazines you subscribe to	497	116	146	120	114	33	44	40	57	36	54	38	39	43	34	50				
8%		8%	10%	8%	7%	7%	8%	8%	11% a	7%	11% a	7%	8%	9%	7%	10%				
Items requiring a signature	935	247	249	217	222	70	67	90	70	82	97	62	64	91	57	81				
15%		16%	16%	14%	14%	14%	16%	17%	13%	16%	20% a	12%	12%	19% a	17%	16%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

No change Summary

Table 117

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1908	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1990	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	3254	717	2537	303	2951	1690	1591	374	428	630	422	603	444	354	801	1052	1400	798	2795	425
53%		58%	51%	38%	58%	53%	51%	45%	49%	58%	51%	53%	48%	34%	47%	54%	50%	50%	54%	45%
Personal letters (e.g. from a friend)	3208	712	2476	323	2895	1653	1551	373	434	628	425	609	419	312	807	1052	1340	740	2775	403
52%		59%	50%	41%	54%	53%	49%	45%	50%	58%	51%	54%	48%	33%	48%	54%	54%	53%	54%	43%
Letters from organisations that you have a relationship with	3366	693	2673	335	3031	1666	1698	372	435	597	456	620	465	422	807	1053	1506	886	2908	427
55%		56%	54%	42%	59%	55%	54%	45%	50%	59%	55%	58%	51%	37%	48%	54%	59%	54%	59%	45%
Bills, invoices and statements	3182	637	2515	289	2863	1597	1551	375	404	547	412	598	448	368	779	959	1414	816	2891	433
51%		52%	51%	37%	52%	52%	49%	46%	47%	49%	50%	53%	48%	34%	46%	49%	50%	50%	52%	46%
Smaller parcels - that fit through a letterbox	3489	729	2741	305	3171	1715	1764	359	410	626	407	609	426	434	795	1033	1622	932	3016	428
56%		59%	56%	39%	59%	57%	56%	43%	47%	59%	55%	61%	49%	37%	45%	59%	54%	57%	59%	45%
Larger parcels - that do not fit through a letterbox	3315	727	2588	292	3023	1640	1670	333	395	604	453	672	480	397	728	1058	1530	857	2855	392
54%		59%	53%	37%	59%	54%	53%	40%	46%	54%	54%	60%	51%	36%	43%	54%	61%	62%	56%	42%
Newsletters, leaflets and promotions from organisations that you have a relationship with	3264	689	2575	307	2956	1641	1622	358	425	591	440	613	450	387	783	1031	1450	837	2817	418
53%		56%	52%	39%	59%	55%	52%	43%	49%	53%	53%	64%	59%	37%	46%	53%	59%	59%	59%	44%
Addressed direct mail from organisations that you don't have a relationship with	2985	658	2327	290	2695	1497	1486	358	405	577	414	564	354	313	763	990	1232	667	2577	383
46%		53%	47%	37%	57%	50%	47%	44%	47%	53%	50%	55%	47%	30%	45%	53%	49%	48%	53%	41%
Catalogues and brochures	3031	691	2340	291	2740	1551	1474	386	411	567	399	538	391	339	797	966	1268	730	2597	407
49%		56%	47%	37%	51%	52%	47%	47%	47%	51%	48%	48%	51%	33%	47%	49%	50%	53%	59%	43%
Magazines you subscribe to	3600	823	2777	335	3265	1812	1782	407	464	635	509	655	495	436	872	1143	1585	931	3121	445
56%		57%	56%	42%	57%	57%	57%	50%	54%	61%	54%	60%	52%	37%	52%	57%	59%	59%	57%	47%
Items requiring a signature	3356	769	2587	306	3049	1680	1673	378	426	631	466	629	451	375	804	1067	1455	826	2827	404
54%		54%	53%	39%	57%	56%	53%	46%	49%	56%	56%	60%	59%	36%	48%	56%	59%	59%	57%	43%

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

No change Summary

Table 117

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1540	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Invitations, greetings cards and postcards	3254	551	997	745	961	1548	1708	1830	1372	292	363	786	851	564	2000	303	2732	662	2453	140
53%		48%	52%	57% a	57% a	51%	57% a	80%	58% a	56%	57%	52%	54%	51%	52%	57%	53%	52%	53%	48%
Personal letters (e.g. from a friend)	3208	506	1004	735	952	1510	1697	1814	1338	311	381	752	809	565	1942	318	2659	665	2383	160
52%		45%	52% a	52% a	56% a	50%	59% a	49%	56% a	52%	52%	50%	51%	51%		57% a	51%	52%	52%	56%
Letters from organisations that you have a relationship with	3366	571	1035	774	984	1607	1757	1842	1483	305	400	798	835	594	2033	315	2791	678	2527	161
55%		50%	54%	57% a	57% a	53%	57% a	50%	51% a	57% a	58%	53%	53%	54%	53%	59%	54%	53%	53%	56%
Bills, invoices and statements	3152	581	936	687	948	1517	1635	1741	1368	293	404	734	806	540	1944	304	2619	633	2358	161
51%		51%	49%	50%	52% a	50%	53%	47%	50% a	52% a	53% a	49%	51%	49%	51%		51%	49%	51%	56%
Smaller parcels - that fit through a letterbox	3480	607	1039	812	1021	1645	1833	1945	1484	320	422	838	838	652	2098	329	2910	659	2673	147
56%		53%	54%	59% a	59% a	54%	59% a	53%	52% a	58%	56%	56%	53%	59% a	55%	56%		51%	59% a	51%
Larger parcels - that do not fit through a letterbox	3315	578	985	780	971	1563	1751	1865	1404	310	389	802	804	600	1995	319	2755	652	2515	149
54%		51%	51%	57% a	57% a	51%	57% a	51%	52% a	57% a	53%	53%	51%	52%		53%		51%	57% a	52%
Newsletters, leaflets and promotions from organisations that you have a relationship with	3264	570	1004	750	940	1573	1691	1808	1414	271	411	785	845	550	2041	283	2764	654	2469	141
53%		50%	52%	54%	55%	52%	54%	49%	52% a	53%	55% a	52%	53%	50%	53%	53%	53%	51%	54%	49%
Addressed direct mail from organisations that you don't have a relationship with	2985	484	904	698	897	1388	1595	1720	1223	275	380	687	773	625	1821	281	2592	601	2244	140
48%		43%	47%	50% a	52% a	46%	51% a	47%	51% a	52% a	49%	46%	49%	48%	48%	53%	48%	47%	49%	49%
Catalogues and brochures	3031	520	927	713	869	1447	1582	1713	1271	262	371	706	806	505	1882	269	2543	596	2268	167
49%		46%	48%	52% a	50%	47%	51% a	47%	53% a	51%	51%	47%	51%	46%	49%	50%		46%	49%	58% a
Magazines you subscribe to	3660	659	1098	815	1027	1758	1841	2002	1553	316	416	838	930	638	2184	329	3012	710	2710	173
58%		58%	57%	59%	60%	58%	59%	56%	58% a	61%	57%	56%	58%	58%	57%	62%		56%	58%	60%
Items requiring a signature	3356	582	1058	766	949	1640	1715	1907	1397	321	408	763	846	623	2017	326	2801	654	2552	150
54%		51%	55%	55%	55%	54%	55%	52%	56% a	62% a	56%	51%	53%	57% a	53%	57% a	54%	51%	56% a	52%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Table 117

Base : All participants

		Rurality				Nation				Region									
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Invitations, greetings cards and postcards	3254	2812	442	91	2745	276	198	75	143	347	323	304	252	276	318	408	414	265	34
53%	53%	53%	51%	55%	53%	53%	50%	44%	53%	51%	50%	56%	51%	56%	50%	49%	54%	50%	54%
Personal letters (e.g. from a friend)	3208	2786	422	81	2716	266	151	75	138	345	260	249	285	305	422	412	300	32	233
52%	52%	53%	49%	48%	52%	51%	51%	44%	50%	51%	51%	56%	53%	53%	52%	49%	50%	52%	52%
Letters from organisations that you have a relationship with	3366	2889	477	108	2810	296	170	90	137	343	322	263	295	294	418	451	286	42	254
55%	55%	55%	55%	53%	54%	57%	58%	53%	55%	51%	53%	54%	54%	51%	51%	52%	54%	62%	56%
Bills, invoices and statements	3152	2706	445	76	2641	259	164	87	127	340	285	213	260	283	427	426	281	26	233
51%	51%	52%	45%	51%	51%	50%	56%	51%	51%	50%	50%	47%	48%	49%	53%	51%	53%	39%	52%
Smaller parcels - that fit through a letterbox	3480	2991	489	97	2925	294	182	79	133	373	311	263	284	310	459	473	319	37	257
56%	56%	57%	58%	58%	57%	57%	62%	46%	53%	55%	61%	59%	52%	54%	57%	56%	68%	55%	57%
Larger parcels - that do not fit through a letterbox	3315	2855	461	88	2783	279	178	75	112	360	317	252	254	303	454	457	323	35	244
54%	54%	54%	53%	53%	54%	54%	60%	44%	45%	53%	52%	57%	47%	63%	50%	53%	51%	52%	54%
Newsletters, leaflets and promotions from organisations that you have a relationship with	3264	2832	432	88	2739	276	158	91	124	345	288	254	298	295	384	446	305	35	241
53%	53%	53%	50%	52%	53%	53%	54%	53%	49%	51%	52%	52%	52%	51%	47%	53%	50%	53%	54%
Addressed direct mail from organisations that you don't have a relationship with	2985	2583	402	80	2501	259	151	74	116	312	262	226	262	284	381	387	270	32	227
48%	48%	49%	47%	48%	48%	50%	51%	44%	47%	46%	52%	50%	48%	50%	47%	46%	51%	47%	50%
Catalogues and brochures	3031	2548	383	72	2548	256	150	77	116	326	253	243	272	276	393	391	277	30	226
49%	49%	50%	44%	43%	49%	49%	51%	45%	46%	48%	50%	54%	50%	48%	49%	46%	52%	45%	50%
Magazines you subscribe to	3660	3118	482	87	3013	321	182	85	141	372	236	284	317	346	456	465	356	43	276
58%	58%	59%	58%	52%	59%	62%	62%	50%	56%	55%	58%	63%	58%	60%	54%	55%	62%	64%	60%
Items requiring a signature	3356	2876	480	86	2815	293	172	75	131	349	311	252	281	301	360	484	317	33	260
54%	54%	54%	56%	52%	54%	57%	56%	44%	53%	52%	61%	57%	52%	53%	48%	57%	60%	49%	58%

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Table 117

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2480	800	583	247	4503	830	2006	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1361	408	211	112	2963	323	901	2816
Invitations, greetings cards and postcards	3254	1241	1147	1821	1727	1241	93	438	1147	113	593	1135	1287	425	277	119	2423	396	1353	1231	384	171	98	2584	269	553	2702
Personal letters (e.g. from a friend)	3208	1262	1125	1800	1664	1262	93	437	1125	124	564	1078	1286	436	274	122	2364	396	1351	1185	376	173	104	2536	278	566	2642
Letters from organisations that you have a relationship with	3360	1280	1223	1871	1835	1280	90	479	1223	120	639	1115	1349	475	297	119	2464	416	1450	1216	403	187	93	2867	280	609	2756
Bills, invoices and statements	3152	1149	1159	1745	1753	1149	89	426	1159	117	605	1029	1259	443	285	113	2288	398	1286	1183	392	175	96	2480	271	598	2553
Smaller parcels - that fit through a letterbox	3480	1289	1278	1927	1916	1289	94	463	1278	128	661	1149	1386	474	323	136	2535	459	1432	1291	430	208	107	2723	315	593	2887
Larger parcels - that do not fit through a letterbox	3315	1241	1236	1839	1814	1241	84	436	1236	127	623	1101	1309	459	308	130	2410	438	1331	1235	425	201	110	2566	311	545	2770
Newsletters, leaflets and promotions from organisations that you have a relationship with	3264	1195	1183	1799	1792	1195	81	454	1183	114	597	1092	1317	478	266	109	2309	375	1383	1201	399	172	94	2584	266	578	2606
Addressed direct mail from organisations that you don't have a relationship with	2985	1097	1048	1673	1623	1097	87	397	1048	102	507	970	1199	430	264	107	2169	371	1205	1122	390	175	78	2327	253	532	2453
Catalogues and brochures	3031	1131	1053	1728	1651	1131	79	420	1053	102	515	978	1215	442	283	104	2191	387	1261	1132	364	174	87	2393	261	533	2498
Magazines you subscribe to	3600	1335	1325	1979	1965	1335	86	492	1325	137	676	1212	1431	470	340	134	2643	474	1505	1326	425	217	108	2831	325	621	2980
Items requiring a signature	3396	1234	1191	1874	1830	1234	91	458	1191	122	576	1121	1323	453	321	131	2444	452	1393	1235	404	208	103	2629	311	563	2783

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

No change Summary

Table 117

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	3254	184	3060	11	824	2272	158	3127	48	24	42	3199	14
	53%	53%	53%	26%	49%	54%	51%	53%	41%	41%	54%	53%	62%
Personal letters (e.g. from a friend)	3208	173	3022	13	843	2207	159	3069	56	23	49	3148	12
	52%	49%	52%	31%	50%	53%	51%	52%	48%	40%	74%	52%	54%
Letters from organisations that you have a relationship with	3366	179	3171	15	883	2312	171	3236	51	19	50	3206	10
	55%	53%	55%	37%	53%	55%	55%	56%	44%	34%	71%	54%	44%
Bills, invoices and statements	3152	154	2977	10	797	2204	151	2999	52	37	49	3088	14
	51%	48%	51%	25%	48%	53%	49%	51%	45%	64%	75%	51%	64%
Smaller parcels - that fit through a letterbox	3480	172	3296	12	867	2460	153	3361	39	24	49	3424	7
	56%	49%	57%	30%	52%	56%	49%	57%	33%	42%	76%	56%	32%
Large parcels - that do not fit through a letterbox	3316	178	3118	20	843	2333	139	3176	50	29	49	3255	11
	54%	53%	54%	48%	50%	56%	45%	54%	43%	51%	75%	54%	48%
Newspapers, leaflets and promotions from organisations that you have a relationship with	3284	179	3088	17	852	2261	151	3141	44	21	45	3205	13
	53%	53%	53%	41%	51%	54%	48%	53%	38%	36%	66%	53%	62%
Addressed direct mail from organisations that you don't have a relationship with	2885	164	2805	15	790	2047	148	2857	42	26	47	2925	13
	48%	49%	49%	38%	47%	49%	48%	48%	36%	45%	71%	48%	61%
Catalogues and brochures	3031	158	2863	10	777	2118	136	2893	56	23	46	2973	12
	49%	47%	50%	23%	48%	51%	44%	49%	48%	40%	70%	49%	55%
Magazines you subscribe to	3600	197	3392	12	941	2511	149	3458	58	25	50	3541	10
	58%	58%	59%	28%	56%	60%	48%	59%	50%	43%	76%	58%	44%
Items requiring a signature	3386	183	3155	17	831	2382	142	3217	53	25	48	3295	13
	54%	55%	55%	42%	50%	57%	46%	55%	45%	44%	77%	54%	58%

Proportions/Means: Columns Tested (5% risk level) - a,b,c - d,e,f - g,h,i,j,k,l
 * small base, ** very small base (under 30) ineligible for sig testing

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Table 117

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Invitations, greetings cards and postcards	3254	832	813	795	814	282	285	265	278	260	275	293	282	240	267	254	292				
Personal letters (e.g. from a friend)	3208	822	803	795	788	270	273	278	261	281	262	279	274	242	246	246	290				
Letters from organisations that you have a relationship with	3366	870	833	827	835	284	286	299	304	282	248	306	276	245	271	276	289				
Bills, invoices and statements	3152	790	769	802	791	280	284	246	277	245	247	295	262	245	247	255	288				
Smaller parcels - that fit through a letterbox	3489	876	867	890	847	283	292	291	288	299	281	317	297	276	270	295	311				
Larger parcels - that do not fit through a letterbox	3316	841	820	842	812	299	269	272	288	282	250	307	279	257	261	265	286				
Newsletters, leaflets and promotions from organisations that you have a relationship with	3264	840	801	816	807	280	290	269	272	263	266	300	254	262	258	263	286				
Addressed direct mail from organisations that you don't have a relationship with	2885	774	746	737	728	255	260	259	258	238	250	268	252	217	219	248	261				
Catalogues and brochures	3031	801	752	739	738	248	267	266	262	260	241	276	247	217	261	234	243				
Magazines you subscribe to	3600	945	879	882	894	305	319	321	303	310	266	315	292	275	292	267	335				
Items requiring a signature	3366	856	816	838	847	288	274	284	276	284	256	315	273	250	287	279	281				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Table 118

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1808	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1890	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	2200	463	1736	283	1917	978	1217	260	274	349	338	448	281	249	534	687	979	531	1878	309
36%	36%	36%	35%	36%	36%	32%	33%	32%	32%	31%	31%	31%	31%	31%	32%	35%	35%	35%	36%	33%
Personal letters (e.g. from a friend)	2307	452	1855	272	2034	999	1303	259	270	365	334	408	231	200	528	692	1079	611	1964	323
37%	37%	37%	38%	35%	38%	33%	35%	31%	31%	33%	33%	33%	33%	33%	37%	35%	35%	35%	38%	34%
Letters from organisations that you have a relationship with	1736	406	1361	216	1582	794	958	187	222	319	271	411	226	160	410	591	797	386	1569	216
25%	25%	25%	28%	27%	29%	26%	27%	23%	25%	26%	26%	26%	26%	26%	24%	35%	35%	35%	35%	23%
Bills, invoices and statements	2039	483	1556	253	1786	895	1143	187	233	359	308	453	276	224	419	667	953	500	1808	218
32%	32%	32%	32%	32%	32%	30%	30%	23%	27%	27%	27%	27%	27%	27%	25%	34%	34%	34%	34%	23%
Smaller parcels - that fit through a letterbox	976	185	791	112	864	444	529	88	154	161	137	197	133	105	222	318	436	239	813	153
16%	16%	15%	16%	14%	16%	15%	15%	11%	11%	11%	11%	11%	11%	11%	15%	16%	16%	16%	16%	16%
Larger parcels - that do not fit through a letterbox	1095	176	919	124	971	508	585	102	157	178	139	220	163	136	259	317	519	299	917	168
18%	18%	14%	19%	16%	18%	17%	19%	12%	16%	16%	17%	19%	22%	22%	15%	16%	21%	22%	18%	18%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1736	404	1362	221	1575	812	978	213	218	315	259	402	229	159	431	575	790	388	1540	241
25%	25%	23%	28%	28%	29%	27%	31%	26%	25%	28%	31%	36%	30%	25%	26%	25%	31%	28%	35%	26%
Addressed direct mail from organisations that you don't have a relationship with	1797	400	1397	227	1570	801	990	214	232	311	251	383	245	161	446	562	780	406	1516	266
28%	28%	25%	28%	29%	29%	27%	31%	26%	27%	28%	30%	33%	32%	26%	26%	29%	31%	29%	29%	28%
Catalogues and brochures	2131	436	1695	273	1858	944	1183	233	289	371	315	474	263	186	521	696	924	450	1805	305
35%	35%	35%	34%	35%	35%	31%	35%	28%	33%	33%	35%	42%	35%	30%	31%	35%	37%	32%	35%	32%
Magazines you subscribe to	1627	319	1308	229	1398	733	891	224	234	317	207	318	197	130	458	524	645	327	1339	279
26%	26%	28%	27%	29%	28%	24%	27%	24%	24%	25%	25%	28%	28%	21%	27%	27%	26%	24%	28%	30%
Items requiring a signature	1735	273	1462	227	1509	746	586	200	208	276	213	387	245	208	408	480	839	452	1456	263
28%	28%	22%	30%	29%	28%	25%	31%	24%	24%	25%	26%	34%	32%	33%	24%	25%	32%	32%	28%	28%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Table 118

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1540	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Invitations, greetings cards and postcards	2200	404	723	498	573	1127	1071	1319	856	172	286	512	547	407	1345	178	1833	423	1677	100
36%	36%	36%	37%	39%	33%	37%	34%	36%	36%	33%	39%	34%	35%	37%	30%	33%	39%	33%	37%	35%
Personal letters (e.g. from a friend)	2307	429	738	540	600	1167	1140	1356	926	155	288	578	581	425	1445	167	1958	453	1769	85
37%	37%	38%	39%	39%	35%	38%	37%	37%	39%	30%	39%	39%	37%	39%	38%	31%	38%	35%	39%	30%
Letters from organisations that you have a relationship with	1798	292	594	422	490	885	912	1132	647	132	228	449	452	341	1129	134	1529	361	1372	64
29%	29%	29%	31%	30%	28%	29%	29%	31%	27%	26%	28%	29%	29%	27%	30%	25%	30%	28%	30%	22%
Bills, invoices and statements	2039	335	707	472	524	1042	998	1211	808	139	242	515	496	395	1253	144	1736	407	1550	82
33%	33%	29%	33%	34%	30%	34%	32%	33%	34%	27%	33%	30%	31%	31%	33%	27%	33%	32%	34%	29%
Smaller parcels - that fit through a letterbox	976	164	308	205	238	472	504	570	394	91	117	255	238	138	611	97	779	225	707	44
16%	16%	14%	16%	15%	17%	15%	16%	16%	16%	10%	16%	17%	15%	13%	16%	18%	15%	18%	15%	15%
Larger parcels - that do not fit through a letterbox	1095	172	347	246	330	518	576	627	445	82	137	303	279	163	719	90	907	241	804	49
10%	10%	12%	18%	18%	12%	17%	17%	19%	19%	16%	19%	19%	18%	12%	17%	17%	18%	19%	18%	17%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1796	292	606	423	474	898	897	1114	655	132	200	460	426	358	1086	136	1903	347	1365	84
29%	29%	26%	32%	31%	27%	29%	29%	32%	27%	26%	27%	31%	27%	31%	28%	26%	29%	27%	30%	29%
Addressed direct mail from organisations that you don't have a relationship with	1797	322	599	403	473	921	876	1092	681	127	201	465	458	322	1124	134	1502	346	1379	73
29%	29%	28%	31%	29%	27%	30%	28%	30%	28%	25%	27%	31%	29%	29%	29%	29%	29%	27%	30%	25%
Catalogues and brochures	2131	362	706	475	589	1067	1063	1331	775	156	266	532	509	412	1307	164	1794	437	1613	80
35%	35%	32%	37%	34%	34%	35%	34%	36%	32%	30%	36%	35%	32%	37%	34%	31%	35%	34%	39%	28%
Magazines you subscribe to	1827	282	545	374	446	866	820	1038	566	127	207	417	411	295	1035	130	1381	330	1226	62
26%	26%	23%	31%	27%	26%	26%	26%	29%	24%	25%	28%	26%	26%	27%	27%	24%	27%	26%	27%	21%
Items requiring a signature	1735	273	548	392	522	821	914	990	721	128	214	477	430	276	1121	136	1449	384	1288	63
28%	28%	24%	29%	28%	30%	27%	29%	27%	30%	25%	29%	32%	27%	25%	29%	25%	28%	30%	28%	22%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Table 118

Base : All participants

	Rurality				Nation				Region													
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975			
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450			
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432			
Invitations, greetings cards and postcards	2200	1869	331	65	1821	193	105	80	81	248	157	153	181	195	277	336	193	27	165			
36%	30%	38%	38%	39%	35%	37%	36%	43% 40%	32%	37%	31%	34%	33%	34%	34%	39%	36%	41%	37%			
Personal letters (e.g. from a friend)	2307	1951	356	75	1921	195	114	76	85	258	207	160	193	223	275	332	188	25	170			
37%	37%	41%	49% 46%		37%	38%	39%	48% 46%	34%	38%	41%	36%	36%	39%	34%	39%	36%	38%	38%			
Letters from organisations that you have a relationship with	1796	1549	249	42	1525	143	81	49	78	220	134	122	139	188	214	258	173	15	128			
29%	29%	29%	23%	23%	29%	28%	27%	29%	31%	27%	26%	27%	28%	31%	28%	31%	27%	23%	28%			
Bills, invoices and statements	2039	1735	304	68	1704	184	96	56	61	236	166	168	158	204	209	293	188	22	161			
33%	33%	33%	49% 46%		33%	35%	32%	33%	32%	35% 33%	33%	33% 33%	29%	33% 33%	29%	35% 33%	33% 33%	33%	33% 33%			
Smaller parcels - that fit through a letterbox	976	866	110	21	816	92	44	24	37	115	81	62	89	103	130	131	70	8	84			
16%	16% 16%	13%	13%		16%	18%	15%	14%	15%	17%	16%	14%	16%	18%	16%	16%	13%	12%	19% 16%			
Larger parcels - that do not fit through a letterbox	1095	953	141	26	947	86	38	23	64	118	89	68	114	118	162	150	73	10	77			
16%	16%	16%	15%	15% 15%15%	17%	13%	14%	14%	22% 20%	18%	17%	15%	21% 21%	21% 21%	23% 23%	16%	14%	14%	17%			
Newsletters, leaflets and promotions from organisations that you have a relationship with	1796	1522	274	55	1494	162	93	47	71	214	146	122	137	181	237	237	149	22	140			
29%	29%	29%	33%	33%	29%	31%	32%	27%	29%	32%	29%	27%	29%	32%	29%	28%	28%	33%	31%			
Addressed direct mail from organisations that you don't have a relationship with	1797	1559	238	49	1511	142	89	54	78	222	159	114	143	165	227	255	151	18	134			
29%	29%	29%	29%	29%	29%	28%	30%	32%	30%	33% 33%	31%	25%	26%	29%	28%	30%	29%	27%	28%			
Catalogues and brochures	2131	1803	328	66	1808	167	99	59	92	255	190	139	171	206	274	303	177	22	144			
35%	34%	38%	39%	35%	35%	32%	33%	35%	37%	38%	37%	31%	31%	36%	34%	36%	33%	34%	32%			
Magazines you subscribe to	1827	1369	258	54	1388	118	67	34	63	212	134	107	123	147	226	259	121	18	99			
26%	26%	30%	32%	27%	27%	23%	31% 31%	31% 31%	25%	31% 31%	26%	24%	23%	26%	28%	30% 30%	23%	27%	22%			
Items requiring a signature	1735	1471	264	51	1462	126	77	71	72	231	123	136	128	175	207	243	146	20	106			
28%	28%	31%	31%	28%	24%	28%	47% 46%	29%	29%	34% 34%	24%	30% 30%	24%	31% 31%	28%	29%	28%	30%	24%			

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Table 118

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Invitations, greetings cards and postcards	2200	836	851	1128	1193	836	50	249	851	86	403	631	800	292	264	111	1521	375	929	798	228	107	68	1726	296	564	1635
35%	35%	39%	34%	37%	35%	35%	31%	33%	39%	40%	38%	37%	35%	37%	45%	45%	34%	45%	36%	35%	33%	47%	39%	35%	64%	37%	35%
Personal letters (e.g. from a friend)	2307	827	912	1228	1312	827	45	265	912	79	452	697	844	276	274	106	1641	379	964	858	252	163	63	1822	225	598	1709
37%	37%	34%	34%	46%	46%	34%	28%	35%	42%	37%	43%	35%	38%	34%	29%	35%	36%	46%	37%	37%	37%	48%	35%	37%	42%	39%	37%
Letters from organisations that you have a relationship with	1798	691	703	945	957	691	35	180	703	68	311	546	708	238	219	88	1254	307	699	656	191	139	63	1395	203	443	1354
29%	29%	32%	27%	29%	29%	29%	22%	24%	32%	32%	30%	27%	28%	29%	32%	32%	28%	37%	27%	30%	28%	32%	34%	28%	58%	29%	29%
Bills, invoices and statements	2639	786	812	1062	1099	786	37	247	812	76	389	673	788	241	223	108	1461	330	852	778	217	153	70	1591	223	442	1598
33%	33%	35%	30%	33%	33%	33%	23%	32%	36%	36%	37%	33%	32%	30%	33%	44%	32%	40%	33%	32%	32%	43%	39%	32%	62%	29%	34%
Smaller parcels - that fit through a letterbox	976	361	390	500	529	361	24	108	390	53	196	255	396	145	113	60	651	173	322	365	138	93	48	687	142	328	648
16%	16%	19%	14%	16%	16%	15%	14%	14%	16%	22%	19%	12%	15%	14%	14%	24%	14%	24%	12%	15%	14%	20%	24%	14%	24%	22%	14%
Larger parcels - that do not fit through a letterbox	1095	387	449	549	612	387	23	117	449	48	224	311	462	148	101	66	773	107	375	433	134	102	39	809	141	321	724
18%	18%	21%	16%	19%	18%	16%	14%	15%	21%	23%	21%	15%	18%	18%	17%	27%	17%	30%	14%	19%	25%	25%	22%	16%	56%	24%	16%
Newspapers, leaflets and promotions from organisations that you have a relationship with	1796	702	706	962	966	702	34	183	706	68	317	553	691	215	221	109	1243	330	708	675	205	140	61	1382	201	471	1325
29%	29%	33%	27%	30%	30%	29%	21%	25%	33%	32%	30%	27%	28%	27%	32%	44%	28%	40%	27%	29%	30%	39%	34%	28%	59%	31%	29%
Addressed direct mail from organisations that you don't have a relationship with	1797	731	690	969	929	731	35	208	690	65	319	573	697	225	205	90	1270	295	761	643	182	131	72	1404	203	449	1348
29%	29%	32%	28%	29%	30%	30%	22%	27%	32%	30%	30%	28%	28%	28%	32%	36%	28%	36%	29%	28%	27%	37%	41%	29%	59%	30%	29%
Catalogues and brochures	2131	851	811	1157	1117	851	50	232	811	75	380	682	843	253	239	103	1526	342	888	792	223	143	71	1679	214	568	1662
35%	35%	37%	33%	34%	34%	31%	30%	30%	37%	36%	34%	34%	34%	32%	29%	42%	34%	41%	34%	34%	33%	40%	40%	34%	67%	34%	34%
Magazines you subscribe to	1627	652	586	917	851	652	46	171	586	53	267	480	675	214	166	79	1164	245	671	623	171	108	47	1294	155	452	1145
26%	26%	27%	26%	26%	26%	27%	22%	22%	27%	25%	25%	24%	27%	27%	28%	32%	26%	29%	26%	27%	25%	30%	26%	26%	52%	25%	25%
Items requiring a signature	1738	633	713	877	857	633	34	198	713	75	380	531	692	236	181	87	1224	267	694	659	200	114	58	1352	172	492	1243
28%	28%	31%	25%	27%	28%	26%	21%	26%	33%	35%	36%	26%	28%	29%	31%	39%	27%	35%	27%	29%	29%	32%	33%	28%	51%	27%	27%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

OE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Table 118

Base : All participants

	Housebound				Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	2200	105	2075	20	603	1487	109	2124	29	23	19	2176	4
36%		31%	36%	49% a	36%	36%	35%	36%	25%	40%	29%	36%	19%
Personal letters (e.g. from a friend)	2307	115	2177	16	624	1573	109	2231	30	27	14	2288	5
37%		34%	39%	38%	37%	39%	35%	36% a	26%	37% a	21%	37% a	24%
Letters from organisations that you have a relationship with	1798	86	1699	13	464	1253	81	1740	25	18	11	1784	3
29%		26%	29%	31%	28%	30%	26%	30%	21%	32%	16%	29%	14%
Bills, invoices and statements	2639	96	1926	17	571	1384	84	1977	29	15	14	2021	4
33%		28%	33%	43%	34%	33%	27%	34%	25%	26%	21%	33%	19%
Smaller parcels - that fit through a letterbox	976	63	907	6	285	645	47	904	30	22	15	956	5
16%		19%	16%	16%	17%	15%	15%	15%	23% a	37% a	23%	16%	23%
Larger parcels - that do not fit through a letterbox	1095	52	1035	7	319	705	70	1033	33	12	15	1078	2
18%		15%	18%	18%	19%	17%	23% a	18%	33% a	21%	23%	18%	7%
Newspapers, leaflets and promotions from organisations that you have a relationship with	1796	83	1697	16	482	1232	82	1718	28	30	17	1776	3
29%		25%	29%	39%	29%	30%	26%	29%	24%	32% a	25%	29%	14%
Addressed direct mail from organisations that you don't have a relationship with	1797	81	1703	14	426	1289	82	1720	38	23	15	1780	3
29%		24%	29%	33%	25%	31% a	26%	29%	32%	39%	22%	29%	11%
Catalogues and brochures	2131	111	1999	21	569	1456	106	2052	30	26	18	2108	4
35%		33%	39%	51%	34%	35%	34%	35%	26%	40% a	27%	35%	19%
Magazines you subscribe to	1627	82	1530	15	444	1093	90	1552	35	20	14	1606	7
26%		24%	26%	37%	26%	26%	29%	26%	29%	35%	21%	26%	30%
Items requiring a signature	1735	82	1642	11	532	1124	79	1668	28	23	12	1720	3
28%		25%	28%	27%	31% a	27%	25%	28%	24%	41% a	19%	28%	15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Table 118

Base : All participants

	Quarter				Month															
	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317				
Invitations, greetings cards and postcards	2200	555	506	584	554	170	190	195	182	169	155	165	206	213	185	179				
36%		36%	33%	38%	36%	35%	36%	37%	34%	33%	31%	32%	40%	42%	37%	34%				
Personal letters (e.g. from a friend)	2307	571	543	594	599	179	198	194	198	167	178	191	190	213	205	211				
37%		37%	35%	39%	39%	36%	37%	37%	37%	33%	36%	37%	37%	42%	41%	41%				
Letters from organisations that you have a relationship with	1798	435	405	481	477	126	170	138	142	132	132	140	171	170	167	157				
29%		28%	26%	31%	31%	26%	32%	26%	27%	26%	27%	27%	32%	34%	32%	31%				
Bills, invoices and statements	2039	489	516	521	514	152	162	176	179	173	164	169	174	178	180	174				
33%		32%	34%	34%	33%	31%	30%	33%	34%	34%	33%	33%	33%	35%	36%	34%				
Smaller parcels - that fit through a letterbox	976	237	248	228	263	80	71	86	103	62	83	63	76	90	88	87				
16%		15%	16%	15%	17%	16%	13%	16%	13%	12%	17%	12%	15%	18%	17%	17%				
Larger parcels - that do not fit through a letterbox	1095	250	276	304	265	74	80	96	94	86	92	76	116	112	86	90				
18%		16%	18%	20%	17%	15%	15%	18%	18%	17%	19%	15%	22%	22%	17%	18%				
Newsletters, leaflets and promotions from organisations that you have a relationship with	1796	436	417	456	487	139	158	138	151	136	131	142	173	140	170	175				
29%		28%	27%	30%	32%	28%	30%	26%	28%	27%	26%	27%	33%	28%	34%	34%				
Addressed direct mail from organisations that you don't have a relationship with	1797	460	414	475	448	145	157	158	153	141	120	134	164	170	160	141				
29%		30%	27%	31%	29%	29%	30%	30%	29%	28%	24%	26%	32%	35%	32%	28%				
Catalogues and brochures	2131	466	509	545	579	163	175	161	176	160	172	169	195	181	171	193				
35%		32%	33%	35%	34%	33%	33%	31%	33%	32%	35%	33%	38%	36%	34%	38%				
Magazines you subscribe to	1627	382	413	419	413	125	122	135	144	119	150	130	145	145	143	145				
26%		25%	27%	27%	27%	25%	23%	26%	27%	23%	30%	25%	28%	29%	28%	28%				
Items requiring a signature	1735	422	430	456	427	115	164	143	171	127	132	126	172	157	144	142				
28%		27%	28%	30%	28%	23%	31%	27%	31%	25%	27%	24%	31%	31%	29%	28%				

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Table 119

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	827	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	2.61	2.48	2.64a	2.62a	2.58	2.60f	2.55	2.80j/k/m	2.76j/k/m	2.76j/k/m	2.52	2.48	2.50	2.49	2.76o/p/q	2.62p/q	2.49	2.49	2.58	2.76r
Personal letters (e.g. from a friend)	2.54	2.48	2.56a	2.79a	2.50	2.63f	2.45	2.79j/k/m	2.76j/k/m	2.62j/k/m	2.48k/m	2.38	2.35	2.39	2.78o/p/q	2.57p/q	2.37	2.37	2.50	2.74r
Letters from organisations that you have a relationship with	2.78	2.65	2.81a	3.01a	2.74	2.85f	2.71	3.07j/k/m	2.83j/k/m	2.82j/k/m	2.68	2.60	2.66	2.72k	3.06o/p/q	2.78p	2.65	2.69	2.73	3.05r
Bills, invoices and statements	2.71	2.55	2.75a	2.95a	2.68	2.78f	2.63	3.07j/k/m	2.86j/k/m	2.76j/k/m	2.62k/m	2.49	2.50	2.56	3.07o/p/q	2.71p/q	2.51	2.53	2.64	3.08r
Smaller parcels - that fit through a letterbox	3.10	3.09	3.10	3.40a	3.06	3.13	3.07	3.42j/k/m	3.22j/k/m	3.13k/m	3.10k/m	2.98k/m	2.93	2.88	3.32o/p/q	3.11p/q	2.94	2.90	3.07	3.26r
Larger parcels - that do not fit through a letterbox	3.08	3.15a	3.06	3.39a	3.03	3.10	3.06	3.44j/k/m	3.20k/m	3.15k/m	3.11k/m	2.94k/m	2.86	2.80	3.32o/p/q	3.13p/q	2.88	2.83	3.05	3.25r
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.78	2.68	2.81a	3.01a	2.75	2.83f	2.74	2.86j/k/m	2.86j/k/m	2.84k/m	2.68	2.59	2.68	2.79k	2.97o/p/q	2.77p	2.67	2.73	2.75	2.95r
Addressed direct mail from organisations that you don't have a relationship with	2.83	2.68	2.86a	3.06a	2.80	2.89f	2.77	2.87j/k/m	2.82j/k/m	2.84k/m	2.78k/m	2.66	2.78k	2.90k	2.84o/p/q	2.82	2.76	2.83	2.81	2.93r
Catalogues and brochures	2.66	2.56	2.68a	2.88a	2.63	2.73f	2.59	2.88j/k/m	2.72k/m	2.70k/m	2.55	2.45	2.60k	2.76k	2.78o/p/q	2.64	2.59	2.70k	2.64	2.72r
Magazines you subscribe to	2.64	2.60	2.66	2.89a	2.62	2.70f	2.59	2.77j/k/m	2.71k/m	2.64	2.64	2.55	2.56	2.68k	2.74o/p/q	2.64	2.58	2.61	2.63	2.71r
Items requiring a signature	2.76	2.63a	2.75	3.04a	2.72	2.86f	2.67	3.00j/k/m	2.80j/k/m	2.85k/m	2.64k/m	2.57	2.56	2.51	2.96o/p/q	2.84p/q	2.55	2.54	2.73	2.94r

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Table 119

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Invitations, greetings cards and postcards	2.61	2.67%	2.56	2.61%	2.62%	2.60	2.62	2.64%	2.63	2.53	2.67%	2.63	2.60	2.63	2.62	2.62	2.60%	2.58	2.60%
Personal letters (e.g. from a friend)	2.54	2.60%	2.50	2.49	2.54%	2.58%	2.58%	2.47	2.62%	2.47	2.55%	2.56%	2.52	2.54%	2.64%	2.54	2.61%	2.51	2.60%
Letters from organisations that you have a relationship with	2.78	2.98%	2.74	2.74	2.73	2.82%	2.74	2.75	2.78	2.70	2.78	2.83%	2.77	2.78	2.80	2.78	2.81	2.76	2.96%
Bills, invoices and statements	2.71	2.89%	2.62	2.72%	2.72%	2.70	2.72	2.77%	2.76%	2.65	2.71	2.76%	2.68	2.72	2.79	2.71	2.76%	2.69	2.78
Smaller parcels - that fit through a letterbox	3.10	3.15%	3.13%	3.05%	3.18%	3.05	3.18%	3.01	3.01	3.06	3.08	3.15%	3.17%	3.11%	3.00	3.12%	3.14	3.09	3.15
Larger parcels - that do not fit through a letterbox	3.08	3.21%	3.10%	3.05	3.14%	3.02	3.16%	2.98	3.03	3.06	3.01	3.12%	3.17%	3.07	3.02	3.10	3.09	3.07	3.13
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.78	2.98%	2.73	2.73	2.79	2.81	2.76	2.80	2.84	2.77	2.76	2.84	2.76	2.79	2.84	2.79	2.80%	2.76	2.88
Addressed direct mail from organisations that you don't have a relationship with	2.83	2.98%	2.77	2.80	2.82	2.84	2.81	2.84	2.87	2.82	2.81	2.83	2.87	2.82	2.87	2.84	2.90%	2.80	2.92
Catalogues and brochures	2.86	2.81%	2.60	2.64	2.64	2.68	2.64	2.65	2.74	2.56	2.66	2.71%	2.65	2.66%	2.74	2.66	2.70	2.64	2.73
Magazines you subscribe to	2.84	2.82%	2.58	2.62	2.61	2.67	2.62	2.64	2.85	2.55	2.64	2.68%	2.66	2.64	2.65	2.65	2.66	2.63	2.77
Items requiring a signature	2.76	2.98%	2.74	2.76%	2.67	2.82%	2.71	2.64%	2.74	2.69	2.71	2.82%	2.80%	2.75	2.73	2.78	2.78	2.75	2.91%

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Table 119

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Invitations, greetings cards and postcards	2.61	2.62	2.58	2.51	2.62	2.57	2.59	2.34	2.60	2.56	2.63	2.62	2.66	2.64	2.76	2.59	2.57	2.56	2.57	
Personal letters (e.g. from a friend)	2.54	2.58	2.47	2.42	2.55	2.56	2.49	2.34	2.54	2.49	2.42	2.64	2.57	2.51	2.66	2.56	2.57	2.64	2.59	
Letters from organisations that you have a relationship with	2.78	2.78	2.80	2.79	2.78	2.79	2.76	2.78	2.70	2.72	2.70	2.77	2.83	2.76	2.82	2.79	2.71	2.91	2.77	
Bills, invoices and statements	2.71	2.72	2.64	2.61	2.72	2.70	2.67	2.67	2.70	2.68	2.63	2.61	2.69	2.69	2.82	2.69	2.62	2.69	2.67	
Smaller parcels - that fit through a letterbox	3.10	3.09	3.16	3.18	3.10	3.07	3.09	3.25	3.14	3.06	3.04	3.13	3.12	3.08	3.11	3.12	3.10	3.25	3.05	
Larger parcels - that do not fit through a letterbox	3.08	3.07	3.11	3.16	3.06	3.12	3.13	3.26	3.08	3.04	2.97	3.15	3.04	3.01	3.10	3.10	3.08	3.23	3.10	
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.78	2.79	2.75	2.70	2.79	2.74	2.69	2.77	2.79	2.69	2.74	2.80	2.83	2.76	2.85	2.84	2.76	2.72	2.75	
Addressed direct mail from organisations that you don't have a relationship with	2.83	2.82	2.90	2.85	2.83	2.87	2.77	2.77	2.78	2.74	2.72	2.89	2.89	2.85	2.89	2.84	2.83	2.92	2.86	
Catalogues and brochures	2.66	2.66	2.63	2.61	2.65	2.73	2.66	2.69	2.56	2.55	2.56	2.68	2.70	2.67	2.69	2.67	2.68	2.74	2.73	
Magazines you subscribe to	2.64	2.66	2.57	2.53	2.64	2.73	2.69	2.54	2.61	2.48	2.57	2.66	2.73	2.67	2.66	2.63	2.66	2.67	2.74	
Items requiring a signature	2.76	2.76	2.66	2.75	2.77	2.87	2.74	2.45	2.72	2.64	2.76	2.69	2.69	2.72	2.84	2.75	2.70	2.79	2.89	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Table 119

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Invitations, greetings cards and postcards	2.61	2.67sd	2.52	2.98sd	2.98d	2.67	2.77	2.65	2.52	2.45	2.51	2.74mmq	2.62mq	2.67mq	2.50d	2.21	2.67mmq	2.31	2.63ux	2.64ux	2.63ux	2.33	2.47d	2.64ux	2.37	2.60d	2.55
Personal letters (e.g. from a friend)	2.64	2.68sd	2.42	2.63sd	2.48d	2.64d	2.78sq	2.56	2.42	2.50	2.39	2.68mmq	2.62mq	2.56mq	2.28	2.26	2.98mq	2.27	2.67ux	2.68ux	2.61ux	2.30	2.48s	2.68ux	2.36	2.70s	2.49
Letters from organisations that you have a relationship with	2.78	2.84sd	2.67	2.98sd	2.79d	2.84	2.97	2.82	2.67	2.62	2.69	2.88mmq	2.80mq	2.73mq	2.57	2.54	2.83mmq	2.56	2.84ux	2.77ux	2.76ux	2.51	2.57	2.81ux	2.53	2.80s	2.71
Bills, invoices and statements	2.71	2.78sd	2.55	2.92sd	2.68d	2.79d	2.89sq	2.69	2.55	2.56	2.51	2.72mq	2.76mq	2.71mq	2.54	2.40	2.78mq	2.50	2.78ux	2.78ux	2.67ux	2.42	2.42	2.78ux	2.42	2.80s	2.62
Smaller parcels - that fit through a letterbox	3.10	3.18sd	3.00	3.18sd	3.05	3.18	3.17	3.10	3.08	3.09	2.92	3.21mmq	3.10mmq	2.99	3.00	2.84	3.18mmq	2.95	3.44ux	3.98ux	2.89ux	2.78	2.71	3.17ux	2.75	3.18s	3.07
Large parcels - that do not fit through a letterbox	3.06	3.16sd	2.95	3.17sd	3.03d	3.16	3.21	3.08	2.95	2.83	2.88	3.18mq	3.07d	3.00d	3.10d	2.83	3.17mq	3.02	3.23ux	3.98ux	2.91ux	2.68	2.78	3.16ux	2.71	3.13	3.06
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.78	2.84sd	2.68	2.98sd	2.79d	2.84	3.05sq	2.80	2.68	2.66	2.72	2.88mmq	2.82mq	2.78mq	2.50d	2.37	2.84mq	2.53	2.86ux	2.78ux	2.69s	2.56	2.56	2.82ux	2.56	2.84s	2.73
Addressed direct mail from organisations that you don't have a relationship with	2.83	2.89sd	2.75	2.98sd	2.83d	2.86	3.05sq	2.84	2.75	2.76	2.79	2.88mq	2.86mq	2.78mq	2.68	2.56	2.87mq	2.65	2.87ux	2.88ux	2.78ux	2.62	2.47	2.86ux	2.57	3.01s	2.77
Catalogues and brochures	2.66	2.68s	2.58	2.72sd	2.65	2.69	2.78	2.70	2.58	2.65	2.63	2.72mq	2.68mq	2.68mq	2.44	2.42	2.78mq	2.44	2.68ux	2.66ux	2.68ux	2.49	2.47	2.67ux	2.48	2.70s	2.61
Magazines you subscribe to	2.64	2.68s	2.57	2.76sd	2.63	2.69	2.67	2.69	2.57	2.56	2.60	2.74mmq	2.64mq	2.64s	2.54	2.41	2.68mq	2.50	2.66ux	2.66ux	2.66ux	2.49	2.58	2.67ux	2.52	2.74s	2.61
Items requiring a signature	2.76	2.88sd	2.61	2.98sd	2.79d	2.88d	2.99sq	2.75	2.63	2.47	2.51	2.84mq	2.78mq	2.78sq	2.61	2.48	2.81mmq	2.57	2.83ux	2.77ux	2.66	2.54	2.56	2.80ux	2.55	2.81s	2.72

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Table 119

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	2.61	2.72e	2.60	2.56	2.66e	2.59	2.61e	2.60	2.60p9a	2.63	2.67	2.61	2.91
Personal letters (e.g. from a friend)	2.54	2.48e	2.53	2.76	2.57e	2.52	2.54e	2.53	2.48p9a	2.57	2.72	2.54	2.80
Letters from organisations that you have a relationship with	2.78	2.87	2.77	3.00	2.85e	2.75	2.85	2.77	2.74p9a	3.04	2.79	2.78	3.02
Bills, invoices and statements	2.71	2.82	2.70	2.87	2.73	2.69	2.73e	2.70	2.69p9a	2.89	2.75	2.71	2.80
Smaller parcels - that fit through a letterbox	3.10	3.12	3.10	3.46	3.13	3.08	3.24e	3.11j	3.15j	2.67	2.71	3.16j	3.09
Larger parcels - that do not fit through a letterbox	3.06	3.13	3.08	3.15	3.08	3.08	3.10	3.09j	2.91	2.93	2.63	2.98j	3.25
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.78	2.90	2.78	2.70	2.81	2.76	2.89	2.76i	2.68p9a	2.41	2.67	2.76j	2.99
Addressed direct mail from organisations that you don't have a relationship with	2.83	2.93	2.82	2.95	2.84e	2.78	2.90	2.83	2.94	2.63	2.73	2.83	3.04
Catalogues and brochures	2.66	2.75	2.65	2.62	2.72e	2.62	2.76	2.65	2.64p9a	2.53	2.60	2.66	3.01
Magazines you subscribe to	2.64	2.73	2.64	2.56	2.66	2.63	2.70	2.64	2.81	2.69	2.60	2.64	2.57
Items requiring a signature	2.76	2.82e	2.76	3.02	2.74	2.76	2.83e	2.76	2.67p9a	2.67	2.75	2.76	2.98

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Table 119

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	504	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Invitations, greetings cards and postcards	2.61	2.61	2.63bcd	2.57	2.58	2.59	2.64bc	2.61bc	2.63bcd	2.63bcd	2.63bcd	2.63bc	2.56	2.51	2.58	2.58	2.60c				
Personal letters (e.g. from a friend)	2.54	2.55	2.61bcd	2.51	2.50	2.50	2.60abcd	2.54c	2.62abcd	2.64abcd	2.60bcd	2.51	2.65bc	2.46	2.45	2.50	2.54				
Letters from organisations that you have a relationship with	2.78	2.81d	2.86cd	2.73	2.72	2.82c	2.78	2.80bc	2.80c	2.80bc	2.81bcd	2.76	2.70	2.73	2.65	2.76	2.73				
Bills, invoices and statements	2.71	2.76	2.71	2.69	2.69	2.73	2.76c	2.76	2.67	2.73	2.73	2.64	2.73	2.69	2.64	2.70	2.72				
Smaller parcels - that fit through a letterbox	3.10	3.13	3.10	3.10	3.07	3.07	3.21cd	3.12	3.04	3.17c	3.08	3.11	3.14	3.06	3.06	3.12	3.02				
Larger parcels - that do not fit through a letterbox	3.06	3.13c	3.09	3.02	3.09	3.04	3.21cd	3.12	3.06	3.11	3.10	3.08	2.99	2.99	3.07	3.12	3.08				
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.78	2.81d	2.86cd	2.77	2.69	2.74	2.81c	2.80bcd	2.80bcd	2.80bcd	2.80bcd	2.75	2.72	2.84bcd	2.62	2.69	2.78				
Addressed direct mail from organisations that you don't have a relationship with	2.83	2.80	2.88	2.80	2.83	2.77	2.83	2.79	2.84	2.88	2.93bc	2.85	2.79	2.75	2.78	2.87	2.82				
Catalogues and brochures	2.66	2.69c	2.71cd	2.65	2.57	2.65	2.69c	2.72c	2.74c	2.74c	2.67c	2.66c	2.61	2.69c	2.59	2.63	2.50				
Magazines you subscribe to	2.64	2.68	2.66	2.61	2.61	2.66	2.72c	2.67	2.69	2.69	2.61	2.63	2.60	2.60	2.56	2.64	2.64				
Items requiring a signature	2.76	2.80	2.78	2.73	2.75	2.81c	2.78	2.81c	2.70	2.84c	2.83c	2.75	2.66	2.77	2.69	2.77	2.78				

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	838	3182	511
Yes	2452	437	2014	500	1951	1143	1305	484	409	512	315	386	229	137	874	826	752	366	1986	435
	40%	35%	61% ^{ab}	62% ^{cd}	36%	38%	42% ^{ef}	58% ^{gh} ^{ij} ^{kl} ^{mn}	47% ^{ij} ^{kl} ^{mn}	48% ^{kl} ^{mn}	38% ^{lm}	34% ^{lm}	30% ^{lm}	22%	52% ^{opq}	42% ^{opq}	30%	26%	39%	40% ^{rs}
No	3484	772	2723	271	3223	1768	1721	321	434	569	475	708	512	475	756	1044	1065	807	2965	478
	57%	62% ^{ab}	55%	34%	60% ^{cd}	47% ^{ef}	55%	80% ^{gh}	81% ^{gh}	83% ^{gh}	83% ^{gh}	83% ^{gh}	83% ^{gh}	83% ^{gh} ^{ij} ^{kl}	45%	53% ^{lm}	43% ^{lm}	51% ^{lm}	57% ^{lm}	61%
Don't know	214	24	190	18	196	99	115	37	24	41	43	36	19	16	60	83	70	35	178	30
	3%	2%	4% ^{ab}	2%	4%	3%	4%	4%	3%	4%	5% ^{cd}	3%	2%	2%	4%	4% ^{cd}	3%	2%	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Table 120

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Yes	3716																		
2452	694	787	556	515	1381	1071	1671	756	139	245	606	679	537	1530	145	2156	519	1827	106
40%	67% <i>abcd</i>	61% <i>cd</i>	60% <i>cd</i>	30%	61% <i>cd</i>	34%	64% <i>gh</i>	32%	27%	33%	62% <i>kl</i>	59% <i>lm</i>	61% <i>lmn</i>	67% <i>op</i>	27%	64% <i>op</i>	40%	40%	37%
No	3494																		
57%	512	1057	783	1141	1599	1924	1877	1590	301	455	843	865	541	2163	382	2868	719	2618	158
214	30	69	45	69	100	114	122	81	25	33	52	40	22	126	26	151	46	144	24
3%	3%	4%	3%	4%	3%	4%	3%	3%	67% <i>lmn</i>	67% <i>lmn</i>	3%	3%	2%	3%	5%	3%	4%	3%	67% <i>op</i>

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Yes	2452	2102	349	63	2054	214	117	66	95	277	207	173	194	235	305	366	202	20	184
	40%	40%	41%	38%	40%	41%	40%	39%	38%	41%	41%	39%	36%	41%	39%	43% ¹	38%	30%	43% ¹
No	3494	3024	470	93	2943	286	165	100	146	374	288	280	333	315	478	451	299	45	242
	57%	57%	59%	56%	57%	55%	56%	59%	58%	55%	57%	58%	63% ¹	55%	59%	53%	56%	67%	54%
Don't know	214	172	42	11	180	17	12	5	9	24	12	14	16	23	27	26	28	2	14
	3%	3%	5%	1% ¹	3%	3%	4%	3%	3%	4%	2%	3%	2%	4%	2%	3%	5%	4%	3%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Table 120

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2806	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Yes	2452	1029	771	1605	1218	1029	96	254	771	47	308	627	1001	272	220	77	1978	297	1234	893	178	100	46	2112	148	752	1695
No	40%	44% _{sd}	36%	43% _{sd}	37%	34% _{sd}	35%	33%	36% _{sd}	22%	29%	43% _{sd}	43% _{sd}	34%	38%	31%	42% _{sd}	36%	47% _{sd}	33% _{sd}	26%	28%	26%	43% _{sd}	27%	59% _{sd}	37%
Don't know	3484	1291	1321	1887	1916	1291	94	488	1321	160	710	1073	1406	490	345	161	2479	506	1291	1346	466	243	127	2638	371	699	2795
	57%	54%	51% _{sd}	54%	52% _{sd}	54%	59%	64% _{sd}	67%	79% _{sd}	63% _{sd}	53%	57%	51% _{sd}	59%	59% _{sd}	55%	43% _{sd}	50%	59% _{sd}	63% _{sd}	63% _{sd}	72% _{sd}	54% _{sd}	63% _{sd}	46%	60% _{sd}
	214	64	72	110	118	64	11	21	72	6	30	67	79	38	19	8	148	27	81	74	32	14	4	155	18	65	148
	3%	3%	3%	3%	4%	3%	1%	3%	3%	3%	3%	3%	3%	5%	3%	3%	3%	3%	3%	3%	5% _{sd}	4%	2%	3%	3%	4%	3%

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Table 120

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
Yes	2452	145	2286	21	723	1611	118	2760	42	12	5	2439	7
	40%	43%	40%	51%	43% ^{ab}	39%	38%	43% ^{ij}	42% ^{gh}	21%	8%	46% ^{kl}	32%
No	3494	178	3302	14	875	2458	161	3330	55	41	59	3426	9
	57%	53%	49% ^{cd}	35%	52%	59% ^{ef}	52%	56%	47%	71% ^{hi}	80% ^{jk}	56%	41%
Don't know	214	13	195	6	78	104	53	202	*	4	2	206	6
	3%	4%	3%	14% ^{mn}	5% ^o	2%	11% ^{pqr}	3%	*	6% st	3%	3%	26%

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Table 120

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6100	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6100	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	318	307	292	317	312
Yes	3462	594	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193
	40%	38%	42%	41%	39%	37%	39%	38%	42%	43%	41%	41%	38%	44%	37%	43%	37%
No	3494	910	832	873	878	296	308	307	285	267	280	293	304	276	297	277	304
	57%	59%	54%	57%	57%	60%	58%	58%	54%	53%	56%	57%	59%	55%	59%	54%	58%
Don't know	214	55	63	41	56	16	20	20	24	24	15	14	19	7	17	15	23
	3%	4%	4%	3%	4%	3%	4%	4%	6%	6%	3%	3%	4%	1%	3%	3%	4%

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Table 121

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1)	11	2	10	9	8	3	5	1	3	-	3	-	-	6	3	3	-	9	3
		*	*	*	*	1%	*	1%	*	1%	-	1%	-	-	1%	*	*	*	*	1%
Not very important	(2)	67	14	52	18	48	32	16	14	15	12	6	*	3	30	27	10	3	56	9
		3%	3%	3%	4%	2%	3%	0%	0%	3%	4%	2%	*	2%	3%	3%	1%	3%	3%	2%
Neither important nor unimportant		267	42	225	53	214	130	53	53	62	29	37	26	14	99	91	77	40	204	61
(3)	1%	10%	17%	11%	17%	11%	17%	10%	13%	12%	9%	10%	11%	10%	11%	11%	10%	11%	10%	14%
Important	(4)	1124	181	943	207	917	519	210	182	205	154	163	132	58	351	358	374	190	948	159
		46%	41%	47%	41%	47%	45%	44%	44%	40%	49%	48%	68% ^{ab}	43%	43%	43%	60% ^{ab}	62% ^{ab}	48%	37%
Very important	(5)	971	195	775	210	761	448	160	223	117	155	71	59	346	340	284	130	758	204	
		40%	45%	38%	42%	39%	40%	40%	39%	40%	37%	40%	31%	43%	40%	41%	36%	35%	45%	24%
Don't know		12	3	9	3	9	6	1	-	4	3	1	-	2	1	8	4	2	12	-
		1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	2%	1%	1%	1%	1%	1%	-
NET Not at all important/ Not very important		78	16	62	27	51	41	21	15	18	12	9	*	3	36	29	12	3	64	11
		3%	4%	3%	5%	3%	4%	5%	4%	5%	4%	2%	*	2%	6%	4%	2%	1%	3%	3%
NET Important / Very important		2094	376	1718	417	1677	966	396	342	428	271	338	203	117	738	698	658	320	1706	363
(6)	85%	86%	85%	83%	86%	85%	85%	85%	84%	84%	86%	85%	84%	86%	84%	84%	89%	88%	86%	83%
Mean		4.22	4.28	4.21	4.19	4.23	4.20	4.20	4.19	4.24	4.21	4.25	4.20	4.28	4.19	4.23	4.24	4.23	4.21	4.27
Std Dev		0.78	0.80	0.78	0.89	0.75	0.81	0.84	0.80	0.82	0.76	0.75	0.62	0.75	0.82	0.80	0.72	0.67	0.77	0.82
Std Error		0.02	0.04	0.02	0.04	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.03	0.03	0.03	0.03	0.02	0.05

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	156	361	413	306	932	98	1289	339	1077	64
Not at all important	(1) 11	-	4	3	5	4	8	9	2	2	3	4	1	1	7	2	9	7	4	-
		+	+	+	1%	+	1%	1%		2%	1%	1%	+	+	+	2%	+	+	+	-
Not very important	(2) 67	21	23	12	12	43	23	53	13	2	2	21	17	21	41	2	62	12	51	3
	3%	3%	3%	2%	2%	3%	2%	3%	2%	2%	1%	4%	3%	4%	3%	2%	3%	2%	3%	3%
Neither important nor unimportant	(3) 287	71	80	53	63	151	116	190	75	20	22	67	77	62	166	20	225	50	236	11
	57%	12%	10%	10%	12%	15%	11%	11%	10%	14%	9%	11%	11%	12%	11%	14%	11%	10%	11%	11%
Important	(4) 1124	282	370	252	220	652	472	742	370	61	102	264	320	262	687	67	989	221	849	54
	46%	47%	47%	45%	43%	47%	44%	44%	49%	44%	42%	44%	47%	49%	45%	46%	46%	43%	46%	51%
Very important	(5) 971	214	310	232	214	524	447	669	291	53	111	246	283	168	621	53	849	223	710	37
	40%	36%	39%	42%	42%	38%	42%	40%	38%	38%	49%	47%	39%	35%	41%	36%	39%	43%	39%	35%
Don't know	12	7	-	4	1	7	6	8	5	+	5	4	-	3	9	+	12	6	6	-
	1%	2.6%	-	1%	+	+	1%	+	1%	+	2%	1%	-	1%	1%	+	1%	1%	+	-
NET Not at all important/ Not very important	78	21	26	14	17	47	31	62	15	5	5	25	18	23	48	5	71	19	55	3
	3%	3%	3%	3%	3%	3%	3%	4%	2%	3%	2%	4%	3%	4%	3%	3%	4%	4%	3%	3%
NET Important / Very important	2094	496	680	484	434	1176	918	1412	660	114	213	510	584	449	1307	120	1838	444	1559	91
	85%	83%	86%	87%	84%	85%	86%	84%	87%	82%	87%	84%	86%	84%	85%	83%	85%	86%	85%	86%
Mean	4.22	4.17	4.22	4.27	4.22	4.20	4.25	4.21	4.24	4.15	4.30m	4.21	4.22	4.15	4.23	4.14	4.22	4.25	4.21	4.19
Std Dev.	0.78	0.77	0.78	0.76	0.82	0.78	0.79	0.81	0.73	0.85	0.77	0.82	0.75	0.79	0.78	0.84	0.78	0.83	0.77	0.74
Std Error	0.02	0.03	0.03	0.03	0.04	0.02	0.03	0.02	0.02	0.07	0.05	0.03	0.03	0.03	0.02	0.06	0.02	0.03	0.02	0.08

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important	(1) 11	9	3	*	11	*	*	-	1	-	5	-	1	-	3	-	1	-	*	
		*	*	1%	*	*	*	-	1%	-	5.0%	-	-	1%	-	-	1%	-	*	
Not very important	(2) 67	55	11	*	55	6	5	1	2	10	6	1	2	5	10	6	12	*	6	
		3%	3%	3%	*	3%	3%	4%	1%	2%	4%	3%	1%	2%	3%	2%	6.0%	1%	3%	
Neither important nor unimportant	(3) 267	237	30	9	216	34	10	8	11	23	22	9	14	25	45	40	26	2	32	
		17%	11%	8%	14%	10%	16%	8%	17%	8%	17%	8%	7%	17%	13%	11%	12%	9%	13%	
Important	(4) 1124	944	180	34	920	112	59	32	40	103	95	75	94	108	143	166	95	16	96	
		46%	45%	52%	54%	45%	31%	43%	42%	37%	46%	43%	48%	46%	47%	45%	47%	79%	60%	
Very important	(5) 971	845	125	20	844	59	43	25	41	140	77	35	85	83	77	96	100	66	2	
		40%	40%	38%	32%	41%	27%	37%	43%	57%	37%	48%	43%	45%	33%	42%	33%	12%	29%	
Don't know	12	12	*	*	9	3	-	*	-	-	2	2	-	-	3	-	1	-	3	
		1%	1%	*	*	1%	-	1%	-	-	1%	1%	-	-	1%	-	1%	-	2%	
NET Not at all important/ Not very important	78	64	14	*	66	6	5	1	3	10	11	1	3	5	13	6	13	*	6	
		3%	3%	4%	1%	3%	3%	4%	1%	3%	4%	5.0%	1%	2%	2%	4%	2%	9.0%	1%	
NET Important / Very important	2094	1789	305	54	1764	171	103	57	82	244	172	160	177	205	244	320	161	18	153	
		85%	85%	87%	85%	86%	80%	87%	86%	55%	63%	57%	61%	57%	80%	87%	80%	90%	79%	
Mean	4.22	4.23	4.19	4.16	4.24	4.06	4.20	4.24	4.25	4.38	4.13	4.43	4.32	4.28	4.09	4.28	4.06	4.01	4.06	
Std Dev.	0.78	0.78	0.78	0.68	0.79	0.75	0.76	0.71	0.81	0.78	0.90	0.63	0.70	0.74	0.83	0.72	0.87	0.50	0.77	
Std Error	0.02	0.03	0.04	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.07	0.05	0.06	0.06	0.07	0.06	0.07	0.06	0.04	

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 121

Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744		
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1978	297	1234	883	178	100*	46*	2117	140*	756	1696		
Effective Base	1477	635	466	829	635	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	106	62	27	1277	89	444	1034		
Not at all important	(1)	11	2	1	8	2	-	-	1	-	-	5	4	-	1	9	2	4	4	1	4	1	5	2	7	4	*		
Not very important	(2)	67	41	14	50	41	1	6	14	-	4	16	27	10	12	2	43	14	24	24	9	6	3	48	9	34	33		
	3%	4.1%	2%	3%	2%	4%	2%	2%	2%	-	1%	2%	3%	4%	2%	2%	2%	15%	2%	3%	0.7%	0.3%	7%	2%	6.3%	4.2%	2%		
Neither important nor unimportant	(3)	267	130	59	188	118	130	7	30	59	5	74	117	47	16	14	191	29	130	88	34	10	4	218	14	94	173		
	17%	12%	8%	13%	10%	12%	13%	12%	8%	12%	8%	8%	12%	17% <i>non</i>	7%	10%	10%	10%	71%	10%	19%	10%	8%	10%	9%	12%	10%		
Important	(4)	1124	478	369	675	565	478	23	132	369	25	367	484	129	107	34	851	141	529	449	81	47	16	978	63	281	842		
	46%	45%	45%	45%	45%	45%	42%	52%	45%	53%	45%	42%	45%	47%	49%	44%	45%	47%	43%	45%	45%	47%	34%	46%	43%	37%	43%		
Very important	(5)	971	401	324	576	498	401	24	84	324	17	414	359	85	85	28	773	111	547	312	50	36	21	858	58	333	637		
	40%	38%	42%	38%	41%	38%	43%	33%	42%	35%	45%	47% <i>non</i>	35%	31%	38%	34%	41% <i>non</i>	37%	44% <i>non</i>	35%	28%	36%	46%	41% <i>non</i>	39%	44% <i>non</i>	38%		
Don't know	12	7	3	9	5	7	-	2	3	-	-	-	11	1	-	*	11	*	-	10	1	-	1	10	1	7	6		
	1%	1%	*	1%	*	1%	-	1%	-	-	-	-	3.5%	-	-	-	1%	*	-	0.7%	1%	-	3%	*	3.3%	1%	*		
NET Not at all important/ Not very important	78	42	16	58	31	42	1	6	16	-	4	21	30	10	13	3	52	18	28	25	13	7	4	53	11	41	37		
	3%	4%	2%	4%	3%	4%	2%	2%	2%	-	1%	2%	3%	4%	2%	4%	3%	3%	2%	3%	7% <i>non</i>	7% <i>non</i>	9%	3%	9% <i>non</i>	6% <i>non</i>	2%		
NET Important / Very important	2094	879	693	1250	1064	879	47	216	693	42	279	781	843	214	191	60	1624	252	1075	760	130	83	37	1836	120	614	1480		
	85%	83%	80%	83%	87%	83%	84%	85%	90%	88%	90%	89% <i>non</i>	84%	79%	87%	78%	87% <i>non</i>	85%	87% <i>non</i>	88% <i>non</i>	73%	83%	79%	87% <i>non</i>	82%	81%	87% <i>non</i>		
Mean	4.22	4.18	4.38% <i>non</i>	4.18	4.28%	4.18	4.25	4.17	4.30	4.24	4.33	4.28% <i>non</i>	4.18	4.06	4.19	4.07	4.28% <i>non</i>	4.16	4.28% <i>non</i>	4.20%	3.92	4.12	4.17	4.25%	4.13	4.20	4.23		
Std Dev	0.78	0.80	0.71	0.81	0.76	0.80	0.78	0.72	0.71	0.85	0.69	0.76	0.77	0.80	0.83	0.87	0.77	0.84	0.76	0.74	0.94	0.88	1.03	0.75	0.93	0.89	0.73		
Std Error	0.02	0.02	0.02	0.02	0.02	0.02	0.09	0.04	0.02	0.09	0.04	0.03	0.02	0.05	0.06	0.09	0.02	0.05	0.02	0.02	0.07	0.09	0.16	0.02	0.08	0.03	0.02		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 121

Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	11	1	10	-	8	3	-	7	4	*	-	11	-
	*	1%	*	-	1%	*	-	*	6%	*	-	*	-
Not very important (2)	67	4	63	-	23	43	1	57	9	-	-	67	-
	3%	3%	3%	-	3%	3%	*	2%	13%	-	-	3%	-
Neither important nor unimportant (3)	267	26	238	4	82	166	18	249	12	1	3	282	2
	11%	16%	10%	18%	11%	15%	15%	11%	20%	8%	53%	11%	30%
Important (4)	1124	63	1050	11	315	770	38	1087	13	7	2	1117	5
	46%	44%	46%	50%	44%	49%	32%	76%	21%	56%	33%	80%	69%
Very important (5)	971	50	914	7	291	619	60	945	21	4	1	970	-
	40%	34%	40%	32%	40%	38%	51%	40%	34%	34%	15%	40%	-
Don't know	12	1	11	-	3	9	1	10	2	-	-	12	*
	1%	1%	-	-	*	1%	1%	*	3%	-	-	1%	1%
NET Not at all important/ Not very important	78	5	73	-	32	46	1	65	13	*	-	78	-
	3%	3%	3%	-	4%	3%	*	3%	21%	*	-	3%	-
NET Important / Very important	2094	113	1964	17	607	1389	99	2042	34	11	2	2087	5
	85%	78%	80%	82%	84%	86%	84%	80%	55%	90%	47%	80%	69%
Mean	4.22	4.09	4.23	4.14	4.19	4.22	4.36	4.24	3.64	4.24	3.62	4.22	3.70
Std Dev	0.78	0.84	0.78	0.71	0.85	0.75	0.75	0.76	1.29	0.67	0.81	0.78	0.49
Std Error	0.02	0.07	0.02	0.15	0.03	0.02	0.07	0.02	0.18	0.18	0.33	0.02	0.22

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghi/jkl
 * small base, ** very small base (under 30) - ineligible for sig testing

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 121

Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month															
Total		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base		2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	198			
Weighted Base		2452	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193			
Effective Base		1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117			
(1)	Not at all important	11	3	3	1	4	1	2	-	3	-	-	1	-	-	1	2	-			
		*	*	1%	*	1%	1%	1%	-	2%	*	-	1%	-	-	1%	1%	-			
(2)	Not very important	67	14	14	10	28	3	3	8	2	3	9	4	1	5	14	10	4			
		3%	2%	2%	2%	5%	2%	1%	4%	1%	2%	9%	2%	1%	2%	5%	4%	2%			
(3)	Neither important nor unimportant	267	65	63	86	54	23	24	18	25	26	11	29	21	35	16	18	19			
		11%	11%	10%	12%	9%	13%	12%	9%	11%	12%	6%	14%	11%	16%	9%	8%	10%			
(4)	Important	1134	275	285	295	270	327	317	31	102	87	96	111	97	80	84	100	85			
		46%	47%	44%	47%	45%	54%	51%	47%	46%	40%	48%	53%	50%	39%	45%	49%	44%			
(5)	Very important	971	227	271	232	240	56	80	92	89	99	82	64	74	93	67	89	84			
		40%	39%	42%	37%	40%	31%	39%	40%	40%	49%	47%	37%	38%	43%	35%	47%	44%			
Don't know		12	*	5	7	6	*	-	-	1	1	2	-	1	-	9	-	-			
		1%	*	1%	1%	1%	*	-	-	1%	1%	1%	-	1%	-	3%	-	-			
NET Not at all important/ Not very important		78	17	18	11	32	4	4	8	6	3	9	5	1	5	15	12	4			
		3%	3%	3%	2%	5%	2%	2%	4%	3%	1%	5%	2%	1%	2%	6%	5%	2%			
NET Important / Very important		2094	502	555	527	510	152	177	173	191	186	179	176	172	179	151	190	169			
		85%	86%	87%	84%	85%	85%	86%	87%	86%	86%	89%	84%	88%	82%	80%	86%	88%			
Mean		4.22	4.22	4.27	4.20	4.20	4.13	4.23	4.28	4.22	4.27	4.11	4.26	4.22	4.10	4.20	4.20	4.22			
Std Dev.		0.78	0.77	0.77	0.75	0.84	0.74	0.76	0.80	0.80	0.74	0.77	0.76	0.67	0.79	0.80	0.85	0.74			
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.06	0.05	0.05	0.06	0.06	0.05	0.06	0.06	0.06	0.05			

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1)	11	2	9	2	8	2	2	4	2	-	2	-	1	6	2	3	1	9	1
		*	*	*	*	1%	*	*	1%	*	-	1%	-	1%	1%	*	*	*	*	*
Not very important	(2)	87	21	66	17	71	40	21	19	17	9	13	4	5	39	26	23	9	69	18
		4%	5%	3%	3%	4%	4%	5%	4%	3%	3%	3%	2%	4%	4%	3%	3%	3%	3%	4%
Neither important nor unimportant	(3)	372	57	315	84	288	183	76	58	74	47	53	39	25	134	121	117	64	316	51
		15%	12%	16%	17%	15%	16%	16%	14%	14%	15%	14%	17%	16%	15%	15%	16%	17%	16%	12%
Important	(4)	1011	149	861	207	803	478	533	166	182	200	138	156	121	348	338	334	169	820	174
		41%	34%	42%	41%	42%	41%	36%	44%	39%	44%	40%	42%	35%	40%	41%	43%	46%	41%	40%
Very important	(5)	963	207	756	188	775	429	533	198	147	216	120	160	65	344	336	283	123	766	190
		39%	42%	38%	40%	38%	41%	43%	36%	34%	43%	38%	43%	35%	39%	41%	38%	34%	39%	44%
Don't know		7	1	6	2	5	4	3	1	1	4	-	1	-	2	4	1	-	6	1
		*	*	*	*	*	*	*	*	*	1%	-	-	-	*	*	*	-	*	*
NET Not at all important/ Not very important		98	22	76	19	79	48	49	23	22	18	9	16	4	45	27	26	10	79	20
		4%	5%	4%	4%	4%	4%	4%	5%	5%	4%	3%	4%	5%	5%	3%	3%	3%	4%	4%
NET Important / Very important		1974	357	1617	395	1579	907	1066	364	328	416	258	316	186	692	674	607	292	1596	364
		81%	82%	80%	79%	81%	79%	82%	76%	80%	81%	82%	81%	77%	79%	82%	81%	80%	80%	84%
Mean		4.16	4.24	4.14	4.13	4.16	4.12	4.19	4.16	4.10	4.20	4.17	4.19	4.08	4.13	4.19	4.15	4.10	4.14	4.23
Std Dev		0.84	0.88	0.83	0.84	0.85	0.82	0.89	0.87	0.83	0.79	0.84	0.72	0.90	0.88	0.81	0.82	0.79	0.84	0.84
Std Error		0.02	0.05	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.04	0.05	0.08	0.03	0.03	0.03	0.04	0.02	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	156	361	413	306	932	98	1289	339	1077	64
Not at all important	(1) 11	1	4	3	3	5	6	6	5	4	2	-	1	3	3	4	6	6	5	-
	+	+	+	+	7%	+	7%	+	7%	3% down	7%	-	+	7%	+	3% up	+	1%	+	-
Not very important	(2) 87	29	25	21	13	53	34	65	22	2	9	21	26	24	56	2	80	20	65	3
	4%	5%	3%	4%	3%	4%	3%	4%	3%	1%	4%	4%	4%	4%	4%	1%	4%	4%	4%	3%
Neither important nor unimportant	(3) 372	87	123	87	75	211	162	240	128	25	36	94	114	80	244	26	334	82	274	17
	15%	15%	16%	16%	15%	15%	15%	14%	17%	18%	15%	16%	17%	15%	16%	16%	16%	16%	15%	16%
Important	(4) 1011	252	311	240	208	563	448	700	302	46	87	258	277	251	622	48	905	195	775	41
	41%	42%	40%	43%	40%	41%	42%	42%	40%	33%	35%	43%	41%	41%	47%	33%	42%	38%	42%	39%
Very important	(5) 963	225	319	206	214	543	420	656	297	63	110	236	259	179	600	64	825	213	706	44
	39%	38%	41%	37%	42%	39%	39%	39%	39%	43% down	43% down	38%	38%	33%	39%	44%	38%	41%	39%	42%
Don't know	7	-	5	-	1	6	1	5	1	-	1	3	1	1	5	-	6	3	3	1
	+	+	7%	+	+	+	+	+	+	-	+	+	+	+	+	-	+	7%	+	7%
NET Not at all important/ Not very important	98	30	29	24	16	58	40	70	27	6	11	21	27	27	59	6	86	26	69	3
	4%	5%	4%	4%	3%	4%	4%	4%	4%	4%	4%	4%	4%	5%	4%	4%	4%	5%	4%	3%
NET Important / Very important	1974	477	629	445	422	1106	868	1356	599	109	197	488	537	430	1222	113	1730	408	1481	85
	81%	80%	80%	80%	82%	80%	81%	81%	79%	78%	81%	80%	79%	80%	80%	78%	80%	79%	81%	81%
Mean	4.16	4.13	4.17	4.12	4.20	4.15	4.16	4.16	4.14	4.16	4.21	4.15	4.13	4.08	4.15	4.15	4.15	4.14	4.16	4.21
Std Dev.	0.84	0.85	0.84	0.84	0.82	0.84	0.83	0.83	0.85	0.96	0.88	0.81	0.83	0.84	0.83	0.95	0.83	0.90	0.82	0.81
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.05	0.03	0.03	0.04	0.02	0.07	0.02	0.04	0.02	0.08

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429		
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194		
Effective Base	1477	1280	198	86	1122	204	214	218	119	146	138	128	128	137	128	149	136	16	192		
Not at all important	(1) 11	10	-	-	6	1	4	-	-	-	1	-	-	1	-	3	-	1	-		
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
Not very important	(2) 87	79	8	2	70	10	4	2	2	12	7	2	1	9	12	10	14	*	10		
	4%	4%	2%	3%	3%	5%	4%	3%	2%	4%	3%	1%	1%	4%	4%	3%	7%	3%	8%		
Neither important nor unimportant	(3) 372	318	54	8	313	36	18	5	14	39	42	16	23	34	48	60	36	8	28		
	15%	15%	15%	13%	13%	12%	13%	8%	14%	14%	10%	8%	12%	15%	16%	16%	12%	39%	15%		
Important	(4) 1011	856	155	27	836	96	48	30	37	106	86	69	90	87	141	144	77	8	88		
	41%	41%	44%	42%	41%	45%	41%	46%	39%	38%	41%	40%	46%	37%	46%	39%	36%	38%	46%		
Very important	(5) 963	832	131	26	824	70	42	27	42	120	71	55	78	105	101	150	73	4	65		
	39%	40%	38%	41%	38%	33%	36%	42%	44%	43%	34%	40%	40%	45%	33%	41%	36%	23%	34%		
Don't know	7	7	*	*	4	1	1	1	1	*	*	1	*	*	3	*	*	*	1		
	*	*	*	*	*	*	*	1%	1%	*	*	1%	*	*	1%	*	*	1%	1%		
NET Not at all important/ Not very important	98	89	9	2	76	11	8	2	2	12	8	2	3	9	10	15	*	11	*		
	4%	4%	3%	3%	4%	5%	1%	4%	2%	4%	4%	1%	1%	4%	5%	3%	9%	3%	6%		
NET Important / Very important	1974	1688	286	53	1660	166	90	58	79	226	156	154	168	192	242	293	150	12	154		
	81%	80%	82%	84%	81%	78%	77%	88%	83%	81%	76%	89%	87%	82%	79%	80%	74%	61%	79%		
Mean	4.16	4.15	4.21	4.17	4.16	4.05	4.03	4.27	4.25	4.20	4.05	4.37	4.38	4.23	4.07	4.19	4.02	3.83	4.07		
Std Dev.	0.84	0.85	0.78	0.82	0.83	0.85	0.98	0.77	0.78	0.84	0.86	0.71	0.74	0.84	0.85	0.81	0.94	0.79	0.86		
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.05	0.04	0.07	0.07	0.07	0.06	0.06	0.07	0.07	0.06	0.08	0.10	0.04		

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 122

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	998	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1724		
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	222	77*	1978	297	1234	883	178	100*	46*	2117	140*	756	1696		
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	106	62	27	1277	89	444	1034		
Not at all important	(1)	11	6	1	7	2	6	1	*	1	*	4	4	*	2	1	7	3	7	1	1	*	1	8	1	2	8		
		1%	1%	*	*	1%	1%	*	*	-	*	*	*	*	1%	2%	*	1%	1%	*	1%	*	3%	*	1%	*	*		
Not very important	(2)	87	42	26	59	43	2	5	26	*	10	27	27	13	5	54	20	42	31	7	3	4	74	7	31	56			
		4%	4%	3%	4%	4%	2%	2%	3%	3%	3%	3%	3%	5%	6%	3%	6%	3%	3%	4%	4%	3%	6%	3%	6%	4%	3%		
Neither important nor unimportant	(3)	372	174	99	254	180	174	12	99	7	43	121	150	53	30	16	272	47	172	133	37	19	7	306	26	121	252		
		15%	16%	13%	17%	15%	16%	21%	13%	15%	14%	14%	15%	19%	19%	14%	21%	14%	16%	14%	15%	21%	19%	16%	14%	18%	15%		
Important	(4)	1011	428	345	600	518	428	18	345	17	125	334	464	117	84	22	788	106	446	417	89	44	12	863	55	300	711		
		41%	40%	43%	40%	42%	40%	41%	45%	37%	41%	37%	42%	43%	38%	28%	43%	36%	36%	41%	33%	44%	26%	41%	38%	40%	42%		
Very important	(5)	963	405	299	581	475	405	24	299	23	129	400	351	87	88	33	752	121	566	296	43	34	22	862	56	302	662		
		39%	38%	39%	39%	39%	38%	44%	38%	39%	48%	42%	40%	35%	32%	40%	43%	40%	41%	46%	33%	33%	34%	48%	41%	38%	40%		
Don't know		7	3	*	4	1	3	-	*	-	-	1	4	2	*	-	5	*	1	4	1	1	-	5	1	1	6		
		*	*	*	*	*	*	-	*	*	-	*	*	*	*	*	*	*	*	*	1%	1%	1%	*	*	*	*		
NET Not at all important/ Not very important		98	48	27	66	45	48	2	27	*	11	31	30	14	17	6	61	24	49	33	8	3	5	82	8	33	65		
		4%	5%	4%	4%	5%	3%	2%	4%	1%	4%	3%	3%	5%	8%	3%	8%	3%	4%	4%	5%	3%	11%	4%	6%	4%	4%		
NET Important / Very important		1974	833	644	1181	992	833	42	644	40	254	724	816	204	172	55	1540	227	1012	712	132	77	34	1734	111	601	1373		
		79%	79%	84%	81%	79%	76%	79%	84%	84%	82%	82%	81%	75%	78%	71%	82%	76%	82%	81%	74%	77%	73%	81%	76%	79%	81%		
Mean		4.16	4.12	4.19	4.12	4.17	4.12	4.15	4.16	4.31	4.20	4.26	4.14	4.03	4.09	4.04	4.08	4.08	4.23	4.11	3.93	4.09	4.08	4.08	4.10	4.08	4.15	4.16	
Std Dev.		0.84	0.86	0.79	0.86	0.82	0.86	0.90	0.80	0.76	0.82	0.83	0.79	0.85	0.95	1.02	0.81	0.97	0.86	0.80	0.82	0.81	1.10	0.83	0.91	0.86	0.83		
Std Error		0.02	0.03	0.03	0.02	0.03	0.11	0.04	0.03	0.10	0.04	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.02	0.03	0.06	0.08	0.17	0.02	0.08	0.03	0.02		

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2462	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	11	2	8	2*	5	2	4	10	1	-	*	10	-
	*	1%	*		1%	*	2%	*	1%	-	4%	*	-
Not very important (2)	87	4	83	-	27	60	*	84	4	-	-	87	-
	4%	2%	4%	-	4%	4%	*	4%	6%	-	-	4%	-
Neither important nor unimportant (3)	372	34	334	4	114	238	21	343	18	5	4	366	2
	15%	24%	15%	21%	16%	15%	17%	15%	30%	39%	82%	15%	30%
Important (4)	1011	54	949	7	294	686	30	978	22	6	-	1006	4
	41%	36%	42%	32%	41%	43%	26%	41%	36%	50%	-	41%	63%
Very important (5)	963	50	904	9	281	621	62	945	16	1	1	962	*
	39%	34%	40%	42%	39%	39%	52% ^{ab}	40%	25%	11%	14%	39%	6%
Don't know	7	*	6	*	1	4	1	6	1	-	-	7	*
	*	*	*	2%	*	*	1%	*	2%	-	-	*	1%
NET Not at all important/ Not very important	98	6	91	*	32	62	4	93	5	-	*	98	-
	4%	4%	4%	2%	4%	4%	4%	4%	8%	-	4%	4%	-
NET Important / Very important	1974	104	1854	16	575	1307	92	1924	37	7	1	1968	5
	81%	72%	81%	74%	80%	81%	78%	81%	61%	61%	14%	81%	69%
Mean	4.16	4.01	4.17	4.15	4.13	4.16	4.25	4.17 ^a	3.78	3.72	3.21	4.16 ^b	3.76
Std Dev.	0.84	0.91	0.83	0.94	0.86	0.82	0.98	0.83	0.96	0.68	0.93	0.84	0.60
Std Error	0.02	0.07	0.02	0.20	0.03	0.02	0.09	0.02	0.13	0.18	0.38	0.02	0.27

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	208	210	215	196				
Weighted Base	3462	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193				
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117				
Not at all important	(1)	11	3	1	4	3	3	3	1	3	3	3	3	1	2	1	-				
		1%	-	-	1%	1%	2%	-	-	-	-	-	-	1%	-	1%	-				
Not very important	(2)	87	21	22	15	29	2	14	5	7	9	5	1	9	13	8	7				
	4%	4%	3%	2%	5%	1%	1%	3%	2%	3%	5%	2%	1%	4%	3%	4%	4%				
Neither important nor unimportant	(3)	372	87	88	122	75	22	31	34	35	24	29	46	43	33	32	29				
	15%	15%	14%	20%	12%	12%	12%	15%	17%	11%	14%	22%	22%	15%	14%	13%	7%				
Important	(4)	1011	243	276	250	242	83	74	86	87	86	101	81	79	90	11	85				
	47%	42%	43%	40%	46%	46%	36%	43%	39%	41%	50%	38%	41%	41%	38%	39%	44%				
Very important	(5)	963	230	249	232	253	69	86	75	94	93	62	79	67	86	70	97				
	39%	39%	39%	37%	42%	39%	42%	37%	42%	42%	42%	31%	37%	35%	39%	37%	44%				
Don't know		7	3	5	2	3	3	3	1	4	3	3	2	1	3	3	3				
	1%	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-				
NET Not at all important/ Not very important		98	24	23	19	32	5	14	5	6	8	9	5	4	10	15	9				
	4%	4%	4%	3%	5%	3%	7%	3%	3%	3%	4%	5%	3%	2%	4%	6%	4%				
NET Important / Very important		1974	473	525	482	495	152	160	160	181	181	163	159	146	176	141	182				
	81%	81%	82%	77%	82%	85%	78%	80%	81%	84%	81%	76%	75%	80%	75%	82%	89%				
Mean		4.16	4.16	4.11	4.18	4.16	4.19	4.14	4.15	4.21	4.25	4.07	4.10	4.07	4.15	4.03	4.22				
Std Dev		0.84	0.84	0.81	0.84	0.87	0.82	0.91	0.80	0.81	0.81	0.80	0.83	0.84	0.85	0.86	0.85				
Std Error		0.02	0.03	0.03	0.03	0.06	0.06	0.06	0.05	0.05	0.06	0.06	0.06	0.06	0.06	0.07	0.06				

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308	
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435	
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241	
Not at all important	(1)	96	17	80	7	41	53	14	17	11	8	22	7	17	31	20	46	24	81	14	
		4%	4%	4%	1%	4%	4%	3%	4%	2%	4%	1%	1%	1%	4%	2%	1%	1%	4%	3%	
Not very important	(2)	274	31	243	33	119	155	45	43	52	33	40	39	21	89	85	100	40	229	45	
		11%	7%	12%	7%	10%	12%	10%	10%	11%	10%	10%	11%	10%	10%	10%	13%	16%	12%	10%	
Neither important nor unimportant	(3)	672	64	608	108	300	371	111	103	140	94	121	70	35	212	233	226	105	566	97	
		27%	15%	22%	22%	26%	28%	24%	25%	27%	30%	31%	31%	26%	24%	28%	20%	29%	28%	22%	
Important	(4)	895	164	731	217	422	472	178	161	191	127	116	78	43	339	318	238	121	710	167	
		37%	36%	37%	37%	36%	36%	39%	39%	37%	40%	30%	34%	32%	39%	39%	32%	33%	36%	38%	
Very important	(5)	462	154	308	123	235	295	103	84	105	47	77	25	21	187	152	123	45	364	96	
		19%	15%	15%	17%	21%	17%	15%	15%	15%	11%	15%	11%	15%	18%	16%	16%	13%	18%	22%	
Don't know		62	7	45	12	26	27	12	4	13	6	9	9	*	16	19	18	9	37	16	
		2%	2%	2%	2%	2%	2%	3%	1%	3%	2%	2%	4%	*	2%	2%	2%	2%	2%	4%	
NET Not at all important / Not very important		371	48	323	40	161	208	59	60	63	41	62	46	38	120	105	146	84	310	59	
		15%	11%	15%	8%	12%	14%	16%	13%	15%	12%	16%	16%	19%	14%	13%	15%	15%	16%	14%	
NET Important / Very important		1387	318	1039	340	657	698	282	244	296	174	193	104	64	626	470	361	168	1074	263	
		56%	15%	32%	43%	57%	54%	19%	16%	19%	11%	15%	8%	47%	49%	49%	49%	40%	54%	50%	
Mean		3.66	3.95	3.48	3.88	3.62	3.52	3.69	3.69	3.69	3.50	3.34	3.22		3.69	3.69	3.40	3.30	3.54	3.68	
Std Dev.		1.05	1.07	1.03	0.92	1.05	1.05	1.03	1.06	1.00	0.96	1.11	1.00	1.24	1.04	0.98	1.11	1.10	1.05	1.04	
Std Error		0.02	0.06	0.02	0.04	0.02	0.03	0.05	0.05	0.04	0.05	0.05	0.06	0.10	0.04	0.03	0.04	0.06	0.02	0.06	

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

Table 123

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520		1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515		1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340		815	663	936	548	95	156	361	413	306	932	98	1289	339	1077	64
Not at all important (1)	96	15	27	29	25		43	54	49	45	8	7	29	32	14	68	8	84	20	70	7
	4%	3%	3%	5%	5%		3%	5%	3%	5%	0%	2%	5%	5%	3%	4%		4%	4%	4%	6%
Not very important (2)	274	53	111	54	56		164	110	167	103	18	23	67	86	59	176	18	243	51	213	10
	11%	9%	14%	10%	11%		12%	10%	10%	14%	13%	9%	11%	13%	11%	11%		11%	10%	12%	9%
Neither important nor unimportant (3)	672	163	210	143	146		362	290	444	224	32	70	183	181	141	434	36	602	124	527	20
	27%	27%	28%	36%	28%		28%	27%	27%	30%	23%	28%	30%	27%	26%	28%		28%	24%	28%	19%
Important (4)	885	204	298	219	174		502	393	638	244	48	80	209	251	233	539	50	800	183	671	42
	37%	34%	39%	39%	34%		36%	37%	34%	32%	34%	33%	34%	37%	34%	35%		35%	35%	37%	39%
Very important (5)	462	142	119	102	99		261	201	342	120	30	59	105	116	79	281	30	362	123	317	22
	19%	14%	15%	16%	19%		19%	19%	25%	16%	22%	24%	17%	17%	15%	18%		18%	24%	17%	21%
Don't know	82	16	13	9	15		29	24	30	20	3	7	14	11	12	32	3	45	18	29	5
	2%	3%	2%	2%	3%		2%	2%	3%	3%	2%	3%	2%	2%	2%	2%		2%	4%	2%	3%
NET Not at all important/ Not very important	371	69	139	83	81		207	164	216	140	26	30	95	118	73	244	26	327	71	283	16
	15%	12%	18%	15%	16%		15%	15%	13%	15%	18%	12%	16%	17%	14%	16%		16%	14%	15%	16%
NET Important / Very important	1357	346	417	321	273		763	594	681	364	78	138	314	369	312	820	81	1182	305	988	64
	55%	58%	53%	58%	53%		55%	55%	59%	48%	56%	56%	52%	54%	56%	54%		56%	59%	54%	60%
Mean	3.66	3.78	3.48	3.57	3.53		3.57	3.55	3.65	3.40	3.56	3.66	3.50	3.50	3.58	3.53		3.55	3.55	3.67	3.62
Std Dev.	1.05	1.02	1.03	1.07	1.08		1.03	1.07	1.01	1.10	1.14	1.05	1.06	1.07	0.97	1.06		1.12	1.04	1.04	1.13
Std Error	0.02	0.04	0.04	0.05	0.05		0.03	0.03	0.03	0.04	0.09	0.07	0.05	0.04	0.04	0.03		0.09	0.02	0.02	0.12

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 123

Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important (1)	96	84	12	2	81	10	5	1	6	9	8	7	8	12	12	9	8	-	9	
	4%	4%	4%	4%	4%	4%	4%	2%	4%	3%	4%	4%	4%	5%	4%	3%	4%	2%	5%	
Not very important (2)	274	219	55	10	233	16	17	8	14	22	22	19	21	24	41	35	34	2	14	
	11%	10%	16%	15%	11%	8%	14%	13%	10%	8%	11%	11%	11%	10%	13%	9%	10%	12%	7%	
Neither important nor unimportant (3)	672	573	99	18	539	83	31	18	25	79	49	34	57	48	70	119	61	10	73	
	27%	27%	28%	29%	26%	39%	27%	27%	26%	28%	24%	20%	29%	20%	23%	32%	36%	51%	35%	
Important (4)	885	780	115	21	763	66	41	26	30	100	77	81	65	86	129	129	66	6	59	
	37%	37%	33%	33%	37%	31%	35%	39%	31%	36%	37%	37%	33%	37%	42%	35%	33%	33%	30%	
Very important (5)	462	401	61	12	391	38	22	11	16	60	40	26	43	63	42	69	30	1	38	
	19%	19%	17%	16%	19%	18%	16%	16%	19%	22%	19%	15%	22%	27%	14%	19%	13%	3%	19%	
Don't know	82	45	8	*	48	1	2	2	2	7	10	6	-	1	9	9	3	-	1	
	2%	2%	2%	1%	2%	1%	1%	3%	2%	3%	6%	4%	-	1%	3%	2%	2%	-	1%	
NET Not at all important/ Not very important	371	303	67	12	314	26	22	10	20	32	31	26	29	37	53	44	41	3	23	
	15%	14%	19%	15%	15%	12%	18%	15%	11%	11%	15%	15%	15%	16%	17%	12%	21%	14%	12%	
NET Important / Very important	1357	1181	176	33	1154	104	63	36	48	160	117	107	108	140	172	197	96	7	97	
	55%	56%	50%	52%	56%	48%	54%	55%	50%	58%	56%	52%	56%	52%	56%	54%	48%	35%	50%	
Mean	3.66	3.58	3.46	3.48	3.57	3.60	3.43	3.57	3.43	3.69	3.60	3.59	3.59	3.69	3.50	3.60	3.39	3.22	3.53	
Std Dev.	1.05	1.05	1.07	1.07	1.05	1.02	1.08	0.98	1.15	1.02	1.07	1.03	1.08	1.13	1.03	0.99	1.06	0.78	1.04	
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.06	0.10	0.08	0.09	0.09	0.09	0.09	0.09	0.08	0.09	0.10	0.05	

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744		
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	756	1696		
Effective Base	1477	635	466	896	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	106	62	27	1277	89	444	1034		
Not at all important	(1)	96	32	45	41	32	2	17	45	2	20	38	40	6	6	6	78	13	48	28	4	8	7	77	16	17	80		
		4%	3%	6% _{ab}	3%	4%	3%	3%	7% _{ab}	4%	7%	4%	4%	2%	3%	6% _{ab}	4%	4%	4%	3%	2%	8% _{ab}	16%	4%	11% _{ab}	2%	5% _{ab}		
Not very important	(2)	274	75	125	126	75	5	20	125	9	50	88	118	36	22	11	206	33	143	89	22	11	7	232	18	60	214		
		11%	7%	15% _{ab}	16%	7%	6%	8%	16%	18%	16%	10%	12%	13%	10%	14%	11%	11%	12%	10%	12%	11%	7%	14%	11%	12%	8%	13% _{ab}	
Neither important nor unimportant	(3)	672	283	232	402	283	14	82	232	9	86	231	276	96	52	16	507	68	323	231	75	31	8	556	40	169	502		
	27%	27%	30%	27%	29%	27%	26%	32%	30%	19%	29%	26%	28%	35% _{ab}	24%	20%	27%	23%	26%	26%	42% _{ab}	31%	18%	26%	27%	22%	30% _{ab}		
Important	(4)	895	407	266	566	407	17	82	266	22	103	286	395	101	83	17	681	110	403	382	35	36	12	786	47	318	679		
	37%	38%	35%	38%	35%	38%	37%	32%	35%	46%	33%	33%	45% _{ab}	31% _{ab}	25% _{ab}	41% _{ab}	22%	30% _{ab}	33%	41% _{ab}	39%	35%	25%	30% _{ab}	32%	34%	34%		
Very important	(5)	462	242	89	347	242	18	48	89	6	41	216	149	28	44	24	355	57	292	134	15	12	7	426	19	190	282		
	19%	23% _{ab}	12%	25% _{ab}	16% _{ab}	23%	32%	19%	12%	12%	13%	25% _{ab}	15%	10%	20% _{ab}	31% _{ab}	16% _{ab}	23% _{ab}	24% _{ab}	15%	8%	12%	15%	20% _{ab}	13%	24% _{ab}	17%		
Don't know		82	19	15	24	19	-	6	15	-	6	19	22	6	3	4	40	7	24	18	5	1	5	41	7	14	38		
	3%	2%	2%	2%	2%	2%	-	2%	2%	1%	2%	2%	2%	2%	1%	6%	2%	2%	2%	2%	3%	1%	11%	2%	3%	2%	2%		
NET Not at all important/ Not very important		371	107	169	166	107	6	36	169	10	70	126	158	41	28	17	284	45	192	117	26	20	14	309	34	77	293		
	15%	10%	22% _{ab}	11%	19% _{ab}	10%	11%	14%	22%	22%	23%	14%	16%	15%	13%	22%	15%	15%	16%	13%	15%	20%	30%	15%	23% _{ab}	10%	17% _{ab}		
NET Important / Very important		1387	649	355	913	649	35	130	355	28	143	501	545	129	137	41	1046	178	695	517	73	48	19	1212	67	496	861		
	55%	61% _{ab}	46%	61% _{ab}	51%	61% _{ab}	63%	51%	46%	58%	46%	67% _{ab}	54%	47%	62% _{ab}	52%	66% _{ab}	69% _{ab}	66% _{ab}	69% _{ab}	41%	48%	40%	67% _{ab}	45%	66% _{ab}	51%		
Mean		3.96	3.72 _{ab}	3.30	3.71 _{ab}	3.44 _{ab}	3.72 _{ab}	3.51	3.30	3.45	3.31	3.60 _{ab}	3.51	3.41	3.60 _{ab}	3.55	3.57	3.64 _{ab}	3.62 _{ab}	3.50 _{ab}	3.33	3.33	3.11	3.60 _{ab}	3.26	3.78 _{ab}	3.46		
Std Dev		1.05	1.00	1.06	1.00	1.06	1.00	1.08	1.10	1.06	1.10	1.10	1.02	0.92	1.00	1.32	1.06	1.09	1.09	0.98	0.89	1.10	1.37	1.05	1.19	0.98	1.07		
Std Error		0.02	0.03	0.04	0.03	0.03	0.13	0.06	0.04	0.15	0.06	0.04	0.03	0.06	0.07	0.14	0.02	0.06	0.03	0.03	0.07	0.11	0.22	0.02	0.10	0.04	0.03		

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 123

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	86	5	89	2	33	61	2	91	2	3	*	96	-
	4%	3%	4%	11%	5%	4%	2%	4%	3%	25%	9%	4%	-
Not very important (2)	274	16	258	1	83	175	16	263	11	*	*	274	-
	11%	11%	11%	2%	11%	11%	14%	11%	15%	1%	4%	11%	-
Neither important nor unimportant (3)	672	34	634	4	208	438	25	654	10	3	3	667	2
	27%	23%	28%	18%	29%	27%	21%	28%	17%	22%	53%	27%	30%
Important (4)	885	59	824	12	232	621	42	861	26	3	-	891	4
	37%	40%	36%	58%	32%	39%	35%	36%	43%	28%	-	37%	63%
Very important (5)	462	29	432	1	148	284	30	448	11	3	*	462	-
	19%	20%	19%	6%	21%	18%	25%	19%	18%	24%	2%	19%	-
Don't know	82	3	48	1	18	32	3	49	1	-	2	50	1
	3%	2%	2%	3%	2%	2%	2%	3%	2%	-	33%	2%	7%
NET Not at all important/ Not very important	371	21	347	3	116	236	18	354	13	3	1	370	-
	15%	14%	15%	13%	16%	15%	15%	15%	20%	26%	13%	15%	-
NET Important / Very important	1387	87	1256	14	380	905	72	1309	38	6	*	1352	4
	55%	60%	55%	64%	53%	56%	61%	55%	61%	51%	2%	55%	63%
Mean	3.96	3.64	3.56	3.49	3.54	3.56	3.71	3.57	3.57	3.24	2.73	3.56	3.68
Std Dev.	1.08	1.04	1.05	1.07	1.09	1.03	1.06	1.05	1.08	1.54	0.94	1.05	0.51
Std Error	0.02	0.08	0.02	0.23	0.04	0.03	0.10	0.02	0.15	0.41	0.47	0.02	0.25

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	198				
Weighted Base	2462	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193				
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117				
Not at all important	(1) 96	25	21	25	26	8	10	8	8	9	5	8	9	7	7	8	11				
	4%	4%	3%	4%	4%	4%	5%	4%	3%	4%	2%	4%	5%	3%	4%	3%	6%				
Not very important	(2) 274	74	80	61	53	22	28	24	23	29	34	23	22	17	14	18	20				
	15%	13%	15% sd	10%	9%	13%	14%	12%	10%	13%	17% sd	11%	11%	8%	8%	8%	10%				
Neither important nor	672	177	162	181	151	49	55	73	64	49	49	72	45	64	51	51	50				
unimportant	(3) 27%	30%	25%	29%	25%	27%	27%	30% sd	29%	23%	24%	34% sd	23%	29%	27%	23%	26%				
Important	(4) 885	216	219	234	226	64	87	65	73	69	77	80	77	77	68	94	64				
	37%	37%	34%	38%	38%	35%	42%	33%	33%	32%	36%	36%	36%	36%	36%	43%	33%				
Very important	(5) 462	77	141	107	136	28	22	27	52	54	35	21	37	49	43	46	47				
	19%	13%	25% sd	17%	23% sd	16%	11%	13%	23% sd	25% sd	18%	10%	19% sd	22% sd	23% sd	21% sd	21% sd				
Don't know	62	16	11	16	9	9	3	4	3	7	2	6	5	5	5	3	2				
	2%	3%	2%	3%	2%	6%	2%	2%	1%	3%	1%	3%	3%	2%	3%	1%	1%				
NET Not at all	371	99	107	86	78	30	38	31	31	38	39	31	31	24	21	26	31				
important/ Not very	15%	17%	17%	14%	13%	17%	18%	16%	14%	17%	19%	15%	16%	11%	11%	12%	16%				
important / Very	1367	292	360	342	363	92	109	92	125	123	112	101	114	126	111	141	111				
important	55%	50%	56%	55%	58% sd	51%	53%	48%	56%	57%	56%	48%	59%	56%	54% sd	54% sd	57%				
Mean	3.96	3.43	3.56	3.56	3.59	3.48	3.41	3.41	3.63	3.62	3.52	3.41	3.59	3.49	3.49	3.49	3.60				
Std Dev.	1.06	1.02	1.06	1.02	1.06	1.06	1.02	1.06	1.06	1.13	1.05	0.96	1.08	1.02	1.04	1.01	1.13				
Std Error	0.02	0.04	0.04	0.04	0.04	0.08	0.07	0.07	0.07	0.08	0.08	0.07	0.08	0.07	0.07	0.07	0.08				

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Table 124

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1) 26	-	25	8	17	14	11	5	5	1	2	3	7	4	9	3	13	10	25	-
	1%	-	1%	2%	1%	1%	1%	1%	1%	-	1%	1%	2%	2%	1%	-	2%	2%	1%	-
Not very important	(2) 65	7	58	12	53	32	33	6	15	18	7	7	7	4	21	26	18	11	47	18
	3%	2%	3%	2%	3%	2%	3%	1%	4%	4%	2%	2%	3%	3%	2%	3%	2%	3%	2%	4%
Neither important nor unimportant	(3) 225	18	208	64	162	136	89	44	35	47	36	33	15	15	80	83	63	30	179	39
	9%	4%	10%	6%	8%	6%	7%	10%	9%	12%	8%	7%	7%	11%	9%	10%	8%	8%	9%	9%
Important	(4) 1069	129	941	210	859	489	579	178	192	194	140	169	124	53	370	334	366	176	900	158
	44%	29%	47%	42%	44%	43%	44%	38%	47%	38%	45%	49%	54%	38%	42%	40%	49%	48%	49%	38%
Very important	(5) 1063	284	779	206	857	472	589	232	162	251	126	154	76	62	394	377	292	138	833	220
	42%	35%	39%	41%	44%	41%	45%	20%	16%	20%	10%	14%	10%	10%	45%	45%	39%	38%	42%	35%
Don't know	4	-	4	-	4	-	4	-	-	-	-	4	-	-	-	4	-	-	2	-
	*	-	*	-	*	-	*	-	-	-	-	1%	-	-	-	-	-	-	-	-
NET Not at all important/ Not very important	90	7	83	20	70	46	44	10	20	20	9	10	14	7	30	29	31	21	73	18
	4%	2%	3%	4%	4%	4%	3%	2%	5%	4%	3%	3%	6%	5%	3%	3%	4%	6%	4%	4%
NET Important / Very important	2132	412	1720	416	1716	961	1165	410	354	445	266	343	200	114	764	711	668	315	1732	378
	87%	55%	85%	53%	56%	84%	89%	89%	86%	87%	84%	89%	87%	84%	87%	86%	87%	86%	87%	87%
Mean	4.26	4.99	4.19	4.19	4.28	4.20	4.33	4.20	4.30	4.22	4.25	4.12	4.21	4.28	4.28	4.20	4.15	4.24	4.33	4.33
Std Dev.	0.81	0.65	0.83	0.86	0.80	0.85	0.78	0.78	0.83	0.81	0.78	0.75	0.88	0.93	0.81	0.80	0.83	0.90	0.81	0.81
Std Error	0.02	0.04	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.04	0.04	0.06	0.08	0.03	0.03	0.03	0.05	0.02	0.05

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	156	361	413	306	932	98	1289	339	1077	64
Not at all important (1)	25	-	10	9	5	11	14	14	11	2	2	10	7	4	19	2	23	11	14	-
	1%	-	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%	1%	-
Not very important (2)	65	13	28	6	18	41	24	43	21	11	7	13	15	13	35	11	48	12	51	2
	3%	2%	4%	1%	3%	3%	2%	3%	3%	9%	3%	2%	2%	2%	2%	7%	2%	2%	3%	2%
Neither important nor unimportant (3)	228	60	58	48	60	118	107	147	76	11	27	76	55	39	160	12	207	49	165	11
	9%	10%	7%	9%	12%	8%	10%	9%	10%	8%	11%	11%	8%	7%	10%	8%	10%	8%	9%	11%
Important (4)	1069	237	361	257	214	599	471	712	344	63	93	251	317	256	662	68	950	206	818	45
	44%	40%	46%	46%	42%	43%	44%	43%	45%	45%	38%	41%	47%	48%	43%	47%	44%	40%	45%	43%
Very important (5)	1063	283	329	235	216	612	451	754	300	52	115	252	283	226	650	52	924	238	777	47
	43%	48%	42%	42%	42%	44%	42%	43%	40%	37%	47%	42%	42%	42%	43%	36%	43%	46%	43%	45%
Don't know	4	-	-	2	2	-	4	2	2	-	-	2	2	-	4	-	4	2	2	-
	*	-	-	*	*	-	*	*	*	-	-	*	*	-	*	-	*	*	*	-
NET Not at all important/ Not very important	90	13	39	15	23	52	38	57	32	13	9	23	23	17	54	13	71	23	65	2
	4%	2%	5%	3%	4%	4%	4%	3%	4%	9%	4%	4%	3%	3%	4%	9%	3%	5%	4%	2%
NET Important / Very important	2132	521	690	491	430	1211	922	1465	644	115	209	504	600	492	1312	120	1875	444	1596	92
	87%	88%	88%	88%	84%	88%	86%	88%	85%	82%	85%	87%	89%	89%	86%	83%	87%	86%	87%	87%
Mean	4.26	4.33	4.23	4.27	4.21	4.27	4.24	4.28	4.20	4.09	4.28	4.20	4.26	4.28	4.24	4.08	4.26	4.25	4.26	4.30
Std Dev.	0.81	0.75	0.84	0.80	0.85	0.80	0.82	0.80	0.84	0.96	0.83	0.86	0.79	0.76	0.82	0.94	0.80	0.89	0.79	0.74
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.05	0.04	0.03	0.03	0.02	0.07	0.02	0.04	0.02	0.08

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429		
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194		
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192		
Not at all important	(1) 25	19	6	*	23	2	*	-	1	-	1	3	1	4	8	5	-	-	2		
	1%	1%	2%	*	1%	1%	*	-	1%	-	1%	2%	1%	2%	2%	1%	-	1%	1%		
Not very important	(2) 65	57	8	2	56	4	3	2	4	13	1	5	4	3	5	9	12	1	4		
	3%	3%	2%	3%	3%	2%	2%	2%	4%	5%	1%	3%	2%	1%	2%	2%	6%	4%	2%		
Neither important nor unimportant	(3) 228	196	29	3	187	24	10	4	7	20	15	16	26	20	30	32	22	1	23		
	9%	9%	8%	4%	9%	11%	8%	6%	7%	7%	7%	8%	13%	8%	10%	9%	11%	5%	12%		
Important	(4) 1069	889	180	30	869	112	57	31	40	110	104	78	90	96	128	133	89	15	97		
	44%	42%	52%	47%	42%	52%	49%	46%	42%	40%	39%	42%	46%	47%	42%	38%	44%	74%	60%		
Very important	(5) 1063	937	126	29	915	72	47	29	44	134	85	71	74	110	132	127	79	3	69		
	43%	45%	36%	46%	45%	34%	46%	43%	46%	45%	47%	41%	38%	47%	43%	51%	39%	17%	35%		
Don't know	4	4	*	*	4	-	-	*	-	-	-	-	-	2	2	-	-	-	-		
	*	*	*	*	*	-	-	*	-	-	-	-	-	-	1%	-	-	-	-		
NET Not at all important/ Not very important	90	76	14	2	79	6	3	2	4	13	2	9	5	7	13	14	12	1	6		
	4%	4%	4%	3%	4%	3%	3%	2%	5%	5%	1%	5%	3%	3%	4%	4%	6%	5%	3%		
NET Important / Very important	2132	1826	306	59	1784	184	105	60	84	244	199	149	163	207	260	320	167	18	166		
	87%	87%	88%	92%	87%	86%	89%	91%	88%	88%	91%	86%	84%	88%	85%	87%	83%	90%	85%		
Mean	4.26	4.27	4.18	4.34	4.27	4.15	4.27	4.32	4.29	4.32	4.31	4.20	4.19	4.32	4.23	4.33	4.15	4.02	4.17		
Std Dev.	0.81	0.81	0.81	0.74	0.82	0.77	0.73	0.71	0.82	0.80	0.69	0.87	0.78	0.81	0.88	0.85	0.85	0.67	0.78		
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.06	0.07	0.07	0.07	0.08	0.07	0.07	0.09	0.04		

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744	
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	756	1696	
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	106	62	27	1277	89	444	1034	
Not at all important	(1)	28	3	18	4	3	-	-	18	-	8	12	5	3	5	1	17	6	9	7	7	1	1	17	2	11	14	
1%	1%	-	-	2% _{low}	-	-	-	-	2%	-	3%	1%	-	1%	2%	2%	1%	2% _{low}	1%	1%	4% _{low}	1%	3%	1%	1%	1%	1%	
Not very important	(2)	65	21	29	30	21	6	10	29	2	6	11	31	13	6	5	42	10	28	17	11	6	3	43	10	21	45	
3%	3%	2%	4% _{low}	2%	3%	2%	1% _{low}	4%	4%	4%	2%	1%	3% _{low}	3% _{low}	3%	6% _{low}	2%	3%	2%	2%	6% _{low}	6% _{low}	7%	2%	6% _{low}	3%	3%	
Neither important nor unimportant	(3)	225	100	70	145	100	5	32	70	3	24	59	95	50	16	8	154	22	83	77	49	11	5	160	16	101	124	
9%	9%	9%	9%	10%	9%	9%	9%	13%	9%	7%	8%	7%	9%	10% _{high}	7%	8%	22	7%	7%	9%	28% _{medium}	11%	11%	8%	11%	13% _{low}	7%	
Important	(4)	1069	403	381	609	403	21	96	381	26	159	330	492	123	98	24	822	122	486	346	446	70	47	13	932	61	317	753
44%	44%	38%	40% _{low}	40%	38%	38%	37%	38%	45%	55%	51%	38%	42% _{high}	45%	45%	31%	47% _{low}	41%	39%	31% _{low}	39%	47%	29%	29%	47%	42%	44%	
Very important	(5)	1063	528	272	716	528	24	116	272	16	112	464	379	82	96	39	843	135	628	336	39	35	23	963	58	308	755	
43%	43%	60% _{low}	35%	48% _{low}	38%	50%	43%	46%	35%	34%	36%	62% _{low}	38%	30%	44% _{low}	61% _{low}	45% _{low}	48% _{low}	61% _{low}	38%	22%	35%	50%	46% _{low}	49% _{low}	47%	45%	
Don't know	4	4	2	-	2	2	-	-	-	-	-	-	-	2	-	2	-	2	2	-	2	-	-	2	-	-	4	
NET Not at all important/ Not very important	90	25	48	34	56	25	6	10	48	2	14	23	35	15	10	6	59	16	36	24	18	7	5	59	12	31	59	
4%	4%	2%	6% _{low}	2%	6% _{low}	2%	1% _{low}	4%	6%	4%	5%	3%	4%	6%	5%	6% _{low}	3%	5%	3%	3%	10% _{low}	7%	10%	3%	6% _{low}	4%	3%	
NET Important / Very important	2132	931	653	1325	1046	931	44	213	653	42	270	794	871	206	194	63	1665	257	1114	782	109	82	37	1896	119	624	1508	
87%	87%	88%	85%	88%	86%	88%	80%	84%	85%	89%	86%	91% _{low}	87% _{low}	76%	82%	82%	90% _{low}	87% _{low}	90% _{low}	89% _{low}	61%	82% _{low}	79%	80% _{low}	81% _{low}	83%	89% _{low}	
Mean	4.26	4.35 _{low}	4.11	4.33 _{low}	4.17	4.35	4.11	4.25	4.11	4.00	4.18	4.17	4.48 _{medium}	4.21 _{low}	4.00	4.26	4.30 _{low}	4.25 _{low}	4.38 _{low}	4.23 _{low}	3.70	4.10 _{low}	4.16	4.32 _{medium}	4.12 _{low}	4.18	4.29 _{low}	
Std Dev.	0.81	0.76	0.89	0.75	0.84	0.76	0.98	0.82	0.89	0.75	0.86	0.78	0.77	0.88	0.86	0.98	0.78	0.89	0.77	0.75	1.00	0.88	1.07	0.76	0.94	0.86	0.79	
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.12	0.05	0.03	0.10	0.05	0.03	0.02	0.05	0.06	0.10	0.02	0.05	0.02	0.02	0.08	0.09	0.17	0.02	0.08	0.03	0.02	

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	25	7	18	-	14	11	-	22	3	*	-	25	-
	1%	9% a	1%	-	2% a	1%	-	1%	6% a	*	-	1%	-
Not very important (2)	65	3	62	-	17	47	1	57	13	*	-	65	-
	3%	2%	3%	2%	2%	3%	1%	2%	13% a	1%	-	3%	-
Neither important nor unimportant (3)	225	22	199	5	75	132	18	205	13	2	3	221	2
	9%	15%	9%	23%	10%	8%	19% a	9%	22% a	17%	53%	9%	30%
Important (4)	1069	54	1005	10	328	704	37	1034	22	7	2	1063	5
	44%	37%	44%	46%	43% a	45% a	31%	44%	36%	57%	34%	44%	69%
Very important (5)	1063	59	998	6	285	715	62	1044	15	3	1	1062	-
	43%	41%	44%	29%	40%	44%	53% a	44% a	25%	24%	13%	44% a	-
Don't know	4	*	4	-	2	2	-	4	-	-	-	4	*
	*	*	*	-	*	*	-	*	-	-	-	*	1%
NET Not at all important/ Not very important	90	10	80	*	31	58	1	79	11	*	-	90	-
	4%	7%	4%	2%	4%	4%	1%	3%	19% a	1%	-	4%	-
NET Important / Very important	2132	113	2003	16	614	1419	99	2078	37	10	2	2125	5
	87%	78%	89% a	75%	85%	88%	84%	88% a	61%	82%	47%	87% a	69%
Mean	4.26	4.07	4.27 a	4.02	4.19	4.28 a	4.36	4.28 a	3.63	4.05	3.60	4.28 a	3.70
Std Dev.	0.81	1.04	0.79	0.80	0.86	0.79	0.76	0.80	1.13	0.72	0.79	0.81	0.49
Std Error	0.02	0.08	0.02	0.17	0.03	0.02	0.07	0.02	0.15	0.19	0.32	0.02	0.22

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Table 124

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month															
Total		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base		2490	617	636	616	621	202	204	211	228	214	194	217	193	208	210	215	198			
Weighted Base		2462	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193			
Effective Base		1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117			
(1)	Not at all important	25	5	7	6	8	1	2	1	1	5	-	3	2	2	1	4	3			
		1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	2%	1%			
(2)	Not very important	68	26	12	13	14	6	14	6	4	1	7	7	2	4	5	5	4			
		3%	4%	2%	2%	2%	3%	5%	3%	2%	1%	4%	3%	1%	2%	3%	2%	2%			
(3)	Neither important nor unimportant	225	64	51	62	47	13	18	33	21	16	14	23	17	22	20	15	13			
		9%	11%	8%	10%	8%	7%	9%	17%	9%	7%	7%	11%	9%	10%	10%	7%	7%			
(4)	Important	1069	259	275	277	259	102	92	92	75	93	90	88	91	87	90	83	92			
		44%	44%	43%	44%	43%	51%	45%	37%	42%	41%	45%	42%	41%	41%	44%	42%	44%			
(5)	Very important	1063	230	294	267	272	67	79	84	103	103	88	90	75	102	78	104	89			
		43%	39%	46%	43%	45%	37%	38%	42%	46%	47%	44%	43%	38%	46%	41%	47%	46%			
Don't know		4	-	2	-	2	-	-	-	-	2	-	-	-	-	2	-	-			
NET Not at all important/ Not very important		90	31	19	19	22	7	16	8	5	7	7	9	4	5	6	9	7			
		4%	5%	3%	3%	4%	4%	6%	4%	2%	3%	4%	4%	2%	2%	3%	4%	4%			
NET Important / Very important		2132	489	568	544	531	159	171	159	196	192	180	178	174	192	161	196	174			
		87%	84%	89%	87%	88%	89%	83%	80%	89%	89%	89%	85%	89%	87%	85%	89%	89%			
Mean		4.26	4.17	4.26	4.26	4.22	4.13	4.17	4.32	4.32	4.30	4.22	4.25	4.31	4.24	4.30	4.31	4.31			
Std Dev.		0.81	0.85	0.79	0.79	0.81	0.77	0.91	0.87	0.77	0.83	0.76	0.85	0.74	0.78	0.79	0.84	0.80			
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.06	0.05	0.06	0.05	0.06	0.05	0.05	0.05	0.06	0.06			

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 125

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1) 26	7	20	4	23	13	14	1	2	4	4	6	4	5	3	8	16	9	26	1
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	2%	2%	2%	1%	1%	2%	2%	1%	*
Not very important	(2) 102	17	85	24	78	48	54	14	16	20	17	9	11	15	29	38	35	26	87	15
	4%	4%	4%	5%	4%	4%	4%	3%	4%	4%	6%	2%	5%	11%	3%	5%	5%	9%	4%	3%
Neither important nor unimportant	(3) 324	26	298	67	257	172	152	52	50	71	38	61	37	14	102	109	113	51	262	62
	13%	6%	15%	13%	13%	13%	12%	17%	12%	14%	12%	16%	16%	10%	12%	13%	15%	14%	13%	14%
Important	(4) 1107	171	936	228	879	507	600	200	202	198	144	160	122	62	403	342	363	183	921	183
	45%	39%	46%	46%	44%	44%	46%	43%	49%	39%	46%	47%	63%	45%	46%	41%	48%	50%	48%	37%
Very important	(5) 891	217	674	177	714	402	484	198	138	219	111	130	55	41	335	330	225	95	690	184
	36%	33%	33%	36%	37%	35%	37%	41%	34%	41%	33%	34%	24%	30%	38%	38%	30%	26%	35%	44%
Don't know	1	-	1	1	-	-	1	-	1	-	-	-	-	-	1	-	-	-	-	1
	*	-	*	*	-	-	*	-	*	-	-	-	*	-	*	-	*	*	*	*
NET Not at all important/ Not very important	128	23	105	27	101	61	67	14	18	24	22	15	15	20	32	46	50	35	113	16
	5%	5%	5%	5%	5%	5%	5%	3%	4%	5%	7%	4%	7%	13%	4%	6%	7%	10%	6%	4%
NET Important / Very important	1998	388	1610	405	1593	910	1084	398	340	417	255	310	176	102	738	672	588	279	1611	357
	81%	80%	80%	81%	82%	80%	83%	58%	59%	61%	60%	77%	75%	75%	62%	61%	70%	70%	81%	62%
Mean	4.12	4.32%	4.07	4.10	4.12	4.08	4.14	4.20/min	4.10/min	4.16/min	4.08	4.08	3.93	3.86	4.18/min	4.18/min	3.99	3.90	4.09	4.22
Std Dev.	0.86	0.86	0.86	0.86	0.87	0.88	0.85	0.78	0.80	0.87	0.90	0.85	0.87	1.09	0.79	0.88	0.91	0.95	0.87	0.83
Std Error	0.02	0.05	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.05	0.04	0.06	0.09	0.03	0.03	0.03	0.05	0.02	0.05

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Not at all important (1)	26	4	9	6	7	13	14	13	13	4	3	7	3	6	14	7	19	8	18	1
	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	5% up	1%	2%	1%	1%
Not very important (2)	102	24	43	18	16	68	34	58	41	4	14	17	37	22	68	4	93	15	83	4
	4%	4%	6%	3%	3%	5%	3%	3%	5%	3%	6%	3%	5%	4%	4%	3%	4%	3%	5%	4%
Neither important nor unimportant (3)	324	83	102	71	66	195	139	221	102	20	25	89	93	67	207	20	286	70	237	18
	13%	14%	13%	13%	13%	13%	13%	13%	14%	14%	10%	10%	14%	12%	14%	14%	13%	13%	13%	17%
Important (4)	1107	260	355	257	235	615	492	732	358	62	101	282	315	253	698	65	985	227	836	45
	45%	44%	45%	46%	46%	45%	46%	44%	47%	44%	41%	47%	46%	47%	46%	45%	46%	44%	46%	43%
Very important (5)	891	221	278	204	189	498	362	542	241	49	102	211	229	190	542	49	770	200	653	36
	36%	37%	35%	37%	37%	36%	37%	35% up	32%	35%	47%	33%	34%	35%	35%	34%	36%	39%	38%	36%
Don't know	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1% up
NET Not at all important/ Not very important	128	29	52	24	23	81	48	71	54	9	17	25	40	28	82	11	112	22	101	4
	5%	6%	7%	4%	5%	6%	4%	4%	5% up	6%	7%	4%	6%	5%	5%	8%	5%	4%	6%	4%
NET Important / Very important	1998	481	633	461	424	1114	884	1379	599	111	202	493	544	443	1240	114	1755	426	1489	83
	81%	81%	80%	83%	82%	81%	83%	83%	79%	79%	83%	81%	80%	82%	81%	78%	81%	82%	81%	78%
Mean	4.12	4.13	4.08	4.14	4.13	4.10	4.13	4.18 up	4.02	4.05	4.16	4.11	4.08	4.12	4.10	4.00	4.11	4.15	4.11	4.10
Std Dev.	0.86	0.85	0.89	0.84	0.86	0.88	0.85	0.84	0.91	0.95	0.92	0.84	0.86	0.85	0.86	1.01	0.86	0.87	0.86	0.85
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.06	0.04	0.03	0.04	0.02	0.08	0.02	0.04	0.02	0.09

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 645

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to see where my delivery is at any point in time

Table 125

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important (1)	26	24	3	3	20	3	2	1	1	3	1	3	1	1	-	2	2	-	3	
	1%	1%	1%	3% ^{ns}	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	-	1%	4% ^{ns}	1%	1%	
Not very important (2)	102	83	18	3	83	11	6	2	5	13	3	7	5	8	16	13	13	1	10	
	4%	4%	5%	5%	4%	5%	5%	3%	5%	5%	1%	4%	3%	3%	5%	4%	6% ^{ns}	5%	5%	
Neither important nor unimportant (3)	324	273	51	10	262	37	18	7	8	32	17	26	20	28	65	39	37	6	31	
	13%	13%	15%	16%	13%	17%	16%	11%	8%	12%	8%	15%	10%	12%	19% ^{ns}	11%	16% ^{ns}	31%	16% ^{ns}	
Important (4)	1107	940	168	29	923	99	53	33	43	113	100	89	89	99	130	176	85	7	92	
	45%	42%	48%	42%	45%	46%	45%	50%	45%	41%	48%	51%	46%	42%	43%	48%	42%	34%	47%	
Very important (5)	891	782	109	18	705	64	38	23	39	115	80	49	77	89	104	136	59	6	58	
	36%	37%	31%	29%	31% ^{ns}	30%	33%	35%	31% ^{ns}	42% ^{ns}	42% ^{ns}	28%	40%	42% ^{ns}	34%	37%	29%	29%	30%	
Don't know	1	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Not at all important/ Not very important	128	107	21	6	103	14	8	3	6	16	4	10	6	9	16	15	20	1	13	
	5%	5%	6%	9%	5%	7%	7%	4%	6%	6%	2%	6%	3%	4%	5%	4%	19% ^{ns}	6%	7% ^{ns}	
NET Important / Very important	1998	1721	277	47	1508	163	91	56	82	228	188	138	158	188	234	312	144	12	151	
	81%	82%	79%	75%	82% ^{ns}	76%	77%	85% ^{ns}	82% ^{ns}	52% ^{ns}	52% ^{ns}	79%	59% ^{ns}	54% ^{ns}	77%	85% ^{ns}	72%	63%	76%	
Mean	4.12	4.13 ^{ns}	4.03	3.91	4.13 ^{ns}	3.98	4.01	4.14	4.29 ^{ns}	4.13 ^{ns}	4.28 ^{ns}	4.00	4.22 ^{ns}	4.22 ^{ns}	4.06	4.18 ^{ns}	3.87	3.85	4.00	
Std Dev.	0.86	0.86	0.86	1.01	0.86	0.90	0.93	0.83	0.86	0.89	0.73	0.87	0.79	0.83	0.85	0.80	1.02	0.95	0.89	
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.05	0.05	0.08	0.07	0.06	0.07	0.07	0.07	0.07	0.06	0.09	0.12	0.04	

Statement changed from 'Ability to track delivery' in Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
	Total																											
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744	
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	756	1695	
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	108	62	27	1277	89	444	1034	
Not at all important (1)	26	6	14	9	16	6	1	1	14	2	6	13	6	4	1	3	18	4	16	4	1	3	2	20	5	4	23	
1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	5%	2%	1%	1%	2%	1%	3%	1%	1%	1%	*	1%	3%	5%	1%	4%	1%	1%	
Not very important (2)	102	31	44	50	63	31	2	8	44	*	22	44	33	14	8	4	77	11	49	36	7	8	2	85	10	26	76	
4%	4%	3%	5%	3%	5%	3%	3%	3%	5%	*	7%	5%	3%	5%	3%	5%	4%	4%	4%	4%	4%	8%	5%	4%	7%	3%	4%	
Neither important nor unimportant (3)	324	130	115	192	177	130	9	33	115	7	40	105	130	50	27	11	235	38	150	94	51	19	8	244	27	99	225	
13%	13%	12%	15%	13%	15%	12%	17%	13%	15%	14%	13%	12%	13%	16%	12%	15%	13%	13%	12%	11%	26%	19%	17%	12%	18%	13%	13%	
Important (4)	1107	450	373	660	583	450	20	113	373	25	157	342	507	128	100	29	845	129	496	458	89	38	22	954	60	340	767	
46%	46%	43%	48%	44%	48%	43%	35%	44%	45%	33%	51%	39%	51%	47%	45%	37%	43%	43%	40%	45%	35%	38%	46%	32%	41%	45%	45%	
Very important (5)	891	439	225	594	380	439	24	97	225	13	84	373	325	75	84	31	698	115	523	290	29	32	12	813	43	286	604	
36%	36%	41%	29%	39%	31%	41%	44%	38%	29%	28%	27%	42%	32%	28%	38%	40%	37%	38%	42%	33%	17%	32%	25%	35%	39%	38%	36%	
Don't know	1	1	-	1	-	1	*	1	-	-	-	-	*	1	-	-	*	-	-	-	-	1	-	-	1	-	1	*
NET Not at all important/ Not very important	128	38	58	58	79	38	2	10	58	3	28	57	38	18	9	7	95	15	65	40	8	11	4	105	15	30	98	
5%	5%	4%	6%	4%	6%	4%	4%	4%	8%	6%	9%	6%	4%	7%	4%	8%	5%	5%	5%	5%	5%	11%	10%	5%	19%	4%	6%	
NET Important / Very important	1998	888	597	1254	963	888	44	210	597	38	241	715	832	203	184	60	1547	244	1019	749	119	69	34	1768	103	626	1372	
81%	81%	84%	78%	83%	79%	84%	79%	83%	78%	80%	78%	82%	82%	74%	84%	77%	82%	82%	83%	82%	67%	69%	73%	84%	70%	83%	81%	
Mean	4.12	4.21	3.97	4.18	4.02	4.21	4.17	4.17	3.97	3.97	3.94	4.16	4.11	3.94	4.05	4.05	4.16	4.16	4.18	4.13	3.78	3.88	3.84	4.16	3.87	4.16	4.09	
Std Dev.	0.86	0.82	0.91	0.82	0.88	0.82	0.90	0.82	0.91	0.95	0.93	0.92	0.79	0.90	0.82	1.03	0.85	0.88	0.89	0.79	0.80	1.04	1.03	0.85	1.04	0.82	0.88	
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.11	0.05	0.03	0.13	0.05	0.03	0.03	0.05	0.06	0.11	0.02	0.05	0.03	0.03	0.06	0.11	0.16	0.02	0.09	0.03	0.02	

Statement changed from 'Ability to track delivery' in Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	26	1	25	*	7	20	-	23	4	*	-	26	-
	1%	1%	1%	2%	1%	1%	-	1%	6%	1%	-	1%	-
Not very important (2)	102	7	95	-	30	67	5	95	6	-	*	102	-
	4%	5%	4%	-	4%	4%	4%	4%	10%	-	4%	4%	-
Neither important nor unimportant (3)	324	29	292	3	114	199	11	305	14	*	3	319	2
	13%	20%	13%	16%	16%	12%	9%	13%	22%	4%	53%	13%	30%
Important (4)	1107	63	1030	15	324	744	40	1072	22	7	2	1101	4
	45%	43%	45%	69%	45%	50%	34%	45%	35%	58%	34%	45%	63%
Very important (5)	891	44	843	3	247	581	63	870	15	4	*	880	*
	36%	31%	37%	14%	34%	36%	57%	37%	25%	37%	9%	36%	6%
Don't know	1	*	1	-	1	-	-	*	1	-	-	1	*
	*	*	*	-	*	-	-	*	5%	-	-	*	1%
NET Not at all important/ Not very important	128	8	119	*	37	86	5	118	10	*	*	128	-
	5%	6%	5%	2%	5%	5%	4%	5%	16%	1%	4%	5%	-
NET Important / Very important	1998	107	1873	17	571	1325	102	1943	37	11	2	1991	5
	81%	74%	82%	82%	79%	82%	87%	82%	60%	95%	43%	82%	69%
Mean	4.12	3.98	4.13	3.92	4.07	4.12	4.26	4.13	3.64	4.29	3.49	4.12	3.76
Std Dev.	0.86	0.89	0.86	0.70	0.86	0.86	0.82	0.85	1.15	0.69	0.80	0.86	0.60
Std Error	0.02	0.07	0.02	0.15	0.03	0.02	0.08	0.02	0.16	0.18	0.33	0.02	0.27

Statement changed from 'Ability to track delivery' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	198
Weighted Base	3452	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117
Not at all important	(1)	26	8	10	3	5	3	2	4	6	3	1	2	*	1	2	*
		1%	1%	2%	1%	1%	2%	1%	2%	3%	1%	1%	*	*	1%	*	1%
Not very important	(2)	162	25	22	29	26	5	10	10	10	4	7	8	9	11	9	3
		4%	4%	3%	5%	4%	3%	5%	5%	5%	2%	4%	4%	5%	5%	3%	7%
Neither important nor unimportant	(3)	324	81	86	80	76	19	33	29	38	30	18	30	18	32	21	22
		13%	14%	13%	13%	13%	10%	16%	15%	17%	14%	9%	14%	9%	15%	11%	11%
Important	(4)	1167	283	284	268	272	107	95	81	84	98	102	80	84	94	85	90
		45%	45%	44%	43%	45%	29% [ghiklmno]	47%	41%	38%	45%	31% [ghiklmno]	43%	43%	43%	45%	41%
Very important	(5)	891	186	238	243	223	45	65	76	84	82	72	80	82	82	71	95
		36%	32%	37%	39%	37%	25%	32%	32%	32%	36%	30%	38%	42%	37%	38%	43%
Don't know		9	*	*	1	*	*	*	*	*	*	*	*	1	*	*	*
		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
NET Not at all important/ Not very important		128	34	32	32	31	9	12	13	18	7	9	11	10	11	3	17
		5%	5%	5%	5%	5%	5%	6%	5%	3%	4%	5%	5%	5%	5%	1%	9%
NET Important / Very important		1998	489	522	512	495	152	160	157	168	180	174	170	166	176	184	154
		81%	80%	82%	82%	82%	85%	78%	79%	76%	83%	67% [ghiklmno]	81%	85%	80%	84%	80%
Mean	4.12	4.05	4.12	4.15	4.13	4.03	4.04	4.06	4.04	4.16	4.17	4.13	4.20 [ghiklmno]	4.12	4.14	4.09 [ghiklmno]	3.99
Std Dev.	0.86	0.87	0.88	0.85	0.85	0.80	0.86	0.86	0.84	0.89	0.83	0.79	0.87	0.83	0.85	0.88	0.91
Std Error	0.02	0.04	0.03	0.03	0.03	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.06

Statement changed from 'Ability to track delivery' in Q3 2022
Proportion/Means: Columns Tested (5% risk level) - abcd - e[ghijklmnop]

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308	
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435	
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241	
Not at all important	(1)	69	4	65	15	54	34	35	6	4	9	7	22	12	11	9	15	44	23	64	4
		3%	1%	3%	1%	3%	3%	2%	1%	2%	2%	2%	10%	5%	1%	2%	6%	6%	2%	1%	
Not very important	(2)	218	28	190	35	183	86	132	32	30	33	39	30	22	62	72	63	53	165	23	
		8%	2%	9%	1%	9%	7%	10%	7%	7%	6%	13%	8%	14%	7%	9%	11%	16%	10%	5%	
Neither important nor unimportant	(3)	413	25	387	88	325	214	198	56	61	73	57	82	57	26	117	130	168	83	352	57
		17%	6%	19%	18%	17%	19%	15%	12%	15%	17%	14%	16%	21%	13%	16%	22%	16%	18%	13%	
Important	(4)	1062	164	838	201	801	441	559	193	178	207	120	151	97	371	327	305	153	823	159	
		41%	38%	42%	40%	41%	39%	42%	43%	40%	38%	39%	42%	41%	42%	40%	41%	42%	41%	37%	
Very important	(5)	749	216	533	161	588	367	380	177	137	189	92	101	32	21	314	281	154	53	553	182
		31%	49%	26%	32%	30%	32%	29%	29%	30%	29%	29%	29%	14%	16%	30%	20%	15%	28%	44%	
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Not at all important/ Not very important	287	32	256	50	237	120	167	38	34	42	46	62	43	33	72	88	127	76	259	27	
	12%	7%	12%	10%	12%	10%	13%	8%	8%	8%	13%	13%	13%	23%	8%	11%	13%	24%	13%	6%	
NET Important / Very important	1751	380	1371	362	1389	809	939	370	315	396	212	252	129	78	685	609	458	207	1376	351	
	71%	65%	68%	72%	71%	71%	72%	69%	69%	69%	69%	69%	60%	57%	57%	57%	61%	57%	59%	51%	
Mean	3.87	4.29	3.79	3.92	3.86	3.89	3.86	4.00	4.01	4.00	3.90	3.90	3.72	3.41	4.00	3.99	3.44	3.81	4.18		
Std Dev.	1.03	0.90	1.04	1.02	1.04	1.03	1.03	0.94	0.93	0.96	1.06	1.10	1.05	1.17	0.94	1.01	1.11	1.10	1.05	0.91	
Std Error	0.02	0.05	0.02	0.05	0.02	0.03	0.03	0.04	0.05	0.04	0.06	0.05	0.07	0.10	0.03	0.03	0.04	0.06	0.02	0.05	

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	156	361	413	306	932	98	1289	339	1077	64
Not at all important (1)	69	10	30	10	19	40	29	32	35	5	13	16	24	7	54	5	62	10	53	*
	3%	2%	4%	2%	4%	3%	3%	2%	5%	4%	5%	3%	4%	1%	3%	3%	3%	3%	3%	-
Not very important (2)	218	43	79	46	50	122	96	127	88	16	13	60	53	55	125	16	185	36	178	5
	9%	7%	10%	8%	10%	9%	9%	8%	12%	11%	5%	10%	8%	10%	8%	11%	9%	7%	10%	4%
Neither important nor unimportant (3)	413	83	110	99	101	213	200	265	146	19	45	132	114	76	252	20	379	86	311	15
	17%	16%	15%	18%	20%	15%	19%	16%	19%	14%	19%	22%	17%	14%	19%	14%	18%	17%	17%	15%
Important (4)	1002	240	334	229	200	574	428	671	314	57	92	243	294	220	630	63	885	209	744	49
	41%	40%	42%	41%	39%	42%	40%	40%	42%	41%	38%	40%	43%	47%	41%	43%	41%	40%	41%	47%
Very important (5)	749	207	224	173	145	431	318	575	173	42	82	155	193	175	430	42	646	171	542	36
	31%	18%	28%	31%	28%	31%	30%	33%	23%	30%	33%	29%	28%	33%	28%	29%	30%	33%	30%	34%
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
NET Not at all important/ Not very important	287	53	109	55	70	162	125	159	129	21	26	76	77	63	179	21	247	52	220	5
	12%	9%	14%	10%	14%	12%	12%	10%	15%	15%	10%	13%	11%	12%	12%	14%	11%	10%	13%	5%
NET Important / Very important	1751	448	558	401	344	1005	748	1247	487	99	174	398	488	399	1060	105	1530	381	1286	85
	71%	73%	71%	72%	67%	70%	70%	72%	64%	77%	71%	66%	72%	72%	69%	72%	71%	73%	70%	81%
Mean	3.87	4.59	3.82	3.92	3.78	3.89	3.85	3.95	3.66	3.83	3.89	3.76	3.85	3.95	3.82	3.84	3.87	3.93	3.85	4.09
Std Dev.	1.03	0.97	1.07	0.98	1.08	1.04	1.03	0.99	1.09	1.09	1.09	1.03	1.03	1.00	1.04	1.07	1.03	1.03	1.04	0.84
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.02	0.04	0.08	0.07	0.04	0.04	0.04	0.03	0.08	0.02	0.04	0.02	0.08

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429		
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194		
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192		
Not at all important	(1) 69	59	10	2	59	5	3	2	4	8	7	5	4	8	5	7	11	1	4		
	3%	3%	3%	3%	3%	2%	2%	3%	4%	3%	3%	3%	2%	3%	1%	2%	6%	4%	2%		
Not very important	(2) 218	171	47	9	178	26	8	6	7	24	13	18	12	19	29	33	22	4	22		
	9%	8%	13%a	10%a	9%	12%	7%	9%	8%	9%	6%	10%	6%	8%	9%	9%	11%	20%	11%		
Neither important nor unimportant	(3) 413	357	55	10	324	52	23	14	10	33	29	27	33	25	47	73	32	5	46		
	17%	17%	16%	15%	16%	24%a	15%	21%	10	12%	14%	16%	20%a	11%	15%	20%a	16%	28%	24%a		
Important	(4) 1002	850	153	26	852	80	46	24	38	103	94	68	70	102	141	144	92	8	72		
	41%	40%	44%	42%	41%	37%	39%	36%	40%	37%	46%	39%	36%	43%	46%	39%	46%	39%	37%		
Very important	(5) 749	695	54	16	640	51	28	20	27	110	63	55	69	60	83	108	43	2	49		
	31%	32%a	24%	25%	31%a	24%	32%a	31%	26%	40%a	31%	32%	30%a	34%a	27%	30%	21%	9%	25%		
Don't know	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
NET Not at all important/ Not very important	287	230	57	12	238	31	11	8	11	32	20	23	17	27	33	40	34	5	26		
	12%	11%	16%a	10%a	12%	15%	9%	12%	12%	11%	10%	13%	9%	12%	11%	11%	17%a	24%	14%		
NET Important / Very important	1751	1515	236	42	1402	131	84	44	65	212	158	123	139	183	224	253	136	10	121		
	71%	72%	68%	66%	72%a	61%	71%a	67%	69%	72%a	70%a	71%	71%	78%a	73%a	69%	67%	48%	63%		
Mean	3.87	3.86a	3.72	3.70	3.86a	3.68	3.92a	3.84	3.80	4.03a	3.94a	3.87	3.86a	3.97a	3.89	3.86	3.66	3.29	3.72		
Std Dev.	1.03	1.03	1.06	1.11	1.03	1.04	1.01	1.06	1.07	1.06	1.00	1.07	1.01	1.04	0.97	1.01	1.11	1.04	1.04		
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.06	0.09	0.09	0.08	0.09	0.09	0.09	0.08	0.08	0.09	0.13	0.05		

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744		
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	756	1696		
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	106	62	27	1277	89	444	1034		
Not at all important	(1)	69	8	42	20	42	55	8	42	1	21	32	17	6	9	5	49	14	38	12	8	5	11	14	55	24	55		
3%		1%	6%	1%	6%	1%	3%	2%	6%	2%	7%	4%	2%	2%	4%	7%	3%	3%	3%	1%	6%	6%	13%	2%	6%	2%	3%		
Not very important	(2)	218	49	117	78	145	49	3	117	9	22	77	87	31	13	11	164	23	111	66	17	17	8	177	24	43	175		
9%		5%	15%	5%	15%	5%	6%	2%	15%	19%	17%	5%	9%	11%	6%	14%	9%	9%	9%	7%	9%	15%	16%	8%	15%	6%	15%		
Neither important nor unimportant	(3)	413	149	169	227	247	149	9	169	6	62	125	173	65	46	5	297	50	165	151	54	25	15	316	40	121	292		
17%		14%	22%	15%	20%	14%	15%	18%	22%	14%	20%	14%	17%	54%	31%	6%	16%	17%	13%	17%	31%	29%	31%	15%	27%	16%	17%		
Important	(4)	1002	427	302	625	499	427	20	302	23	129	333	442	108	94	23	775	117	464	424	70	30	8	888	38	333	669		
41%		40%	39%	42%	41%	40%	36%	41%	39%	48%	42%	38%	47%	40%	40%	30%	41%	39%	39%	39%	30%	30%	17%	39%	26%	44%	39%		
Very important	(5)	749	424	140	555	271	424	22	140	8	45	310	283	62	59	34	593	93	455	230	29	23	10	686	33	246	503		
31%		40%	18%	37%	22%	40%	40%	31%	18%	18%	15%	30%	28%	23%	27%	44%	32%	31%	37%	28%	16%	23%	22%	32%	23%	32%	30%		
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
NET Not at all important/ Not very important		287	58	160	99	201	58	5	160	10	72	109	103	37	22	16	213	37	149	78	25	22	13	227	35	57	230		
12%		5%	21%	7%	16%	5%	9%	11%	21%	21%	23%	12%	10%	14%	10%	20%	11%	13%	12%	9%	14%	22%	29%	11%	24%	6%	14%		
NET Important / Very important		1781	851	442	1179	771	851	42	442	31	174	643	725	170	153	57	1368	209	920	654	98	53	18	1573	71	578	1173		
71%		50%	57%	76%	62%	80%	75%	72%	57%	66%	57%	72%	72%	62%	69%	73%	72%	70%	76%	74%	55%	53%	40%	74%	49%	76%	69%		
Mean		3.87	4.16	3.49	4.07	3.65	4.14	4.03	3.49	3.62	3.41	3.69	3.62	3.69	3.83	3.90	3.90	3.84	3.96	3.90	3.53	3.48	3.20	3.94	3.40	4.00	3.82		
Std Dev.		1.03	0.88	1.12	0.92	1.09	0.88	1.05	1.00	1.12	1.05	1.13	1.08	0.97	1.02	1.02	1.29	1.02	1.10	1.07	0.92	1.02	1.17	1.32	1.01	1.22	0.94	1.07	
Std Error		0.02	0.03	0.04	0.02	0.03	0.13	0.06	0.04	0.14	0.06	0.04	0.03	0.06	0.07	0.14	0.02	0.06	0.03	0.03	0.08	0.12	0.21	0.02	0.10	0.03	0.03		

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 126

Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	69	6	63	*	23	46	*	67	3	-	-	69	-
	3%	4%	3%	2%	3%	3%	*	3%	4%	-	-	3%	-
Not very important (2)	218	9	209	-	61	145	12	210	5	3	-	218	-
	9%	6%	9%	-	9%	9%	10%	9%	6%	25%	-	9%	-
Neither important nor unimportant (3)	413	29	382	2	155	240	18	385	22	*	3	408	2
	17%	20%	17%	12%	31% a	15%	15%	16%	36% a	3%	53%	17%	30%
Important (4)	1002	69	919	14	274	679	49	969	18	8	2	996	5
	41%	46%	40%	65%	38%	42%	41%	41%	29%	70%	33%	41%	69%
Very important (5)	749	32	712	4	209	501	40	734	14	*	1	748	-
	31%	22%	31%	21%	29%	31%	34%	31%	23%	1%	14%	31%	-
Don't know	*	*	*	-	*	*	-	*	-	-	-	*	*
	*	*	*	-	*	*	-	*	-	-	-	*	1%
NET Not at all important/ Not very important	287	15	272	*	85	190	12	277	7	3	-	287	-
	12%	10%	12%	2%	12%	12%	10%	12%	12%	25%	-	12%	-
NET Important / Very important	1751	101	1632	18	483	1180	88	1704	32	9	2	1744	5
	71%	70%	71%	86%	67%	72% a	75%	72% a	52%	72%	47%	74% a	69%
Mean	3.87	3.78	3.88	4.03	3.81	3.90	3.98	3.89	3.58	3.48	3.62	3.88	3.70
Std Dev.	1.03	0.99	1.04	0.73	1.05	1.03	0.96	1.03	1.06	0.93	0.81	1.04	0.49
Std Error	0.02	0.08	0.02	0.15	0.04	0.03	0.09	0.02	0.14	0.25	0.33	0.02	0.22

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month																
Total		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)					
Unweighted Base		2490	617	636	616	621	202	204	211	228	228	214	194	217	193	208	210	215	198			
Weighted Base		2462	584	640	625	602	179	205	200	222	222	217	201	211	195	219	189	220	193			
Effective Base		1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117				
Not at all important		(1) 69	20	6	17	25	2	9	9	1	3	2	5	6	6	12	6	7				
		3%	3%	1%	5%	4%	1%	7%	4%	1%	1%	1%	3%	3%	3%	6%	3%	4%				
Not very important		(2) 218	73	60	31	53	22	31	22	15	12	29	8	11	12	20	7	26				
		9%	13%	9%	5%	9%	13%	16%	16%	7%	6%	15%	4%	6%	6%	11%	3%	13%				
Neither important nor unimportant		(3) 413	105	98	113	98	38	34	34	39	32	27	49	29	35	27	38	33				
		17%	18%	15%	18%	16%	20%	17%	17%	18%	15%	13%	23%	15%	16%	14%	17%	17%				
Important		(4) 1062	212	273	283	272	68	75	69	97	95	91	95	80	90	70	94	65				
		41%	36%	44%	44%	39%	38%	34%	38%	43%	44%	45%	45%	45%	47%	40%	43%	34%				
Very important		(5) 749	189	197	190	192	51	59	59	71	75	52	53	61	76	55	75	62				
		31%	29%	31%	30%	32%	28%	29%	30%	32%	35%	28%	25%	31%	35%	29%	34%	32%				
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
NET Not at all important/ Not very important		287	98	62	48	78	25	43	31	16	15	31	13	17	18	32	13	33				
		12%	16%	10%	8%	12%	14%	16%	16%	7%	7%	18%	6%	9%	8%	17%	11%	13%				
NET Important / Very important		1751	381	480	464	426	119	128	134	167	170	143	148	149	166	130	169	127				
		71%	65%	72%	72%	71%	62%	67%	72%	70%	71%	70%	70%	70%	70%	69%	72%	66%				
Mean		3.67	3.74	3.85	3.85	3.85	3.66	3.77	3.80	3.87	3.87	3.87	3.87	3.87	3.87	3.75	3.75	3.77				
Std Dev.		1.03	1.12	0.95	0.96	1.09	1.03	1.18	1.13	0.90	0.92	1.01	0.92	0.98	0.99	1.17	0.95	1.15				
Std Error		0.02	0.05	0.04	0.04	0.07	0.08	0.08	0.08	0.06	0.07	0.07	0.07	0.07	0.07	0.08	0.06	0.08				

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1) 47	3	45	14	33	23	24	5	2	8	4	13	10	6	6	12	29	16	45	3
	2%	1%	2%	3%	2%	2%	2%	1%	-	1%	1%	2.5%	2.0%	0.5%	1%	1%	4.0%	4.0%	2%	1%
Not very important	(2) 151	25	126	36	114	82	69	27	18	29	17	25	21	14	45	45	61	16	138	13
	6%	6%	6%	7%	6%	7%	5%	6%	4%	5%	5%	7%	5%	3%	5%	5%	8%	10%	7%	3%
Neither important nor unimportant	(3) 410	40	370	83	327	197	211	78	59	66	48	63	62	33	136	114	159	95	348	58
	17%	9%	15.6%	17%	17%	17%	16%	14%	13%	15%	15%	16%	14%	8%	16%	14%	21.0%	20.0%	18%	13%
Important	(4) 1066	159	907	200	866	493	571	204	167	226	149	170	100	49	371	375	320	149	873	171
	43%	36%	42.6%	40%	44%	43%	44%	44%	41%	44%	47%	44%	36%	34%	42%	43%	43%	41%	44%	39%
Very important	(5) 773	211	562	167	606	345	429	150	164	182	94	113	35	35	314	276	183	70	580	188
	32%	49.6%	26%	33%	31%	30%	33%	13.6%	14.6%	13.6%	9.0%	10.1%	2.9%	2.5%	15.0%	13.0%	24%	19%	29%	15.0%
Don't know	5	-	5	-	5	3	2	-	-	3	2	-	-	-	-	5	-	-	2	3
	*	-	*	-	*	-	-	-	-	1%	1%	-	-	-	-	1%	-	-	-	1%
NET Not at all important/ Not very important	198	27	171	51	147	105	92	32	20	35	22	39	31	20	52	57	90	51	183	15
	8%	6%	8%	10%	8%	9%	7%	7%	5%	7%	7%	10.0%	7.0%	1.0%	6%	7%	10.0%	10.0%	8.0%	4%
NET Important / Very important	1839	370	1469	367	1472	838	999	354	331	408	243	284	135	84	685	651	503	219	1454	359
	75%	45.6%	72%	73%	72%	72%	77%	13.6%	13.6%	13.6%	13.6%	13.6%	29%	61%	13.0%	13.0%	67%	60%	73%	45.0%
Mean	3.97	4.26%	3.90	3.94	3.97	3.92	4.01	4.51mm	4.18mm	4.57mm	4.56mm	3.59%	3.57	3.68	4.58mm	4.54mm	3.75	3.61	3.91	4.22%
Std Dev.	0.95	0.89	0.95	1.02	0.93	0.97	0.93	0.90	0.86	0.91	0.90	1.01	1.00	1.09	0.89	0.91	1.03	1.04	0.97	0.83
Std Error	0.02	0.05	0.02	0.05	0.02	0.03	0.03	0.04	0.04	0.04	0.05	0.05	0.06	0.09	0.03	0.03	0.04	0.05	0.02	0.05

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Not at all important (1)	47	4	14	17	13	18	30	23	24	8	15	11	8	6	33	8	39	8	39	1
	2%	1%	2%	3%	2%	1%	3%	1%	3%	0%	0%	2%	1%	1%	2%	0%	2%	2%	2%	0%
Not very important (2)	181	28	63	25	35	91	60	83	67	9	6	54	42	30	103	9	137	36	109	5
	6%	5%	8%	5%	7%	7%	6%	5%	7%	7%	3%	2%	6%	6%	7%	7%	6%	7%	6%	5%
Neither important nor unimportant (3)	410	103	128	104	75	231	179	253	147	18	37	113	124	79	274	18	387	81	314	15
	17%	17%	16%	19%	15%	17%	17%	15%	17%	13%	15%	19%	18%	15%	18%	13%	17%	16%	17%	15%
Important (4)	1066	263	342	247	213	605	460	726	328	56	95	258	302	284	654	60	945	209	813	44
	43%	44%	43%	44%	41%	44%	43%	43%	43%	40%	39%	42%	44%	42%	43%	41%	44%	40%	44%	41%
Very important (5)	773	193	240	163	177	433	340	592	191	48	92	168	203	156	463	50	694	163	550	41
	32%	33%	31%	29%	34%	31%	32%	34%	32%	34%	36%	28%	30%	29%	30%	31%	35%	34%	30%	38%
Don't know	5	3	*	*	2	3	2	3	2	-	-	2	-	3	2	-	5	2	3	*
	*	*	*	*	*	*	*	*	*	-	-	*	-	*	*	-	*	*	*	*
NET Not at all important / Not very important	198	32	76	42	48	108	90	107	89	17	21	65	50	36	137	17	176	44	148	6
	8%	5%	10%	8%	9%	8%	8%	6%	12%	12%	9%	17%	7%	7%	9%	12%	8%	9%	8%	6%
NET Important / Very important	1839	457	582	410	390	1039	800	1320	516	194	187	426	595	470	1117	110	1699	392	1363	84
	75%	77%	74%	74%	76%	75%	75%	73%	69%	75%	76%	70%	74%	73%	72%	76%	75%	75%	73%	80%
Mean	3.97	4.04	3.93	3.92	3.99	3.98	3.96	4.05	3.79	3.91	3.99	3.86	3.96	4.05	3.92	3.93	3.96	4.01	3.95	4.12
Std Dev.	0.95	0.86	0.97	0.96	1.00	0.93	0.98	0.91	1.02	1.11	1.09	0.98	0.91	0.87	0.97	1.10	0.95	0.97	0.95	0.88
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.09	0.07	0.04	0.03	0.04	0.02	0.08	0.02	0.04	0.02	0.09

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important	(1) 47	37	10	1	42	3	1	1	3	8	7	4	3	5	2	7	3	*	3	
	2%	2%	3%	2%	2%	2%	1%	2%	3%	3%	3%	2%	2%	2%	1%	2%	1%	2%	2%	
Not very important	(2) 181	122	29	6	128	10	6	7	8	18	14	7	4	10	12	23	31	1	9	
	6%	6%	8%	9%	6%	5%	5%	10% ^{sd}	8% ^{sd}	7%	7%	4%	2%	4%	4%	6%	18% ^{sd} ^{sd}	8%	4%	
Neither important nor unimportant	(3) 410	338	72	13	339	43	16	12	18	45	24	34	39	44	48	52	35	4	39	
	17%	16%	21%	21%	17%	20%	13%	16%	19%	16%	12%	19%	20%	19%	16%	14%	17%	21%	23% ^{sd}	
Important	(4) 1066	904	162	29	871	104	62	29	40	103	86	80	82	99	139	159	83	12	92	
	43%	42%	46%	42%	42%	49%	62% ^{sd}	44%	47%	37%	42%	46%	42%	42%	46%	43%	47%	59%	46%	
Very important	(5) 773	692	76	14	670	54	33	17	27	103	75	49	65	77	102	122	50	2	52	
	32%	33% ^{sd}	22%	23% ^{sd}	31% ^{sd}	25%	28%	25%	26%	37% ^{sd}	39% ^{sd}	29%	34%	30%	33%	33%	29%	11%	27%	
Don't know	5	5	*	*	5	-	*	*	-	-	-	-	-	-	2	3	-	-	-	
	*	*	*	*	*	-	*	*	-	-	-	-	-	-	1%	1%	-	-	-	
NET Not at all important/ Not very important	198	159	39	7	169	13	7	8	11	26	22	10	8	15	14	31	33	2	12	
	8%	8%	11%	11%	8%	6%	6%	12% ^{sd}	12% ^{sd}	9%	10% ^{sd}	6%	4%	6%	5%	8%	17% ^{sd} ^{sd}	9%	6%	
NET Important / Very important	1839	1601	238	43	1541	158	94	46	66	206	161	129	147	176	241	291	133	14	144	
	75%	76% ^{sd}	68%	68%	75%	74%	90% ^{sd}	70%	69%	74%	79% ^{sd}	75%	76%	75%	79% ^{sd}	77% ^{sd}	66%	70%	74%	
Mean	3.97	4.00 ^{sd}	3.76	3.78	3.99 ^{sd}	3.91	4.01 ^{sd}	3.81	3.82	3.99 ^{sd}	4.00 ^{sd}	3.95	4.03 ^{sd}	3.99 ^{sd}	4.03 ^{sd}	4.01 ^{sd}	3.73	3.70	3.93	
Std Dev.	0.95	0.94	0.98	0.97	0.96	0.88	0.85	1.00	1.04	1.02	1.03	0.91	0.89	0.94	0.84	0.96	1.04	0.85	0.88	
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.06	0.09	0.08	0.09	0.08	0.08	0.08	0.07	0.08	0.09	0.11	0.04	

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)				
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744				
Weighted Base	2482	1058	771	1515	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	863	178	100*	46*	2117	140*	756	1696				
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	106	62	27	1277	89	444	1034				
Not at all important	(1)	47	8	26	11	4	*	4	26	-	13	21	13	5	7	2	33	9	26	12	3	1	5	38	6	17	31				
2%	2%	1%	3%	1%	2%	1%	*	1%	3%	-	4%	2%	1%	2%	3%	2%	3%	3%	2%	1%	2%	1%	10%	2%	4%	2%	2%				
Not very important	(2)	191	34	73	66	191	34	5	73	3	33	50	63	19	14	4	114	19	83	36	14	9	8	119	17	30	121				
4%	4%	2%	5%	4%	5%	2%	9%	2%	4%	1%	7%	6%	6%	7%	5%	6%	6%	6%	5%	4%	6%	5%	17%	6%	12%	4%	4%				
Neither important nor unimportant	(3)	410	143	157	232	410	143	4	157	8	65	149	163	56	29	12	312	41	180	154	51	16	7	333	23	133	276				
17%	17%	14%	20%	15%	20%	14%	7%	15%	17%	16%	21%	17%	16%	21%	13%	16%	17%	14%	15%	17%	20%	16%	16%	16%	16%	18%	16%				
Important	(4)	1066	457	342	649	1066	457	23	342	22	138	334	496	115	99	29	821	128	475	445	81	43	17	920	60	304	761				
42%	42%	42%	44%	43%	44%	42%	43%	43%	44%	47%	45%	37%	42%	42%	38%	36%	42%	43%	38%	42%	45%	43%	37%	42%	41%	45%	45%				
Very important	(5)	773	413	172	544	773	413	24	413	14	59	333	263	77	71	27	595	98	468	236	27	31	10	704	40	272	501				
32%	32%	32%	22%	36%	25%	32%	39%	43%	32%	30%	19%	38%	26%	28%	32%	35%	32%	33%	36%	27%	15%	11%	21%	33%	27%	36%	30%				
Don't know		5	3	*	*	5	*	*	5	*	*	*	3	*	*	2	3	2	3	*	2	*	*	3	*	*	5	*			
NET Not at all important/ Not very important		198	43	100	77	198	43	5	100	3	47	71	76	24	21	6	147	27	109	48	18	11	12	157	23	46	152				
8%	8%	4%	13%	5%	11%	4%	9%	8%	13%	7%	15%	8%	8%	9%	10%	8%	8%	9%	9%	5%	10%	11%	27%	7%	16%	6%	9%				
NET Important / Very important		1839	870	514	1193	1839	870	46	870	36	197	657	759	192	170	56	1416	226	943	681	107	73	27	1623	100	577	1262				
75%	75%	75%	67%	79%	69%	75%	82%	83%	75%	67%	64%	75%	76%	71%	77%	73%	75%	76%	76%	77%	60%	73%	58%	77%	68%	76%	74%				
Mean		3.97	4.17	3.73	4.16	3.97	4.17	4.00	3.73	3.99	3.63	4.02	3.93	3.88	3.97	3.99	3.98	3.98	4.04	3.97	3.64	3.92	3.41	4.01	3.76	4.04	3.94				
Std Dev.		0.95	0.84	1.02	0.87	0.95	0.84	0.93	0.84	1.02	0.87	1.00	0.89	0.96	1.00	1.02	0.94	1.00	0.99	0.85	0.90	0.99	1.28	0.94	1.11	0.95	0.95				
Std Error		0.02	0.03	0.04	0.02	0.02	0.03	0.11	0.05	0.04	0.12	0.06	0.03	0.03	0.06	0.07	0.11	0.02	0.06	0.03	0.03	0.07	0.10	0.20	0.02	0.09	0.03				

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 127

Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	47	5	43	-	19	28	-	45	3	-	-	47	-
	2%	3%	2%	-	3%	2%	-	2%	8%	-	-	2%	-
Not very important (2)	161	4	146	-	63	84	3	138	12	*	-	151	-
	8%	3%	6%	2%	7%	5%	3%	6%	22%	*	-	6%	-
Neither important nor unimportant (3)	410	36	370	4	138	249	23	384	17	2	4	403	3
	17%	23%	16%	18%	19%	15%	19%	16%	27%	20%	82%	17%	36%
Important (4)	1066	65	992	10	295	731	40	1035	20	6	*	1061	4
	43%	45%	43%	45%	41%	45%	34%	44%	32%	47%	4%	43%	63%
Very important (5)	773	35	731	8	205	516	52	759	10	4	1	773	-
	32%	24%	32%	36%	28%	32%	44% ^{ab}	32% ^{ab}	16%	33%	15%	32% ^{ab}	-
Don't know	5	*	5	-	2	3	-	5	-	-	-	5	*
	*	*	*	-	*	*	-	*	*	*	*	*	1%
NET Not at all important/ Not very important	198	9	189	*	82	113	3	183	15	*	-	198	-
	8%	6%	8%	2%	11% ^{ab}	7%	3%	8%	24% ^{ab}	*	-	8%	-
NET Important / Very important	1839	100	1722	17	500	1247	92	1794	30	10	1	1834	4
	75%	69%	75%	80%	69%	77% ^{ab}	78%	76% ^{ab}	48%	80%	18%	75% ^{ab}	63%
Mean	3.97	3.84	3.97	4.14	3.84	4.01 ^d	4.19 ^d	3.98 ^d	3.35	4.12	3.33	3.97 ^b	3.64
Std Dev.	0.95	0.94	0.95	0.79	1.02	0.92	0.85	0.94	1.11	0.76	0.80	0.95	0.52
Std Error	0.02	0.08	0.02	0.16	0.04	0.02	0.08	0.02	0.15	0.20	0.33	0.02	0.23

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 127

Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	208	210	215	198
Weighted Base	2462	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117
Not at all important	(1) 47	15	7	15	11	3	6	6	6	1	*	6	5	4	6	2	3
	2%	3%	1%	2%	2%	2%	3%	3%	3%	*	*	3%	2%	2%	3%	1%	2%
Not very important	(2) 191	46	36	33	35	21	14	11	12	7	17	11	11	11	8	13	15
	8%	8%	6%	5%	6%	13%	7%	5%	5%	3%	8%	5%	5%	5%	4%	6%	8%
Neither important nor unimportant	(3) 410	103	91	118	98	28	40	36	29	36	26	43	34	42	28	38	31
	17%	18%	14%	19%	16%	16%	19%	18%	13%	17%	13%	20%	17%	19%	15%	17%	16%
Important	(4) 1066	252	274	265	265	84	89	87	98	82	94	98	85	82	91	90	85
	43%	44%	42%	43%	44%	47%	43%	44%	44%	38%	47%	47%	44%	38%	48%	41%	44%
Very important	(5) 773	180	230	194	190	43	56	60	77	89	64	53	61	80	54	77	59
	32%	27%	36%	31%	32%	24%	27%	30%	35%	41%	32%	25%	31%	36%	29%	35%	31%
Don't know	5	*	3	-	2	*	-	-	-	3	*	-	-	-	2	-	-
	*	*	*	*	*	*	*	*	*	7%	*	*	*	*	7%	*	*
NET Not at all important/ Not very important	198	62	43	48	46	24	20	17	18	8	17	17	15	15	13	14	18
	8%	11%	7%	8%	8%	14%	10%	8%	8%	4%	8%	8%	8%	7%	7%	7%	9%
NET Important / Very important	1839	419	504	459	457	127	145	147	175	171	158	151	146	162	145	167	144
	75%	72%	79%	74%	76%	71%	71%	74%	79%	79%	79%	72%	79%	74%	77%	76%	75%
Mean	3.97	3.86	4.22	3.95	3.96	3.80	3.85	3.92	4.02	3.85	4.02	3.86	3.96	4.01	3.97	4.09	3.94
Std Dev.	0.86	0.99	0.91	0.96	0.94	0.99	1.00	0.99	0.88	0.85	0.89	0.95	0.96	0.97	0.94	0.91	0.96
Std Error	0.02	0.04	0.04	0.04	0.04	0.07	0.07	0.07	0.06	0.06	0.06	0.06	0.07	0.07	0.07	0.06	0.07

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 128

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1)	35	2	33	7	28	25	8	5	6	3	7	3	3	13	9	14	7	12	7
		1%	-	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	3%	1%	1%	2%	2%	1%	2%
Not very important	(2)	102	7	94	17	85	57	4	16	11	16	31	15	8	20	27	54	23	92	9
		4%	2%	8%a	3%	4%	3%	1%	4%a	2%	5%a	8%a	7%a	6%a	2%	3%	7%no	6%a	5%	2%
Neither important nor unimportant	(3)	390	24	276	54	247	145	39	26	69	42	55	41	28	65	111	124	70	264	34
		12%	6%	16%a	11%	13%	13%	8%	6%	13%a	13%a	13%a	13%a	13%a	7%	13%a	16%a	14%a	15%a	8%
Important	(4)	1109	169	940	227	882	494	211	181	219	144	180	123	50	352	364	353	173	913	173
		45%	39%	47%a	45%	43%	47%	46%	44%	43%	46%	47%	37%	34%	45%	44%	47%	47%	46%	40%
Very important	(5)	904	235	669	194	710	421	202	180	206	111	113	46	47	381	317	206	93	689	211
		37%	53%a	33%	39%	37%	37%	43%a	44%a	49%a	33%	29%	20%	34%	44%a	43%a	27%	25%	35%	45%a
Don't know		2	-	2	1	1	1	1	1	-	-	-	-	-	2	-	-	-	1	1
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Not at all important/ Not very important		137	9	127	24	112	82	11	22	17	18	38	18	12	33	36	68	30	119	16
		5%	2%	8%a	5%	5%	5%a	2%	5%	3%	6%	13%a	13%a	13%a	4%	4%	16%no	8%a	6%	4%
NET Important / Very important		2013	404	1609	421	1592	915	413	360	425	255	293	169	97	774	680	559	266	1603	384
		82%	53%a	80%	84%	82%	84%	53%a	53%a	53%a	61%	70%	74%	71%	63%a	63%a	74%	72%	91%	63%a
Mean		4.12	4.46a	4.05	4.17	4.11	4.08	4.28a	4.28a	4.38a	4.06	3.94	3.85	3.94	4.22a	4.19a	3.91	3.88	4.06	4.32
Std Dev.		0.88	0.71	0.90	0.86	0.88	0.94	0.79	0.84	0.84	0.87	0.96	0.87	1.01	0.81	0.85	0.94	0.93	0.88	0.83
Std Error		0.02	0.04	0.02	0.04	0.02	0.03	0.04	0.04	0.04	0.05	0.05	0.06	0.08	0.03	0.03	0.03	0.05	0.02	0.05

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	156	361	413	306	932	98	1289	339	1077	64
Not at all important	(1) 38	2	29	5	8	22	13	21	14	4	2	4	11	8	17	4	28	6	29	-
	1%	-	3%	1%	1%	2%	1%	1%	2%	3%	1%	1%	2%	2%	1%	3%	1%	1%	2%	-
Not very important	(2) 102	22	35	18	26	57	44	63	38	11	12	27	33	17	73	11	90	23	76	2
	4%	4%	4%	3%	5%	4%	4%	4%	5%	8%	5%	5%	5%	3%	5%	7%	4%	4%	4%	2%
Neither important nor	(3) 300	66	100	72	62	166	134	196	100	15	32	67	79	63	207	15	274	52	234	14
unimportant	(3) 12%	11%	13%	13%	12%	12%	13%	12%	13%	10%	13%	16%	12%	12%	14%	10%	13%	10%	13%	14%
Important	(4) 1109	284	328	259	239	611	498	731	360	55	103	261	318	272	682	59	992	227	837	45
	45%	48%	42%	46%	46%	44%	46%	44%	48%	40%	42%	43%	47%	57%	45%	41%	46%	44%	46%	42%
Very important	(5) 964	219	303	202	180	522	362	559	243	55	97	217	237	177	551	56	772	209	652	43
	37%	37%	39%	36%	35%	38%	36%	39%	32%	39%	40%	36%	35%	30%	36%	39%	40%	36%	36%	41%
Don't know	2	1	1	-	-	2	-	1	1	-	-	-	1	-	1	-	1	1	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3%
NET Not at all	137	25	55	23	34	80	57	85	52	15	13	32	44	25	89	15	117	30	105	2
important/ Not very	6%	4%	7%	4%	7%	6%	5%	5%	7%	11%	5%	5%	7%	5%	6%	10%	5%	6%	6%	2%
important																				
NET important / Very	2013	523	631	461	419	1133	880	1389	603	110	200	478	555	449	1233	118	1764	436	1489	88
important	82%	85%	80%	83%	81%	82%	82%	83%	80%	79%	81%	79%	82%	84%	81%	80%	82%	84%	81%	83%
Mean	4.12	4.17	4.09	4.14	4.08	4.13	4.11	4.18	4.03	4.04	4.15	4.09	4.09	4.10	4.10	4.05	4.11	4.18	4.10	4.23
Std Dev.	0.88	0.80	0.95	0.83	0.89	0.89	0.86	0.87	0.91	1.04	0.87	0.87	0.90	0.84	0.88	1.02	0.87	0.87	0.88	0.77
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.08	0.05	0.04	0.03	0.04	0.02	0.08	0.02	0.04	0.02	0.08

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important	(1) 35	31	4	*	33	1	1	*	2	5	1	3	2	6	6	6	1	*	1	
	1%	1%	1%	*	2%	*	1%	1%	1%	2%	1%	2%	1%	3%	2%	2%	1%	*	*	
Not very important	(2) 102	86	16	3	86	8	4	3	4	7	6	5	1	9	27	14	13	*	7	
	4%	4%	5%	4%	4%	4%	4%	5%	4%	2%	3%	3%	1%	4%	8%	4%	7%	2%	4%	
Neither important nor unimportant	(3) 300	259	41	7	240	38	13	9	13	29	17	21	23	23	28	46	40	6	32	
	12%	12%	12%	11%	12%	18% ^{ab}	11%	14%	13%	10%	8%	12%	12%	10%	9%	12%	20% ^{gh}	31%	16%	
Important	(4) 1109	931	178	31	928	98	53	31	42	119	104	82	83	104	139	169	86	9	88	
	45%	44%	51%	49%	45%	46%	45%	47%	44%	43%	50%	47%	43%	44%	46%	46%	42%	48%	45%	
Very important	(5) 984	794	110	23	795	70	46	22	34	115	78	62	83	93	105	132	61	4	66	
	37%	38%	31%	36%	37%	33%	39%	34%	36%	42% ^{bc}	38%	36%	43% ^{bc}	39%	35%	36%	30%	19%	34%	
Don't know	2	2	*	*	1	*	1	*	*	*	*	*	1	*	*	*	*	*	*	
	*	*	*	*	*	*	10% ^{cd}	*	*	*	*	*	1%	*	*	*	*	*	*	
NET Not at all important/ Not very important	137	116	20	3	119	9	5	4	7	11	8	8	4	15	33	19	15	*	8	
	6%	6%	6%	4%	6%	4%	4%	5%	7% ^d	4%	4%	5%	2%	6%	11% ^{gh}	5%	7% ^d	2%	4%	
NET Important / Very important	2013	1726	287	54	1694	167	99	53	76	237	182	144	167	196	244	301	147	13	154	
	82%	82%	82%	85%	82%	78%	84%	81%	80%	88% ^{bc}	89% ^{bc}	83% ^{bc}	86% ^{bc}	84% ^{bc}	80%	82%	73%	67%	79%	
Mean	4.12	4.13	4.07	4.16	4.12	4.06	4.19	4.09	4.06	4.23 ^{bc}	4.21 ^{bc}	4.12	4.26 ^{bc}	4.14	4.02	4.11	3.95	3.85	4.08	
Std Dev.	0.88	0.88	0.85	0.79	0.89	0.83	0.83	0.85	0.95	0.85	0.77	0.87	0.79	0.93	0.98	0.87	0.91	0.77	0.83	
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.08	0.07	0.06	0.07	0.07	0.08	0.08	0.07	0.08	0.10	0.04	

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Fast delivery







Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744		
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1978	297	1233	883	178	100*	46*	2117	140*	756	1696		
Effective Base	1477	635	466	896	729	635	38	197	466	34	214	517	598	173	132	59	1114	187	733	544	106	62	27	1277	89	444	1034		
Not at all important	(1)	35	7	17	10	20	7	-	17	-	9	19	6	6	3	1	25	4	20	9	1	3	1	29	5	11	24		
1%		1%	1%	2%	1%	2%	1%	1%	2%	-	3%	2%	1%	2%	1%	2%	1%	1%	2%	1%	1%	3%	3%	1%	3%	1%	1%		
Not very important	(2)	102	26	55	40	69	26	3	11	55	5	18	37	45	8	7	5	82	12	47	24	10	12	7	71	19	25	77	
4%		2%	2%	6%	3%	6%	2%	4%	7%	10%	6%	4%	4%	3%	2%	7%	4%	4%	4%	3%	5%	12%	16%	3%	13%	3%	5%		
Neither important nor unimportant	(3)	300	118	113	174	170	118	6	32	113	5	44	100	115	49	32	5	215	37	124	99	49	15	8	224	23	91	209	
12%		12%	11%	15%	12%	14%	11%	11%	15%	10%	14%	11%	11%	11%	14%	7%	11%	12%	10%	11%	11%	15%	15%	11%	15%	12%	12%		
Important	(4)	1109	448	370	658	578	448	18	116	370	23	157	365	483	137	90	31	848	121	509	480	85	40	11	970	52	336	773	
45%		42%	48%	44%	47%	42%	42%	33%	46%	42%	51%	42%	42%	41%	41%	41%	45%	41%	41%	49%	40%	24%	24%	4%	35%	44%	46%		
Very important	(5)	904	457	215	624	381	457	28	95	215	14	80	355	353	72	89	34	708	123	532	291	33	28	19	823	47	292	612	
37%		37%	28%	41%	31%	43%	50%	37%	28%	31%	26%	41%	40%	26%	40%	44%	30%	41%	43%	40%	19%	28%	47%	47%	39%	39%	36%		
Don't know		2	2	-	2	-	-	1	-	-	-	1	-	1	-	-	1	-	1	-	-	1	-	1	-	2	-		
NET Not at all important/ Not very important		137	33	72	50	89	33	4	11	72	5	27	56	51	14	10	6	107	16	67	33	11	16	8	100	24	36	101	
6%		3%	3%	9%	3%	7%	8%	4%	9%	10%	9%	8%	8%	8%	4%	8%	8%	5%	5%	4%	6%	16%	18%	5%	16%	6%			
NET Important / Very important		2013	905	585	1279	959	905	46	211	585	37	238	720	836	209	179	66	1556	244	1041	751	118	68	30	1792	99	628	1385	
82%		82%	76%	89%	79%	86%	83%	83%	76%	79%	77%	82%	82%	77%	81%	85%	82%	82%	84%	82%	66%	68%	65%	65%	87%	83%	82%		
Mean		4.12	3.92	4.23	4.01	4.25	4.25	4.16	3.92	3.99	3.92	4.14	4.13	3.96	4.16	4.19	4.14	4.17	4.20	4.13	3.78	3.78	3.86	4.17	3.80	4.16	4.10		
Std Dev		0.88	0.80	0.95	0.80	0.91	0.80	0.93	0.80	0.95	0.92	0.94	0.93	0.83	0.87	0.88	0.95	0.88	0.89	0.89	0.79	0.84	1.10	1.20	0.85	1.13	0.86	0.89	
Std Error		0.02	0.02	0.03	0.02	0.03	0.11	0.05	0.03	0.13	0.05	0.03	0.03	0.05	0.06	0.10	0.02	0.05	0.03	0.03	0.06	0.11	0.19	0.02	0.10	0.03	0.02		

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	35	4	31	-	17	19	-	33	2	-	-	35	-
	1%	3%	1%	-	2%	1%	-	1%	4%	-	-	1%	-
Not very important (2)	102	7	94	-	29	68	5	97	4	1	-	102	-
	4%	5%	4%	-	4%	4%	4%	4%	6%	9%	-	4%	-
Neither important nor unimportant (3)	300	23	272	5	94	195	11	274	18	4	3	295	2
	12%	16%	12%	24%	13%	12%	9%	12%	28% 	32%	57%	12%	30%
Important (4)	1109	61	1040	8	325	732	52	1081	21	2	1	1104	3
	45%	42%	45%	39%	45%	45%	44%	46%	34%	19%	29%	45%	43%
Very important (5)	904	49	847	8	256	597	51	882	15	5	1	902	2
	37%	34%	37%	37%	35%	37%	43%	37%	24%	41%	14%	37%	27%
Don't know	2	-	2	-	2	-	-	-	2	-	-	2	-
	*	*	*	-	*	-	-	-	0.5% 	-	-	*	1%
NET Not at all important/ Not very important	137	12	125	-	45	87	5	129	6	1	-	137	-
	6%	6%	6%	-	6%	5%	4%	5%	10%	9%	-	6%	-
NET Important / Very important	2013	110	1887	16	581	1329	103	1963	36	7	2	2006	5
	82%	76%	83%	76%	80%	82%	87%	83% 	58%	59%	43%	82% 	69%
Mean	4.12	3.99	4.13	4.13	4.08	4.13	4.27	4.18 	3.70	3.91	3.58	4.12 	3.97
Std Dev.	0.88	0.99	0.87	0.79	0.92	0.87	0.78	0.87	1.05	1.08	0.82	0.88	0.81
Std Error	0.02	0.08	0.02	0.16	0.03	0.02	0.07	0.02	0.14	0.29	0.33	0.02	0.36

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	198
Weighted Base	3462	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117
Not at all important	(1)	35	9	8	12	6	2	*	7	1	2	6	6	4	2	1	3
		1%	2%	1%	2%	1%	1%	*	6%	*	1%	3%	3%	2%	1%	1%	1%
Not very important	(2)	162	39	15	18	30	6	22	11	8	4	3	4	7	7	14	8
		4%	7%	2%	3%	5%	3%	13%	6%	4%	2%	1%	2%	4%	3%	13%	4%
Neither important nor unimportant	(3)	300	82	80	62	76	23	28	31	28	25	26	25	12	25	29	24
		12%	14%	12%	10%	13%	13%	12%	10%	13%	12%	13%	12%	6%	12%	16%	12%
Important	(4)	1169	255	301	296	257	84	96	75	108	98	95	90	101	96	75	93
		46%	44%	47%	43%	43%	47%	47%	38%	49%	45%	46%	47%	44%	40%	42%	46%
Very important	(5)	904	199	236	237	232	64	60	75	78	88	70	77	70	90	68	92
		37%	34%	37%	38%	39%	36%	29%	35%	35%	41%	35%	36%	36%	41%	36%	42%
Don't know		2	*	-	1	1	*	-	-	-	-	-	-	1%	-	1	-
NET Not at all important/ Not very important		137	48	23	29	36	8	22	18	9	6	9	10	11	9	15	11
		6%	8%	4%	5%	6%	4%	14%	8%	4%	3%	4%	5%	6%	4%	8%	5%
NET Important / Very important		2013	454	537	532	489	148	156	150	186	186	166	176	171	185	144	185
		82%	78%	84%	83%	81%	83%	76%	75%	83%	83%	84%	84%	80%	85%	76%	84%
Mean	4.12	4.02	4.16	4.16	4.13	4.13	3.94	4.00	4.14	4.11	4.13	4.16	4.16	4.11	4.04	4.07	4.14
Std Dev.	0.88	0.94	0.82	0.86	0.89	0.84	0.93	1.04	0.80	0.76	0.89	0.89	0.86	0.82	0.94	0.87	0.86
Std Error	0.02	0.04	0.03	0.03	0.04	0.06	0.06	0.07	0.05	0.05	0.06	0.06	0.06	0.06	0.06	0.06	0.06

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1)	25	2	23	7	18	7	10	*	1	3	3	3	5	11	4	10	8	19	6
		1%	*	1%	1%	2%	1%	2%	*	1%	1%	1%	1%	2%	1%	*	1%	2%	1%	1%
Not very important	(2)	39	9	30	10	29	2%	5	15	2	7	5	4	2	19	9	11	6	32	7
		2%	2%	2%	2%	2%	2%	1%	4%	*	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%
Neither important nor unimportant	(3)	247	17	230	43	204	126	54	32	61	19	33	29	18	86	80	80	47	209	38
		10%	4%	11%	9%	10%	11%	12%	8%	12%	6%	9%	12%	12%	10%	10%	11%	13%	10%	9%
Important	(4)	1224	169	1055	232	892	556	206	206	222	177	193	147	73	412	398	413	220	1016	195
		50%	39%	82%	46%	49%	46%	44%	50%	43%	50%	50%	64%	54%	47%	49%	65%	60%	51%	45%
Very important	(5)	999	237	672	205	705	421	189	158	223	107	152	46	36	345	330	234	81	704	188
		37%	18%	33%	41%	37%	37%	41%	33%	44%	34%	39%	20%	26%	40%	40%	31%	22%	35%	42%
Don't know		7	3	4	3	4	3	*	*	1	3	*	*	2	*	4	3	2	7	*
		*	1%	*	1%	*	*	*	*	*	1%	*	*	2%	*	*	*	1%	*	*
NET Not at all important/ Not very important		64	11	53	17	47	37	15	15	4	9	8	7	7	30	13	22	14	51	13
		3%	3%	3%	3%	2%	2%	3%	3%	1%	3%	2%	3%	3%	3%	2%	3%	4%	3%	3%
NET Important / Very important		2134	426	1727	437	1697	976	395	363	445	264	345	193	109	757	730	647	302	1720	384
		87%	62%	86%	67%	87%	86%	85%	82%	87%	82%	84%	84%	80%	87%	86%	69%	63%	87%	68%
Mean		4.21	4.46	4.16	4.24	4.20	4.18	4.26	4.26	4.36	4.22	4.26	4.00	3.98	4.22	4.27	4.13	3.99	4.19	4.27
Std Dev		0.77	0.71	0.77	0.80	0.75	0.81	0.85	0.74	0.71	0.72	0.73	0.71	0.90	0.80	0.72	0.77	0.79	0.76	0.79
Std Error		0.02	0.04	0.02	0.04	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.05	0.08	0.03	0.02	0.03	0.04	0.02	0.05

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	156	361	413	306	932	98	1289	339	1077	64
Not at all important (1)	25	4	11	5	5	15	10	13	12	4	2	9	6	1	17	4	20	6	19	-
	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%	1%	-	1%	3%	1%	1%	1%	-
Not very important (2)	39	13	19	2	4	32	7	21	18	5	2	10	11	7	23	5	31	12	23	4
	2%	2%	2%	-	1%	2%	1%	1%	2%	3%	1%	2%	2%	1%	1%	3%	1%	2%	1%	4%
Neither important nor unimportant (3)	247	56	73	65	50	131	115	186	80	16	23	77	77	44	173	16	224	38	192	16
	16%	9%	10%	12%	10%	10%	11%	10%	11%	11%	8%	12%	11%	8%	11%	11%	10%	7%	11%	11%
Important (4)	1224	294	403	285	243	697	528	810	402	65	119	308	334	280	761	67	1085	245	930	50
	50%	49%	51%	51%	47%	50%	49%	48%	53%	47%	49%	51%	49%	52%	50%	46%	50%	47%	51%	48%
Very important (5)	909	222	278	190	211	489	410	559	240	48	102	203	249	206	553	50	792	215	690	35
	37%	37%	35%	36%	41%	36%	41%	32%	32%	34%	42%	33%	37%	38%	34%	37%	34%	41%	38%	33%
Don't know	7	5	-	-	1	6	1	2	5	1	-	-	3	-	3	4	3	4	3	-
	0%	0%	-	-	0%	0%	0%	0%	1%	1%	-	-	0%	-	0%	0%	0%	0%	0%	0%
NET Not at all important/ Not very important	64	17	31	8	9	47	17	34	39	9	4	19	17	7	40	9	52	17	42	4
	3%	3%	3%	1%	2%	3%	2%	2%	4%	3%	2%	3%	3%	1%	3%	5%	2%	3%	2%	4%
NET Important / Very important	2134	516	680	483	454	1196	938	1469	642	113	221	519	582	486	1314	117	1877	459	1599	85
	87%	87%	87%	87%	88%	87%	88%	88%	85%	81%	90%	84%	86%	92%	86%	80%	87%	89%	87%	81%
Mean	4.21	4.22	4.17	4.20	4.27	4.19	4.23	4.25	4.12	4.07	4.30	4.13	4.19	4.27	4.18	4.08	4.21	4.26	4.20	4.10
Std Dev.	0.77	0.76	0.81	0.73	0.74	0.79	0.74	0.74	0.81	0.94	0.71	0.80	0.77	0.67	0.78	0.94	0.78	0.78	0.76	0.80
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.03	0.07	0.04	0.03	0.03	0.03	0.02	0.07	0.02	0.03	0.02	0.08

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important	(1) 25	20	5	1	23	1	1	*	-	6	2	1	1	3	3	3	4	-	-	
	5%	1%	1%	1%	1%	-	1%	1%	-	2%	1%	1%	1%	1%	1%	1%	2%	1%	-	
Not very important	(2) 39	32	7	1	32	3	2	2	2	5	1	5	1	3	6	3	5	*	3	
	2%	2%	2%	2%	2%	1%	1%	4% ^u	2%	2%	1%	3%	1%	1%	2%	1%	3%	1%	1%	
Neither important nor unimportant	247	217	30	8	194	52	15	8	9	29	15	11	15	24	35	40	17	5	27	
	10%	9%	8%	12%	9%	15% ^u	13%	8%	10%	10%	7%	8%	8%	10%	11%	11%	8%	24%	14% ^u	
Important	(4) 1224	1028	196	33	1017	116	54	37	43	130	103	97	93	113	148	177	113	9	107	
	50%	49%	56%	52%	50%	54%	46%	17% ^u	45%	47%	50%	55%	48%	48%	49%	48%	56%	44%	55%	
Very important	(5) 909	799	111	21	792	63	45	20	41	108	85	59	53	92	111	142	60	6	57	
	37%	38%	32%	32%	36% ^u	29%	53% ^u	30%	43% ^u	39%	41% ^u	34%	43% ^u	39%	36%	39%	30%	29%	29%	
Don't know	7	7	*	*	6	1	-	*	1	-	1	-	-	-	2	-	2	-	1	
	*	*	*	*	*	*	-	*	1%	-	1%	-	-	-	1%	-	1%	-	*	
NET Not at all important/ Not very important	64	52	12	2	55	3	3	3	2	10	3	7	2	6	9	6	9	1	3	
	3%	2%	3%	3%	3%	2%	2%	4%	2%	4%	2%	4%	1%	3%	3%	2%	4%	3%	2%	
NET Important / Very important	2134	1826	398	54	1799	178	99	57	84	238	188	156	176	205	259	320	173	15	164	
	87%	87%	88%	85%	88%	83%	85%	87%	88%	88%	91%	90%	91%	87%	85%	87%	88%	73%	84%	
Mean	4.21	4.22	4.15	4.14	4.22 ^u	4.11	4.20	4.13	4.29 ^u	4.19	4.30 ^u	4.19	4.30 ^u	4.23	4.18	4.24	4.11	3.98	4.12	
Std Dev.	0.77	0.77	0.76	0.77	0.77	0.72	0.79	0.76	0.73	0.84	0.72	0.76	0.70	0.78	0.79	0.74	0.80	0.87	0.70	
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.07	0.06	0.06	0.06	0.06	0.07	0.06	0.07	0.11	0.03	

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744		
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	756	1696		
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	108	62	27	1277	89	444	1034		
Not at all important	(1)	28	8	8	11	8	1	3	8	1	3	10	9	1	3	1	19	4	8	8	3	*	6	16	6	12	13		
Not very important	(2)	39	18	15	24	18	4	8	15	7	7	12	17	5	2	4	29	6	17	8	7	6	2	24	8	17	22		
Neither important nor unimportant	(3)	25	2%	2%	2%	2%	2%	3%	2%	-	2%	1%	2%	2%	1%	2%	1%	1%	1%	1%	2%	*	12%	1%	4%	2%	1%		
Important	(4)	247	99	82	151	99	8	22	82	6	34	61	110	43	26	7	171	33	102	85	40	14	7	186	21	80	167		
Very important	(5)	1224	470	445	692	470	20	128	445	27	180	399	533	151	111	29	932	140	571	502	88	44	15	1073	60	355	869		
Don't know		7	2	3	2	3	-	*	3	2	3	3	2	*	2	-	5	2	5	1	-	-	*	7	*	2	5		
NET Not at all important/ Not very important		64	26	22	35	26	5	11	22	-	10	22	27	6	5	5	48	10	24	16	10	6	8	40	14	29	35		
NET Important / Very important		2134	930	664	1317	930	45	221	664	39	261	791	862	223	188	65	1653	253	1102	781	128	80	31	1883	112	645	1489		
Mean	4.21	4.20	4.11	4.26	4.15	4.28	4.13	4.18	4.11	4.13	4.08	4.16	4.06	4.18	4.22	4.23	4.19	4.20	4.20	4.17	4.10	4.10	3.74	4.25	3.99	4.18	4.22		
Std Dev	0.77	0.77	0.74	0.76	0.74	0.77	1.01	0.82	0.74	0.82	0.74	0.78	0.75	0.73	0.77	0.94	0.76	0.82	0.73	0.71	0.86	0.86	1.32	0.73	1.04	0.83	0.73		
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.12	0.05	0.03	0.08	0.04	0.03	0.02	0.04	0.05	0.10	0.02	0.05	0.02	0.02	0.07	0.09	0.21	0.02	0.09	0.03	0.02		

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 129

Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	25	1	24	-	8	17	-	21	2	2	-	25	-
	1%	1%	1%	-	1%	1%	-	1%	4%	17%	-	1%	-
Not very important (2)	39	5	33	-	19	19	1	35	4	-	-	35	-
	2%	4%	1%	2%	3%	1%	1%	1%	9%	-	-	2%	-
Neither important nor unimportant (3)	247	15	228	3	81	156	10	232	9	*	3	242	2
	16%	11%	10%	15%	11%	10%	8%	16%	15%	4%	57%	10%	30%
Important (4)	1224	69	1141	14	361	810	53	1176	37	6	2	1216	4
	50%	46%	50%	68%	50%	50%	45%	50%	59%	48%	33%	50%	63%
Very important (5)	909	53	853	3	252	606	52	896	9	4	1	908	*
	37%	37%	37%	15%	35%	38%	44%	38%	15%	31%	11%	37%	6%
Don't know	7	1	6	-	2	3	2	7	-	-	-	7	*
	*	*	*	-	*	*	2%	*	*	-	-	*	1%
NET Not at all important/ Not very important	64	7	57	*	26	37	1	56	6	2	-	64	-
	3%	5%	2%	2%	4%	2%	1%	2%	10%	17%	-	3%	-
NET Important / Very important	2134	122	1994	18	613	1416	105	2071	46	10	2	2127	5
	87%	84%	87%	83%	85%	88%	89%	88%	74%	79%	43%	87%	69%
Mean	4.21	4.16	4.21	3.96	4.15	4.22	4.34	4.23	3.75	3.77	3.54	4.21	3.76
Std Dev.	0.77	0.82	0.76	0.64	0.80	0.75	0.68	0.75	0.92	1.40	0.76	0.76	0.60
Std Error	0.02	0.07	0.02	0.13	0.03	0.02	0.07	0.02	0.12	0.37	0.31	0.02	0.27

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 129

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	208	210	215	198
Weighted Base	2452	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117
Not at all important	(1) 25	10	8	4	4	5	2	3	2	1	5	1	*	2	-	4	-
	1%	2%	1%	1%	1%	3%	1%	1%	1%	1%	2%	1%	*	1%	-	2%	-
Not very important	(2) 39	7	8	7	17	2	3	2	1	1	7	2	-	5	4	5	8
	2%	1%	1%	1%	3%	1%	1%	1%	*	*	3%	1%	-	2%	2%	2%	4%
Neither important nor unimportant	(3) 247	66	56	62	62	18	21	27	20	17	20	28	22	13	19	19	25
	10%	11%	9%	10%	10%	10%	10%	13%	9%	8%	10%	13%	11%	6%	10%	8%	13%
Important	(4) 1234	252	328	321	283	93	103	98	115	104	103	109	107	105	89	94	90
	86%	85%	87%	81%	47%	52%	50%	48%	52%	48%	54%	52%	55%	49%	53%	43%	47%
Very important	(5) 909	207	238	230	234	60	75	72	83	94	61	71	66	94	65	99	71
	37%	35%	37%	37%	39%	34%	36%	36%	38%	44%	30%	34%	34%	43%	34%	48%	37%
Don't know	7	2	3	*	2	*	2	*	2	-	1	-	-	*	2	-	-
	*	*	*	*	*	*	1%	*	1%	-	*	-	-	*	1%	-	-
NET Not at all important/ Not very important	64	17	16	11	21	7	5	5	2	2	11	3	*	7	4	9	8
	3%	3%	2%	2%	3%	4%	2%	2%	1%	1%	6%	2%	*	3%	2%	4%	4%
NET Important / Very important	2134	499	566	552	517	154	177	168	198	198	170	180	173	199	164	193	161
	87%	85%	88%	88%	86%	86%	86%	84%	89%	91%	84%	85%	89%	91%	87%	88%	83%
Mean	4.21	4.17	4.23	4.23	4.21	4.13	4.21	4.16	4.23	4.17	4.07	4.17	4.22	4.20	4.20	4.26	4.15
Std Dev.	0.77	0.80	0.75	0.72	0.79	0.85	0.75	0.80	0.69	0.68	0.86	0.73	0.65	0.77	0.70	0.85	0.80
Std Error	0.02	0.03	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.06	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1)	126	11	115	25	101	50	11	12	21	9	32	23	19	23	31	73	41	115	11
		5%	3%	5.0%	5%	4%	6%	2%	3%	4%	3%	4.0% _{ab}	3.0% _{cd}	3.0% _{de}	3%	4%	4.0% _{fg}	3.0% _{hi}	3.0%	3%
Not very important	(2)	267	39	228	50	217	121	146	35	31	43	37	48	37	66	81	120	72	244	22
		11%	9%	17%	10%	11%	11%	8%	8%	8%	12%	13%	18% _{gh}	16% _{ij}	8%	10%	16% _{kl}	10% _{mn}	12%	5%
Neither important nor unimportant	(3)	520	49	471	90	430	248	76	68	106	54	97	71	48	144	160	216	120	458	56
		21%	17%	20.0%	18%	22%	22%	16%	17%	21%	17%	22.0% _{ab}	18.0% _{cd}	18.0% _{de}	16%	19%	22.0% _{fg}	18.0% _{hi}	21.0%	13%
Important	(4)	889	156	733	177	712	415	470	199	166	186	130	125	66	362	316	211	86	704	169
		36%	36%	36%	35%	36%	36%	42% _{klm}	40% _{lmn}	39% _{lmn}	41% _{lmn}	42% _{lmn}	39% _{lmn}	39% _{lmn}	41% _{opq}	38% _{opq}	28%	24%	35%	39%
Very important	(5)	642	180	462	155	487	302	340	149	131	154	83	84	32	277	238	128	44	459	177
		26%	14.0% _h	22%	10.0% _h	26%	26%	3.0% _{klm}	3.0% _{klm}	3.0% _{klm}	3.0% _{klm}	2.0% _{klm}	2.0% _{klm}	14%	27.0% _{opq}	23.0% _{opq}	17%	12%	23%	40.0% _h
Don't know		7	1	5	3	5	1	-	2	-	1	1	-	3	2	1	4	3	7	-
		*	*	1%	*	*	*	*	*	*	*	*	*	2% _h	*	*	*	1%	*	*
NET Not at all important/ Not very important		394	50	343	75	318	172	46	43	65	46	80	60	54	89	111	193	113	359	33
		16%	12%	14.0% _h	15%	16%	15%	10%	10%	13%	15%	21.0% _{gh}	18.0% _{gh}	18.0% _{gh}	10%	13%	20.0% _{no}	15% _{no}	18.0% _h	8%
NET Important / Very important		1531	337	1195	332	1199	718	342	290	340	214	208	85	32	639	554	338	130	1163	347
		62%	17.0% _h	59%	66%	67%	62%	7.0% _{klm}	6.0% _{klm}	7.0% _{klm}	6.0% _{klm}	6.0% _{klm}	2.0% _{klm}	0.0% _{klm}	29.0% _{opq}	26.0% _{opq}	26%	36%	59%	60.0% _h
Mean		3.68	4.08 _h	3.60	3.78	3.65	3.70	3.59 _{klm}	3.51 _{klm}	3.59 _{klm}	3.77 _{klm}	3.47 _{klm}	3.47 _{klm}	3.21 _{klm}	3.52 _{opq}	3.39 _{opq}	3.27 _h	3.05	3.58	4.10 _h
Std Dev.		1.13	1.06	1.13	1.14	1.12	1.10	1.00	1.02	1.09	1.06	1.20	1.17	1.14	1.01	1.08	1.20	1.17	1.14	0.98
Std Error		0.02	0.06	0.02	0.05	0.03	0.03	0.05	0.05	0.05	0.06	0.06	0.07	0.10	0.03	0.04	0.04	0.06	0.02	0.06

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	156	361	413	306	932	98	1289	339	1077	64
Not at all important	(1) 126	17	42	30	36	60	67	50	74	14	26	28	38	14	89	14	108	34	92	*
	8%	2%	5%	5%	7%	4%	6%	3%	10%	10%	11%	9%	6%	3%	9%	5%	8%	3%	3%	*
Not very important	(2) 267	68	87	62	50	155	112	146	122	12	17	88	77	57	183	12	248	51	200	16
	11%	11%	11%	11%	10%	11%	10%	9%	10%	8%	7%	14%	11%	11%	12%	8%	12%	10%	11%	15%
Neither important nor	(3) 520	116	166	130	106	262	238	319	195	27	53	152	125	114	330	28	486	92	405	23
unimportant	21%	20%	21%	23%	21%	20%	22%	19%	23%	20%	22%	23%	18%	21%	22%	19%	22%	16%	22%	21%
Important	(4) 889	210	291	201	188	500	389	645	231	54	78	208	267	199	553	57	779	180	670	39
	36%	32%	37%	36%	36%	36%	36%	32%	31%	39%	32%	34%	39%	37%	36%	40%	36%	35%	37%	37%
Very important	(5) 642	178	201	132	131	379	263	505	131	32	71	130	167	153	369	34	550	159	459	26
	26%	30%	26%	24%	25%	27%	25%	33%	17%	23%	29%	22%	25%	25%	24%	23%	26%	30%	25%	25%
Don't know	7	5	-	-	2	5	2	3	3	*	-	*	4	-	4	*	4	4	1	1
	*	1%	-	-	*	*	*	*	*	*	*	*	1%	*	*	*	*	1%	*	1%
NET Not at all	394	85	129	93	86	215	179	196	195	26	43	115	116	72	275	26	356	84	293	16
important/ Not very	16%	14%	16%	17%	17%	16%	17%	12%	12%	19%	18%	19%	17%	13%	18%	16%	17%	16%	16%	15%
important																				
NET important / Very	1531	388	482	333	319	880	652	1113	362	86	149	338	434	350	921	91	1329	339	1128	66
important	62%	65%	63%	60%	62%	64%	61%	62%	61%	62%	61%	59%	64%	62%	60%	63%	62%	65%	62%	62%
Mean	3.68	3.73%	3.66	3.62	3.64	3.72	3.63	3.65%	3.30	3.56	3.61	3.53	3.66	3.78%	3.60	3.59	3.66	3.74	3.66	3.72
Std Dev.	1.13	1.09	1.13	1.13	1.17	1.11	1.15	1.04	1.21	1.22	1.27	1.12	1.14	1.06	1.15	1.21	1.13	1.18	1.12	1.02
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.09	0.08	0.05	0.04	0.04	0.03	0.09	0.02	0.05	0.03	0.10

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 130

Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality				Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England/ East Anglia (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base		2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base		2452	2102	349	66	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base		1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important	(1)	126	101	25	5	111	6	5	5	8	24	15	10	11	4	4	20	18	2	4	
		8%	3%	7%	6%	3%	3%	4%	2%	8% ^{ns}	8% ^{ns}	7% ^{ns}	8% ^{ns}	8% ^{ns}	2%	1%	5%	8% ^{ns}	8%	2%	
Not very important	(2)	267	206	61	14	219	26	17	5	12	16	12	29	23	28	19	38	42	2	24	
		17%	10%	18% ^{ns}	21% ^{ns}	17%	12%	14%	8%	12% ^{ns}	6%	6%	17% ^{ns}	12%	12%	6%	10%	21% ^{ns}	11%	12% ^{ns}	
Neither important nor unimportant	(3)	520	444	75	14	414	63	28	16	16	46	38	37	38	50	58	93	37	9	84	
		21%	21%	23%	20%	20%	23% ^{ns}	24%	9%	17%	17%	18%	21%	20%	21%	19%	26%	18%	45%	23% ^{ns}	
Important	(4)	889	767	122	18	746	73	43	27	30	107	90	54	63	83	125	117	77	4	69	
		36%	36%	35%	29%	36%	34%	37%	41%	31%	39%	24% ^{ns}	31%	32%	35%	41%	32%	36%	20%	35%	
Very important	(5)	642	577	65	12	559	46	25	13	29	63	32	42	59	70	99	98	27	3	43	
		26%	27% ^{ns}	19%	15%	23% ^{ns}	22%	21%	19%	31% ^{ns}	30% ^{ns}	25% ^{ns}	34% ^{ns}	30% ^{ns}	30% ^{ns}	33% ^{ns}	27% ^{ns}	14%	15%	22% ^{ns}	
Don't know		7	6	*	*	6	*	*	*	1	3	-	1	-	-	-	-	1	*	-	
		*	*	*	*	*	*	-	1%	1%	1%	-	1%	-	-	-	-	1%	-	-	
NET Not at all important/ Not very important		394	307	85	19	330	32	22	10	20	37	27	39	34	33	23	59	60	4	29	
		16%	13%	25% ^{ns}	30% ^{ns}	16%	15%	19%	15%	21% ^{ns}	14%	13%	23% ^{ns}	17% ^{ns}	14%	7%	10% ^{ns}	30% ^{ns}	18%	18% ^{ns}	
NET Important / Very important		1531	1344	187	30	1305	119	88	39	59	100	122	96	122	153	224	215	104	7	112	
		62%	62% ^{ns}	54%	48%	64% ^{ns}	56%	58%	60%	62%	69% ^{ns}	69% ^{ns}	56%	63%	66% ^{ns}	73% ^{ns}	59%	62%	36%	56%	
Mean		3.68	3.72 ^{ns}	3.40	3.29	3.69	3.60	3.56	3.57	3.64 ^{ns}	3.79 ^{ns}	3.73 ^{ns}	3.52	3.70 ^{ns}	3.79 ^{ns}	3.97% ^{ns}	3.64 ^{ns}	3.27	3.25	3.43 ^{ns}	
Std Dev.		1.13	1.11	1.18	1.23	1.14	1.04	1.10	1.12	1.27	1.17	1.12	1.20	1.18	1.06	0.94	1.14	1.20	1.12	1.03	
Std Error		0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.06	0.11	0.10	0.09	0.10	0.10	0.09	0.08	0.09	0.10	0.15	0.05	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total																												
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744	
Weighted Base	3452	1058	771	1505	1218	1058	56	254	771	47	308	877	1001	272	220	77	1878	297	1234	863	178	100	46	2117	140	756	1696	
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	108	62	27	1277	89	444	1034	
Not at all important	(1)	126	31	64	51	31	1	16	64	4	44	60	42	7	13	4	102	17	75	31	6	3	11	106	14	24	103	
	8%	3%	2%	3%	3%	3%	2%	5%	8%	8%	14%	7%	4%	2%	6%	5%	8%	6%	6%	4%	4%	3%	24%	5%	10%	3%	6%	
Not very important	(2)	267	80	123	119	267	80	6	123	5	97	97	114	23	21	11	211	32	131	83	23	20	7	215	27	57	210	
	18%	6%	8%	12%	8%	12%	11%	12%	16%	10%	19%	17%	17%	6%	10%	14%	17%	17%	11%	9%	13%	10%	10%	12%	9%	6%	13%	
Neither important nor unimportant	(3)	520	189	157	296	520	189	13	197	6	86	176	217	78	41	8	393	49	235	189	67	21	8	424	29	126	394	
	21%	18%	16%	20%	20%	18%	24%	24%	20%	13%	29%	20%	22%	28%	19%	10%	21%	17%	19%	21%	38%	21%	18%	20%	20%	17%	25%	
Important	(4)	889	416	252	574	416	22	96	252	22	76	260	396	116	87	29	656	116	394	375	66	38	10	769	49	308	681	
	36%	12%	33%	34%	40%	36%	40%	38%	30%	25%	25%	30%	40%	16%	20%	38%	30%	32%	32%	37%	38%	22%	22%	20%	33%	34%	41%	
Very important	(5)	642	336	135	459	336	13	50	135	10	41	282	228	49	58	24	510	81	397	202	16	17	9	599	26	239	403	
	26%	12%	17%	19%	21%	12%	23%	19%	17%	21%	13%	32%	23%	18%	26%	31%	27%	27%	32%	23%	9%	17%	20%	28%	18%	32%	24%	
Don't know		7	5	1	1	5	-	2	-	-	-	2	3	-	-	1	5	1	2	2	-	2	-	5	2	3	-	
	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
NET Not at all important/ Not very important		394	112	186	170	394	7	47	186	8	102	157	157	29	34	15	313	50	206	115	29	23	18	321	41	80	313	
	16%	11%	17%	11%	11%	11%	13%	18%	24%	18%	32%	16%	16%	11%	16%	20%	17%	17%	17%	13%	16%	23%	40%	15%	29%	11%	18%	
NET Important / Very important		1531	752	387	1033	752	35	145	387	32	117	542	624	165	144	53	1166	197	790	577	82	55	20	1367	74	548	984	
	62%	11%	50%	69%	55%	62%	63%	57%	60%	69%	36%	62%	62%	61%	66%	68%	62%	66%	64%	69%	46%	55%	42%	66%	51%	72%	58%	
Mean	3.68	3.90	3.35	3.86	3.48	3.90	3.72	3.52	3.69	3.65	3.66	3.70	3.75	3.67	3.71	3.75	3.67	3.71	3.74	3.72	3.35	3.47	2.98	3.73	3.31	3.91	3.57	
Std Dev	1.13	1.03	1.18	1.05	1.16	1.03	1.02	1.13	1.18	1.17	1.24	1.22	1.08	0.95	1.14	1.20	1.15	1.15	1.19	1.03	0.94	1.09	1.48	1.13	1.24	1.03	1.16	
Std Error	0.02	0.03	0.04	0.03	0.03	0.03	0.12	0.06	0.04	0.16	0.07	0.04	0.03	0.06	0.08	0.13	0.03	0.07	0.03	0.03	0.07	0.11	0.23	0.02	0.11	0.04	0.03	

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2482	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	126	6	118	2	47	78	1	123	3	*	-	126	-
	8%	4%	5%	11%	6%	5%	1%	5%	5%	*	-	5%	-
Not very important (2)	267	18	250	-	95	166	6	259	9	-	*	267	-
	17%	12%	11%	-	13%	10%	5%	17%	14%	-	4%	17%	-
Neither important nor unimportant (3)	520	30	486	4	158	337	25	497	15	1	4	514	2
	21%	21%	21%	20%	22%	21%	21%	21%	25%	9%	86%	21%	30%
Important (4)	889	57	821	11	235	615	39	856	22	5	1	884	5
	36%	39%	36%	54%	33%	38%	33%	36%	36%	43%	11%	36%	69%
Very important (5)	642	33	608	3	182	414	47	626	11	6	-	642	-
	26%	23%	27%	16%	25%	26%	39% ab	26%	18%	47%	-	26%	-
Don't know	7	1	5	-	5	1	-	5	2	-	-	7	*
	*	1%	*	-	1%cd	*	-	*	13% ab	-	-	*	1%
NET Not at all important/ Not very important	394	24	367	2	142	244	7	382	11	*	*	393	-
	16%	17%	16%	11%	20% cd	16% cd	6%	16%	19%	*	4%	16%	-
NET Important / Very important	1531	89	1427	15	417	1029	85	1482	33	11	1	1526	5
	62%	62%	62%	70%	58%	64% cd	72% cd	63%	54%	90%	11%	63%	69%
Mean	3.68	3.64	3.68	3.65	3.57	3.70	4.09 cd	3.68	3.50	4.37	3.07	3.68	3.70
Std Dev.	1.13	1.10	1.13	1.11	1.19	1.11	0.96	1.13	1.10	0.71	0.42	1.13	0.49
Std Error	0.02	0.09	0.02	0.23	0.04	0.03	0.09	0.02	0.15	0.19	0.17	0.02	0.22

Proportions/Mean: Columns Tested (5% risk level) - abc - dlef - ghijkl
 * small base, ** very small base (under 30) ineligible for sig testing

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	198				
Weighted Base	2452	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193				
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117				
Not at all important	(1) 126	37	12	43	34	12	11	13	5	3	4	11	18	14	12	9	14				
	5%	6%	2%	7%	6%	7%	5%	7%	2%	1%	2%	5%	9%	6%	6%	4%	7%				
Not very important	(2) 267	92	74	53	59	29	26	27	23	22	29	23	16	14	20	16	23				
	17%	15%	17%	8%	10%	15%	13%	13%	11%	10%	14%	17%	8%	6%	17%	7%	12%				
Neither important nor unimportant	(3) 520	138	114	147	121	33	59	54	52	41	21	60	43	43	35	54	32				
	21%	24%	18%	23%	20%	18%	29%	27%	23%	19%	11%	29%	22%	20%	19%	28%	17%				
Important	(4) 869	208	232	237	212	63	80	65	74	75	83	71	74	91	70	68	76				
	36%	36%	36%	36%	35%	35%	39%	33%	33%	34%	41%	34%	38%	42%	37%	30%	39%				
Very important	(5) 642	120	204	144	175	42	38	40	66	75	62	44	43	57	51	75	48				
	26%	21%	32%	23%	28%	24%	18%	20%	39%	35%	27%	21%	22%	26%	27%	34%	25%				
Don't know	7	+	5	1	1	+	+	+	1	1	2	1	+	+	+	+	+				
	+	+	1%	+	+	+	+	+	1%	1%	1%	1%	+	+	+	+	+				
NET Not at all important/ Not very important	394	118	86	96	93	41	37	40	29	25	32	35	34	28	32	24	37				
	16%	20%	13%	15%	16%	22%	18%	20%	13%	11%	16%	16%	18%	13%	17%	11%	19%				
NET Important / Very important	1531	328	436	381	387	105	118	105	140	150	148	115	118	148	121	141	124				
	62%	56%	69%	61%	62%	59%	58%	53%	63%	69%	72%	54%	60%	69%	64%	64%	64%				
Mean	3.66	3.90	4.04	3.62	3.75	3.52	3.53	3.46	3.79	3.74	3.67	3.54	3.56	3.79	3.68	3.89	3.63				
Std Dev.	1.13	1.15	1.06	1.13	1.15	1.21	1.09	1.15	1.06	1.03	1.07	1.10	1.19	1.10	1.17	1.10	1.18				
Std Error	0.02	0.05	0.04	0.05	0.05	0.09	0.08	0.08	0.07	0.07	0.08	0.08	0.09	0.08	0.08	0.07	0.08				

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1)	10	3	8	2	8	4	*	2	4	1	2	1	*	2	6	3	1	8	3
		*	1%	*	*	1%	*	*	*	1%	*	*	1%	*	*	1%	*	*	*	1%
Not very important	(2)	67	4	63	11	56	39	13	13	12	12	1	11	5	26	24	17	16	51	16
		3%	1%	3%	2%	3%	2%	0%	0%	0%	0%	*	0%	0%	3%	3%	2%	4%	3%	4%
Neither important nor unimportant	(3)	289	17	241	38	221	139	47	42	58	27	46	22	17	89	85	85	38	206	46
		11%	4%	12%	8%	17%	12%	10%	10%	11%	9%	12%	10%	12%	10%	10%	11%	11%	10%	11%
Important	(4)	1129	161	969	231	898	516	192	196	211	158	169	129	55	388	368	373	184	928	186
		46%	37%	40%	46%	45%	47%	41%	48%	41%	50%	49%	0%	40%	44%	43%	50%	50%	47%	43%
Very important	(5)	982	254	729	217	765	439	211	155	227	117	146	66	60	366	344	272	126	788	184
		40%	53%	36%	43%	39%	41%	0%	0%	0%	37%	39%	29%	0%	42%	42%	36%	34%	40%	42%
Don't know		6	-	6	2	4	5	1	2	1	-	2	-	-	3	1	2	-	6	-
		*	-	*	*	*	*	*	*	*	-	1%	-	-	*	*	*	-	*	-
NET Not at all important/ Not very important		77	6	71	13	64	44	13	15	15	13	2	12	5	28	29	20	17	58	18
		3%	1%	4%	3%	3%	4%	3%	0%	0%	0%	1%	0%	0%	3%	4%	3%	3%	3%	4%
NET Important / Very important		2111	414	1697	448	1663	955	403	351	437	274	335	195	115	754	712	645	310	1716	371
		86%	53%	84%	50%	85%	84%	87%	86%	85%	87%	87%	85%	84%	86%	86%	86%	85%	86%	85%
Mean		4.23	4.65%	4.17	4.31	4.21	4.18	4.26	4.20	4.26	4.20	4.24	4.09	4.23	4.25	4.24	4.19	4.14	4.23	4.23
Std Dev		0.78	0.67	0.78	0.74	0.78	0.81	0.76	0.78	0.81	0.78	0.70	0.79	0.82	0.77	0.80	0.75	0.80	0.77	0.83
Std Error		0.02	0.04	0.02	0.03	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.05

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	728	772	472	520	1488	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Not at all important (1)	10	1	1	4	5	1	9	5	6	2	*	4	4	*	8	2	8	4	7	-
	*	*	*	1%	1%	*	1.5%	*	1%	*	*	1%	1%	*	1%	*	*	1%	*	-
Not very important (2)	67	17	32	9	8	50	17	41	25	3	7	19	25	12	50	3	62	7	56	3
	3%	3%	4% (d)	2%	2%	4% (f)	2%	2%	3%	2%	3%	3%	4%	2%	3%	2%	3%	1%	3%	3%
Neither important nor unimportant (3)	238	71	75	54	58	146	112	186	71	16	23	91	54	53	168	16	227	50	202	7
	9%	12%	10%	10%	11%	11%	10%	11%	9%	1%	9%	13% (k)	8%	10%	11%	1%	11%	10%	11%	6%
Important (4)	1129	262	377	255	235	639	490	757	361	70	97	268	334	265	699	73	996	216	868	45
	46%	44%	48%	46%	46%	46%	46%	45%	48%	50%	40%	44%	48% (l)	46% (m)	48%	50%	46%	42%	47%	43%
Very important (5)	982	244	300	234	205	543	439	679	291	48	116	225	290	206	601	51	858	239	692	50
	40%	41%	38%	42%	40%	39%	41%	39%	41%	35%	47% (k)	37%	38%	39%	39%	35%	40%	46% (q)	38%	48%
Don't know	6	*	1	*	4	2	4	4	2	*	2	*	3	*	5	*	5	3	2	*
	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	*	*	1%	*	-
NET Not at all important/ Not very important	77	18	33	13	13	51	26	46	31	5	7	23	28	12	58	5	70	11	63	3
	3%	3%	4%	2%	3%	4%	2%	3%	4%	4%	3%	4%	4%	2%	4%	3%	3%	2%	3%	3%
NET Important / Very important	2111	505	677	489	440	1182	929	1435	852	119	213	493	594	472	1300	124	1854	455	1590	95
	86%	85%	86%	88%	86%	86%	87%	86%	86%	85%	87%	81%	87% (l)	86% (m)	85%	85%	86%	88%	85%	80%
Mean	4.23	4.23	4.20	4.27	4.23	4.21	4.25	4.24	4.20	4.15	4.13% (k)	4.14	4.22	4.24	4.20	4.15	4.22	4.13% (q)	4.20	4.35
Std Dev.	0.78	0.78	0.78	0.76	0.78	0.78	0.77	0.77	0.80	0.82	0.77	0.83	0.78	0.72	0.80	0.81	0.78	0.76	0.78	0.74
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.06	0.05	0.03	0.03	0.03	0.02	0.06	0.02	0.03	0.02	0.08

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important (1)	10	10	1	1*	10	1	1	-	1	3	3	-	2	1	-	-	-	-	-	
		+	+	+	+	+	+	-	1%	1%	1%	-	1%	1%	-	-	-	-	-	
Not very important (2)	67	55	12	1	55	6	4	2	1	5	-	6	4	6	17	6	9	1	5	
		3%	3%	3%	3%	3%	4%	3%	1%	2%	-	4%	2%	3%	6%	2%	6%	5%	2%	
Neither important nor unimportant (3)	258	226	33	7	207	33	13	5	10	25	16	20	19	28	32	37	20	2	31	
		11%	8%	11%	10%	13%	11%	8%	11%	9%	8%	12%	10%	12%	10%	10%	10%	11%	13%	
Important (4)	1129	950	179	32	927	114	55	32	44	106	110	84	82	102	133	165	101	14	100	
		46%	42%	51%	50%	33%	47%	49%	46%	38%	35%	49%	42%	43%	44%	45%	39%	71%	61%	
Very important (5)	982	857	125	23	851	61	43	26	39	130	79	63	67	68	123	155	70	3	59	
		41%	36%	36%	43%	29%	37%	40%	31%	51%*	50%*	38%	36%	48%*	42%*	40%	42%*	35%	30%	
Don't know	6	5	+	+	4	-	1	+	-	-	-	-	-	-	-	2	2	-	-	
		+	+	+	+	-	1	+	-	-	-	-	-	-	-	1%	1%	-	-	
NET Not at all important/ Not very important	77	64	12	2	65	6	4	2	2	8	3	6	7	8	17	6	9	1	5	
	3%	3%	4%	3%	3%	3%	4%	3%	2%	3%	1%	4%	3%	3%	6%	2%	5%	5%	3%	
NET Important / Very important	2111	1807	304	55	1779	175	98	59	84	244	188	147	168	200	256	320	171	17	158	
		86%	86%	87%	87%	82%	84%	89%	88%	88%	91%	85%	87%	85%	84%	88%	85%	84%	82%	
Mean	4.23	4.23	4.19	4.18	4.25	4.07	4.18	4.27	4.27	4.59	4.29	4.17	4.27	4.23	4.19	4.28	4.16	3.92	4.09	
Std Dev.	0.78	0.78	0.75	0.76	0.78	0.75	0.79	0.72	0.74	0.80	0.71	0.77	0.82	0.80	0.83	0.72	0.78	0.68	0.76	
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.06	0.07	0.07	0.07	0.07	0.06	0.07	0.09	0.04	

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Table 131

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base		1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744		
Weighted Base		2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	756	1695	
Effective Base		1477	635	466	886	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	108	62	27	1277	89	444	1034	
Not at all important	(1)	10	3	2	3	3	-	-	2	-	1	-	5	5	2	1	5	3	3	4	-	2	1	7	3	5	5	5	
Not very important	(2)	67	20	38	23	40	20	1	5	38	-	17	20	25	10	7	4	45	11	21	21	14	2	6	42	8	32	35	
		3%	2%	2%	2%	2%	2%	2%	2%	2%	4%	2%	3%	2%	3%	5%	2%	4%	2%	6%	3%	2%	13%	2%	3%	2%	2%	2%	
Neither important nor unimportant	(3)	258	111	70	176	135	111	8	23	70	4	27	69	104	53	25	7	174	32	100	92	40	12	15	192	26	83	176	
Important	(4)	1129	453	383	668	595	453	26	120	383	25	148	356	501	136	99	33	658	132	518	467	84	46	8	985	54	334	794	
		86%	42%	46%	63%	66%	46%	47%	50%	63%	46%	46%	47%	50%	42%	45%	42%	44%	46%	51%	46%	46%	16%	14%	46%	47%	42%	42%	
Very important	(5)	40%	464	278	631	445	464	19	105	278	18	116	430	362	71	85	32	792	118	691	591	296	40	38	16	887	54	298	684
		40%	46%	36%	46%	37%	44%	35%	41%	36%	39%	46%	36%	42%	26%	26%	42%	42%	42%	46%	33%	22%	38%	35%	42%	37%	39%	40%	
Don't know		6	5	*	5	*	-	2	*	-	-	1	3	*	2	-	4	2	1	3	-	-	-	4	-	5	1	1	
		0%	1%	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	
NET Not at all important/ Not very important		77	23	40	26	43	23	1	5	40	-	18	20	30	13	9	5	50	14	24	25	14	5	7	49	12	37	40	
		3%	2%	2%	2%	2%	2%	2%	2%	5%	-	6%	2%	3%	5%	6%	3%	5%	2%	2%	3%	14%	5%	7%	2%	12%	12%	2%	
NET Important / Very important		2111	918	661	1297	1040	918	46	225	661	43	263	786	864	207	184	66	1650	250	1109	763	124	84	24	1872	108	632	1478	
		46%	87%	89%	87%	89%	46%	87%	89%	46%	87%	89%	87%	89%	76%	82%	65%	82%	84%	87%	89%	84%	84%	74%	84%	87%	87%	87%	
Mean		4.23	4.23 ^{ns}	4.16	4.27 ^{ns}	4.18	4.29	4.15	4.28	4.16	4.31	4.17	4.27 ^{ns}	4.19 ^{ns}	3.96	4.16 ^{ns}	4.19	4.27 ^{ns}	4.16 ^{ns}	4.26 ^{ns}	4.17 ^{ns}	3.84	4.16 ^{ns}	3.70	4.28 ^{ns}	4.00	4.18	4.25	
Std Dev		0.78	0.75	0.81	0.74	0.77	0.75	0.77	0.71	0.81	0.82	0.83	0.73	0.76	0.83	0.83	0.90	0.75	0.85	0.72	0.74	0.86	0.88	1.16	0.74	1.00	0.84	0.75	
Std Error		0.02	0.02	0.03	0.02	0.02	0.02	0.09	0.04	0.03	0.08	0.04	0.02	0.02	0.05	0.06	0.09	0.02	0.05	0.02	0.02	0.07	0.09	0.18	0.02	0.08	0.03	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	10	2	9	-	3	7	-	9	1	*	-	10	-
	*	1%	*	-	*	*	-	*	2%	*	-	*	-
Not very important (2)	67	4	63	-	18	49	*	58	7	2	*	66	-
	3%	3%	3%	-	2%	3%	*	2%	13%	16%	4%	3%	-
Neither important nor unimportant (3)	258	24	232	2	86	156	12	236	17	*	3	253	2
	11%	17%	10%	9%	12%	10%	10%	10%	27%	2%	53%	10%	30%
Important (4)	1129	62	1050	16	319	756	52	1099	21	3	*	1123	5
	46%	43%	46%	76%	44%	47%	44%	46%	35%	27%	6%	46%	69%
Very important (5)	982	52	927	3	291	636	55	961	13	7	2	980	-
	40%	36%	41%	13%	40%	39%	46%	41%	21%	54%	38%	40%	-
Don't know	6	*	5	-	3	3	-	3	2	-	-	6	*
	*	*	*	-	*	*	-	*	6%	*	-	*	1%
NET Not at all important/ Not very important	77	6	71	-	21	56	*	67	8	2	*	77	-
	3%	4%	3%	-	3%	3%	*	3%	13%	16%	4%	3%	-
NET Important / Very important	2111	115	1977	19	610	1394	106	2090	34	10	2	2104	5
	86%	79%	86%	91%	84%	87%	90%	87%	56%	82%	44%	86%	69%
Mean	4.23	4.10	4.24	4.04	4.22	4.22	4.36	4.28	3.64	4.19	3.78	4.23	3.70
Std Dev.	0.78	0.86	0.77	0.48	0.79	0.78	0.66	0.76	1.02	1.14	1.12	0.78	0.49
Std Error	0.02	0.07	0.02	0.10	0.03	0.02	0.06	0.02	0.14	0.31	0.46	0.02	0.22

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	3490	617	636	616	621	202	204	211	228	214	194	217	193	208	210	215	198
Weighted Base	1477	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117
Not at all important	(1)	10	4	-	3	3	1	*	3	-	-	*	3	*	1	*	2
		*	1%	-	1%	*	1%	*	1%	-	-	*	2%	*	1%	*	1%
Not very important	(2)	67	11	14	17	25	1	4	5	4	6	5	3	5	9	8	14
		3%	2%	2%	3%	4%	1%	2%	2%	2%	3%	2%	1%	3%	4%	4%	7%
Neither important nor unimportant	(3)	288	65	74	58	61	17	18	29	38	23	13	19	20	18	17	24
		11%	11%	12%	9%	10%	9%	10%	12%	17%	11%	6%	9%	10%	8%	9%	12%
Important	(4)	1129	295	289	272	290	97	105	94	90	80	98	93	82	96	92	93
		46%	47%	45%	43%	49%	54%	50%	47%	41%	37%	49%	44%	42%	44%	49%	48%
Very important	(5)	982	204	283	272	223	63	73	69	90	108	85	95	81	95	70	61
		40%	35%	44%	43%	37%	35%	35%	35%	40%	59%	42%	45%	42%	43%	37%	31%
Don't know		6	2	-	3	1	*	2	-	-	-	-	-	3	*	1	-
		*	*	-	1%	*	*	1%	-	-	-	-	-	2%	*	-	-
NET Not at all important/ Not very important		77	15	14	21	27	3	4	8	4	6	5	3	9	10	9	16
		3%	3%	2%	3%	5%	1%	2%	4%	2%	3%	2%	1%	4%	4%	5%	8%
NET Important / Very important		2111	503	552	543	513	159	181	163	180	188	184	189	163	191	161	154
		86%	86%	86%	87%	85%	89%	88%	82%	81%	87%	81%	89%	84%	87%	85%	80%
Mean	4.23	4.18	4.28	4.27	4.17	4.22	4.22	4.11	4.20	4.22	4.11	4.22	4.11	4.22	4.17	4.17	4.02
Std Dev.	0.78	0.75	0.75	0.78	0.81	0.70	0.70	0.84	0.78	0.78	0.70	0.70	0.86	0.80	0.82	0.88	0.90
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.06	0.06	0.06	0.05	0.06

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308	
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435	
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241	
Not at all important	(1)	48	6	42	5	43	28	20	7	6	3	10	5	13	10	25	15	41	6	15	
		2%	1%	2%	1%	2%	2%	2%	2%	1%	1%	3%	1%	3%	2%	1%	1%	2%	1%	1%	
Not very important	(2)	87	5	82	7	80	53	34	8	24	16	15	13	7	32	31	25	12	71	17	
	4%	1%	2%	1%	2%	1%	2%	2%	2%	3%	2%	3%	3%	4%	4%	4%	3%	3%	4%	4%	
Neither important nor unimportant	(3)	289	24	234	57	201	147	111	53	36	53	32	43	24	88	85	85	42	204	48	
	11%	5%	10%	11%	10%	10%	8%	7%	9%	10%	10%	11%	10%	13%	10%	10%	11%	12%	10%	11%	
Important	(4)	1052	155	936	224	867	503	587	208	186	217	142	169	119	50	395	359	338	169	896	
	43%	36%	46%	45%	44%	44%	45%	45%	45%	42%	45%	44%	42%	36%	43%	43%	43%	46%	45%	43%	
Very important	(5)	962	247	715	205	758	410	550	188	157	219	121	151	68	345	339	279	127	771	179	
	39%	7%	35%	41%	39%	36%	41%	40%	15%	13%	19%	12%	15%	8%	40%	41%	37%	35%	39%	41%	
Don't know		5	-	5	2	3	2	3	-	-	1	2	1	-	-	3	1	-	5	-	
	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	
NET Not at all important / Not very important		135	11	124	13	123	81	55	15	30	22	18	22	18	45	40	50	27	111	22	
	6%	2%	6%	3%	6%	6%	5%	3%	3%	4%	4%	6%	6%	7%	5%	5%	7%	7%	6%	5%	
NET Important / Very important		2054	403	1651	429	1625	913	1137	396	343	435	263	320	187	740	698	616	296	1667	365	
	84%	23%	82%	86%	83%	80%	80%	80%	84%	80%	80%	84%	83%	82%	85%	84%	82%	81%	84%	84%	
Mean		4.16	4.69	4.09	4.23	4.14	4.06	4.26	4.21	4.13	4.20	4.16	4.14	3.99	4.17	4.20	4.09	4.04	4.15	4.18	
Std Dev		0.89	0.77	0.90	0.79	0.91	0.94	0.83	0.91	0.85	0.86	0.92	0.97	1.00	0.87	0.85	0.95	0.98	0.89	0.87	
Std Error		0.02	0.04	0.02	0.04	0.02	0.03	0.04	0.05	0.04	0.05	0.05	0.06	0.08	0.03	0.03	0.03	0.05	0.02	0.05	

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Not at all important	(1) 46	3	21	10	14	24	24	25	22	4	6	12	16	8	34	4	42	9	38	1
	2%	1%	3%	2%	3%	2%	2%	2%	3%	3%	2%	2%	2%	1%	2%	3%	2%	2%	2%	1%
Not very important	(2) 87	17	37	15	18	54	33	52	33	10	6	30	26	6	62	10	74	21	63	4
	4%	3%	5%	3%	4%	4%	3%	3%	4%	7%	3%	6%	4%	1%	4%	7%	3%	4%	3%	3%
Neither important nor unimportant	(3) 258	89	77	61	51	149	112	167	80	18	31	98	58	60	157	18	222	49	199	9
	9%	12%	10%	11%	10%	11%	10%	10%	12%	13%	11%	11%	8%	11%	10%	13%	10%	10%	11%	9%
Important	(4) 1082	250	366	262	214	616	476	750	331	45	101	284	319	263	705	49	998	204	845	43
	45%	42%	47%	47%	42%	45%	44%	45%	44%	33%	41%	41%	41%	41%	41%	34%	40%	39%	40%	41%
Very important	(5) 962	252	285	209	213	540	422	676	275	60	101	210	260	200	571	62	618	231	682	49
	39%	43%	36%	38%	41%	39%	38%	40%	38%	43%	41%	35%	38%	37%	37%	43%	38%	43%	37%	47%
Don't know	5	-	-	-	4	-	4	1	4	2	-	2	-	-	2	2	2	4	1	-
	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-	-	-	-	1%	-	-
NET Not at all important/ Not very important	135	20	59	24	32	79	57	77	55	11	12	42	42	14	96	14	116	30	101	4
	6%	3%	7%	4%	6%	6%	5%	7%	6%	1%	5%	7%	6%	3%	6%	10%	5%	6%	6%	4%
NET Important / Very important	2054	505	651	471	427	1158	898	1420	808	196	202	494	579	463	1276	111	1816	435	1526	92
	84%	85%	83%	85%	83%	84%	84%	85%	80%	76%	82%	82%	85%	86%	83%	77%	84%	84%	84%	87%
Mean	4.16	4.28%	4.09	4.16	4.16	4.15	4.16	4.25%	4.07	4.07	4.16	4.08	4.15	4.19	4.12	4.08	4.15	4.22	4.13	4.29
Std Dev.	0.89	0.81	0.94	0.85	0.94	0.89	0.89	0.85	0.96	1.06	0.91	0.91	0.90	0.79	0.91	1.05	0.88	0.91	0.89	0.82
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.08	0.06	0.04	0.03	0.03	0.02	0.08	0.02	0.04	0.02	0.08

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429		
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194		
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192		
Not at all important	(1) 46	41	7	1	44	2	2	*	3	13	4	3	3	6	9	-	3	*	1		
	2%	2%	2%	1%	2%	1%	1%	1%	3%us	9%us	2%	1%	2%	3%us	3%us	-	2%	2%	1%		
Not very important	(2) 87	71	16	4	74	5	6	3	3	3	6	3	2	3	18	21	14	*	5		
	4%	3%	5%	6%	4%	2%	5%	4%	3%	1%	3%	1%	1%	1%	6%us	6%us	7%us	1%	3%		
Neither important nor	258	226	32	6	203	34	11	10	10	16	18	26	13	22	35	29	33	2	32		
unimportant	(3) 95%	11%	8%	10%	10%	16%us	10%	10%us	11%	6%	9%	13%us	7%	9%	11%	8%	13%us	11%	13%us		
Important	(4) 1082	927	165	26	909	103	52	28	34	116	103	76	92	97	134	163	92	10	92		
	45%	44%	47%	47%	44%	46%	44%	43%	36%	42%	39%us	44%	48%	47%	44%	45%	46%	53%	64		
Very important	(5) 962	834	128	26	821	70	40	24	45	129	75	66	83	105	107	152	58	7	64		
	39%	40%	37%	42%	40%	33%	40%	37%	47%us	47%us	36%	38%	43%us	45%us	35%	41%us	29%	34%	33%		
Don't know	5	4	*	*	4	-	*	1	1	-	1	-	-	-	2	-	-	-	-		
	*	*	*	*	*	-	*	1%us	1%	-	1%	-	-	-	1%	-	-	-	-		
NET Not at all	135	112	24	4	118	7	7	3	6	16	10	5	6	10	27	21	19	1	7		
Important/ Not very	6%	5%	7%	7%	6%	3%	6%	5%	6%	6%	5%	3%	3%	4%	9%	6%	9%us	3%	3%		
Important																					
NET Important / Very	2054	1761	293	53	1730	173	99	52	79	245	128	143	175	203	241	316	151	17	198		
important	84%	84%	84%	83%	84%	87%	84%	79%	82%	85%us	80%us	82%	86%us	86%us	79%	86%us	75%	87%	85%		
Mean	4.16	4.16	4.12	4.17	4.17	4.10	4.16	4.12	4.20us	4.20us	4.17us	4.16us	4.20us	4.20us	4.03	4.22us	3.93	4.16	4.09		
Std Dev.	0.89	0.89	0.91	0.93	0.90	0.81	0.89	0.86	0.98	0.97	0.84	0.84	0.79	0.89	0.98	0.83	0.94	0.81	0.81		
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.09	0.08	0.07	0.07	0.07	0.07	0.09	0.07	0.08	0.10	0.04		

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744	
Weighted Base	2452	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1978	297	1234	883	178	100*	46*	2117	140*	756	1695	
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	108	62	27	1277	89	444	1034	
Not at all important	(1)	48	16	25	17	26	16	2	25	15	13	15	15	5	10	3	30	13	27	8	3	3	7	34	11	12	36	
2%		1%	3%	1%	2%	1%	4%	1%	3%	-	4%	2%	1%	2%	4%	2%	2%	5%	2%	1%	2%	3%	15%	2%	7%	2%	2%	
Not very important	(2)	87	48	22	60	34	48	8	22	18	8	18	36	15	15	4	54	19	29	31	17	4	5	60	9	32	55	
4%		5%	3%	4%	3%	5%	15%	7%	3%	-	3%	2%	4%	5%	5%	3%	5%	2%	2%	4%	10%	4%	11%	3%	5%	4%	3%	
Neither important nor unimportant	(3)	258	116	81	164	130	116	9	81	5	34	75	117	46	17	2	192	20	109	76	48	17	5	185	22	86	171	
11%		11%	11%	11%	11%	11%	16%	13%	11%	10%	11%	9%	12%	17%	8%	3%	10%	7%	9%	9%	21%	17%	11%	9%	15%	10%	10%	
Important	(4)	1092	458	368	658	568	458	15	368	26	144	347	489	128	94	32	835	126	510	458	71	42	6	908	48	352	739	
40%		40%	48%	44%	47%	43%	27%	42%	45%	55%	47%	40%	52%	47%	40%	42%	44%	41%	41%	40%	42%	13%	5%	9%	33%	47%	44%	
Very important	(5)	962	422	275	608	461	422	23	275	16	110	421	345	78	82	34	768	116	558	309	37	33	23	866	56	273	689	
39%		40%	36%	40%	38%	40%	41%	36%	36%	34%	36%	40%	34%	29%	37%	40%	38%	38%	45%	38%	21%	33%	50%	41%	38%	36%	41%	
Don't know		5	1	1	1	1	-	1	1	-	1	1	-	-	1	2	1	3	1	2	2	-	-	3	-	-	4	
NET Not at all important/ Not very important		135	64	46	77	59	64	9	46	-	21	33	50	20	25	7	83	32	56	39	20	7	12	94	19	44	91	
6%		6%	6%	5%	5%	6%	16%	8%	6%	-	7%	4%	5%	7%	11%	9%	4%	11%	5%	4%	11%	7%	26%	4%	17%	6%	5%	
NET Important / Very important		2054	878	643	1264	1028	878	38	643	42	253	768	833	206	176	66	1901	243	1088	767	108	76	29	1834	105	625	1428	
84%		83%	84%	84%	84%	83%	68%	79%	83%	89%	82%	80%	82%	76%	80%	86%	82%	80%	87%	87%	81%	76%	63%	87%	71%	83%	84%	
Mean		4.16	4.15	4.10	4.18	4.15	3.91	4.06	4.10	4.24	4.07	4.28	4.26	4.11	4.02	4.20	4.26	4.26	4.28	4.17	3.69	3.98	3.71	4.22	3.89	4.11	4.18	
Std Dev		0.89	0.89	0.92	0.86	0.87	0.89	1.18	0.93	0.92	0.83	0.97	0.84	0.85	0.91	1.08	1.01	0.85	1.06	0.88	0.79	0.97	0.99	1.54	0.84	1.19	0.88	0.89
Std Error		0.02	0.03	0.03	0.02	0.03	0.14	0.05	0.03	0.09	0.05	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.02	0.03	0.07	0.10	0.24	0.02	0.10	0.03	0.02	

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	48	2	44	2	15	29	3	44	4	-	-	48	-
2%		1%	2%	11%	2%	2%	3%	2%	7%	-	-	2%	-
Not very important (2)	87	13	72	1	30	57	1	78	7	-	1	86	-
4%		5%	3%	7%	4%	4%	1%	3%	13%	2%	29%	4%	-
Neither important nor unimportant (3)	258	15	239	5	100	145	12	236	14	2	3	253	2
11%		10%	10%	22%	14%	9%	11%	10%	23%	19%	53%	10%	30%
Important (4)	1092	52	1030	9	293	750	49	1059	22	8	-	1086	5
45%		36%	45%	42%	40%	46%	41%	45%	36%	64%	9%	45%	69%
Very important (5)	962	62	896	4	280	630	53	946	13	2	-	962	-
39%		43%	39%	19%	39%	39%	45%	40%	22%	15%	9%	39%	-
Don't know	5	-	4	-	4	-	-	4	-	-	-	4	-
*		*	*	-	1%	-	-	*	-	-	-	*	1%
NET Not at all important/ Not very important	135	15	116	4	45	86	4	122	11	*	1	134	-
6%		11%	5%	17%	6%	5%	3%	5%	12%	2%	29%	5%	-
NET Important / Very important	2054	114	1927	13	573	1380	102	2003	36	10	1	2048	5
84%		79%	84%	81%	79%	86%	86%	85%	58%	79%	18%	84%	69%
Mean	4.16	4.10	4.17	3.52	4.10	4.18	4.25	4.16	3.56	3.92	2.98	4.16	3.70
Std Dev.	0.89	1.01	0.88	1.21	0.94	0.87	0.87	0.88	1.15	0.66	0.97	0.89	0.49
Std Error	0.02	0.08	0.02	0.25	0.03	0.02	0.08	0.02	0.16	0.18	0.39	0.02	0.22

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month															
Total		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base		2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	198			
Weighted Base		2452	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193			
Effective Base		1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117			
(1)	Not at all important	48	16	6	11	15	6	6	4	1	4	1	2	7	2	4	2	9			
	2%	3%	1%	2%	2%	3%	3%	2%	2%	1%	2%	1%	3%	1%	2%	1%	1%	8%			
(2)	Not very important	87	23	20	26	19	4	10	8	9	7	4	12	4	10	4	6	9			
	4%	4%	3%	4%	3%	2%	2%	5%	4%	4%	3%	2%	6%	2%	5%	2%	3%	4%			
(3)	Neither important nor unimportant	288	67	62	56	74	21	27	19	26	22	13	19	16	21	21	23	30			
	11%	11%	10%	9%	12%	12%	13%	9%	12%	10%	10%	7%	9%	8%	10%	11%	10%	16%			
(4)	Important	1092	267	295	272	257	81	80	95	77	101	113	93	80	92	81	101	74			
	45%	45%	45%	44%	43%	45%	44%	45%	44%	47%	47%	46%	44%	45%	42%	43%	46%	38%			
(5)	Very important	962	211	258	259	234	67	71	73	109	83	67	85	80	93	76	87	71			
	39%	36%	40%	41%	39%	37%	35%	37%	49%	38%	33%	40%	47%	43%	43%	40%	39%	37%			
Don't know		5	1	1	4	1	1	1	1	1	1	1	1	1	1	3	1	1			
		0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
NET Not at all important/ Not very important		135	39	25	38	34	10	17	12	11	10	4	14	11	12	8	9	17			
		6%	7%	4%	6%	6%	6%	6%	6%	5%	5%	2%	7%	6%	6%	4%	4%	9%			
NET Important / Very important		2054	478	553	531	491	148	161	169	186	184	183	178	168	186	157	188	145			
		84%	82%	86%	85%	82%	79%	85%	84%	85%	84%	84%	84%	85%	85%	83%	86%	75%			
Mean		4.16	4.09	4.22	4.19	4.13	4.11	4.02	4.13	4.04	4.17	4.07	4.17	4.18	4.21	4.20	4.20	3.99			
Std Dev.		0.89	0.94	0.81	0.90	0.92	0.93	0.98	0.89	0.87	0.86	0.87	0.89	0.93	0.87	0.86	0.82	1.06			
Std Error		0.02	0.04	0.03	0.04	0.04	0.07	0.07	0.06	0.06	0.06	0.06	0.05	0.06	0.07	0.06	0.06	0.08			

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308	
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435	
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241	
Not at all important	(1)	26	3	23	11	16	15	1	4	5	-	6	5	5	5	5	16	10	24	2	
	1%	1%	1%	4.2%	1%	1%	1%	-	1%	1%	-	2%	2.0%	2.0%	1%	1%	4.2%	2.0%	1%	1%	
Not very important	(2)	81	11	70	20	61	39	25	14	10	9	10	3	10	39	19	23	13	58	20	
	3%	2%	3%	4%	3%	3%	3%	6.1%	3%	2%	3%	3%	1%	7.4%	4%	2%	3%	4%	3%	5%	
Neither important nor unimportant	(3)	261	15	247	41	220	154	46	38	56	26	39	32	24	84	82	95	56	225	35	
	11%	3%	12.5%	8%	17%	15.8%	8%	10%	9%	11%	8%	10%	14%	15.8%	10%	10%	13%	14.7%	11%	8%	
Important	(4)	1169	169	990	217	943	535	624	209	196	230	163	169	133	59	405	393	362	192	958	
	47%	39%	48%	43%	48%	47%	48%	45%	48%	45%	52%	44%	68.5%	43%	46%	48%	48%	53%	48%	43%	
Very important	(5)	917	235	678	207	710	398	182	156	211	117	157	56	39	338	327	251	94	715	180	
	37%	7.0%	34%	41%	36%	35%	40%	2.9%	3.9%	4.1%	3.6%	4.2%	2.4%	26%	39.0%	40.0%	30.8%	26%	36%	44.0%	
Don't know		6	*	6	1	2	5	*	2	*	*	4	*	*	2	*	4	*	6	*	
	*	*	*	1%	*	*	*	*	*	*	*	1%	*	*	*	*	1%	*	*	*	
NET Not at all important/ Not very important		107	14	93	30	77	53	26	18	15	9	16	8	15	44	24	39	23	82	23	
	4%	3%	5%	6%	4%	5%	6%	6%	4%	3%	4%	4%	1.5%	10%	5%	3%	5%	6.3%	4%	5%	
NET Important / Very important		2076	426	1668	423	1653	934	391	352	441	280	327	189	98	743	720	613	287	1673	378	
	85%	5.0%	83%	85%	85%	85%	82%	9.1%	8.9%	8.9%	8.9%	8.2%	83%	71%	88.0%	88.0%	82%	78%	84%	87%	
Mean		4.17	4.46%	4.11	4.19	4.16	4.11	4.52%	4.58%	4.58%	4.52%	4.52%	4.01	3.86	4.58%	4.52%	4.08	3.96	4.15	4.24	
Std Dev		0.83	0.74	0.83	0.91	0.81	0.85	0.80	0.84	0.82	0.79	0.72	0.85	0.80	1.04	0.83	0.77	0.88	0.90	0.82	
Std Error		0.02	0.04	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.03	0.04	0.05	0.09	0.03	0.03	0.03	0.05	0.02	0.05	

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	156	361	413	306	932	98	1289	339	1077	64
Not at all important (1)	26	4	11	7	5	14	12	7	20	3	4	4	12	2	19	3	23	5	20	1
	5%	1%	1%	1%	1%	1%	1%	1%	5%	2%	2%	1%	2%	1%	1%		1%	1%	1%	1%
Not very important (2)	81	24	25	18	13	49	32	48	33	7	6	24	20	16	51	7	69	24	51	6
	3%	4%	3%	3%	3%	4%	3%	3%	4%	5%	3%	4%	3%	3%	3%	5%	3%	5%	3%	5%
Neither important nor unimportant (3)	261	57	85	65	54	143	119	159	101	10	22	88	76	44	186	11	241	61	191	9
	15%	10%	11%	12%	10%	10%	11%	10%	11%	8%	9%	13% ^{ab}	11%	8%	12%	7%	11%	12%	10%	9%
Important (4)	1189	283	392	250	234	675	484	792	355	62	107	282	312	284	701	66	1026	200	910	50
	47%	48%	50%	45%	45%	49%	45%	47%	47%	45%	44%	46%	46%	53% ^{ab}	46%	45%	48%	38%	53% ^{ab}	47%
Very important (5)	917	226	273	211	207	498	419	601	244	52	104	208	256	191	571	54	795	227	651	40
	37%	38%	35%	38%	40%	36%	39%	43% ^{ab}	32%	37%	42%	34%	38%	36%	37%	37%	44% ^{ab}	37%	38%	37%
Don't know	6	*	1	4	2	1	6	4	2	4	2	*	*	*	2	4	2	2	4	-
	*	*	*	1%	*	*	1%	*	*	3% ^{ab}	*	*	*	*	*	*	*	*	*	*
NET Not at all important/ Not very important	107	28	36	26	18	64	44	54	53	10	10	28	32	16	70	10	91	29	71	7
	4%	5%	5%	5%	4%	5%	4%	5%	7% ^{ab}	8%	4%	5%	5%	3%	5%		4%	6%	4%	6%
NET Important / Very important	2076	508	665	462	441	1173	903	1453	599	114	211	490	570	475	1272	120	1821	427	1590	90
	85%	86%	85%	83%	86%	85%	84%	87% ^{ab}	79%	82%	86%	81%	84%	85% ^{ab}	83%	83%	84%	62%	85%	85%
Mean	4.17	4.18	4.13	4.16	4.22	4.15	4.19	4.23 ^{ab}	4.02	4.13	4.24	4.10	4.16	4.20	4.15	4.13	4.16	4.20	4.16	4.15
Std Dev.	0.83	0.82	0.83	0.85	0.80	0.82	0.83	0.77	0.93	0.94	0.84	0.83	0.87	0.74	0.85	0.93	0.82	0.89	0.81	0.87
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.05	0.04	0.03	0.03	0.02	0.07	0.02	0.04	0.02	0.09

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humburside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important	(1) 26	22	4	1	23	2	1	-	1	1	3	4	4	2	-	4	3	-	2	
	8%	1%	1%	1%	1%	1%	1%	-	1%	-	2%	2%	2%	1%	-	1%	2%	1%	1%	
Not very important	(2) 81	71	10	3	67	5	6	2	5	7	3	3	3	8	12	10	16	1	4	
	3%	3%	3%	3%	4%	3%	3%	5%	3%	5%	3%	1%	2%	4%	4%	3%	8%	6%	2%	
Neither important nor unimportant	(3) 261	229	33	5	204	35	13	9	8	37	13	15	17	21	27	39	25	6	30	
	17%	11%	8%	7%	10%	11%	13%	13%	9%	13%	6%	9%	9%	9%	9%	11%	13%	29%	13%	
Important	(4) 1189	966	193	34	967	99	60	34	43	126	82	83	97	104	153	174	105	7	92	
	47%	46%	53%	54%	47%	46%	51%	51%	45%	46%	40%	49%	50%	44%	50%	48%	51%	34%	47%	
Very important	(5) 917	812	105	21	787	72	37	21	30	105	100	69	72	89	112	134	51	6	66	
	37%	33%	30%	33%	38%	34%	31%	32%	40%	38%	31%	46%	37%	42%	37%	37%	23%	30%	34%	
Don't know	6	2	4	*	6	1	*	*	-	-	-	-	-	-	-	4	2	-	1	
	*	*	6%	*	*	*	*	*	-	-	-	-	-	-	-	1%	1%	-	*	
NET Not at all important/ Not very important	107	93	14	3	90	8	8	2	5	8	6	6	8	11	12	15	19	1	6	
	4%	4%	4%	3%	4%	4%	6%	3%	6%	3%	3%	4%	4%	5%	4%	4%	9%	7%	3%	
NET Important / Very important	2076	1778	298	55	1755	171	97	55	82	232	188	152	170	203	255	308	156	13	158	
	85%	85%	85%	87%	85%	80%	82%	83%	86%	84%	91%	89%	87%	86%	87%	84%	77%	64%	81%	
Mean	4.17	4.18	4.11	4.14	4.19	4.09	4.07	4.13	4.29p	4.18p	4.37op	4.29p	4.18p	4.23p	4.29p	4.17p	3.92	3.86	4.11	
Std Dev.	0.83	0.83	0.78	0.80	0.83	0.83	0.86	0.76	0.85	0.79	0.80	0.83	0.84	0.83	0.76	0.82	0.91	0.99	0.81	
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.06	0.07	0.07	0.07	0.07	0.07	0.07	0.08	0.13	0.04	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744		
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	756	1695		
Effective Base	1477	635	466	886	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	108	62	27	1277	89	444	1034		
Not at all important (1)	26	6	14	7	16	6	-	5	14	-	9	8	7	4	4	3	15	7	9	8	-	2	7	17	9	5	21		
1%	1%	1%	2%	*	1%	1%	-	2%	1%	1%	3%	1%	1%	1%	2%	4%	1%	2%	1%	1%	-	2%	16%	1%	6%	1%	1%		
Not very important (2)	81	29	34	45	50	29	6	13	34	*	14	18	37	12	13	1	55	14	29	26	20	6	*	55	6	39	42		
3%	3%	3%	4%	3%	4%	3%	10%	3%	4%	*	5%	2%	4%	4%	2%	2%	3%	11%	2%	3%	11%	6%	3%	4%	3%	2%	2%		
Neither important nor unimportant (3)	261	118	84	163	128	118	5	33	84	3	36	85	95	50	26	6	180	32	112	85	43	12	10	196	22	81	180		
11%	11%	11%	11%	11%	10%	11%	10%	13%	11%	6%	12%	10%	9%	10%	12%	8%	10%	11%	9%	10%	10%	12%	21%	9%	15%	11%	11%		
Important (4)	1199	449	416	651	619	449	21	105	416	32	173	362	528	136	95	37	880	132	527	479	83	50	15	1005	65	350	810		
47%	47%	42%	45%	43%	43%	42%	37%	41%	41%	54%	68%	41%	52%	50%	45%	48%	44%	44%	45%	45%	50%	33%	49%	45%	46%	46%	46%		
Very important (5)	917	454	222	638	406	454	24	98	222	12	76	403	330	72	80	30	733	110	552	295	33	30	14	838	43	276	641		
37%	37%	43%	29%	42%	33%	43%	43%	38%	29%	26%	25%	46%	33%	26%	36%	39%	39%	37%	45%	32%	19%	30%	29%	40%	30%	36%	38%		
Don't know	6	2	*	2	*	2	-	2	*	-	-	1	4	*	2	-	5	2	5	*	-	-	-	5	-	3	1		
NET Not at all important/ Not very important	107	35	49	52	65	35	6	17	49	*	23	26	44	15	17	5	70	22	39	34	20	8	8	73	15	44	63		
4%	4%	3%	6%	3%	5%	3%	10%	7%	6%	*	8%	3%	4%	6%	6%	4%	7%	4%	3%	4%	11%	8%	16%	3%	10%	6%	4%		
NET Important / Very important	2076	903	638	1289	1025	903	44	202	638	44	249	765	858	207	175	67	1623	242	1079	764	116	80	29	1843	109	625	1451		
85%	85%	85%	83%	86%	84%	85%	80%	80%	83%	82%	81%	87%	86%	76%	80%	86%	80%	81%	87%	87%	65%	80%	62%	87%	74%	83%	86%		
Mean	4.17	4.20	4.03	4.24	4.11	4.20	4.12	4.10	4.03	4.19	3.95	4.20	4.14	3.96	4.07	4.15	4.21	4.09	4.20	4.14	3.73	4.00	3.60	4.23	3.87	4.13	4.19		
Std Dev.	0.83	0.80	0.86	0.80	0.84	0.80	0.97	0.94	0.86	0.55	0.90	0.80	0.79	0.86	0.94	0.95	0.80	0.95	0.79	0.77	0.89	0.91	1.35	0.79	1.08	0.85	0.81		
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.12	0.05	0.03	0.08	0.05	0.03	0.03	0.05	0.07	0.10	0.02	0.05	0.02	0.03	0.07	0.09	0.21	0.02	0.09	0.03	0.02		

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2482	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	26	4	22	-	13	14	-	24	2	*	-	26	-
	1%	3%	1%	-	2%	1%	-	1%	4%	*	-	1%	-
Not very important (2)	81	4	76	1	39	42	*	71	10	-	-	81	-
	3%	3%	3%	4%	5%	3%	*	3%	5%	-	-	3%	-
Neither important nor unimportant (3)	261	17	239	5	84	160	18	240	15	2	3	257	2
	11%	12%	10%	24%	12%	10%	16%	10%	5%	20%	53%	11%	30%
Important (4)	1189	69	1082	8	323	784	52	1126	21	6	2	1153	5
	47%	47%	47%	39%	45%	49%	44%	49%	35%	47%	37%	47%	69%
Very important (5)	917	50	860	7	259	611	48	901	11	4	1	917	-
	37%	35%	38%	33%	36%	38%	40%	39%	18%	33%	11%	35%	-
Don't know	6	*	6	-	6	1	-	5	2	-	-	6	*
	*	*	*	-	1%	*	-	*	5%	*	-	*	1%
NET Not at all important/ Not very important	107	9	98	1	51	56	*	95	12	*	-	107	-
	4%	6%	4%	4%	7%	3%	*	4%	20%	*	-	4%	-
NET Important / Very important	2076	119	1942	15	582	1395	99	2027	33	10	2	2069	5
	85%	82%	85%	72%	81%	87%	84%	86%	53%	80%	47%	85%	69%
Mean	4.17	4.08	4.18	4.00	4.08	4.20	4.24	4.19	3.49	4.12	3.58	4.17	3.70
Std Dev.	0.83	0.93	0.82	0.88	0.92	0.79	0.72	0.81	1.10	0.77	0.76	0.83	0.49
Std Error	0.02	0.07	0.02	0.18	0.03	0.02	0.07	0.02	0.15	0.21	0.31	0.02	0.22

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	198				
Weighted Base	2452	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193				
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117				
Not at all important	(1)	26	7	6	7	5	7	2	1	-	5	*	6	-	1	*	6				
	1%	1%	1%	1%	1%	3%	3%	1%	1%	-	2%	*	3%	-	1%	*	3%				
Not very important	(2)	81	23	21	16	21	7	8	9	5	11	5	4	5	7	12	4				
	3%	4%	3%	3%	3%	4%	4%	4%	4%	2%	5%	2%	2%	2%	3%	6%	2%				
Neither important nor unimportant	(3)	261	75	56	67	63	18	29	28	28	16	12	33	17	17	22	23				
	11%	13%	9%	11%	10%	10%	14%	14%	12%	7%	6%	18%	9%	8%	9%	10%	12%				
Important	(4)	1199	274	315	276	294	100	88	86	114	95	100	77	105	94	87	99				
	47%	47%	49%	44%	49%	43%	43%	43%	43%	44%	44%	37%	64%	43%	43%	51%	45%				
Very important	(5)	917	203	241	256	217	50	79	74	74	95	72	92	63	101	61	94				
	37%	35%	38%	41%	36%	29%	38%	37%	33%	44%	36%	44%	32%	46%	32%	43%	32%				
Don't know	6	2	*	4	-	2	*	2	-	-	*	4	*	*	*	-	-				
	*	*	*	1%	-	*	1%	-	-	-	*	2%	-	*	-	-	-				
NET Not at all important/ Not very important	107	30	27	22	28	12	8	11	7	11	10	4	10	7	13	4	10				
	4%	5%	4%	3%	5%	7%	4%	5%	3%	5%	5%	2%	5%	3%	7%	2%	5%				
NET Important / Very important	2076	477	557	532	511	149	167	161	188	190	179	169	168	195	158	193	160				
	85%	82%	87%	85%	85%	83%	81%	80%	85%	88%	89%	80%	86%	89%	84%	88%	83%				
Mean	4.17	4.10	4.19	4.22	4.15	4.02	4.17	4.11	4.14	4.16	4.16	4.16	4.10	4.22	4.08	4.22	4.07				
Std Dev.	0.83	0.86	0.80	0.81	0.83	0.89	0.81	0.88	0.77	0.80	0.84	0.80	0.87	0.75	0.85	0.73	0.90				
Std Error	0.02	0.03	0.03	0.03	0.03	0.06	0.06	0.06	0.05	0.05	0.06	0.05	0.06	0.05	0.06	0.05	0.06				

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Table 134

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308	
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435	
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241	
Not at all important	(1)	67	6	61	15	52	40	27	5	6	9	10	10	11	10	19	37	27	64	3	
		3%	1%	3%	3%	4%	2%	1%	2%	3%	3%	3%	4%	4%	1%	2%	8%	6%	6%	1%	
Not very important	(2)	173	24	149	29	144	73	99	17	27	29	29	25	35	43	57	72	46	152	20	
		7%	5%	7%	6%	7%	6%	8%	4%	7%	5%	7%	10%	10%	5%	7%	10%	13%	8%	5%	
Neither important nor unimportant	(3)	384	31	353	70	314	203	178	63	60	93	40	53	49	123	133	129	76	330	49	
		16%	7%	16%	14%	16%	14%	14%	15%	18%	13%	14%	14%	14%	14%	16%	17%	17%	16%	17%	
Important	(4)	1112	171	941	242	870	457	613	224	195	204	154	179	102	58	418	357	336	157	852	201
		45%	39%	47%	48%	44%	47%	48%	48%	40%	49%	46%	45%	41%	48%	43%	43%	43%	45%	46%	
Very important	(5)	714	203	511	144	570	328	385	156	122	178	80	119	31	279	258	177	58	547	162	
		29%	43%	25%	29%	29%	30%	19%	19%	20%	20%	19%	14%	20%	29%	30%	24%	16%	28%	19%	
Don't know		2	1	1	2	2	2	1	1	1	1	1	1	1	1	1	1	1	2	1	
		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
NET Not at all important/ Not very important		239	30	209	43	196	114	126	21	32	37	40	35	46	54	77	109	74	217	23	
		10%	7%	10%	9%	10%	10%	10%	6%	8%	7%	10%	10%	10%	6%	9%	10%	10%	11%	5%	
NET Important / Very important		1826	375	1451	386	1440	826	999	380	317	382	234	208	133	83	697	616	613	216	1438	363
		74%	43%	72%	77%	74%	72%	77%	43%	37%	43%	26%	26%	13%	30%	30%	30%	30%	30%	30%	
Mean		3.91	4.26	3.84	3.95	3.90	3.88	3.95	4.10	3.95	4.05	3.95	3.95	3.95	4.04	3.94	3.94	3.72	3.86	4.16	
Std Dev		0.98	0.91	0.98	0.96	0.99	1.01	0.96	0.84	0.91	0.95	1.01	0.97	1.06	1.24	0.87	0.98	1.08	1.13	1.01	0.84
Std Error		0.02	0.05	0.02	0.04	0.02	0.03	0.03	0.04	0.05	0.04	0.06	0.05	0.07	0.10	0.03	0.03	0.04	0.06	0.02	0.05

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Not at all important	(1) 67	10	29	16	12	39	28	28	39	4	9	29	20	5	69	4	63	13	52	1
	3%	2%	4%	3%	2%	3%	3%	2%	3%	3%	4%	4%	3%	2%	7%	3%	3%	3%	3%	1%
Not very important	(2) 173	44	61	35	34	104	68	102	66	9	19	46	48	43	114	9	157	32	137	4
	7%	7%	8%	6%	7%	8%	6%	6%	9%	7%	8%	8%	7%	8%	7%	7%	7%	6%	7%	3%
Neither important nor	364	89	110	88	87	209	175	244	135	20	32	113	98	87	243	20	350	81	285	18
unimportant	(3) 16%	17%	14%	16%	17%	15%	15%	15%	16%	14%	13%	15%	14%	15%	16%	14%	16%	16%	16%	17%
Important	(4) 1112	236	397	269	210	633	479	779	319	57	93	272	330	258	696	62	986	214	845	53
	45%	40%	46%	43%	47%	46%	45%	47%	42%	41%	38%	45%	48%	43%	45%	43%	46%	47%	46%	51%
Very important	(5) 714	294	190	149	172	394	320	516	197	49	91	146	182	144	419	49	600	170	507	29
	29%	30%	24%	27%	33%	29%	30%	31%	26%	33%	37%	31%	27%	27%	27%	34%	28%	34%	28%	27%
Don't know	2	1	-	-	-	1	1	1	-	-	-	-	-	1	-	-	1	-	1	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET Not at all	239	53	90	50	46	143	96	131	104	13	29	75	69	47	172	13	220	46	189	5
important/ Not very	10%	9%	11%	9%	9%	10%	9%	8%	14%	10%	12%	12%	10%	9%	11%	9%	10%	9%	10%	5%
important																				
NET important / Very	1828	440	587	417	392	1027	799	1205	516	196	185	418	512	402	1115	111	1586	392	1352	82
important	74%	74%	75%	75%	74%	74%	75%	77%	69%	76%	75%	69%	73%	75%	73%	77%	74%	75%	74%	78%
Mean	3.91	3.88	3.84	3.90	3.96	3.90	3.93	3.95	3.76	3.99	3.97	3.76	3.89	3.92	3.85	3.99	3.88	3.98	3.89	4.00
Std Dev.	0.98	0.98	1.00	0.96	0.99	0.99	0.97	0.92	1.09	1.01	1.08	1.05	0.98	0.91	1.03	0.99	0.99	0.99	0.99	0.84
Std Error	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.02	0.04	0.08	0.07	0.04	0.04	0.04	0.03	0.08	0.02	0.04	0.02	0.09

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429		
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194		
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192		
Not at all important	(1) 67	54	13	2	58	2	6	1	3	16	5	5	5	8	8	4	5	1	2		
	3%	3%	4%	4%	3%	1%	9%	2%	3%	9%	3%	3%	3%	3%	3%	1%	2%	3%	1%		
Not very important	(2) 173	133	40	10	140	17	10	6	8	12	9	9	17	20	9	26	29	2	15		
	7%	6%	11%	10%	7%	8%	8%	9%	9%	4%	4%	5%	9%	9%	3%	7%	14%	10%	8%		
Neither important nor	(3) 364	337	48	11	303	46	20	9	13	35	37	22	32	30	47	64	31	4	42		
unimportant	16%	16%	14%	16%	15%	23%	17%	14%	14%	14%	18%	12%	16%	13%	15%	17%	13%	22%	21%		
Important	(4) 1112	941	171	24	928	102	51	31	41	116	82	83	75	96	166	173	97	10	92		
	45%	42%	49%	38%	45%	48%	43%	46%	43%	42%	39%	49%	47%	41%	54%	47%	48%	49%	47%		
Very important	(5) 714	630	78	16	618	47	31	18	30	99	74	54	65	61	75	99	40	3	44		
	29%	30%	22%	25%	30%	22%	28%	28%	32%	58%	56%	51%	58%	58%	29%	27%	20%	16%	23%		
Don't know	2	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
NET Not at all	239	187	52	12	198	19	16	7	11	27	15	14	22	28	17	31	34	2	17		
Important/ Not very	16%	9%	19%	10%	10%	9%	13%	11%	12%	10%	7%	8%	11%	12%	5%	8%	17%	13%	9%		
important																					
NET Important / Very	1828	1572	249	40	1548	149	81	50	71	215	196	136	140	177	211	272	137	13	136		
important	74%	70%	71%	63%	75%	70%	69%	76%	74%	78%	75%	79%	72%	76%	79%	74%	68%	65%	70%		
Mean	3.91	3.90	3.75	3.66	3.91	3.82	3.78	3.91	3.91	3.99	4.01	3.99	3.92	3.99	3.99	3.99	3.69	3.66	3.83		
Std Dev.	0.98	0.97	1.04	1.12	0.99	0.90	1.08	0.97	1.04	1.07	0.98	0.96	1.05	1.05	0.86	0.91	1.02	0.98	0.90		
Std Error	0.02	0.02	0.04	0.06	0.03	0.04	0.05	0.06	0.09	0.09	0.08	0.08	0.09	0.09	0.07	0.07	0.09	0.13	0.04		

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges					
		1st class - all/most of the time (a)		2nd class - all/most of the time (b)		Use 1st class (c)		Use 2nd class (d)		Use 1st class all/most of the time and HH income <£11.5 (e)		Use 1st class all/most of the time and Not Working (f)		Use 2nd class all/most of the time (g)		Use 2nd class all/most of the time and HH income <£11.5 (h)		Use 2nd class all/most of the time and Not Working (i)		Very reliant (j)	Fairly reliant (k)	Neither reliant nor not reliant (l)	Not very reliant (m)	Not at all reliant (n)	Net reliant (o)	Net not reliant (p)	Very reliant (q)	Fairly reliant (r)	Neither reliant nor not reliant (s)	Not very reliant (t)	Not at all reliant (u)	Net reliant (v)	Net not reliant (w)	Any affordability challenges (x)	No affordability challenges (y)
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744								
Weighted Base	2482	1058	771	1518	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	863	178	100*	46*	2117	140*	756	1695								
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	106	62	27	1277	89	444	1034								
Not at all important	(1)	67	12	42	17	12	-	3	42	1	25	34	13	7	8	5	47	14	33	18	6	4	6	51	10	15	52								
3%		1%	1%	9%	4%	1%	-	1%	5%	3%	8%	4%	1%	2%	4%	7%	2%	5%	3%	2%	3%	4%	13%	2%	7%	2%	3%								
Not very important	(2)	173	44	89	78	173	44	19	89	2	34	72	69	18	9	4	141	14	91	44	15	12	7	135	19	45	127								
7%		4%	4%	15%	5%	4%	7%	2%	12%	4%	11%	5%	7%	7%	4%	5%	8%	5%	7%	5%	8%	15%	15%	6%	13%	6%	8%								
Neither important nor unimportant	(3)	384	145	135	223	145	6	45	135	8	58	121	153	55	41	14	274	55	176	132	53	13	10	308	23	98	286								
16%		14%	14%	17%	15%	14%	11%	18%	17%	18%	19%	14%	15%	20%	19%	18%	15%	18%	14%	15%	30%	13%	22%	15%	16%	13%	17%								
Important	(4)	1112	481	365	678	481	23	105	355	22	131	359	514	125	86	27	872	113	518	481	75	44	10	979	54	357	755								
45%		45%	45%	45%	45%	45%	42%	41%	45%	42%	43%	41%	45%	45%	39%	35%	45%	38%	42%	42%	44%	22%	44%	37%	47%	45%	45%								
Very important	(5)	714	375	149	509	375	22	82	149	14	59	290	251	67	75	27	542	102	416	226	30	26	13	642	39	240	474								
29%		32%	19%	16%	23%	35%	39%	32%	19%	29%	19%	32%	25%	25%	34%	29%	34%	34%	34%	26%	17%	26%	29%	30%	27%	32%	28%								
Don't know		2	1	1	2	1	1	1	1	1	1	1	2	1	1	1	2	1	1	1	1	1	1	2	1	1	1								
NET Not at all important/ Not very important		239	56	131	95	239	66	23	131	3	59	106	82	24	18	10	188	28	124	62	21	17	13	186	29	60	180								
10%		5%	17%	6%	14%	5%	7%	9%	17%	7%	19%	12%	8%	9%	8%	13%	10%	9%	10%	7%	12%	17%	28%	9%	20%	8%	11%								
NET Important / Very important		1826	857	504	1187	857	45	187	504	35	190	649	765	192	161	54	1414	215	933	688	104	70	24	1621	94	597	1229								
74%		81%	65%	79%	68%	81%	81%	73%	65%	75%	62%	74%	76%	71%	73%	70%	72%	72%	76%	78%	59%	70%	51%	77%	64%	79%	73%								
Mean		3.91	4.10	3.62	4.06	4.10	4.13	3.96	3.62	3.94	3.54	3.91	3.92	3.84	3.96	3.85	3.92	3.93	3.97	3.90	3.61	3.75	3.39	3.96	3.64	4.01	3.87								
Std Dev.		0.98	0.87	1.09	0.89	0.87	0.89	0.96	1.09	0.95	1.16	1.07	0.89	0.95	1.02	1.17	0.98	1.06	1.01	0.89	0.97	1.10	1.38	0.96	1.21	0.93	1.00								
Std Error		0.02	0.03	0.04	0.02	0.03	0.11	0.05	0.04	0.13	0.06	0.04	0.03	0.06	0.07	0.12	0.02	0.06	0.03	0.03	0.08	0.11	0.22	0.02	0.10	0.03	0.02								

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	67	8	59	-	20	43	3	61	6	*	*	67	-
	3%	6%	3%	-	3%	3%	3%	3%	9%	1%	4%	3%	-
Not very important (2)	173	12	161	-	58	108	7	163	10	-	-	173	-
	7%	8%	7%	-	8%	7%	6%	7%	9%	-	-	7%	-
Neither important nor unimportant (3)	384	16	363	4	132	236	17	362	15	1	4	378	2
	16%	11%	16%	21%	16%	15%	14%	15%	24%	4%	82%	15%	30%
Important (4)	1112	69	1032	11	304	756	52	1074	24	9	*	1107	4
	45%	46%	45%	52%	42%	47%	44%	45%	39%	78%	2%	45%	63%
Very important (5)	714	39	670	6	209	467	38	704	7	2	1	713	*
	29%	27%	29%	28%	29%	29%	32%	30%	11%	17%	13%	29%	6%
Don't know	2	*	2	-	*	1	-	2	-	-	-	2	*
	*	*	*	-	*	*	-	*	*	*	*	*	1%
NET Not at all important/ Not very important	239	20	219	-	78	151	10	224	16	*	*	239	-
	10%	14%	10%	-	11%	9%	9%	9%	28%	1%	4%	10%	-
NET Important / Very important	1826	108	1701	17	512	1223	91	1778	31	12	1	1820	5
	74%	73%	74%	79%	71%	76%	77%	76%	50%	95%	14%	76%	69%
Mean	3.91	3.62	3.92	4.07	3.86	3.93	3.98	3.93	3.27	4.11	3.19	3.91	3.76
Std Dev.	0.98	1.10	0.98	0.71	1.01	0.97	0.98	0.98	1.15	0.52	0.90	0.98	0.60
Std Error	0.02	0.09	0.02	0.15	0.04	0.02	0.09	0.02	0.15	0.14	0.37	0.02	0.27

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	198
Weighted Base	1477	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117
Not at all important (1)	67	25	10	12	20	9	9	8	6	3	1	4	4	4	7	5	7
3%		4% abs		2%	3%												
Not very important (2)	173	50	37	40	45	17	19	14	11	15	11	15	12	13	17	11	18
7%		9%	6%	6%	8%	10%	9%	7%	5%	7%	6%	7%	6%	6%	8%	5%	9%
Neither important nor unimportant (3)	384	115	83	104	81	38	32	45	32	28	24	39	25	40	22	23	37
16%		20% abs		13%	14%	21% abs		23% abs		14%		13%		18%		12%	10%
Important (4)	1112	237	313	294	285	69	95	68	100	100	114	102	109	83	61	106	72
45%		47%	49% abs	47%	44%	39%	49% abs	34%	45%	46%	50% abs	49% abs	50% abs	38%	44% abs	44% abs	37%
Very important (5)	714	155	196	175	188	45	45	65	75	70	51	51	45	79	52	78	60
29%		26%	37%	28%	31%	25%	22%	32%	34% abs	32%	25%	24%	23%	32% abs	28%	30% abs	31%
Don't know	2	2	+	-	-	1	+	-	-	-	+	-	-	-	-	-	-
NET Not at all important/ Not very important	239	76	48	51	65	26	28	21	16	19	13	19	16	17	24	16	25
10%		12% abs	7%	8%	11%	13% abs	14%	11%	7%	9%	6%	9%	8%	8%	13%	7%	13%
NET Important / Very important	1826	392	509	469	456	114	144	133	175	170	165	153	154	163	143	182	131
74%		67%	80% abs	76% abs	73% abs	63%	70%	67%	78% abs	78% abs	82% abs	73%	79% abs	74%	76% abs	82% abs	68%
Mean	3.91	3.76	4.01 abs	4.05 abs	4.05 abs	3.70	3.75	3.84	4.02 abs	4.01 abs	4.00 abs	3.86	3.91	4.01 abs	3.87	4.00 abs	3.82
Std Dev.	0.98	1.07	0.90	0.93	1.02	1.10	1.04	1.08	0.95	0.94	0.91	0.92	0.89	0.97	1.04	0.92	1.09
Std Error	0.02	0.04	0.04	0.04	0.04	0.08	0.07	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.07	0.06	0.08

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308	
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435	
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241	
Not at all important	(1)	26	2	24	9	17	18	8	7	4	3	4	3	1	11	7	8	5	20	6	
		1%	*	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	
Not very important	(2)	95	13	82	14	81	59	36	16	15	25	10	15	9	31	35	30	15	79	15	
		4%	3%	4%	3%	4%	6%	3%	4%	5%	3%	4%	4%	4%	4%	4%	4%	4%	4%	3%	
Neither important nor unimportant	(3)	288	13	245	47	210	136	121	28	58	52	54	34	39	80	88	90	53	209	45	
		11%	3%	12%	9%	17%	12%	9%	6%	12%	11%	10%	11%	11%	9%	11%	12%	11%	11%	10%	
Important	(4)	1174	161	1013	227	947	544	626	231	189	213	180	176	123	420	352	361	145	967	191	
		48%	37%	80%	45%	49%	48%	46%	69%	46%	42%	67%	64%	64%	48%	47%	48%	51%	49%	44%	
Very important	(5)	893	245	648	203	690	383	509	180	148	218	85	154	62	329	302	262	108	706	179	
		36%	20%	32%	41%	35%	34%	39%	33%	33%	43%	27%	34%	27%	34%	37%	35%	30%	38%	41%	
Don't know		5	2	3	*	5	2	3	2	1	*	2	*	*	3	2	*	*	5	*	
		*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	
NET Not at all important/ Not very important		121	16	106	23	98	77	44	23	19	27	14	19	13	42	41	38	19	99	20	
		5%	4%	5%	5%	5%	5%	3%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	
NET Important / Very important		2067	406	1061	430	1637	927	1136	412	337	430	264	330	185	749	695	624	294	1673	370	
		84%	75%	82%	59%	64%	81%	82%	84%	84%	84%	84%	81%	79%	86%	84%	83%	80%	84%	85%	
Mean		4.15	4.48	4.08	4.20	4.14	4.07	4.25	4.22	4.13	4.21	4.06	4.16	4.01	4.15	4.12	4.04	4.14	4.20	4.20	
Std Dev.		0.84	0.74	0.84	0.85	0.83	0.89	0.78	0.82	0.84	0.85	0.79	0.84	0.84	0.85	0.83	0.83	0.84	0.84	0.85	
Std Error		0.02	0.04	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.03	0.04	0.02	0.05	

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Not at all important	(1) 26	2	11	5	7	13	13	17	7	5	5	7	3	4	15	5	18	10	16	-
	5%	-	1%	1%	1%	1%	1%	1%	1%	3% <i>mean</i>	2%	1%	-	1%	1%	3% <i>up</i>	1%	2%	1%	-
Not very important	(2) 95	26	28	23	18	55	40	65	29	4	10	27	32	17	69	4	88	22	70	3
	4%	4%	4%	4%	3%	4%	4%	4%	4%	3%	4%	4%	5%	3%	5%	3%	4%	4%	4%	3%
Neither important nor	258	59	86	53	60	145	113	180	76	15	21	77	75	46	173	15	228	49	199	10
unimportant	(3) 9%	10%	11%	9%	12%	11%	11%	11%	10%	11%	9%	12%	11%	9%	11%	10%	11%	9%	11%	9%
Important	(4) 1174	284	360	270	230	673	500	771	388	67	103	286	332	299	721	71	1049	240	887	47
	48%	48%	50%	49%	45%	49%	47%	46%	34%	48%	42%	47%	49%	32%	47%	49%	49%	46%	49%	44%
Very important	(5) 893	221	270	203	199	491	402	632	255	49	105	209	237	169	551	51	770	198	649	46
	36%	37%	34%	37%	39%	36%	38%	36%	34%	35%	43% <i>up</i>	34%	35%	32%	36%	35%	38%	38%	38%	44%
Don't know	5	2	1	2	*	3	2	5	*	-	*	1	-	2	1	-	3	*	5	-
	*	*	*	*	*	*	*	*	*	-	-	-	-	-	-	-	-	*	*	-
NET Not at all	121	28	40	28	25	68	53	83	35	9	16	34	34	21	84	9	106	32	86	3
important/ Not very	5%	5%	5%	5%	5%	5%	5%	5%	5%	6%	6%	6%	5%	4%	5%	6%	5%	6%	5%	3%
important																				
NET important / Very	2067	505	659	473	429	1164	903	1403	644	116	208	494	569	468	1272	122	1819	438	1536	93
important	84%	85%	84%	85%	83%	84%	84%	84%	85%	83%	85%	82%	84%	87% <i>up</i>	83%	84%	84%	84%	84%	88%
Mean	4.15	4.17	4.12	4.16	4.16	4.14	4.16	4.16	4.13	4.09	4.19	4.10	4.13	4.15	4.13	4.09	4.14	4.14	4.14	4.29
Std Dev.	0.84	0.81	0.84	0.83	0.87	0.83	0.85	0.84	0.81	0.94	0.92	0.86	0.82	0.76	0.85	0.93	0.83	0.90	0.82	0.75
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.06	0.04	0.03	0.03	0.02	0.07	0.02	0.04	0.02	0.08

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429		
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194		
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192		
Not at all important	(1) 26	23	3	1	21	2	3	-	2	3	3	-	1	-	8	-	2	-	2		
	1%	1%	1%	1%	1%	1%	2%	-	2% ^{min}	1%	2% ^{min}	-	1%	-	2% ^{min}	-	1%	1%	1%		
Not very important	(2) 95	75	20	5	75	12	6	1	3	8	3	10	3	14	10	14	11	1	12		
	4%	4%	6%	6% ^{min}	4%	6% ^{min}	9% ^{min}	2%	3%	3%	1%	6%	2%	6%	3%	4%	6%	3%	6% ^{min}		
Neither important nor	258	229	30	6	202	34	13	9	11	25	23	13	21	12	30	44	23	4	30		
unimportant	(3) 9%	11%	8%	10%	10%	16% ^{min}	11%	13%	11%	9%	11%	7%	11%	5%	10%	12%	21%	21%	13% ^{min}		
Important	(4) 1174	974	199	33	988	98	56	31	42	113	96	94	94	108	153	187	100	13	86		
	48%	46%	67% ^{min}	53%	48%	46%	48%	47%	44%	41%	46%	64% ^{min}	48%	48%	50%	51%	50%	63%	44%		
Very important	(5) 893	792	97	19	793	67	39	25	38	124	81	57	74	100	104	121	64	2	64		
	36%	38% ^{min}	28%	28%	37%	31%	33%	38%	40%	45% ^{min}	39%	33%	38%	43%	34%	33%	32%	12%	33%		
Don't know	5	5	*	*	5	*	*	*	-	4	-	-	-	1	-	-	-	-	-		
	*	*	*	*	*	*	*	*	-	1%	-	-	-	1%	-	-	-	-	-		
NET Not at all	121	98	23	6	97	15	9	1	5	11	8	10	4	14	18	14	14	1	14		
Important/ Not very	6%	6%	7%	9%	6% ^{min}	7% ^{min}	7% ^{min}	2%	5%	4%	4%	6%	2%	6%	6%	4%	7%	4%	7% ^{min}		
Important																					
NET Important / Very	267	1771	296	51	1751	165	95	50	80	237	177	151	158	205	257	308	165	15	150		
important	(6) 84%	84%	85%	81%	85% ^{min}	77%	81%	85% ^{min}	84%	86%	85%	87% ^{min}	87% ^{min}	88% ^{min}	84%	84%	82%	79%	77%		
Mean	4.15	4.17	4.05	4.00	4.17%	4.00	4.05	4.22%	4.17	4.23% ^{min}	4.18	4.14	4.23%	4.28% ^{min}	4.10	4.13	4.05	3.83	4.02		
Std Dev.	0.84	0.84	0.82	0.89	0.83	0.90	0.93	0.73	0.88	0.84	0.86	0.78	0.75	0.80	0.89	0.76	0.88	0.73	0.91		
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.05	0.04	0.08	0.07	0.07	0.07	0.06	0.07	0.08	0.06	0.07	0.09	0.04		

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744	
Weighted Base	2482	1058	771	1505	1218	1058	57	254	771	47	308	877	1001	269	220	77	1878	297	1234	883	178	100	46	2117	140	756	1696	
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	108	62	27	1277	89	444	1034	
Not at all important	(1)	26	2	12	9	2	-	-	-	-	1	10	9	3	2	1	19	4	12	6	7	*	1	17	1	11	15	
1%	1%	*	2%	1%	2%	*	-	-	2%	1%	*	1%	1%	1%	1%	2%	1%	1%	1%	4%	*	3%	1%	1%	1%	1%	1%	
Not very important	(2)	95	41	39	48	41	2	12	39	2	12	27	43	11	8	6	70	14	41	27	13	3	11	68	14	30	65	
4%	4%	4%	5%	3%	4%	4%	4%	5%	5%	3%	4%	3%	4%	4%	3%	4%	5%	3%	3%	3%	10%	3%	25%	3%	40%	4%	4%	
Neither important nor unimportant	(3)	258	105	71	173	105	5	23	71	4	22	83	96	51	25	3	179	28	124	73	39	18	4	197	23	89	169	
11%	11%	10%	9%	12%	11%	10%	10%	9%	9%	8%	7%	10%	10%	10%	11%	4%	10%	9%	10%	8%	22%	18%	9%	9%	19%	12%	10%	
Important	(4)	1174	450	417	661	450	26	116	417	25	179	368	541	125	98	39	905	138	531	480	87	42	16	1021	58	350	823	
46%	46%	43%	35%	44%	38%	43%	47%	46%	54%	25%	53%	42%	52%	46%	45%	51%	42%	45%	42%	35%	49%	42%	34%	50%	40%	46%	49%	
Very important	(5)	893	456	229	610	456	22	103	229	16	95	388	309	79	87	28	697	114	528	286	31	37	11	811	48	275	618	
36%	36%	43%	30%	41%	31%	43%	40%	40%	30%	35%	31%	44%	31%	29%	39%	36%	37%	38%	43%	32%	17%	37%	25%	38%	33%	36%	36%	
Don't know		5	3	2	4	3	-	-	2	*	2	*	2	3	-	-	2	-	*	2	1	-	2	2	2	2	4	*
NET Not at all important/ Not very important		121	43	52	58	43	2	12	52	2	12	37	52	14	10	7	90	17	53	33	20	3	13	86	15	41	80	
5%	5%	4%	7%	4%	5%	4%	4%	5%	7%	4%	4%	4%	5%	5%	5%	9%	5%	6%	4%	4%	11%	3%	27%	4%	11%	5%	5%	
NET Important / Very important		2067	906	646	1271	906	48	219	646	41	274	758	851	204	185	67	1606	252	1057	775	118	79	27	1632	106	625	1442	
84%	84%	86%	84%	84%	83%	86%	86%	86%	84%	88%	89%	86%	88%	75%	84%	87%	86%	88%	86%	86%	66%	79%	59%	87%	73%	83%	85%	
Mean	4.15	4.25	4.05	4.21	4.08	4.25	4.21	4.22	4.05	4.18	4.15	4.25	4.10	3.99	4.18	4.12	4.17	4.16	4.23	4.16	3.69	4.13	3.56	4.20	3.96	4.12	4.16	
Std Dev.	0.84	0.80	0.86	0.81	0.85	0.80	0.79	0.80	0.86	0.77	0.72	0.84	0.81	0.87	0.84	0.92	0.83	0.86	0.83	0.75	0.98	0.81	1.22	0.80	0.98	0.87	0.82	
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.09	0.05	0.03	0.11	0.04	0.03	0.03	0.05	0.06	0.10	0.02	0.05	0.02	0.02	0.08	0.08	0.19	0.02	0.08	0.03	0.02	

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	26	4	22	-	13	13	-	20	6	-	-	26	-
	1%	3%	1%	-	2%	1%	-	1%	100%	-	-	1%	-
Not very important (2)	95	3	92	-	30	65	1	91	1	3	*	95	-
	4%	2%	4%	-	4%	4%	1%	4%	2%	22%	4%	4%	-
Neither important nor unimportant (3)	258	24	231	3	82	164	12	231	21	1	3	253	3
	11%	16%	10%	13%	11%	10%	10%	11%	38%	4%	53%	10%	36%
Important (4)	1174	70	1093	11	342	780	52	1141	20	7	2	1168	4
	48%	46%	48%	52%	47%	48%	44%	48%	32%	55%	34%	48%	63%
Very important (5)	893	44	842	7	254	586	53	877	14	2	*	883	-
	36%	30%	37%	35%	35%	36%	45%	37%	22%	18%	9%	37%	-
Don't know	5	*	5	-	2	3	-	5	-	*	-	5	*
	*	*	*	-	*	*	-	*	-	*	-	*	1%
NET Not at all important/ Not very important	121	7	114	-	43	78	1	111	7	3	*	121	-
	5%	5%	5%	-	6%	5%	1%	5%	11%	22%	4%	5%	-
NET Important / Very important	2067	114	1935	18	596	1366	106	2018	34	9	2	2060	4
	84%	79%	85%	87%	82%	85%	89%	89%	55%	73%	43%	84%	63%
Mean	4.16	4.01	4.16	4.21	4.10	4.16	4.36d	4.17d	3.56	3.69	3.49	4.16d	3.64
Std Dev.	0.84	0.91	0.83	0.68	0.89	0.82	0.68	0.82	1.15	1.06	0.80	0.84	0.52
Std Error	0.02	0.07	0.02	0.14	0.03	0.02	0.06	0.02	0.16	0.29	0.33	0.02	0.23

Statement changed from "Proof and details of delivery receipt sent to me if someone else receives it" in Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k

* small base, ** very small base (under 30) ineligible for sig testing

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	198				
Weighted Base	2452	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193				
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117				
Not at all important	(1)	26	5	7	5	9	3	*	2	6	-	2	1	-	3	2	7				
	1%	1%	1%	1%	1%	2%	*	*	1%	2%	-	1%	1%	-	2%	1%	3%				
Not very important	(2)	99	24	20	16	35	7	13	4	6	8	7	1	7	8	11	6				
	4%	4%	3%	3%	3%	6%	4%	5%	2%	3%	3%	3%	*	4%	4%	5%	3%				
Neither important nor unimportant	(3)	258	76	53	51	77	18	28	30	21	17	15	30	9	12	24	23				
	11%	12%	10%	8%	12%	10%	14%	12%	9%	8%	8%	14%	14%	5%	6%	13%	10%				
Important	(4)	1174	264	324	295	257	101	96	97	103	109	111	92	100	107	77	94				
	48%	55%	51%	49%	43%	53%	47%	49%	46%	50%	50%	50%	44%	51%	49%	41%	43%				
Very important	(5)	893	183	236	251	223	50	68	66	87	83	66	84	79	88	73	90				
	36%	37%	37%	40%	37%	28%	33%	33%	39%	38%	33%	40%	40%	40%	39%	41%	41%				
Don't know	S	*	2	*	2	1	*	2	-	-	-	-	2	-	-	1	-				
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*				
NET Not at all important/ Not very important	121	29	26	21	44	11	12	6	11	8	9	2	7	12	13	13	18				
	5%	5%	4%	3%	7%	6%	6%	3%	5%	3%	4%	1%	4%	5%	7%	6%	9%				
NET Important / Very important	2067	477	560	551	480	151	163	163	190	192	177	177	179	196	150	185	145				
	84%	82%	87%	89%	80%	84%	80%	82%	89%	89%	88%	84%	82%	89%	80%	84%	78%				
Mean	4.15	4.06	4.19	4.22	4.06	4.04	4.07	4.11	4.17	4.20	4.16	4.20	4.20	4.20	4.11	4.16	3.96				
Std Dev.	0.84	0.83	0.80	0.77	0.83	0.84	0.85	0.80	0.89	0.74	0.77	0.75	0.72	0.84	0.82	0.84	0.82				
Std Error	0.02	0.03	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.05	0.06	0.05	0.05	0.06	0.06	0.06	0.07				

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1) 147	8	140	22	126	94	54	13	14	34	24	35	20	7	27	58	63	27	137	11
	8%	2%	5.8%	4%	6%	8%	4%	3%	3%	6.7%	4.3%	5.2%	3.2%	1%	3%	6.9%	7.5%	3.2%	11%	2%
Not very important	(2) 216	42	174	39	177	119	97	39	29	47	31	38	21	15	65	78	73	35	185	29
	8%	10%	9%	8%	9%	10%	7%	8%	6%	9%	10%	10%	9%	7%	7%	9%	10%	10%	9%	7%
Neither important nor unimportant	(3) 581	83	498	112	469	243	339	109	85	116	79	85	64	42	194	195	192	106	497	80
	24%	19%	23.4%	22%	24%	21%	25.4%	23%	21%	23%	25%	22%	28%	31%	22%	24%	25%	25.4%	21.6%	18%
Important	(4) 999	176	824	202	798	460	538	202	196	181	132	156	88	53	389	313	298	141	776	205
	41%	40%	47%	40%	41%	40%	41%	44%	49%	35%	42%	40%	38%	39%	44%	38%	40%	39%	39%	47%
Very important	(5) 593	128	375	125	378	225	275	98	88	133	48	70	36	19	196	182	126	55	387	110
	24%	30%	15%	19%	20%	20%	21%	21%	24%	24%	16%	16%	14%	14%	24%	24%	17%	15%	19%	25%
Don't know	5	1	4	1	4	3	2	2	*	*	*	1	*	*	3	*	2	1	5	*
	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*
NET Not at all important/ Not very important	363	49	314	60	303	213	151	52	40	81	65	73	40	22	92	136	135	62	322	40
	15%	11%	16%	12%	16%	18%	12%	11%	10%	15%	13%	14%	16%	16%	11%	15.5%	15.5%	14.5%	14.5%	9%
NET Important / Very important	1592	304	1199	327	1175	685	813	301	294	314	180	227	124	72	685	495	423	197	1163	315
	61%	30%	60%	60%	60%	60%	62%	30.5%	30.5%	31%	27%	29%	24%	23%	60.5%	60%	56%	54%	59%	37%
Mean	3.61	3.89	3.56	3.74	3.58	3.53	3.65	3.72	3.65	3.47	3.49	3.44	3.45	3.45	3.75	3.58	3.47	3.45	3.55	3.66
Std Dev.	1.09	1.00	1.10	1.05	1.10	1.16	1.02	0.98	0.98	1.15	1.10	1.17	1.13	1.04	0.98	1.14	1.13	1.09	1.11	0.95
Std Error	0.02	0.05	0.02	0.05	0.02	0.03	0.03	0.05	0.05	0.05	0.06	0.06	0.07	0.09	0.03	0.04	0.04	0.06	0.02	0.05

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined			State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per (j)	£17,500 - £29,999 per (k)	£30,000 - £49,999 per (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525		172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139	245	606	679	537	1530		145	2156	519	1827	106
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932		98	1289	339	1077	64
Not at all important (1)	147	21	46	42	39	67	81	83	62	10	9	54	27	38	89		11	130	31	115	1
		6%	4%	6%	8%	5%	6%	5%	5%	7%	3%	6%	4%	7%	6%		6%	6%	6%	6%	1%
Not very important (2)	216	43	83	56	34	127	89	143	73	6	15	57	63	52	136		6	196	28	175	13
		9%	7%	11%	10%	9%	8%	9%	10%	5%	6%	9%	9%	10%	9%		4%	9%	5%	10%	12%
Neither important nor unimportant (3)	581	140	166	148	127	306	275	372	199	33	61	137	164	106	381		34	508	119	441	21
		24%	24%	27%	25%	22%	26%	25%	26%	24%	25%	23%	24%	20%	25%		24%	24%	23%	24%	20%
Important (4)	999	258	334	215	191	593	406	705	285	56	99	240	290	227	628		60	893	206	743	49
	47%	44%	43%	39%	37%	43%	38%	42%	38%	40%	40%	40%	43%	42%	47%		41%	47%	40%	47%	47%
Very important (5)	503	130	155	94	123	285	218	360	133	33	61	118	116	113	294		33	427	132	351	20
	21%	22%	20%	17%	24%	21%	20%	22%	18%	24%	26%	19%	17%	21%	19%		23%	20%	25%	19%	19%
Don't know	5	1	1	1	2	2	2	1	4	1	-	1	-	-	2		1	3	2	2	1
		*	*	*	*	*	*	*	3%	*	*	*	*	*	*		*	*	*	*	1%
NET Not at all important/ Not very important	363	64	129	98	72	194	170	226	135	16	24	111	90	89	225		17	306	59	220	14
	15%	11%	16%	18%	14%	14%	16%	14%	15%	12%	10%	16%	13%	17%	15%		12%	15%	11%	16%	14%
NET Important / Very important	1922	368	490	310	314	878	624	1072	418	89	160	357	405	340	923		93	1320	338	1095	70
	67%	59%	62%	56%	61%	64%	58%	64%	59%	64%	65%	59%	60%	63%	60%		64%	61%	65%	60%	66%
Mean	3.61	3.73	3.60	3.48	3.64	3.66	3.55	3.68	3.47	3.70	3.77	3.51	3.60	3.61	3.59		3.68	3.60	3.73	3.57	3.71
Std Dev.	1.09	1.00	1.10	1.12	1.14	1.06	1.13	1.06	1.14	1.10	1.01	1.17	1.00	1.13	1.08		1.10	1.09	1.09	1.10	0.96
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.09	0.06	0.05	0.04	0.05	0.03		0.09	0.02	0.05	0.03	0.10

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important	147	132	16	2	127	13	5	3	10	17	22	10	16	11	17	9	14	-	13	
(1)	6%	6%	5%	4%	6%	6%	4%	5%	11% _{ab}	6%	10% _{cd}	6%	9% _{cd}	5%	6%	3%	7%	-	6%	
Not very important	216	177	39	5	174	22	11	9	9	22	23	18	9	17	21	33	21	4	18	
(2)	9%	8%	11%	8%	8%	10%	9%	14% _{cd}	10%	8%	11%	11%	8%	7%	7%	9%	10%	23%	9%	
Neither important nor unimportant	581	503	78	13	477	59	26	19	16	49	45	35	42	47	62	91	67	4	55	
(3)	24%	24%	25%	21%	23%	28%	22%	29%	19%	18%	22%	20%	22%	20%	27%	25%	33% _{hijklmno}	20%	23% _{cd}	
Important	999	854	145	24	845	78	52	24	41	121	78	72	90	97	129	147	70	10	69	
(4)	41%	41%	42%	38%	41%	37%	44%	36%	43%	44%	38%	42%	46%	41%	42%	40%	35%	50%	35%	
Very important	503	433	70	19	429	41	24	10	17	69	40	37	36	61	56	67	27	2	39	
(5)	21%	21%	20%	28%	21% _{ab}	19%	20%	15%	17%	33% _{cd}	19%	22%	19%	26% _{cd}	19%	24% _{cd}	13%	8%	20%	
Don't know	5	4	1	1	3	*	*	1	1	-	-	-	-	-	-	-	2	-	*	
(*)	*	*	*	1% _{ab}	*	*	*	2% _{cd}	1%	-	-	-	-	-	-	-	1%	-	*	
NET Not at all important/ Not very important	363	309	55	7	301	35	16	12	20	39	44	28	26	29	36	42	36	4	31	
(15%)	15%	15%	16%	12%	15%	16%	13%	16%	20% _{ab}	14%	21% _{lmno}	16%	13%	12%	12%	11%	18%	23%	16%	
NET Important / Very important	1992	1286	216	42	1273	119	78	33	58	188	118	110	126	159	185	233	97	11	198	
(67%)	67%	61%	62%	66%	62% _{ab}	56%	59% _{ab}	51%	59% _{ab}	59% _{ab}	57%	53% _{ab}	59% _{ab}	59% _{ab}	57% _{ab}	64% _{ab}	48%	58%	56%	
Mean	3.61	3.61	3.62	3.79	3.62 _{ab}	3.63	3.66 _{ab}	3.44	3.47	3.72 _{cd}	3.45	3.63	3.62	3.72 _{cd}	3.61	3.73 _{cd}	3.37	3.43	3.54	
Std Dev.	1.09	1.09	1.07	1.06	1.09	1.10	1.03	1.06	1.20	1.11	1.22	1.11	1.11	1.07	1.04	1.00	1.07	0.95	1.11	
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.06	0.11	0.09	0.10	0.10	0.10	0.09	0.09	0.08	0.09	0.12	0.05	

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total																													
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744		
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	756	1696		
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	108	62	27	1277	89	444	1034		
Not at all important	(1)	147	55	61	68	74	55	3	22	61	3	26	58	62	14	9	6	119	15	68	55	10	9	6	123	15	19	128	
	8%	5%	6%	5%	6%	5%	0%	0%	8%	0%	8%	7%	6%	5%	4%	0%	6%	5%	5%	6%	5%	9%	14%	11%	3%	10%	8%		
Not very important	(2)	216	79	86	112	119	79	3	28	86	3	26	56	100	17	29	15	155	44	101	75	20	9	11	176	20	48	168	
	8%	7%	11%	7%	11%	7%	15%	0%	15%	6%	0%	5%	8%	9%	8%	7%	8%	11%	7%	8%	15%	8%	14%	16%	20%	18%	16%		
Neither important nor unimportant	(3)	581	224	208	338	322	224	16	55	208	7	94	182	221	108	52	16	404	69	277	197	57	37	9	475	46	158	423	
	24%	21%	23%	22%	23%	22%	21%	25%	21%	25%	15%	21%	21%	22%	16%	24%	21%	21%	23%	22%	22%	20%	22%	45%	32%	21%	25%		
Important	(4)	899	441	287	637	483	441	20	101	287	23	108	337	440	98	97	26	777	123	448	421	80	31	14	869	45	334	665	
	49%	42%	24%	37%	42%	40%	42%	35%	40%	37%	48%	35%	38%	44%	34%	41%	47%	41%	36%	43%	48%	40%	31%	30%	61%	31%	44%	68%	
Very important	(5)	603	256	130	346	220	256	14	47	130	11	54	242	176	36	33	14	418	47	336	133	12	14	5	470	19	198	305	
	21%	25%	17%	23%	18%	24%	25%	18%	17%	24%	16%	16%	24%	19%	13%	15%	16%	22%	16%	23%	19%	14%	12%	14%	22%	13%	28%	16%	
Don't know	5	3	3	3	3	3	-	-	-	-	-	2	2	2	2	2	4	2	2	2	2	-	-	5	-	-	5		
NET Not at all important/ Not very important	15%	363	134	146	181	193	134	6	50	146	6	52	113	161	31	37	21	275	58	169	129	29	18	299	35	67	296		
	15%	13%	16%	12%	16%	13%	10%	10%	13%	19%	12%	17%	13%	16%	11%	17%	15%	16%	14%	15%	17%	16%	14%	14%	14%	14%	14%		
NET Important / Very important	61%	1602	697	416	984	703	697	34	148	416	34	162	579	616	134	130	40	1195	170	785	554	92	45	19	1339	65	532	971	
	61%	61%	54%	59%	58%	61%	54%	58%	54%	59%	54%	61%	59%	54%	51%	59%	57%	59%	57%	56%	59%	54%	52%	44%	52%	44%	52%		
Mean	3.61	3.70	3.44	3.72	3.54	3.72	3.70	3.49	3.44	3.78	3.45	3.45	3.57	3.46	3.53	3.35	3.48	3.48	3.72	3.44	3.37	3.33	3.01	3.66	3.23	3.85	3.50		
Std Dev	1.09	1.07	1.13	1.04	1.08	1.07	1.08	1.17	1.13	1.08	1.13	1.13	1.08	0.97	1.03	1.20	1.11	1.08	1.12	1.04	0.96	1.11	1.27	1.09	1.16	0.96	1.13		
Std Error	0.02	0.03	0.04	0.03	0.03	0.03	0.13	0.07	0.04	0.15	0.06	0.04	0.03	0.06	0.07	0.13	0.03	0.06	0.03	0.03	0.07	0.11	0.20	0.02	0.10	0.04	0.03		

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	147	6	140	2	41	100	6	139	7	-	2	146	-
	6%	4%	6%	11%	6%	6%	5%	6%	11%	-	33%	6%	-
Not very important (2)	216	8	207	2	60	150	6	209	6	-	-	216	-
	9%	5%	9%	7%	8%	9%	5%	9%	11%	4%	-	9%	-
Neither important nor unimportant (3)	581	43	535	4	183	369	30	556	16	4	3	576	3
	24%	30%	23%	18%	25%	23%	25%	24%	26%	31%	53%	24%	36%
Important (4)	999	61	928	10	291	665	43	963	25	6	1	994	4
	41%	40%	41%	49%	40%	43%	37%	41%	41%	47%	13%	41%	63%
Very important (5)	503	27	473	3	145	325	33	495	6	2	-	503	-
	21%	19%	21%	16%	20%	20%	28%	21%	9%	18%	2%	21%	-
Don't know	5	-	5	-	2	2	-	4	1	-	-	5	-
	*	-	-	-	*	*	*	*	15%	-	-	*	1%
NET Not at all important/ Not very important	363	13	346	4	101	250	12	348	13	-	2	362	-
	15%	9%	15%	18%	14%	16%	10%	15%	21%	4%	33%	15%	-
NET Important / Very important	1502	88	1400	14	436	990	76	1458	31	8	1	1497	4
	61%	61%	61%	65%	60%	61%	64%	62%	51%	65%	14%	61%	63%
Mean	3.61	3.66	3.61	3.52	3.61	3.60	3.77	3.62	3.29	3.79	2.50	3.61	3.64
Std Dev.	1.09	0.97	1.10	1.19	1.07	1.10	1.08	1.09	1.14	0.81	1.26	1.09	0.52
Std Error	0.02	0.08	0.02	0.25	0.04	0.03	0.10	0.02	0.16	0.22	0.51	0.02	0.23

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	208	210	215	198
Weighted Base	3462	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117
Not at all important	(1)	147	39	25	46	37	17	9	13	8	6	11	13	13	20	7	14
	6%		7%	4%	7%	6%	9%	4%	7%	4%	3%	6%	6%	7%	9%	4%	6%
Not very important	(2)	216	47	62	43	65	17	17	12	17	21	23	16	12	16	23	13
	9%		8%	10%	7%	11%	10%	8%	6%	8%	10%	11%	8%	6%	7%	12%	6%
Neither important nor unimportant	(3)	581	142	165	147	127	52	42	49	68	63	36	58	50	39	42	41
	24%		24%	26%	24%	21%	23%	20%	24%	30%	29%	18%	28%	28%	18%	22%	19%
Important	(4)	999	265	239	247	247	79	97	90	77	73	86	84	82	81	80	90
	41%		42%	37%	40%	41%	44%	45%	35%	34%	34%	44%	40%	42%	37%	45%	41%
Very important	(5)	503	90	149	140	124	14	40	36	53	53	43	39	39	62	27	61
	21%		15%	23%	22%	21%	8%	19%	19%	24%	24%	21%	19%	20%	28%	14%	28%
Don't know		5	1	1	1	1	-	-	-	1	-	-	-	-	1	1	1
							-	-	-	1%	-	-	-	1%	-	-	-
NET Not at all important/ Not very important		363	86	87	89	102	34	26	26	27	34	29	24	36	30	27	45
	15%		15%	14%	14%	17%	19%	13%	13%	12%	17%	14%	12%	16%	16%	12%	23%
NET Important / Very important		1502	356	388	387	372	93	137	125	131	126	131	123	121	144	117	151
	61%		61%	61%	62%	62%	52%	67%	63%	59%	58%	60%	58%	62%	60%	62%	64%
Mean		3.81	3.55	3.66	3.63	3.59	3.32	3.54	3.45	3.35	3.44	3.57	3.57	3.55	3.66	3.57	3.61
Std Dev.		1.09	1.06	1.06	1.12	1.12	1.07	1.01	1.06	1.04	1.03	1.11	1.07	1.07	1.22	1.00	1.11
Std Error		0.02	0.04	0.04	0.06	0.04	0.08	0.07	0.07	0.07	0.08	0.07	0.08	0.08	0.07	0.08	0.09

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308	
Weighted Base	2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435	
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241	
Not at all important	(1)	167	19	139	27	130	72	85	10	14	20	18	45	26	24	38	96	51	148	9	
		8%	4%	7%	5%	7%	6%	7%	2%	3%	4%	4%	12%	12%	3%	5%	13%	12%	2%	2%	
Not very important	(2)	212	26	185	37	175	112	98	39	23	38	29	41	32	19	53	67	92	51	166	16
		8%	6%	9%	7%	9%	10%	7%	6%	6%	7%	9%	11%	14%	6%	8%	12%	14%	10%	4%	
Neither important nor unimportant	(3)	428	38	390	70	358	214	214	78	80	45	70	49	27	158	125	146	76	346	77	
		17%	9%	16%	14%	18%	19%	16%	17%	16%	14%	16%	21%	20%	18%	15%	19%	21%	17%	18%	
Important	(4)	963	157	805	219	744	458	504	175	172	212	144	140	84	35	347	356	260	120	766	180
		39%	36%	40%	38%	40%	39%	40%	18%	17%	22%	16%	16%	26%	40%	40%	43%	33%	39%	41%	
Very important	(5)	686	192	495	146	540	284	400	170	122	162	79	89	33	292	241	153	64	525	153	
		28%	19%	23%	28%	28%	25%	25%	19%	13%	15%	8%	14%	23%	20%	19%	19%	20%	19%	15%	
Don't know		6	5	1	5	2	4	-	-	-	-	-	1	4	-	-	6	4	6	-	
		0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	1%	1%	0%	0%	
NET Not at all important/ Not very important		369	45	324	64	305	184	182	40	37	58	47	86	43	77	104	188	102	344	25	
		15%	10%	15%	13%	16%	16%	14%	9%	9%	11%	11%	12%	11%	9%	13%	23%	20%	12%	6%	
NET Important / Very important		1649	345	1300	305	1284	742	904	344	295	374	223	229	117	67	639	697	413	184	333	
		67%	19%	65%	66%	66%	65%	69%	25%	20%	25%	15%	29%	51%	49%	52%	55%	50%	60%	47%	
Mean		3.74	4.10%	3.66	3.84	3.71	3.67	3.86%	4.00min	3.90min	3.75min	3.75min	3.48	3.29	3.22	3.50min	3.54min	3.38	3.27	3.67	
Std Dev.		1.15	1.07	1.15	1.09	1.16	1.14	1.15	1.00	1.00	1.05	1.10	1.28	1.22	1.41	1.00	1.07	1.29	1.30	1.18	
Std Error		0.02	0.06	0.02	0.05	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.06	0.08	0.12	0.03	0.04	0.05	0.07	0.03	

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Not at all important	(1) 167	28	52	38	39	80	77	67	87	19	10	80	37	23	98	19	130	40	115	2
		6%	5%	7%	7%	6%	6%	4%	5.7%g	14.5%hmm	4%	8.7%nn	6%	4%	6%	1.3%op	6%	8%	6%	2%
Not very important	(2) 212	47	69	48	47	116	95	112	98	9	22	55	53	54	129	9	192	39	164	8
		9%	8%	9%	9%	8%	9%	7%	12%q	6%	9%	9%	8%	10%	8%	6%	9%	8%	9%	8%
Neither important nor	438	102	126	109	91	227	201	277	145	26	41	109	132	83	282	29	362	85	321	22
unimportant	(3) 175	17%	16%	30%	16%	16%	19%	17%	19%	15%	17%	18%	15%	15%	16%	20%	16%	16%	18%	21%
Important	(4) 963	232	308	232	191	540	422	699	253	42	82	240	291	237	613	44	875	190	733	40
		39%	39%	39%	42%	39%	39%	42%h	33%	30%	33%	40%	43%j	42%k	40%	30%	41%la	37%	40%	38%
Very important	(5) 686	165	226	129	146	411	275	513	170	42	89	152	164	140	403	44	575	165	491	31
		28%	33%nc	29%	28%	30%	26%	37%h	22%	30%	36%lmm	25%	24%	26%	28%	30%	27%	32%	27%	29%
Don't know	6	*	5	*	*	5	*	2	4	*	2	*	1	*	3	*	3	*	4	2
		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2.5%nc
NET Not at all	369	75	122	86	86	197	172	179	155	28	31	105	90	77	227	28	322	79	279	11
Important/ Not very	(6) 16%	12%	15%	15%	17%	14%	15%	17%	17%	20%	13%	17%	13%	14%	15%	20%	15%	15%	15%	10%
Important																				
NET Important / Very	1649	417	534	361	337	951	698	1212	422	84	171	392	455	377	1018	88	1449	355	1224	71
		67%	70%	68%	65%	69%	65%	72%h	56%	61%	70%	69%	67%	70%	67%	60%	67%	68%	67%	67%
Mean	3.74	3.54%	3.75	3.66	3.70	3.79	3.68	3.69%	3.42	3.57	3.50%h	3.64	3.73	3.78	3.72	3.58	3.73	3.77	3.72	3.85
Std Dev.	1.15	1.10	1.16	1.13	1.19	1.13	1.16	1.05	1.29	1.35	1.12	1.19	1.08	1.07	1.13	1.34	1.13	1.19	1.14	1.02
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.10	0.07	0.05	0.04	0.05	0.03	0.10	0.02	0.05	0.03	0.10

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429	
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194	
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192	
Not at all important	(1) 167	125	32	8	137	10	7	3	7	15	14	9	18	9	7	30	28	3	7	
	6%	6%	8%	1%	7%	2%	6%	4%	4%	5%	4%	2%	5%	4%	2%	14%	14%	16%	4%	
Not very important	(2) 212	165	46	10	169	16	20	7	6	21	23	17	13	19	11	27	32	4	12	
	9%	8%	13%	3%	8%	7%	17%	10%	7%	8%	11%	10%	6%	8%	4%	7%	16%	18%	6%	
Neither important nor unimportant	(3) 428	371	57	12	339	52	24	14	16	40	29	21	30	36	61	80	27	9	43	
	17%	18%	16%	15%	16%	24%	20%	21%	16%	14%	14%	12%	12%	15%	20%	22%	14%	43%	22%	
Important	(4) 963	837	126	20	806	85	43	29	31	108	80	76	77	87	143	127	76	1	83	
	39%	40%	36%	31%	39%	40%	37%	44%	33%	39%	39%	44%	40%	37%	42%	35%	37%	7%	43%	
Very important	(5) 686	599	87	14	599	51	23	14	35	69	62	52	56	64	94	101	38	3	46	
	28%	29%	25%	22%	28%	24%	20%	21%	37%	52%	50%	50%	29%	50%	27%	28%	19%	14%	25%	
Don't know	6	5	1	1	5	1	-	-	-	5	-	-	-	-	-	-	-	-	-	
	*	*	*	1%	*	*	-	*	-	2%	-	-	-	-	-	-	-	1%	*	
NET Not at all important/ Not very important	369	290	79	17	306	26	28	9	14	39	36	25	31	28	17	58	61	7	19	
	15%	14%	22%	3%	15%	12%	23%	14%	14%	13%	17%	19%	16%	12%	6%	18%	30%	34%	10%	
NET Important / Very important	1649	1458	213	33	1404	136	66	43	66	196	162	177	133	171	225	228	113	4	132	
	67%	69%	61%	63%	68%	63%	58%	65%	69%	71%	69%	72%	69%	72%	72%	62%	56%	21%	68%	
Mean	3.74	3.77%	3.54	3.35	3.76	3.71%	3.47	3.67	3.64%	3.68%	3.74%	3.83%	3.72%	3.93%	3.94%	3.66%	3.31	2.85	3.78%	
Std Dev.	1.15	1.12	1.25	1.31	1.15	1.06	1.17	1.05	1.22	1.11	1.12	1.19	1.11	1.22	1.08	0.90	1.20	1.33	1.24	1.00
Std Error	0.02	0.03	0.04	0.07	0.03	0.05	0.06	0.06	0.11	0.09	0.10	0.10	0.10	0.09	0.08	0.10	0.11	0.16	0.05	

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744		
Weighted Base	3452	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	756	1696		
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	108	62	27	1277	89	444	1034		
Not at all important (1)	167	49	76	64	91	49	7	25	76	4	45	71	53	9	14	11	124	25	82	51	8	3	13	133	16	27	130		
6%		5%	10%	4%	7%	5%	12%	10%	10%	9%	15%	8%	5%	3%	6%	14%	7%	8%	7%	6%	5%	3%	28%	6%	11%	4%	8%		
Not very important (2)	212	74	84	106	126	74	5	28	94	2	51	80	86	24	17	4	166	20	111	69	15	10	6	180	16	35	176		
9%		7%	15%	7%	10%	7%	9%	11%	12%	4%	16%	9%	9%	5%	8%	5%	9%	7%	9%	8%	8%	10%	14%	8%	11%	5%	10%		
Neither important nor unimportant (3)	428	179	153	257	231	179	13	42	153	10	64	140	178	73	31	5	319	36	210	144	54	13	8	354	20	133	295		
17%		17%	20%	17%	19%	17%	23%	21%	20%	21%	21%	16%	16%	27%	14%	7%	17%	12%	17%	16%	30%	13%	17%	17%	14%	18%	17%		
Important (4)	963	421	297	599	475	421	13	92	297	18	100	286	438	116	82	30	724	122	426	404	77	45	6	831	51	324	639		
39%		40%	39%	40%	39%	40%	24%	36%	39%	37%	33%	33%	33%	29%	29%	39%	33%	33%	35%	43%	45%	13%	29%	29%	35%	43%	38%		
Very important (5)	686	331	150	475	294	331	17	64	150	13	48	296	245	51	64	28	541	92	389	215	25	29	13	614	43	237	450		
28%		31%	19%	32%	24%	31%	31%	25%	19%	28%	15%	34%	24%	19%	29%	36%	29%	31%	32%	24%	14%	29%	29%	29%	29%	31%	27%		
Don't know	6	5	*	*	*	5	-	3	*	*	*	4	-	*	2	-	2	6	6	-	-	-	-	6	-	*	5		
NET Not at all important/ Not very important	369	123	120	170	218	123	12	53	170	6	96	150	139	33	31	14	290	45	193	120	23	13	19	312	32	63	308		
15%		12%	22%	11%	18%	12%	22%	21%	22%	13%	31%	17%	14%	12%	14%	18%	15%	15%	16%	14%	13%	13%	41%	15%	22%	8%	18%		
NET Important / Very important	1649	751	447	1073	769	751	31	156	447	31	148	582	683	166	156	58	1266	214	826	619	101	74	20	1445	94	560	1089		
67%		71%	58%	71%	63%	71%	55%	61%	66%	65%	46%	66%	68%	61%	71%	75%	67%	72%	67%	79%	57%	74%	42%	68%	64%	74%	64%		
Mean	3.74	3.66	3.46	3.66	3.62	3.66	3.50	3.57	3.46	3.70	3.18	3.75	3.74	3.64	3.81	3.78	3.74	3.80	3.77	3.75	3.53	3.67	3.02	3.76	3.60	3.62	3.65		
Std Dev.	1.15	1.08	1.22	1.07	1.17	1.08	1.37	1.26	1.22	1.20	1.29	1.24	1.08	0.99	1.14	1.35	1.16	1.19	1.19	1.08	0.99	1.05	1.60	1.14	1.31	1.00	1.20		
Std Error	0.02	0.03	0.04	0.03	0.03	0.03	0.16	0.07	0.04	0.16	0.07	0.04	0.03	0.06	0.08	0.14	0.03	0.07	0.03	0.04	0.08	0.11	0.25	0.02	0.11	0.04	0.03		

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	167	14	142	2*	63	89	5	150	7	-	*	157	-
	6%	10%	6%	-	8% ^{ab}	6%	5%	6%	12%	-	4%	6%	-
Not very important (2)	212	8	204	-	71	136	5	207	4	-	-	212	-
	9%	5%	9%	-	10%	9%	4%	9%	7%	-	-	9%	-
Neither important nor unimportant (3)	428	27	399	2	130	298	21	403	15	5	3	423	2
	17%	18%	17%	11%	19%	19%	18%	17%	25%	39%	57%	17%	30%
Important (4)	963	55	892	16	247	673	42	926	26	4	1	956	5
	39%	36%	39%	74%	34%	42% ^{ab}	36%	39%	42%	34%	29%	39%	69%
Very important (5)	686	41	643	3	202	440	44	674	8	3	1	686	-
	28%	28%	28%	13%	26%	27%	37%	28% ^{ab}	13%	27%	11%	28%	-
Don't know	6	*	6	-	*	5	*	6	-	-	-	6	*
	*	*	*	-	*	*	*	*	-	-	-	*	1%
NET Not at all important/ Not very important	369	22	346	2*	134	225	10	357	12	-	*	369	-
	15%	15%	15%	2%	19% ^{ab}	14%	9%	15%	19%	-	4%	15%	-
NET Important / Very important	1649	96	1535	18	450	1113	86	1601	34	7	2	1642	5
	67%	66%	67%	87%	62%	69% ^{ab}	73%	68%	56%	61%	40%	67%	69%
Mean	3.74	3.69	3.74	3.96	3.63	3.77 ^{cd}	3.87 ^{cd}	3.75	3.38	3.88	3.43	3.74	3.70
Std Dev.	1.15	1.22	1.14	0.67	1.23	1.11	1.07	1.15	1.18	0.84	0.92	1.15	0.49
Std Error	0.02	0.10	0.02	0.14	0.04	0.03	0.10	0.02	0.16	0.22	0.38	0.02	0.22

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	208	210	215	198
Weighted Base	2462	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117
Not at all important	(1) 167	49	30	37	41	21	13	15	8	8	14	21	6	11	16	11	14
	6%	6%	5%	6%	7%	12%	6%	7%	3%	4%	7%	10%	3%	5%	9%	5%	7%
Not very important	(2) 212	55	65	40	51	11	26	11	26	19	20	20	13	8	12	12	26
	8%	9%	10%	6%	8%	10%	13%	5%	10%	9%	10%	9%	6%	3%	7%	6%	13%
Neither important nor unimportant	(3) 428	106	113	111	99	25	37	44	44	43	26	39	37	35	28	45	26
	17%	18%	18%	18%	16%	14%	18%	22%	20%	20%	13%	18%	19%	16%	15%	21%	13%
Important	(4) 963	230	251	267	215	76	76	78	79	85	87	78	87	101	65	84	66
	39%	39%	39%	43%	35%	43%	37%	39%	36%	39%	43%	37%	45%	46%	35%	38%	34%
Very important	(5) 686	144	178	188	197	38	53	52	62	62	54	51	52	65	67	68	62
	28%	25%	28%	27%	31%	21%	26%	26%	28%	28%	27%	24%	27%	30%	30%	31%	32%
Don't know	6	-	4	2	-	-	-	-	3	-	-	2	-	-	-	-	-
	*	*	7%	*	*	*	*	*	7%	*	*	7%	*	*	*	*	*
NET Not at all important/ Not very important	389	104	95	78	92	39	39	26	33	28	34	40	19	18	29	24	39
	15%	16%	15%	12%	15%	22%	19%	13%	15%	13%	17%	19%	10%	8%	15%	11%	20%
NET Important / Very important	1649	374	429	435	411	115	129	130	141	146	141	129	139	166	132	151	128
	67%	64%	67%	70%	68%	64%	63%	65%	64%	67%	70%	61%	71%	71%	70%	69%	66%
Mean	3.74	3.62	3.76	3.78	3.79	3.52	3.63	3.71	3.74	3.79	3.73	3.57	3.57	3.79	3.81	3.79	3.71
Std Dev.	1.18	1.19	1.11	1.08	1.18	1.26	1.18	1.14	1.10	1.07	1.16	1.23	0.99	1.02	1.23	1.06	1.24
Std Error	0.02	0.05	0.04	0.04	0.05	0.09	0.08	0.08	0.07	0.07	0.08	0.08	0.07	0.07	0.09	0.07	0.09

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to the sender

Table 139

Base : Have had to decide on a postal/delivery option in the last month

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base		2452	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base		1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Not at all important	(1)	22	2	19	9	12	14	8	1	6	5	4	3	1	1	7	9	6	2	17	5
			1%	1%	2%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important	(2)	93	15	78	17	76	53	40	13	9	22	12	21	9	8	21	34	37	17	76	17
		4%	3%	4%	3%	4%	2%	3%	2%	4%	4%	2%	5%	4%	6%	2%	4%	6%	5%	4%	4%
Neither important nor unimportant	(3)	333	24	309	58	276	167	167	62	54	68	27	45	49	27	116	95	122	76	278	52
		14%	6%	15%	12%	14%	13%	13%	13%	13%	9%	12%	12%	12%	12%	13%	12%	13%	13%	14%	12%
Important	(4)	1129	160	969	223	906	517	610	205	199	216	161	163	107	57	405	377	347	164	958	156
		46%	37%	46%	45%	46%	45%	47%	44%	49%	42%	51%	47%	47%	42%	46%	46%	46%	45%	48%	38%
Very important	(5)	863	232	631	191	671	386	474	183	135	201	108	131	62	44	318	308	236	105	649	202
		35%	35%	31%	36%	34%	34%	36%	33%	33%	35%	34%	34%	27%	32%	33%	33%	31%	29%	33%	45%
Don't know		12	4	8	2	11	7	6	*	6	1	2	3	*	*	6	3	3	*	8	4
		*	1%	*	*	1%	1%	*	*	1%	*	1%	1%	*	*	1%	*	*	*	*	1%
NET Not at all important/ Not very important		114	17	98	26	88	67	48	13	15	27	16	24	10	9	28	43	43	19	93	21
		5%	4%	5%	5%	5%	5%	4%	3%	4%	5%	5%	6%	4%	6%	3%	5%	6%	5%	5%	5%
NET Important / Very important		1992	392	1600	414	1577	903	1095	386	335	416	269	314	169	101	723	685	583	270	1607	368
		81%	55%	79%	53%	87%	79%	81%	82%	81%	81%	81%	81%	74%	74%	81%	81%	78%	74%	81%	62%
Mean		4.11	4.05	4.05	4.15	4.11	4.06	4.16	4.11	4.06	4.14	4.03	3.96	3.98	3.98	4.10	4.09	4.03	3.97	4.09	4.04
Std Dev		0.84	0.78	0.84	0.88	0.83	0.88	0.90	0.78	0.82	0.87	0.83	0.87	0.83	0.91	0.80	0.86	0.86	0.86	0.83	0.89
Std Error		0.02	0.04	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.05	0.04	0.05	0.08	0.03	0.03	0.03	0.04	0.02	0.05

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to the sender

Table 139

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Not at all important (1)	22	1	13	3	5	14	8	12	9	5	*	4	10	1	14	5	16	5	16	*
	1%	*	3%	1%	1%	1%	1%	1%	1%	4% (mean)	*	1%	2%	*	1%	4% (up)	1%	1%	1%	*
Not very important (2)	83	26	43	13	11	69	24	56	36	6	11	22	25	27	58	6	86	22	68	3
	4%	4%	6% (down)	2%	2%	5%	2%	3%	5%	4%	4%	4%	4%	5%	4%	4%	4%	4%	4%	3%
Neither important nor unimportant (3)	333	75	107	74	74	185	149	206	127	19	41	81	98	72	206	21	293	61	253	19
	14%	13%	14%	13%	14%	13%	14%	12%	14%	14%	17%	12%	13%	13%	14%	15%	14%	12%	14%	16%
Important (4)	1129	270	378	250	231	648	481	775	337	55	88	300	331	261	719	59	1013	215	864	50
	46%	45%	49%	45%	45%	47%	45%	46%	45%	40%	36%	32%	33%	32%	34%	41%	47%	41%	47%	47%
Very important (5)	863	218	242	212	191	460	403	613	243	54	102	199	226	170	527	54	739	212	616	33
	35%	37%	31%	35% (down)	37%	33%	38%	37%	32%	39%	45% (down)	33%	33%	32%	34%	37%	34%	41% (down)	34%	31%
Don't know	12	2	4	4	3	5	7	8	4	*	3	*	*	6	4	*	10	4	9	-
	*	*	*	1%	*	*	1%	1%	*	*	1% (down)	*	*	*	*	*	*	1%	*	-
NET Not at all important/ Not very important	114	26	57	16	16	83	31	68	45	11	11	26	36	29	73	11	101	27	84	3
	5%	4%	7% (down)	3%	3%	5%	3%	4%	6%	8%	5%	4%	5%	5%	5%	8%	5%	5%	5%	3%
NET Important / Very important	1992	488	620	462	422	1108	884	1300	580	109	190	499	557	431	1246	113	1752	427	1482	83
	81%	82%	79%	83%	82%	80%	83%	82%	77%	78%	78%	82%	82%	80%	81%	77%	81%	82%	81%	79%
Mean	4.11	4.18%	4.01	4.19%	4.16%	4.07	4.17%	4.18%	4.02	4.05	4.16	4.10	4.09	4.07	4.10	4.03	4.11	4.18	4.10	4.06
Std Dev.	0.84	0.81	0.91	0.79	0.81	0.87	0.80	0.82	0.89	1.02	0.87	0.81	0.86	0.82	0.84	1.01	0.83	0.87	0.84	0.80
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.08	0.05	0.03	0.03	0.03	0.02	0.08	0.02	0.04	0.02	0.08

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429		
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194		
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192		
Not at all important	(1) 22	20	1	1	17	3	2	*	2	1	3	-	4	4	-	3	-	*	2		
	5%	1%	*	1%	1%	1%	2%	*	2% ^{ab}	*	1%	-	2%	2%	-	1%	-	1%	1%		
Not very important	(2) 83	76	17	2	73	12	5	3	3	10	7	7	4	3	16	10	14	*	12		
	4%	4%	5%	3%	4%	6%	5%	4%	4%	3%	3%	4%	2%	1%	5%	3%	2% ^{ab}	1%	6% ^{ab}		
Neither important nor unimportant	(3) 333	287	47	10	262	39	25	8	15	29	21	23	26	43	28	47	33	2	36		
	14%	14%	13%	13%	13%	18% ^{cd}	23% ^{de}	13%	16%	10%	10%	13%	13%	17% ^{ab}	9%	13%	17%	12%	13% ^{ab}		
Important	(4) 1129	935	194	32	950	95	50	34	40	128	100	81	83	97	142	183	96	11	84		
	46%	44%	63% ^{ab}	50%	46%	44%	43%	52%	42%	48%	48%	46%	43%	47%	47%	50%	48%	54%	43%		
Very important	(5) 863	772	90	19	742	66	35	20	34	107	76	63	78	91	116	121	56	6	60		
	35%	35% ^{ab}	26%	30%	36%	31%	29%	31%	35%	39%	37%	38%	40% ^{ab}	39%	38%	33%	28%	32%	31%		
Don't know	12	12	1	*	11	*	1	*	1	2	2	-	-	-	2	2	3	-	*		
	*	1%	*	1%	1%	*	1%	*	1%	1%	1%	-	-	-	1%	1%	1%	-	*		
NET Not at all important/ Not very important	114	96	18	3	90	15	7	3	6	11	10	7	8	6	16	13	14	*	14		
	5%	5%	5%	4%	4%	7%	6%	4%	6%	4%	5%	4%	4%	3%	5%	4%	7%	2%	7%		
NET Important / Very important	1992	1708	283	51	1692	161	85	54	74	236	178	143	160	188	259	304	152	17	144		
	81%	81%	81%	80%	82% ^{ab}	79%	72%	83% ^d	78%	85% ^{ab}	80% ^{ab}	83%	83%	80%	85% ^{ab}	83% ^{ab}	79%	86%	74%		
Mean	4.11	4.13	4.01	4.06	4.14 ^{ab}	3.98	3.94	4.10	4.05	4.29 ^{ab}	4.17 ^{ab}	4.15	4.17 ^{ab}	4.14	4.19 ^{ab}	4.12	3.98	4.14	3.96		
Std Dev.	0.84	0.85	0.79	0.82	0.83	0.91	0.92	0.78	0.94	0.80	0.83	0.80	0.87	0.85	0.81	0.79	0.85	0.78	0.92		
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.05	0.04	0.08	0.06	0.07	0.07	0.08	0.07	0.07	0.06	0.07	0.10	0.04		

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744		
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	756	1695		
Effective Base	1477	635	466	886	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	106	62	27	1277	89	444	1034		
Not at all important	(1)	22	3	8	7	12	3	-	8	-	2	5	7	3	6	1	12	7	8	5	4	1	3	13	5	7	14		
1%		-	1%	-	1%	-	-	-	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	7%	1%	3%	1%	1%		
Not very important	(2)	93	33	46	39	52	33	2	46	1	16	35	30	18	7	2	65	9	45	30	9	4	4	75	8	21	71		
4%		3%	4%	3%	4%	3%	4%	4%	6%	3%	5%	4%	3%	3%	3%	3%	3%	4%	4%	3%	5%	4%	5%	4%	6%	3%	4%		
Neither important nor unimportant	(3)	333	138	108	199	168	138	11	108	5	108	48	99	122	59	33	20	221	52	141	114	51	17	9	255	26	93	240	
14%		14%	13%	14%	13%	14%	13%	19%	20%	14%	8%	16%	11%	12%	22%	15%	20%	12%	18%	7%	13%	29%	17%	19%	12%	18%	12%	14%	
Important	(4)	1129	442	388	668	624	442	18	398	26	161	338	526	132	108	25	884	131	515	450	84	46	19	964	64	363	766		
46%		42%	45%	44%	43%	42%	32%	35%	52%	56%	52%	39%	42%	42%	32%	32%	44%	44%	42%	45%	43%	46%	41%	46%	44%	46%	45%		
Very important	(5)	863	433	210	581	358	433	25	210	15	79	394	313	60	65	29	707	94	519	293	18	31	9	802	41	270	593		
35%		41%	27%	39%	29%	41%	44%	40%	27%	33%	26%	40%	36%	22%	29%	30%	30%	32%	42%	32%	10%	31%	20%	36%	28%	36%	35%		
Don't know	12	8	1	11	4	8	-	2	1	-	1	5	3	-	3	-	9	3	6	1	2	-	2	7	2	2	10		
1%		1%	-	1%	-	1%	-	1%	1%	-	-	1%	-	-	2%	-	1%	1%	-	-	1%	-	4%	-	1%	-	1%		
NET Not at all important/ Not very important	114	36	53	47	64	36	2	11	53	2	19	40	37	21	13	4	77	16	53	36	13	6	8	88	13	29	86		
5%		3%	7%	3%	6%	3%	4%	4%	7%	3%	6%	5%	4%	8%	5%	4%	6%	6%	4%	4%	7%	6%	16%	4%	9%	4%	5%		
NET Important / Very important	1992	875	608	1249	982	875	42	191	608	42	240	732	839	192	171	54	1571	225	1034	733	112	77	28	1767	105	633	1358		
81%		83%	79%	83%	81%	83%	76%	75%	79%	88%	78%	84%	84%	71%	78%	70%	84%	76%	84%	83%	63%	77%	60%	83%	72%	84%	80%		
Mean	4.11	4.21	3.98	4.18	4.04	4.21	4.16	4.12	3.98	4.17	3.97	4.28	4.11	3.84	4.00	4.01	4.17	4.01	4.22	4.11	3.65	4.01	3.59	4.17	3.88	4.14	4.10		
Std Dev.	0.84	0.81	0.86	0.80	0.83	0.81	0.89	0.87	0.86	0.75	0.83	0.85	0.78	0.88	0.91	0.95	0.81	0.92	0.83	0.79	0.82	0.89	1.15	0.82	0.99	0.81	0.86		
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.11	0.05	0.03	0.10	0.04	0.03	0.02	0.05	0.06	0.10	0.02	0.05	0.02	0.03	0.06	0.09	0.18	0.02	0.08	0.03	0.02		

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2452	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Not at all important (1)	22	2	19	-	7	14	*	19	2	*	-	21	*
	1%	2%	1%	-	1%	1%	*	1%	3%	1%	-	1%	6%
Not very important (2)	93	5	88	-	28	64	*	90	2	-	-	93	-
	4%	4%	4%	-	4%	4%	*	4%	4%	-	-	4%	-
Neither important nor unimportant (3)	333	25	304	5	118	201	14	312	15	1	3	329	2
	14%	17%	13%	23%	16% A	12%	12%	13%	28% A	9%	53%	13%	30%
Important (4)	1129	65	1055	9	322	756	50	1087	30	7	*	1124	4
	46%	45%	46%	43%	45%	47%	42%	46%	46%	57%	6%	46%	63%
Very important (5)	863	47	809	7	242	568	53	846	10	4	2	861	-
	35%	32%	35%	34%	34%	35%	45%	36% A	17%	33%	42%	35% A	-
Don't know	12	1	11	-	5	6	1	11	2	-	-	12	*
	*	1%	1%	-	1%	*	1%	*	3%	-	-	*	1%
NET Not at all important/ Not very important	114	8	107	-	36	78	*	110	4	*	-	114	*
	5%	5%	5%	-	5%	5%	*	5%	7%	1%	-	5%	6%
NET Important / Very important	1992	112	1864	16	564	1325	102	1933	40	11	2	1985	4
	81%	77%	82%	77%	78%	82%	87%	82% A	66%	90%	47%	82% A	63%
Mean	4.11	4.03	4.12	4.11	4.06	4.12	4.23 B	4.13 B	3.75	4.22	3.89	4.12 B	3.51
Std Dev.	0.84	0.89	0.84	0.77	0.87	0.84	0.72	0.84	0.89	0.68	1.08	0.84	0.85
Std Error	0.02	0.07	0.02	0.16	0.03	0.02	0.07	0.02	0.12	0.18	0.44	0.02	0.38

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	208	210	215	198
Weighted Base	2452	584	640	625	602	179	205	200	222	217	201	211	195	219	189	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	126	111	129	117	133	117
Not at all important	(1)	22	6	5	2	8	2	*	4	3	2	*	*	2	*	1	3
	1%	1%	1%	*	1%	1%	*	2%	1%	1%	*	*	1%	*	1%	1%	2%
Not very important	(2)	93	23	17	25	28	8	14	*	10	4	2	9	5	10	7	12
	4%	4%	3%	4%	5%	6%	5%	5%	5%	2%	7%	5%	3%	5%	4%	4%	6%
Neither important nor unimportant	(3)	333	108	74	67	84	27	29	52	31	25	18	27	20	20	28	35
	14%	10%	12%	11%	14%	15%	14%	20%	14%	12%	9%	13%	10%	9%	15%	10%	18%
Important	(4)	1129	257	297	295	280	87	90	80	104	85	103	98	92	105	88	89
	46%	44%	46%	47%	47%	49%	44%	40%	47%	40%	46%	46%	47%	46%	47%	47%	46%
Very important	(5)	863	186	246	230	200	54	69	64	74	99	74	73	83	65	83	52
	35%	32%	38%	37%	33%	30%	33%	32%	33%	44%	37%	35%	37%	38%	34%	38%	27%
Don't know		12	4	1	6	2	*	4	*	1	*	2	2	1	*	*	2
	*	1%	*	1%	*	*	2%	*	*	*	*	1%	1%	1%	*	*	1%
NET Not at all important/ Not very important		114	29	22	28	36	10	14	4	13	6	3	10	7	11	8	12
	5%	5%	3%	4%	6%	6%	7%	2%	6%	3%	1%	5%	4%	5%	4%	5%	6%
NET Important / Very important		1992	444	543	525	480	142	158	144	178	185	180	172	165	187	153	140
	81%	78%	80%	80%	80%	79%	77%	72%	80%	80%	80%	82%	80%	80%	81%	80%	73%
Mean	4.11	4.03	4.14	4.14	4.06	4.02	4.06	4.00	4.06	4.06	4.06	4.06	4.06	4.06	4.10	4.06	3.90
Std Dev.	0.84	0.87	0.80	0.81	0.88	0.87	0.88	0.87	0.88	0.81	0.88	0.81	0.81	0.80	0.83	0.80	0.84
Std Error	0.02	0.04	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	339	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2482	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Low cost	2094	376	1718	417	1677	966	1124	396	342	428	271	338	203	117	738	698	658	320	1706	363
85%		86%	86%	83%	86%	85%	86%	85%	84%	84%	86%	86%	89%	86%	84%	84%	84%	86%	86%	83%
Free delivery	1874	357	1617	395	1579	907	1066	364	328	416	258	316	186	106	692	674	607	292	1586	364
81%		82%	80%	79%	81%	79%	82%	78%	80%	81%	82%	82%	81%	77%	79%	82%	81%	80%	80%	84%
Inclusion of insurance	1357	318	1039	340	1017	657	698	282	244	296	174	193	104	64	526	470	361	168	1074	263
55%		52%	52%	54%	52%	57%	54%	41%	36%	42%	25%	30%	16%	9%	43%	39%	29%	11%	54%	60%
Guarantee that the parcel will arrive on time	2132	412	1720	416	1716	961	1159	410	354	445	266	343	200	114	764	711	658	315	1732	378
87%		84%	85%	83%	86%	84%	86%	88%	86%	87%	84%	89%	87%	84%	87%	86%	87%	86%	87%	87%
Ability to see where my delivery is at any point in time	1998	388	1610	405	1590	910	1084	389	340	417	255	310	176	102	738	672	598	279	1611	357
81%		80%	80%	81%	82%	80%	83%	80%	83%	81%	81%	80%	77%	75%	84%	81%	79%	76%	81%	82%
Ability to choose an express or next day service	1751	380	1371	362	1389	869	938	370	315	395	212	252	129	78	685	608	458	207	1376	351
71%		67%	68%	72%	71%	71%	72%	69%	72%	73%	67%	65%	56%	57%	72%	73%	67%	61%	69%	61%
Ability to select a specific deadline for delivery	1839	370	1469	387	1472	838	999	354	331	408	243	264	135	84	685	651	503	219	1454	359
75%		68%	72%	73%	73%	75%	77%	73%	71%	75%	68%	72%	59%	61%	73%	73%	67%	60%	73%	62%
Fast delivery	2013	404	1609	421	1592	915	1095	413	390	425	255	293	169	97	774	680	559	266	1603	384
82%		82%	80%	84%	82%	80%	84%	80%	80%	80%	81%	79%	74%	71%	80%	82%	74%	73%	81%	61%
Convenient options for me to accept the delivery	2134	406	1727	437	1697	976	1153	395	363	445	284	345	193	109	757	730	647	302	1720	384
87%		83%	86%	87%	87%	85%	88%	85%	89%	87%	90%	89%	84%	80%	87%	87%	86%	83%	87%	88%
Ability to select an evening/weekend delivery	1531	337	1195	332	1199	718	810	342	296	340	214	208	98	32	639	554	338	130	1163	347
67%		77%	59%	66%	61%	63%	62%	74%	72%	67%	69%	64%	43%	24%	72%	67%	40%	36%	59%	60%
Proof of postage/ dispatch	2111	414	1697	448	1663	955	1152	403	351	437	274	335	195	115	754	712	645	310	1716	371
86%		85%	84%	90%	86%	84%	87%	87%	86%	85%	87%	87%	84%	85%	86%	86%	86%	85%	86%	85%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2054	403	1651	429	1625	913	1137	396	343	435	263	320	167	109	740	698	616	296	1687	365
84%		82%	82%	86%	83%	80%	87%	85%	84%	85%	84%	83%	82%	80%	85%	84%	82%	81%	84%	84%
Option to reschedule if I am unable to take the delivery	2076	408	1668	423	1653	934	1140	391	352	441	280	327	189	98	743	720	613	287	1673	378
85%		83%	83%	85%	85%	82%	87%	84%	86%	86%	85%	85%	83%	71%	83%	82%	82%	78%	84%	87%
Ability to provide a specific time slot or SMS notification of delivery time	1626	375	1451	396	1440	826	999	380	317	362	234	298	133	83	697	616	513	216	1438	363
74%		86%	72%	77%	74%	72%	77%	82%	77%	78%	74%	77%	58%	60%	80%	74%	69%	59%	72%	82%
Proof and details of delivery receipt sent to me if someone else receives it	2067	406	1661	430	1637	927	1136	412	337	430	264	330	185	109	749	695	624	294	1673	370
84%		83%	82%	86%	84%	81%	87%	82%	82%	84%	84%	85%	81%	79%	86%	84%	83%	80%	84%	85%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1602	304	1199	327	1175	685	813	301	284	314	190	227	124	72	585	495	423	197	1163	315
61%		69%	60%	65%	60%	60%	62%	65%	69%	61%	57%	59%	54%	53%	67%	60%	56%	54%	59%	72%
Option to deliver items to a location other than the home (e.g. a local shop or a locker)	1649	349	1300	365	1284	742	904	344	295	374	223	229	117	67	639	597	413	184	1291	333
67%		80%	65%	73%	66%	65%	69%	74%	72%	73%	71%	59%	51%	49%	73%	72%	55%	50%	66%	76%
Proof and details of delivery receipt sent to the sender	1992	392	1600	414	1577	903	1085	388	335	416	269	314	169	101	723	685	583	270	1607	358
87%		80%	79%	83%	81%	79%	82%	84%	82%	81%	85%	81%	74%	74%	82%	82%	78%	74%	81%	82%

Proportions/Mean: Columns Tested (5% risk level) - a-b - c-d - e-f - g-h(i)/k-l-m - n/o(p)q - r/s
* small base

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2/DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	280	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Low cost	2094	496	680	484	434	1176	918	1412	660	114	213	510	584	449	1307	120	1838	444	1559	91
85%	87%	83%	86%	87%	84%	86%	86%	87%	84%	82%	87%	84%	86%	84%	83%	83%	85%	86%	85%	86%
Free delivery	1974	477	629	445	422	1106	868	1356	599	109	197	488	537	430	1222	113	1730	408	1481	85
81%	81%	80%	80%	80%	82%	80%	81%	81%	79%	78%	81%	80%	79%	80%	80%	78%	80%	79%	81%	81%
Inclusion of insurance	1387	346	417	321	273	763	594	981	364	78	138	314	369	312	820	81	1182	305	988	64
55%	55%	58%	53%	58%	53%	55%	55%	56%	48%	56%	56%	52%	54%	58%	54%	56%	55%	59%	54%	54%
Guarantee that the parcel will arrive on time	2132	521	690	491	430	1211	922	1465	644	115	209	504	600	482	1312	120	1875	444	1596	92
87%	87%	88%	88%	88%	84%	88%	86%	88%	85%	82%	85%	83%	88%	88%	86%	83%	87%	86%	87%	87%
Ability to see where my delivery is at any point in time	1998	481	633	461	424	1114	884	1379	599	111	202	493	544	443	1240	114	1755	426	1489	83
81%	81%	81%	80%	83%	82%	81%	83%	83%	79%	79%	83%	81%	80%	82%	81%	78%	81%	82%	81%	78%
Ability to choose an express or next day service	1761	448	558	401	344	1005	748	1247	487	99	174	398	488	399	1080	105	1530	381	1286	85
71%	78%	71%	71%	72%	67%	73%	70%	78%	64%	71%	71%	66%	72%	78%	69%	72%	71%	73%	70%	81%
Ability to select a specific date/time for delivery	1839	457	582	410	390	1039	800	1308	516	104	187	426	505	420	1117	110	1609	392	1363	84
75%	75%	77%	74%	74%	76%	75%	75%	78%	68%	73%	76%	70%	74%	78%	73%	76%	75%	75%	75%	80%
Fast delivery	2013	503	631	461	419	1133	880	1389	603	110	200	478	555	449	1233	116	1764	436	1489	88
82%	82%	85%	80%	83%	81%	82%	82%	83%	80%	79%	81%	79%	82%	84%	81%	80%	82%	84%	81%	83%
Convenient options for me to accept the delivery	2134	516	680	483	454	1196	938	1469	642	113	221	510	582	486	1314	117	1877	459	1589	85
87%	87%	87%	87%	87%	88%	87%	88%	88%	85%	87%	89%	84%	86%	88%	86%	80%	87%	89%	87%	81%
Ability to select an evening/weekend delivery	1531	388	492	333	319	880	652	1153	362	86	149	338	434	352	921	91	1329	339	1128	65
62%	62%	65%	63%	60%	62%	64%	61%	67%	48%	62%	61%	56%	64%	69%	60%	63%	62%	65%	62%	62%
Proof of postage/ dispatch	2111	505	677	489	440	1182	929	1435	652	119	213	493	554	472	1300	124	1854	455	1590	95
86%	86%	85%	87%	88%	86%	86%	87%	86%	86%	85%	87%	81%	87%	89%	85%	85%	88%	88%	85%	90%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2054	505	651	471	427	1156	898	1428	606	106	202	494	579	463	1276	111	1816	435	1526	92
84%	84%	85%	83%	85%	83%	84%	84%	85%	80%	76%	82%	82%	88%	89%	83%	77%	88%	84%	84%	87%
Option to reschedule if I am unable to take the delivery	2076	508	665	462	441	1173	903	1453	599	114	211	490	570	475	1272	120	1821	427	1560	90
85%	85%	86%	85%	83%	86%	85%	84%	87%	79%	82%	86%	81%	84%	89%	83%	83%	84%	82%	85%	85%
Ability to provide a specific time slot or SMS notification of delivery time	1826	440	587	417	382	1027	799	1295	516	106	185	418	512	402	1115	111	1586	392	1352	82
74%	74%	74%	75%	75%	74%	74%	75%	77%	68%	76%	75%	69%	78%	75%	73%	77%	74%	75%	74%	78%
Proof and details of delivery receipt sent to me if someone else receives it	2067	505	659	473	429	1164	903	1403	644	116	208	494	569	468	1272	122	1819	438	1536	93
84%	84%	85%	84%	85%	83%	84%	84%	84%	85%	83%	85%	82%	84%	87%	83%	84%	84%	84%	84%	88%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1502	388	490	310	314	878	624	1072	418	89	160	357	405	340	923	93	1320	338	1095	70
67%	67%	69%	62%	56%	61%	64%	58%	64%	55%	64%	65%	59%	60%	63%	60%	64%	61%	65%	60%	66%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1649	417	534	361	337	951	698	1212	422	84	171	392	455	377	1018	88	1449	355	1224	71
67%	67%	70%	68%	65%	65%	67%	65%	70%	56%	61%	70%	65%	67%	70%	67%	68%	68%	68%	67%	67%
Proof and details of delivery receipt sent to the sender	1992	488	620	462	422	1106	884	1389	580	109	190	499	557	431	1246	113	1752	427	1482	83
87%	87%	87%	79%	83%	82%	86%	83%	85%	77%	78%	78%	82%	82%	86%	81%	77%	81%	82%	81%	79%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Rurality				Nation				Region													
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ide (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429			
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194			
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192			
Low cost	2094	1789	305	54	1764	171	103	57	82	244	172	160	177	205	244	320	161	18	153			
85%		85%	87%	80%	83%a	80%	83%a	87%	86%	83%a	83%	83%a	81%a	83%	80%	80%	80%	80%	79%			
Free delivery	1974	1688	286	53	1680	166	90	58	79	228	156	154	168	192	242	293	150	12	154			
81%		80%	82%	84%	81%	78%	77%	82%a	83%	81%	76%	89%a	87%a	82%	79%	80%	74%	61%	79%			
Inclusion of insurance	1387	1181	176	33	1154	104	63	36	48	160	117	107	108	149	172	197	96	7	97			
55%		56%	50%	52%	53%a	46%	54%	55%	50%	58%	56%	53%a	56%	53%a	56%	54%	46%	33%	50%			
Guarantee that the parcel will arrive on time	2132	1826	306	59	1784	184	105	60	84	244	189	149	163	207	260	320	167	18	166			
87%		87%	88%	92%	87%	86%	89%	91%	86%	88%	81%a	86%	84%	86%	85%	87%	83%	90%	85%			
Ability to see where my delivery is at any point in time	1998	1721	277	47	1688	163	91	56	82	228	186	138	166	198	234	312	144	12	151			
81%		82%	79%	75%	82%a	76%	77%	82%a	86%a	82%a	86%a	79%	86%a	84%a	77%	85%a	72%	63%	76%			
Ability to choose an express or next day service	1751	1515	236	42	1492	131	84	44	65	212	158	123	139	183	224	253	136	10	121			
71%		72%	68%	66%	73%a	61%	71%a	67%	68%	77%a	76%a	71%	71%	76%a	74%a	69%	67%	48%	63%			
Ability to select a specific date/time for delivery	1839	1601	238	43	1541	158	94	46	66	206	161	129	147	176	241	281	133	14	144			
75%		76%a	68%	68%	75%	74%	80%a	70%	69%	74%	76%a	75%	76%	75%	76%a	77%a	66%	70%	74%			
Fast delivery	2013	1726	287	54	1694	167	99	53	76	237	182	144	157	198	244	301	147	13	154			
82%		82%	82%	85%	82%	76%	84%	81%	80%	89%a	88%a	83%a	89%a	84%a	80%	82%	73%	67%	79%			
Convenient options for me to accept the delivery	2134	1826	308	54	1799	178	99	57	84	238	188	156	176	205	259	320	173	15	164			
87%		87%	86%	85%	88%	83%	85%	87%	86%	86%	91%	90%	91%	87%	85%	87%	86%	73%	84%			
Ability to select an evening/weekend delivery	1531	1344	187	30	1305	119	68	39	59	190	142	96	122	153	224	215	104	7	112			
62%		64%a	54%	46%	63%a	56%	58%	60%	62%	84%a	84%a	56%	63%	69%a	82%a	59%	52%	36%	56%			
Proof of postage/ dispatch	2111	1807	304	55	1779	175	98	50	84	244	188	147	168	209	255	320	171	17	158			
86%		86%	87%	86%	87%	82%	84%	83%a	86%	88%	81%a	85%	87%	85%	84%	86%	85%	84%	82%			
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2054	1761	293	53	1730	173	99	52	79	245	178	143	175	203	241	315	151	17	156			
84%		84%	84%	83%	84%	81%	84%	79%	82%	89%a	86%a	82%	89%a	86%a	87%	79%	75%	87%	80%			
Option to reschedule if I am unable to take the delivery	2076	1778	298	55	1755	171	97	55	82	232	188	152	170	203	265	308	156	13	158			
85%		85%	85%	87%	89%a	80%	82%	83%	86%	84%	81%a	88%a	87%a	86%	87%a	84%	77%	64%	81%			
Ability to provide a specific time slot or SMS notification of delivery time	1826	1577	249	40	1546	149	81	50	71	215	156	136	140	177	241	272	137	13	136			
74%		76%a	71%	63%	75%	70%	69%	76%	74%	78%	75%	79%	72%	75%	76%a	74%	68%	65%	70%			
Proof and details of delivery receipt sent to me if someone else receives it	2067	1771	296	51	1751	165	95	56	80	237	177	151	168	208	257	308	165	15	150			
84%		84%	85%	81%	89%a	77%	81%	85%a	84%	86%	85%	81%a	87%a	89%a	84%	84%	82%	75%	77%			
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Parcel provider operates in an environmentally responsible way	1502	1286	216	42	1273	119	76	33	58	198	118	110	126	159	185	233	97	11	108			
67%		67%	62%	66%	62%a	56%	60%a	51%	60%a	66%a	57%	63%a	66%a	66%a	67%a	64%a	46%	58%	56%			
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1649	1436	213	33	1404	136	66	43	66	196	142	127	133	171	226	228	113	4	132			
67%		69%a	61%	53%	69%a	63%	56%	65%	69%a	71%a	69%a	72%a	69%a	72%a	74%a	62%	56%	21%	69%a			
Proof and details of delivery receipt sent to the sender	1992	1708	283	51	1692	161	85	54	74	235	176	143	160	188	255	304	152	17	144			
81%		81%	81%	80%	82%a	75%	72%	83%a	79%	83%a	83%a	83%	83%	86%	83%a	83%a	78%	66%	74%			

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)			
	Total																											
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744	
Weighted Base	2462	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46*	2117	140*	796	1695	
Effective Base	1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	106	62	27	1277	89	444	1034	
Low cost	3094	879	693	1250	1054	879	47	216	693	42	279	781	843	214	191	60	1824	293	1075	760	130	83	37	1858	120	614	1480	
85%		83%		89% _{low}	83%	87% _{low}		84%	83%	88%	90%	89%	88%	79%	87%	76%	87% _{low}	85%	87% _{low}	84% _{low}	73%	83%	79%	87% _{low}	82%	81%	87% _{low}	
Free delivery	1974	833	644	1181	992	833	42	202	644	204	254	724	816	204	172	55	1540	227	1012	712	132	77	34	1724	111	601	1373	
87%		79%		84% _{low}	78%	81%		79%	84%	79%	84%	87%	81%	73%	75%	71%	87% _{low}	76%	87% _{low}	81%	74%	77%	73%	81%	79%	81%	79%	
Inclusion of insurance	1357	649	355	913	620	649	35	130	355	28	143	521	545	129	137	41	1046	178	565	517	73	48	19	1212	67	426	861	
55%		61% _{low}		64% _{low}	51%	61% _{low}		51%	46%	58%	46%	67% _{low}	54%	47%	62% _{low}	52%	89% _{low}	60% _{low}	89% _{low}	89% _{low}	41%	46%	40%	87% _{low}	45%	69%	86%	
Guarantee that the parcel will arrive on time	2132	931	653	1325	1046	931	44	213	653	42	270	784	871	206	194	63	1665	257	1114	782	109	82	37	1898	119	634	1508	
87%		88%		88%	88%	88%		80%	85%	88%	88%	87% _{low}	87% _{low}	76%	89% _{low}	82%	89% _{low}	89% _{low}	89% _{low}	81%	87%	79%	89% _{low}	87% _{low}	83%	89% _{low}	89% _{low}	
Ability to see where my delivery is at any point in time	1998	888	597	1254	963	888	44	210	597	38	241	715	832	203	184	60	1547	244	1019	749	119	69	34	1768	103	626	1372	
87%		84% _{low}		83% _{low}	79%	84%		79%	78%	80%	78%	82% _{low}	83% _{low}	74%	84%	77%	82% _{low}	82%	83% _{low}	89% _{low}	67%	69%	73%	84% _{low}	70%	83%	81%	
Ability to choose an express or next day service	1751	851	442	1179	771	851	42	182	442	31	174	643	725	170	153	57	1368	209	920	654	98	53	18	1573	71	578	1173	
77%		89% _{low}		79% _{low}	69% _{low}	80% _{low}		72%	57%	66%	57%	72% _{low}	72% _{low}	62%	69%	73%	73% _{low}	70%	75% _{low}	74% _{low}	55%	53%	40%	74% _{low}	49%	78% _{low}	69%	
Ability to select a specific date/time for delivery	1839	870	514	1193	837	870	46	194	514	36	197	657	759	192	170	56	1416	226	943	681	107	73	27	1623	100	577	1262	
75%		82% _{low}		79% _{low}	69%	82%		76%	67%	76%	64%	75%	76%	71%	77%	73%	75%	76%	76% _{low}	77% _{low}	60%	73%	58%	77% _{low}	68%	76%	74%	
Fast delivery	2013	905	585	1279	959	905	46	211	585	37	238	720	836	209	179	66	1556	244	1041	751	118	68	30	1792	99	628	1385	
82%		86% _{low}		89% _{low}	79%	86%		83%	76%	79%	77%	82%	83% _{low}	77%	81%	85%	83% _{low}	82%	84% _{low}	89% _{low}	66%	68%	65%	89% _{low}	67%	83%	82%	
Convenient options for me to accept the delivery	2134	930	664	1317	1050	930	45	221	664	39	261	791	862	223	188	65	1653	253	1102	731	128	80	31	1883	112	645	1489	
87%		88%		87%	88%	88%		87%	86%	85%	85%	87% _{low}	86%	85%	84%	85%	87% _{low}	85%	83% _{low}	89% _{low}	72%	80%	68%	89% _{low}	76%	85%	86%	
Ability to select an evening/weekend delivery	1531	752	387	1033	668	752	35	145	387	32	167	542	624	165	144	53	1166	197	790	577	82	55	20	1367	74	548	984	
62%		73% _{low}		74% _{low}	55%	63%		57%	62%	57%	57%	67% _{low}	67% _{low}	62%	61%	66%	62%	66%	84% _{low}	83% _{low}	46%	55%	42%	83% _{low}	51%	83% _{low}	56%	
Proof of postage/ dispatch	2111	918	661	1297	1040	918	46	225	661	43	263	786	864	207	184	66	1650	250	1109	783	124	84	24	1872	108	632	1478	
86%		87%		86%	85%	87%		88%	86%	82%	85%	90% _{low}	86% _{low}	76%	84%	85%	89% _{low}	84%	90% _{low}	89% _{low}	70%	84%	53%	84% _{low}	74%	84%	87%	
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2054	878	643	1264	1028	878	38	201	643	42	253	786	833	206	176	66	1601	243	1068	767	108	76	29	1834	105	625	1428	
84%		83%		83%	84%	83%		79%	83%	88%	82%	87% _{low}	83% _{low}	76%	85%	86%	87% _{low}	83%	83% _{low}	87% _{low}	61%	76%	63%	87% _{low}	71%	83%	84%	
Option to reschedule if I am unable to take the delivery	2076	903	638	1289	1025	903	44	202	638	44	249	765	858	207	175	80%	1623	242	1079	764	116	80	29	1843	109	625	1451	
85%		85%		83%	84%	85%		80%	83%	83%	81%	87% _{low}	86% _{low}	76%	80%	87%	89% _{low}	81%	87% _{low}	87% _{low}	65%	80%	62%	87% _{low}	74%	83%	86%	
Ability to provide a specific time slot or SMS notification of delivery time	1826	857	504	1187	834	857	45	187	504	35	190	649	765	192	161	54	1414	215	933	688	104	59%	70	24	1621	84	597	1229
74%		81% _{low}		65%	68%	81% _{low}		73%	65%	75%	62%	74%	76%	71%	73%	70%	75%	72%	76% _{low}	76% _{low}	59%	70%	51%	77% _{low}	64%	76% _{low}	73%	
Proof and details of delivery receipt sent to me if someone else receives it	2067	906	646	1271	1011	906	48	219	646	41	274	756	851	204	185	67	1606	252	1057	775	118	66%	79	27	1832	106	625	1442
84%		86%		84%	83%	86%		85%	84%	88%	85%	87% _{low}	83% _{low}	75%	84%	87%	89% _{low}	83% _{low}	87% _{low}	87% _{low}	66%	79%	58%	89% _{low}	72%	83%	85%	
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1902	897	416	984	703	897	31	148	416	34	162	579	616	134	130	59%	1195	170	785	554	92	45	19	1339	65	532	971	
67%		89% _{low}		54%	58%	65% _{low}		58%	54%	54% _{low}	53%	89% _{low}	89% _{low}	49%	59%	51%	89% _{low}	57%	84% _{low}	89% _{low}	52%	45%	42%	89% _{low}	44%	72% _{low}	57%	
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1648	751	447	1073	769	751	31	156	447	31	148	582	683	166	156	58	1266	214	826	619	101	74	20	1445	94	560	1089	
67%		71% _{low}		58%	63%	71% _{low}		61%	65%	65%	48%	66%	68%	61%	71%	75%	67%	72% _{low}	89% _{low}	78% _{low}	57%	74	42%	89% _{low}	64%	72% _{low}	64%	
Proof and details of delivery receipt sent to the sender	1992	875	608	1249	862	875	42	191	608	42	240	712	830	192	171	54	1571	225	1024	723	112	77	28	1767	105	633	1368	
81%		83%		79%	81%	83%		75%	79%	79%	76%	82% _{low}	84% _{low}	71%	78%	74	79%	84% _{low}	84% _{low}	63%	77%	60%	89% _{low}	72%	83%	80%		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Table 140

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2462	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Low cost	3094	113	1961	17	807	1389	99	2022	34	11	2	2087	5
85%		78%	86%	82%	84%	86%	84%	85%	88%	90%	47%	86%	69%
Free delivery	1974	104	1854	16	575	1307	92	1924	37	7	1	1988	5
87%		72%	88%	74%	80%	81%	78%	86%	61%	61%	14%	83%	69%
Inclusion of insurance	1357	87	1256	14	380	905	72	1309	38	6	-	1352	4
55%		60%	55%	64%	53%	56%	55%	61%	51%	2%	2%	55%	63%
Guarantee that the parcel will arrive on time	2132	113	2003	16	614	1419	99	2078	37	10	2	2125	5
87%		78%	88%	75%	85%	88%	84%	85%	61%	82%	47%	81%	69%
Ability to see where my delivery is at any point in time	1998	107	1873	17	571	1325	102	1943	37	11	2	1991	5
87%		74%	82%	82%	79%	82%	87%	82%	60%	95%	43%	82%	69%
Ability to choose an express or next day service	1751	101	1632	18	483	1180	88	1704	32	9	2	1744	5
77%		70%	71%	86%	67%	73%	75%	72%	52%	72%	47%	71%	69%
Ability to select a specific date/time for delivery	1839	100	1722	17	500	1247	92	1794	30	10	1	1834	4
75%		69%	75%	80%	69%	77%	78%	78%	48%	80%	18%	78%	63%
Fast delivery	2013	110	1887	16	581	1329	103	1963	36	7	2	2006	5
82%		76%	83%	76%	80%	82%	87%	83%	58%	59%	43%	82%	69%
Convenient options for me to accept the delivery	2134	122	1994	18	613	1416	105	2071	46	10	2	2127	5
87%		84%	87%	83%	85%	88%	89%	89%	74%	79%	43%	87%	69%
Ability to select an evening/weekend delivery	1531	89	1427	15	417	1029	85	1482	33	11	1	1526	5
62%		62%	62%	70%	58%	63%	62%	63%	54%	90%	11%	63%	69%
Proof of postage/ dispatch	2111	115	1977	19	610	1394	106	2080	34	10	2	2104	5
86%		79%	86%	91%	84%	87%	90%	87%	56%	82%	44%	89%	69%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2054	114	1927	13	573	1380	102	2003	36	10	1	2048	5
84%		75%	84%	61%	75%	82%	86%	83%	58%	79%	18%	81%	69%
Option to reschedule if I am unable to take the delivery	2076	119	1942	15	582	1395	99	2027	33	10	2	2069	5
85%		82%	85%	72%	81%	83%	84%	86%	53%	80%	47%	85%	69%
Ability to provide a specific time slot or SMS notification of delivery time	1826	108	1701	17	512	1223	91	1778	31	12	1	1820	5
74%		73%	74%	79%	71%	76%	77%	76%	50%	95%	14%	76%	69%
Proof and details of delivery receipt sent to me if someone else receives it	2067	114	1935	18	596	1366	106	2018	34	9	2	2060	4
84%		75%	85%	87%	82%	86%	89%	83%	54%	73%	43%	84%	63%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1502	88	1400	14	436	990	76	1458	31	8	1	1497	4
67%		61%	61%	65%	60%	61%	64%	62%	51%	65%	14%	61%	63%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1649	96	1535	18	450	1113	86	1601	34	7	2	1642	5
67%		66%	67%	87%	62%	69%	73%	68%	56%	61%	40%	67%	69%
Proof and details of delivery receipt sent to the sender	1992	112	1864	16	564	1325	102	1933	40	11	2	1985	4
87%		77%	82%	77%	78%	82%	87%	82%	66%	90%	47%	81%	63%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Table 140

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	196
Weighted Base	2462	584	640	625	602	178	205	200	222	217	201	211	195	219	199	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	128	111	128	117	133	117
Low cost	2094	502	555	527	510	152	177	173	191	186	179	176	172	179	151	190	169
85%		86%	87%	84%	85%	85%	86%	87%	86%	86%	89%	84%	88%	82%	80%	86%	88%
Free delivery	1974	473	525	482	495	152	160	160	181	181	163	159	148	176	141	182	172
81%		81%	82%	77%	82%	80%	78%	80%	81%	84%	81%	79%	79%	80%	79%	83%	83% 83% 83%
Inclusion of insurance	1357	292	360	342	363	92	109	92	125	123	112	101	114	126	111	141	111
55%		50%	56%	55%	64%	51%	53%	46%	56%	57%	56%	49%	59%	58%	59%	64%	57%
Guarantee that the parcel will arrive on time	2132	489	608	544	531	159	171	159	196	192	180	178	174	192	161	196	174
87%		84%	87%	87%	88%	89%	83%	80%	88%	89%	87%	85%	87%	85%	85%	87%	85%
Ability to see where my delivery is at any point in time	1998	469	522	512	495	152	160	157	168	180	174	170	166	176	156	184	154
81%		80%	82%	82%	82%	83%	78%	75%	76%	83%	83%	81%	83%	80%	83%	84%	80%
Ability to choose an express or next day service	1751	381	480	464	426	119	128	134	167	170	143	148	149	166	130	169	127
77%		65%	73%	70%	71%	66%	62%	67%	73%	73%	71%	70%	70%	73%	69%	77%	66%
Ability to select a specific date/time for delivery	1839	419	504	459	457	127	145	147	175	171	158	151	146	162	145	167	144
75%		72%	75%	74%	76%	71%	71%	74%	79%	79%	79%	72%	73%	74%	77%	76%	75%
Fast delivery	2013	454	537	532	489	148	156	150	186	186	166	176	171	185	144	185	160
82%		78%	84%	83%	81%	83%	76%	75%	83%	83%	83%	84%	83%	85%	76%	84%	83%
Convenient options for me to accept the delivery	2124	499	589	552	517	154	177	168	198	198	170	180	173	199	164	193	161
87%		85%	86%	86%	86%	86%	86%	84%	89%	91%	84%	85%	89%	91%	87%	88%	83%
Ability to select an evening/weekend delivery	1531	328	436	381	387	105	118	105	140	150	146	115	118	148	121	141	124
62%		56%	65%	61%	64%	59%	58%	53%	63%	69%	72%	54%	60%	65%	64%	64%	64%
Proof of postage/ dispatch	2111	503	552	543	513	159	181	163	180	188	184	189	163	191	161	198	154
86%		86%	86%	87%	85%	89%	88%	82%	81%	87%	87%	89%	84%	87%	85%	86%	80%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2054	478	553	531	491	148	161	169	186	184	183	178	168	186	157	188	145
84%		82%	86%	85%	82%	82%	79%	85%	84%	85%	85%	84%	83%	85%	83%	85%	75%
Option to reschedule if I am unable to take the delivery	2076	477	557	532	511	149	167	161	188	190	179	169	168	195	158	193	160
85%		82%	87%	85%	83%	83%	81%	80%	85%	85%	85%	80%	86%	89%	84%	88%	83%
Ability to provide a specific time slot or SMS notification of delivery time	1826	392	509	409	456	114	144	133	175	170	165	153	154	163	143	182	131
74%		67%	76%	70%	74%	63%	70%	67%	73%	73%	73%	73%	73%	74%	70%	73%	68%
Proof and details of delivery receipt sent to me if someone else receives it	2067	477	550	551	480	151	163	163	190	192	177	177	179	196	150	185	145
84%		82%	87%	88%	80%	84%	80%	82%	86%	86%	86%	84%	85%	89%	80%	84%	79%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1502	356	388	387	372	93	137	125	131	126	131	123	121	144	117	151	103
61%		61%	61%	62%	62%	52%	63%	63%	59%	58%	63%	59%	62%	63%	62%	67%	54%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1649	374	429	435	411	115	129	130	141	146	141	129	139	166	132	151	128
67%		64%	67%	70%	68%	64%	63%	65%	64%	67%	70%	61%	71%	71%	70%	69%	66%
Proof and details of delivery receipt sent to the sender	1992	444	543	525	480	142	158	144	178	185	180	172	165	187	153	187	140
81%		76%	85%	84%	80%	79%	77%	72%	80%	84%	84%	82%	85%	85%	81%	85%	73%

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	330	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2482	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Low cost	78	16	62	27	51	41	37	21	15	18	12	9	*	3	36	29	12	3	64	11
Free delivery	3%	4%	3%	5%	3%	4%	3%	2%	2%	2%	2%	2%	2%	2%	4%	4%	2%	1%	3%	3%
Inclusion of insurance	98	22	76	19	79	48	40	23	22	18	9	16	4	6	45	27	26	10	79	20
Guarantee that the parcel will arrive on time	371	48	323	40	330	161	208	59	60	63	41	62	46	38	120	105	146	84	310	59
Ability to see where my delivery is at any point in time	15%	71%	12%	8%	12%	74%	16%	13%	15%	12%	13%	16%	12%	12%	13%	12%	12%	12%	16%	14%
Ability to choose an express or next day service	90	7	83	20	70	46	44	10	20	20	9	10	14	7	30	29	31	21	73	18
Ability to select a specific datetime for delivery	4%	2%	4%	4%	4%	4%	3%	2%	5%	4%	3%	3%	6%	5%	3%	3%	4%	6%	4%	4%
Fast delivery	128	23	105	27	101	61	67	14	18	24	22	15	15	20	32	46	50	35	113	16
Convenient options for me to accept the delivery	5%	5%	5%	5%	5%	5%	5%	3%	4%	5%	7%	4%	7%	10%	4%	6%	7%	10%	6%	4%
Ability to select an evening/weekend delivery	287	32	256	30	237	120	167	38	34	42	46	52	43	33	72	88	127	76	252	27
Proof of postage/ dispatch	12%	7%	13%	10%	12%	10%	13%	8%	8%	8%	10%	13%	10%	10%	8%	11%	11%	11%	13%	6%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	198	27	171	51	147	105	92	32	20	35	22	39	31	20	52	57	80	51	183	15
Option to reschedule if I am unable to take the delivery	137	9	127	24	112	82	55	11	22	17	18	38	18	12	33	36	68	30	119	16
Offers insurance against loss or damage	64	11	53	17	47	37	27	15	15	4	9	8	7	7	30	13	22	14	51	13
Parcel provider operates in an environmentally responsible way	3%	3%	3%	3%	2%	3%	2%	3%	4%	1%	3%	2%	3%	3%	3%	2%	3%	4%	3%	3%
Option to deliver items to a location other than the home (e.g. a local shop or a locker)	394	50	343	75	318	172	221	46	43	65	46	80	60	54	89	111	193	113	359	33
Proof and details of delivery receipt sent to me if someone else receives it	16%	12%	17%	15%	16%	15%	17%	10%	10%	13%	15%	21%	20%	20%	10%	13%	26%	21%	16%	8%
Offers insurance against loss or damage	77	6	71	13	64	44	33	13	15	16	13	2	12	6	28	29	20	17	58	18
Parcel provider operates in an environmentally responsible way	3%	1%	4%	3%	3%	4%	2%	3%	4%	4%	4%	1%	4%	4%	3%	4%	3%	5%	3%	4%
Option to deliver items to a location other than the home (e.g. a local shop or a locker)	135	11	124	13	123	81	55	15	30	22	18	22	18	9	45	40	50	27	111	22
Proof and details of delivery receipt sent to the sender	6%	2%	6%	3%	6%	7%	4%	3%	7%	4%	6%	6%	8%	7%	5%	5%	7%	7%	6%	5%
Option to reschedule if I am unable to take the delivery	107	14	93	30	77	53	54	26	18	15	9	16	8	15	44	24	39	23	82	23
Ability to provide a specific time slot or SMS notification of delivery time	4%	3%	5%	6%	4%	5%	4%	6%	4%	3%	3%	4%	4%	4%	5%	3%	5%	6%	4%	5%
Proof and details of delivery receipt sent to me if someone else receives it	239	30	209	43	196	114	126	21	32	37	40	35	45	28	54	77	109	74	217	23
Offers insurance against loss or damage	10%	7%	10%	9%	10%	10%	10%	5%	8%	7%	13%	9%	10%	10%	6%	9%	19%	14%	14%	5%
Parcel provider operates in an environmentally responsible way	121	16	106	23	98	77	44	23	19	27	14	19	13	7	42	41	38	19	99	20
Option to deliver items to a location other than the home (e.g. a local shop or a locker)	5%	4%	5%	5%	5%	5%	3%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Proof and details of delivery receipt sent to the sender	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	363	49	314	60	303	151	151	52	40	81	55	73	40	22	92	136	135	62	322	40
Option to deliver items to a location other than the home (e.g. a local shop or a locker)	15%	11%	16%	12%	16%	19%	12%	11%	10%	16%	17%	19%	16%	16%	11%	16%	16%	17%	16%	9%
Proof and details of delivery receipt sent to the sender	369	45	324	64	305	184	182	40	37	58	47	86	58	43	77	104	188	102	344	25
Option to deliver items to a location other than the home (e.g. a local shop or a locker)	15%	10%	16%	13%	16%	16%	14%	9%	9%	11%	19%	22%	20%	21%	9%	13%	25%	25%	17%	6%
Proof and details of delivery receipt sent to the sender	114	17	98	26	88	67	48	13	15	27	16	24	10	9	28	43	43	19	93	21
Option to deliver items to a location other than the home (e.g. a local shop or a locker)	5%	4%	5%	5%	5%	5%	4%	3%	4%	5%	5%	6%	4%	6%	3%	5%	6%	5%	5%	5%

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	280	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	766	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Low cost	78	21	26	14	17	47	31	62	15	5	2	5	25	18	48	5	71	19	55	3
3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	2%	4%	3%	4%	3%	4%	4%	3%	3%
Free delivery	98	30	29	24	16	58	40	70	27	6	11	21	27	27	59	6	86	26	69	3
4%	4%	5%	4%	4%	3%	4%	4%	4%	4%	4%	4%	4%	4%	5%	4%	4%	4%	5%	4%	3%
Inclusion of insurance	371	69	138	83	81	207	164	216	148	26	30	95	118	73	244	26	327	71	283	16
15%	15%	12%	13%	15%	16%	15%	15%	13%	18%	12%	15%	16%	17%	14%	16%	16%	15%	14%	15%	16%
Guarantee that the parcel will arrive on time	90	13	39	15	23	52	38	57	32	13	9	23	23	17	54	13	71	23	65	2
4%	4%	2%	9%	3%	4%	4%	4%	3%	4%	9% 9%min	4%	4%	3%	3%	4%	9%	3%	5%	4%	2%
Ability to see where my delivery is at any point in time	128	29	52	24	23	81	48	71	54	9	17	25	40	28	82	11	112	22	101	4
5%	5%	5%	7%	4%	5%	6%	4%	4%	7%	6%	7%	4%	6%	5%	5%	8%	5%	4%	6%	4%
Ability to choose an express or next day service	287	53	109	55	70	162	125	159	123	21	26	76	77	63	179	21	247	52	230	5
12%	12%	9%	14%	10%	14%	12%	12%	10%	16%	15%	10%	13%	11%	12%	12%	14%	11%	10%	13%	5%
Ability to select a specific date/time for delivery	198	32	76	42	48	108	90	107	90	17	21	65	50	36	137	17	178	44	148	6
8%	8%	5%	10%	8%	9%	8%	8%	6%	12%	12%	8%	11%	7%	7%	9%	12%	8%	9%	8%	6%
Fast delivery	137	25	55	23	34	80	57	85	52	15	13	32	44	25	89	15	117	30	105	2
6%	6%	4%	7%	4%	7%	6%	5%	5%	7%	11% 11%min	5%	5%	7%	6%	6%	10%	5%	6%	6%	2%
Convenient options for me to accept the delivery	64	17	31	8	9	47	17	34	30	9	4	19	17	7	40	9	52	17	42	4
3%	3%	3%	4%	1%	2%	2%	2%	2%	4%	7% 7%min	2%	3%	3%	1%	3%	6%	2%	3%	2%	4%
Ability to select an evening/weekend delivery	394	85	129	93	86	215	179	196	196	26	43	116	116	72	275	26	356	84	293	16
15%	15%	14%	16%	17%	17%	16%	17%	12%	23%	19%	18%	16%	17%	13%	18%	16%	17%	16%	16%	15%
Proof of postage/ dispatch	77	16	33	13	13	51	26	46	31	7	23	28	12	59	7	70	11	63	3	3
3%	3%	3%	4%	2%	3%	4%	2%	3%	4%	3%	4%	4%	2%	3%	4%	3%	2%	3%	3%	3%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	135	20	59	24	32	79	57	77	55	14	12	42	42	14	96	14	116	30	101	4
6%	6%	3%	7%	4%	6%	6%	5%	5%	7%	10% 10%min	5%	7%	9% 9%min	3%	9%	10%	5%	6%	6%	4%
Option to reschedule if I am unable to take the delivery	107	28	36	26	18	64	44	54	53	10	10	28	32	18	70	10	91	29	71	7
4%	4%	5%	5%	5%	4%	5%	4%	3%	7%	8%	4%	5%	5%	3%	5%	7%	4%	6%	4%	6%
Ability to provide a specific time slot or SMS notification of delivery time	239	53	90	50	46	143	96	131	104	13	29	75	69	47	172	13	220	46	189	5
10%	10%	9%	11%	9%	9%	10%	9%	8%	14%	10%	12%	12%	10%	9%	11%	9%	10%	9%	10%	5%
Proof and details of delivery receipt sent to me if someone else receives it	121	28	40	28	25	68	53	83	35	9	16	34	34	21	84	9	106	32	86	3
5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	6%	6%	6%	6%	4%	5%	6%	5%	6%	5%	3%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	363	64	129	98	72	194	170	226	135	16	24	111	90	90	225	17	326	59	290	14
15%	15%	11%	16%	16%	14%	14%	16%	14%	18%	12%	10%	12%	13%	14%	15%	12%	15%	11%	16%	14%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	369	75	122	86	86	197	172	179	185	28	31	105	90	77	227	28	322	79	279	11
15%	15%	13%	15%	15%	16%	14%	16%	11%	20%	20%	13%	17%	13%	14%	15%	20%	15%	15%	15%	10%
Proof and details of delivery receipt sent to the sender	114	26	57	16	16	83	31	68	45	11	11	26	36	29	73	11	101	27	84	3
5%	5%	4%	7% 7%min	3%	3%	5% 5%min	3%	4%	6%	8%	5%	4%	5%	5%	5%	8%	5%	5%	5%	3%

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Rurality				Nation				Region													
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/Leeds (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429			
Weighted Base	2452	2102	349	63*	2054	214	117	66	95	277	207	173	194	235	305	366	202	20**	194			
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192			
Low cost	78	64	14	-	66	6	5	1	3	10	11	1	3	5	13	6	13	-	6			
3%	3%	3%	4%	1%	3%	3%	4%	1%	3%	4%	3.3%	1%	2%	2%	4%	2%	7.3%	1%	3%			
Free delivery	98	89	9	2	76	11	8	2	2	12	8	2	3	9	15	10	15	-	11			
47%	47%	4%	3%	3%	4%	5%	7.6%	4%	2%	4%	4%	7%	1%	4%	5%	3%	8.3%	-	6.5%			
Inclusion of insurance	371	303	67	12	314	26	22	10	20	32	31	26	29	37	53	44	41	3	23			
15%	15%	14%	19%	19%	15%	12%	18%	15%	8.1%	11%	12%	15%	15%	16%	17%	12%	13.5%	14%	12%			
Guarantee that the parcel will arrive on time	90	76	14	2	79	6	3	2	4	13	2	9	5	7	13	14	12	1	6			
4%	4%	4%	4%	3%	4%	3%	3%	2%	5%	5%	1%	5%	3%	3%	4%	4%	8%	5%	3%			
Ability to see where my delivery is at any point in time	128	107	21	6	103	14	8	3	6	16	4	10	6	9	16	15	20	1	13			
5%	5%	5%	6%	6%	5%	7%	7%	4%	6%	6%	2%	6%	3%	4%	5%	4%	16.5%	6%	7.4%			
Ability to choose an express or next day service	287	230	57	12	238	31	15%	11	8	32	20	23	17	27	33	40	34	5	26			
12%	12%	11%	16.5%	18.5%	12%	15%	9%	12%	12%	11%	10%	13%	9%	12%	11%	11%	11%	24%	14%			
Ability to select a specific date/time for delivery	198	159	39	7	169	13	7	8	11	26	22	10	8	15	14	31	33	2	12			
6%	6%	8%	11%	71%	8%	6%	6%	12.5%	12.5%	9%	10.5%	6%	4%	6%	5%	8%	17.5%	9%	6%			
Fast delivery	137	116	20	3	119	9	5	4	7	11	8	8	4	15	33	19	15	-	8			
6%	6%	6%	6%	4%	6%	4%	4%	5%	7%	4%	4%	5%	2%	6%	11.5%	5%	9%	2%	4%			
Convenient options for me to accept the delivery	64	52	12	2	55	3	3	3	2	10	3	7	2	6	9	6	9	1	3			
3%	3%	2%	3%	3%	3%	2%	2%	4%	2%	4%	2%	4%	1%	3%	3%	2%	4%	3%	2%			
Ability to select an evening/weekend delivery	394	307	86	19	330	32	22	10	20	37	27	39	34	33	23	58	60	4	28			
16%	16%	15%	23.5%	25.5%	16%	15%	19%	15%	21.5%	14%	13%	22.5%	14.5%	14%	7%	16.5%	20.5%	18%	13.5%			
Proof of postage/ dispatch	77	64	12	2	65	6	4	2	2	8	3	6	7	8	17	6	9	1	5			
3%	3%	3%	4%	3%	3%	3%	4%	3%	2%	3%	1%	4%	3%	3%	6%	2%	5%	5%	3%			
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	135	112	24	4	118	7	7	3	6	16	10	5	6	10	27	21	18	1	7			
6%	6%	5%	7%	7%	6%	3%	6%	5%	6%	6%	5%	3%	3%	4%	9%	6%	9.5%	3%	3%			
Option to reschedule if I am unable to take the delivery	107	93	14	3	90	8	8	2	5	8	3%	6	4%	8	11	12	19	1	6			
4%	4%	4%	4%	5%	4%	4%	6%	3%	6%	3%	3%	4%	4%	5%	4%	4%	8.5%	7%	3%			
Ability to provide a specific time slot or SMS notification of delivery time	239	187	52	12	198	19	16	7	11	27	15	14	22	28	17	31	34	2	17			
10%	10%	9%	16.5%	18.5%	10%	9%	13%	11%	12.5%	10%	7%	8%	11%	12%	5%	8%	17.5%	13%	9%			
Proof and details of delivery receipt sent to me if someone else receives it	121	98	23	6	97	15	9	1	5	11	8	10	4	14	18	14	14	1	14			
5%	5%	5%	7%	9%	5.5%	7.5%	7.5%	2%	5%	4%	4%	6%	2%	6%	6%	4%	7%	4%	7.5%			
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Parcel provider operates in an environmentally responsible way	363	309	55	7	301	35	16	12	20	39	44	28	26	29	38	42	36	4	31			
15%	15%	15%	16%	12%	15%	16%	13%	16%	20.5%	14%	21.5%	16%	13%	12%	12%	17%	16%	23%	16%			
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	369	290	79	17	306	26	28	9	14	36	36	25	31	28	17	58	61	7	19			
15%	15%	14%	22.5%	22.5%	15%	12%	22.5%	14%	14.5%	22.5%	17.5%	18.5%	16.5%	12%	12%	16.5%	20.5%	34%	10%			
Proof and details of delivery receipt sent to the sender	114	96	16	3	90	15	7	3	6	11	10	7	8	6	16	13	14	-	14			
5%	5%	5%	4%	4%	4%	7%	6%	4%	6%	4%	5%	4%	4%	3%	5%	4%	7%	2%	7%			

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

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744	
2452	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46**	2117	140*	756	1695	
1477	635	466	898	729	635	38	197	466	34	214	517	598	173	132	56	1115	187	733	544	106	62	27	1277	89	444	1034	
76	42	16	58	31	42	1	19	16	-	4	21	30	10	13	3	52	16	28	25	13	7	4	53	11	41	37	
3%	4%	2%	4%	2%	4%	2%	4%	4%	2%	1%	3%	3%	4%	3%	4%	3%	3%	3%	2%	3%	2%	3%	2%	3%	2%	2%	
96	48	27	66	45	48	2	5	27	-	11	31	30	14	17	6	61	24	49	33	3	5	82	8	33	65		
4%	5%	4%	4%	4%	4%	3%	2%	3%	5%	4%	3%	3%	5%	4%	8%	3%	3%	4%	3%	4%	5%	3%	11%	4%	4%	4%	
371	107	169	186	229	107	6	38	169	10	70	126	158	41	28	17	284	45	192	117	26	20	14	309	34	77	293	
15%	10%	12%	11%	14%	10%	1%	11%	12%	14%	13%	14%	16%	13%	15%	12%	15%	15%	12%	11%	13%	10%	10%	12%	10%	10%	10%	
90	25	48	34	56	25	6	10	48	2	14	23	35	15	10	6	99	16	36	24	18	7	5	59	12	31	59	
4%	2%	5%	2%	5%	2%	1%	4%	6%	4%	5%	3%	4%	6%	5%	8%	3%	5%	3%	3%	3%	7%	10%	3%	3%	4%	3%	
128	38	58	58	79	38	2	10	58	3	28	57	38	18	9	7	95	15	65	40	8	11	4	105	15	30	98	
5%	4%	5%	4%	6%	4%	4%	4%	8%	6%	9%	6%	4%	7%	4%	8%	5%	5%	5%	5%	5%	5%	11%	4%	5%	15%	4%	
287	58	160	99	201	58	5	27	160	10	72	109	103	37	22	16	213	37	149	78	25	22	13	227	35	57	230	
12%	5%	12%	7%	16%	5%	9%	11%	21%	21%	23%	12%	10%	14%	10%	10%	11%	13%	12%	9%	14%	22%	23%	11%	24%	8%	14%	
198	43	100	77	134	43	5	21	43	5	21	71	76	24	21	6	147	27	109	48	18	11	12	157	23	46	152	
8%	4%	13%	5%	11%	4%	9%	7%	13%	7%	15%	8%	8%	9%	10%	8%	8%	9%	9%	5%	10%	11%	11%	27%	7%	16%	6%	
137	33	72	50	89	33	4	11	72	5	27	56	51	14	10	6	107	16	67	33	11	16	8	100	24	36	101	
6%	3%	9%	3%	7%	3%	6%	4%	9%	5%	9%	6%	5%	6%	4%	8%	6%	5%	5%	4%	6%	10%	18%	5%	16%	5%	6%	
64	26	22	35	31	26	5	11	22	-	10	22	27	6	5	5	48	10	24	16	10	6	8	40	14	29	35	
3%	2%	3%	2%	3%	2%	5%	4%	3%	-	3%	2%	3%	2%	2%	7%	3%	3%	2%	2%	3%	6%	17%	2%	9%	4%	2%	
394	112	186	170	244	112	7	47	186	8	102	157	157	29	34	15	313	50	206	115	29	23	18	321	41	80	313	
16%	11%	24%	17%	20%	11%	13%	17%	24%	18%	23%	16%	16%	11%	16%	20%	17%	17%	14%	13%	16	23%	23%	18	321	41	80	313
77	23	40	26	43	23	1	5	40	-	18	20	30	13	9	5	50	14	24	25	14	5	7	49	12	37	40	
3%	2%	5%	2%	5%	2%	1%	2%	3%	5%	6%	3%	2%	4%	3%	4%	3%	3%	2%	2%	3%	2%	2%	15%	2%	3%	2%	
136	64	46	77	59	64	8	21	46	-	21	33	50	20	25	7	83	32	56	39	20	7	12	94	19	44	91	
6%	6%	6%	5%	5%	6%	8%	8%	6%	-	7%	4%	5%	7%	11%	9%	4%	11%	5%	4%	11%	7%	26%	4%	12%	6%	5%	
107	35	49	52	65	35	6	17	49	*	23	26	44	15	6	5	70	22	39	34	20	8	8	73	15	44	63	
4%	3%	6%	3%	5%	3%	10%	7%	6%	*	8%	3%	4%	6%	17	6	4%	7%	3%	4%	11%	8%	3%	3%	10%	7%	4%	
239	56	131	95	170	56	4	23	131	3	59	106	82	24	18	10	188	28	124	62	21	17	13	186	29	60	180	
10%	5%	17%	6%	14%	5%	7%	9%	17%	7%	19%	12%	8%	9%	8%	13%	10%	9%	10%	7%	12%	17%	28%	9%	20%	8%	11%	
121	43	62	58	66	43	2	12	62	7	12	37	52	14	5	9	90	17	53	33	20	3	13	86	15	41	80	
5%	4%	7%	4%	5%	4%	4%	5%	7%	4%	4%	4%	5%	5	5	9%	5%	6%	4%	4%	11%	3%	3%	4%	11%	5%	5%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
363	134	146	181	193	134	6	50	146	6	52	113	161	31	37	21	275	58	169	129	29	18	18	299	35	67	286	
15%	13%	14%	12%	16%	13%	10%	20%	13%	12%	17%	13%	16%	11%	17%	15%	15%	15%	14%	15%	15%	17%	16%	39%	34%	9%	17%	
369	123	170	170	218	123	12	63	170	6	96	150	139	33	31	14	290	45	193	120	23	13	19	312	32	63	306	
15%	12%	22%	17%	19%	12%	12%	21%	22%	13%	31%	17%	14%	12%	14%	16%	15%	15%	16%	14%	13%	13%	14%	41%	15%	8%	18%	
114	36	53	47	64	36	2	11	53	2	19	40	37	13	4	77	18	53	36	13	7	6	8	88	13	29	86	
5%	3%	7%	3%	6%	3%	4%	4%	7%	3%	6%	4%	5%	4%	6%	4%	4%	6%	4%	3%	4%	7%	6%	16%	4%	4%	4%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Table 141

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2462	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Low cost	78	5	73	-	32	46	1	65	13	*	-	78	-
	3%	3%	3%	-	4%	3%	3%	3%	21.4%	*	-	3%	-
Free delivery	98	6	91	*	32	62	4	93	5	-	*	98	-
	6%	4%	4%	2%	4%	4%	4%	4%	8%	-	4%	4%	-
Inclusion of insurance	371	21	347	3	116	236	18	354	13	3	1	370	-
	15%	14%	15%	13%	16%	15%	15%	15%	20%	26%	13%	15%	-
Guarantee that the parcel will arrive on time	90	10	80	*	31	58	1	79	11	*	-	90	-
	4%	7%	4%	2%	4%	4%	1%	3%	14.9%	1%	-	4%	-
Ability to see where my delivery is at any point in time	128	8	119	*	37	86	5	118	10	*	*	128	-
	5%	6%	5%	2%	5%	5%	4%	5%	14.9%	1%	4%	5%	-
Ability to choose an express or next day service	287	15	272	*	85	190	12	277	7	3	-	287	-
	12%	10%	12%	2%	12%	12%	10%	12%	12%	25%	-	12%	-
Ability to select a specific date/time for delivery	198	9	189	*	82	113	3	183	15	*	-	198	-
	8%	6%	8%	2%	21.4%	7%	3%	8%	24.9%	*	-	8%	-
Fast delivery	137	12	125	-	45	87	5	129	6	1	-	137	-
	6%	8%	5%	-	6%	5%	4%	5%	10%	9%	-	6%	-
Convenient options for me to accept the delivery	64	7	57	*	28	37	1	56	6	2	-	64	-
	3%	5%	2%	2%	4%	2%	1%	2%	16.9%	17%	-	3%	-
Ability to select an evening/weekend delivery	394	24	367	2	142	244	7	382	11	*	*	393	-
	16%	17%	16%	17%	26.9%	25.6%	6%	16%	19%	*	4%	16%	-
Proof of postage/ dispatch	77	6	71	-	21	56	*	67	8	2	7%	77	-
	3%	4%	3%	-	2%	3%	*	3%	13.2%	16%	4%	3%	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	135	15	116	4	45	86	4	122	11	*	1	134	-
	6%	16.9%	5%	17%	6%	5%	3%	5%	14.9%	2%	29%	5%	-
Option to reschedule if I am unable to take the delivery	107	9	98	1	51	56	*	95	12	*	-	107	-
	4%	6%	4%	4%	7.4%	3%	*	4%	26.9%	*	-	4%	-
Ability to provide a specific time slot or SMS notification of delivery time	239	20	219	-	78	151	10	224	16	*	*	239	-
	10%	14%	10%	-	11%	9%	9%	9%	26.9%	1%	4%	10%	-
Proof and details of delivery receipt sent to me if someone else receives it	121	7	114	-	43	78	1	111	7	3	*	121	-
	5%	5%	5%	-	6%	5%	1%	5%	7%	22%	4%	5%	-
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	363	13	346	4	101	250	12	348	13	*	2	362	-
	15%	9%	15%	18%	14%	16%	10%	15%	21%	4%	33%	15%	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	369	22	346	*	134	225	10	357	12	-	*	369	-
	15%	15%	15%	2%	19.4%	14%	9%	15%	19%	-	4%	15%	-
Proof and details of delivery receipt sent to the sender	114	8	107	-	36	78	*	110	4	1%	-	114	-
	5%	5%	5%	-	5%	5%	*	5%	7%	-	-	5%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	196
Weighted Base	2492	584	640	626	602	178	205	200	222	217	201	211	195	219	199	220	193
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	128	111	129	117	133	117
Low cost	78	17	18	11	32	4	4	8	6	3	9	5	1	5	15	12	4
Free delivery	3%	3%	3%	2%	8%	2%	2%	4%	3%	1%	5%	2%	1%	2%	8%offtop	6%	2%
Inclusion of insurance	98	24	23	19	32	5	14	5	6	8	9	5	4	10	15	9	7
Guarantee that the parcel will arrive on time	4%	4%	4%	3%	5%	3%	7%	3%	3%	4%	5%	3%	2%	4%	8%off	4%	4%
Ability to see where my delivery is at any point in time	371	99	107	86	78	30	38	31	31	38	39	31	31	24	21	26	31
Ability to choose an express or next day service	15%	17%	17%	14%	13%	17%	18%	16%	14%	17%	19%	15%	16%	11%	11%	12%	16%
Ability to select a specific date/time for delivery	90	31	19	19	22	7	16	8	5	7	7	9	4	5	6	9	7
Fast delivery	4%	5%	3%	3%	4%	4%	3%hmm	4%	2%	3%	4%	4%	2%	3%	3%	4%	4%
Convenient options for me to accept the delivery	128	34	32	32	31	9	12	13	16	7	9	11	10	11	11	3	17
Ability to select an evening/weekend delivery	3%	6%	5%	5%	5%	5%	6%	7%op	8%op	3%	4%	5%	10	5%	8%op	1%	3%op
Proof of postage/ dispatch	287	98	62	48	78	25	43	31	16	15	31	13	17	18	32	13	33
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	12%	15%op	10%	8%	12%op	14%do	21%hmm	19%hmm	7%	7%	19%hmm	6%	9%	8%	17%hmm	6%	17%hmm
Option to reschedule if I am unable to take the delivery	198	62	43	48	46	24	20	17	18	8	17	17	15	15	13	14	18
Proof and details of delivery receipt sent to me if someone else receives it	8%	71%	7%	8%	8%	14%op	19%	8%	8%	4%	8%	8%	8%	15	7%	7%	9%
Parcel provider operates in an environmentally responsible way	137	48	23	29	36	8	22	18	9	6	9	10	11	9	15	11	10
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	6%	6%op	4%	5%	6%	4%	11%hmm	9%	4%	3%	4%	5%	6%	4%	8%	5%	5%
Proof and details of delivery receipt sent to the sender	64	17	16	11	21	7	9	9	2	2	11	3	-	7	4	9	8
Offers insurance against loss or damage	3%	3%	2%	2%	3%	4%	2%	2%	1%	1%	6%hmm	2%	-	3%	2%	4%op	4%op
Parcel provider operates in an environmentally responsible way	394	119	86	96	93	41	37	40	29	25	32	35	34	28	32	24	37
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	16%	20%op	13%	15%	16%	23%hmm	18%	20%op	13%	11%	16%	16%	18%	13%	17%	11%	19%
Proof and details of delivery receipt sent to the sender	77	15	14	21	27	3	4	8	4	6	5	3	9	10	9	2	16
Offers insurance against loss or damage	3%	3%	2%	3%	5%	1%	2%	4%	2%	3%	2%	1%	4%	4%	5%	1%	8%offhmm
Parcel provider operates in an environmentally responsible way	135	39	25	38	34	10	17	12	11	10	4	14	11	12	8	9	12
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	6%	7%	4%	6%	6%	6%	8%	6%	5%	5%	2%	7%	6%	6%	4%	4%	6%
Proof and details of delivery receipt sent to the sender	107	30	27	22	28	12	8	11	7	11	10	4	10	7	13	4	10
Offers insurance against loss or damage	4%	5%	4%	3%	5%	7%	4%	5%	3%	5%	5%	2%	5%	3%	7%	2%	5%
Parcel provider operates in an environmentally responsible way	239	76	48	61	65	26	28	21	16	19	13	19	16	17	24	16	25
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	10%	15%op	7%	8%	11%	15%op	14%	11%	7%	9%	6%	9%	8%	8%	13%	7%	13%
Proof and details of delivery receipt sent to the sender	121	29	28	21	44	11	12	6	11	8	9	2	7	12	13	13	18
Offers insurance against loss or damage	5%	5%	4%	3%	7%op	6%op	6%op	3%	5%	3%	4%	1%	4%	5%	7%op	6%op	9%op
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Proof and details of delivery receipt sent to the sender	363	96	87	89	102	34	26	26	26	27	34	29	24	36	30	27	45
Offers insurance against loss or damage	15%	15%	14%	14%	17%	19%	13%	13%	12%	12%	17%	14%	12%	16%	16%	12%	23%hmm
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	369	104	95	78	92	39	39	26	33	28	34	40	19	18	29	24	39
Proof and details of delivery receipt sent to the sender	15%	17%op	15%	12%	15%	22%hmm	17%hmm	13%	16%	13%	17%hmm	17%hmm	10%	8%	15%	11%	20%hmm
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	114	29	22	28	36	10	14	4	13	6	3	10	7	11	8	12	16
Proof and details of delivery receipt sent to the sender	5%	5%	3%	4%	6%	6%	7%op	2%	6%	3%	1%	5%	4%	5%	4%	5%	8%op

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Table 142

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2490	330	2151	508	1982	1112	1374	445	394	520	322	417	248	144	839	842	809	392	2160	308
Weighted Base	2482	437	2014	500	1951	1143	1305	464	409	512	315	386	229	137*	874	826	752	366	1986	435
Effective Base	1477	270	1208	289	1189	665	811	282	243	310	182	245	132	85	525	491	461	217	1226	241
Low cost	4.22	4.28a	4.21	4.19	4.23	4.20	4.23	4.20	4.19	4.24	4.21	4.25	4.20	4.28	4.19	4.23	4.24	4.23	4.21	4.27
Free delivery	4.16	4.24b	4.14	4.13	4.16	4.12	4.19c	4.16	4.10	4.20a	4.17	4.19c	4.08	4.15	4.13	4.19c	4.15	4.10	4.14	4.23d
Inclusion of insurance	3.66	3.69b		3.69d	3.49	3.62	3.52	3.69a	3.62a	3.68a	3.56a	3.50	3.34	3.22	3.66a	3.62a	3.40	3.30	3.54	3.68
Guarantee that the parcel will arrive on time	4.26	4.08b	4.19	4.19	4.28	4.20	4.21e	4.38a	4.20	4.20	4.22	4.25	4.12	4.21	4.28	4.28	4.20	4.15	4.24	4.33
Ability to see where my delivery is at any point in time	4.12	4.32b	4.07	4.10	4.12	4.08	4.14	4.29a	4.12a	4.19a	4.08	4.08	3.93	3.86	4.19a	4.19a	3.99	3.90	4.09	4.23e
Ability to choose an express or next day service	3.87	4.28b	3.79	3.92	3.86	3.89	3.86	4.09a	4.01a	4.05a	3.80a	3.72a	3.46	3.41	4.09a	3.99a	3.59	3.44	3.81	4.18f
Ability to select a specific date/time for delivery	3.97	4.26b	3.90	3.94	3.97	3.92	4.01	4.01a	4.16a	4.07a	4.00a	3.89	3.57	3.68	4.09a	4.04a	3.75	3.61	3.91	4.22g
Fast delivery	4.12	4.44b	4.05	4.17	4.11	4.08	4.16	4.29a	4.26a	4.19a	4.00	3.94	3.85	3.94	4.27a	4.15a	3.91	3.88	4.08	4.32g
Convenient options for me to accept the delivery	4.21	4.48b	4.16	4.24	4.20	4.18	4.23	4.20a	4.23a	4.30a	4.22a	4.20a	4.00	3.98	4.22a	4.27a	4.13a	3.99	4.19	4.27
Ability to select an evening/weekend delivery	3.68	4.05b	3.60	3.78	3.65	3.70	3.65	3.93a	3.91a	3.80a	3.77a	3.47a	3.21a	2.79	3.92a	3.79a	3.27a	3.05	3.58	4.10h
Proof of postage/ dispatch	4.23	4.51b	4.17	4.31	4.21	4.18	4.27c	4.30	4.20	4.30	4.20	4.30	4.09	4.23	4.25	4.24	4.19	4.14	4.23	4.23
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.16	4.48b	4.09	4.23	4.14	4.06	4.24e	4.21f	4.13	4.22f	4.16	4.14	3.99	4.13	4.17	4.20g	4.09	4.04	4.15	4.18
Option to reschedule if I am unable to take the delivery	4.17	4.44b	4.11	4.19	4.16	4.11	4.22e	4.16a	4.19a	4.23a	4.23a	4.21a	4.01	3.85	4.16a	4.23a	4.08	3.95	4.15	4.25
Ability to provide a specific time slot or SMS notification of delivery time	3.91	4.34b	3.84	3.95	3.90	3.88	3.95	4.10a	3.98a	4.00a	3.85a	3.90a	3.47	3.48	4.04a	3.94a	3.72a	3.47	3.86	4.19h
Proof and details of delivery receipt sent to me	4.15	4.48b	4.08	4.20	4.14	4.07	4.23e	4.22f	4.13	4.21f	4.06	4.18f	4.01	4.08	4.18a	4.15	4.12	4.04	4.14	4.20
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.61	3.88b	3.56	3.74d	3.58	3.53	3.66b	3.72a	3.80a	3.65	3.47	3.49	3.44	3.45	3.74a	3.58	3.47	3.45	3.55	3.89i
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.74	4.10b	3.66	3.84	3.71	3.67	3.85b	4.00a	3.90a	3.90a	3.79a	3.48	3.29	3.22	3.86a	3.84a	3.38	3.27	3.67	4.04j
Proof and details of delivery receipt sent to the sender	4.11	4.48b	4.05	4.15	4.11	4.06	4.19e	4.20a	4.11	4.14f	4.14	4.09	3.96	3.98	4.16a	4.14a	4.03	3.97	4.09	4.24k

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Table 142

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2490	726	772	472	520	1498	992	1579	890	168	260	569	696	565	1525	172	2170	587	1806	97
Weighted Base	2452	594	787	556	515	1381	1071	1671	756	139*	245	606	679	537	1530	145*	2156	519	1827	106*
Effective Base	1477	356	459	326	340	815	663	936	548	95	158	361	413	306	932	98	1289	339	1077	64
Low cost	4.22	4.17	4.22	4.27	4.22	4.20	4.25	4.21	4.24	4.15	4.20	4.21	4.22	4.15	4.22	4.14	4.22	4.25	4.21	4.19
Free delivery	4.16	4.13	4.17	4.12	4.22	4.15	4.16	4.16	4.14	4.16	4.24	4.16	4.13	4.08	4.20	4.15	4.15	4.14	4.16	4.21
Inclusion of insurance	3.96	3.95	3.48	3.57	3.53	3.57	3.55	3.57	3.40	3.56	3.66	3.50	3.50	3.58	3.53	3.55	3.55	3.57	3.53	3.62
Guarantee that the parcel will arrive on time	4.26	4.25	4.23	4.27	4.21	4.27	4.24	4.25	4.20	4.09	4.28	4.20	4.26	4.25	4.24	4.08	4.25	4.25	4.26	4.30
Ability to see where my delivery is at any point in time	4.12	4.13	4.08	4.14	4.13	4.10	4.13	4.15	4.02	4.05	4.16	4.11	4.08	4.12	4.10	4.00	4.11	4.15	4.11	4.10
Ability to choose an express or next day service	3.87	4.08	3.82	3.92	3.78	3.89	3.85	3.90	3.66	3.83	3.89	3.76	3.85	3.86	3.82	3.84	3.87	3.93	3.85	4.09
Ability to select a specific datetime for delivery	3.97	4.04	3.93	3.92	3.99	3.98	3.96	4.00	3.79	3.91	3.99	3.86	3.96	4.00	3.92	3.93	3.96	4.01	3.95	4.12
Fast delivery	4.12	4.17	4.09	4.14	4.08	4.13	4.11	4.15	4.03	4.04	4.15	4.09	4.09	4.10	4.10	4.05	4.11	4.18	4.10	4.23
Convenient options for me to accept the delivery	4.21	4.22	4.17	4.20	4.27	4.19	4.23	4.25	4.12	4.07	4.28	4.13	4.19	4.20	4.18	4.08	4.21	4.26	4.20	4.10
Ability to select an evening/weekend delivery	3.68	3.74	3.66	3.62	3.64	3.72	3.63	3.68	3.30	3.56	3.61	3.53	3.66	3.68	3.60	3.59	3.66	3.74	3.66	3.72
Proof of postage/ dispatch	4.23	4.23	4.20	4.27	4.23	4.21	4.25	4.24	4.20	4.15	4.25	4.14	4.22	4.24	4.20	4.15	4.22	4.22	4.20	4.35
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.16	4.24	4.09	4.16	4.16	4.15	4.16	4.20	4.07	4.07	4.16	4.08	4.15	4.19	4.12	4.08	4.15	4.22	4.13	4.29
Option to reschedule if I am unable to take the delivery	4.17	4.18	4.13	4.16	4.22	4.15	4.19	4.23	4.02	4.13	4.24	4.10	4.16	4.20	4.15	4.13	4.16	4.20	4.16	4.15
Ability to provide a specific time slot or SMS notification of delivery time	3.91	3.98	3.84	3.90	3.96	3.90	3.93	3.98	3.76	3.99	3.97	3.76	3.89	3.92	3.85	3.99	3.88	3.98	3.89	4.00
Proof and details of delivery receipt sent to me	4.15	4.17	4.12	4.16	4.16	4.14	4.16	4.16	4.13	4.09	4.19	4.10	4.13	4.15	4.13	4.09	4.14	4.14	4.14	4.29
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.61	3.73	3.60	3.48	3.64	3.66	3.55	3.58	3.47	3.70	3.79	3.51	3.60	3.61	3.59	3.68	3.60	3.73	3.57	3.71
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.74	3.84	3.75	3.66	3.70	3.79	3.68	3.68	3.42	3.57	3.90	3.64	3.73	3.78	3.72	3.58	3.73	3.77	3.72	3.85
Proof and details of delivery receipt sent to the sender	4.11	4.18	4.01	4.18	4.18	4.07	4.17	4.18	4.02	4.05	4.16	4.10	4.09	4.07	4.10	4.03	4.11	4.18	4.10	4.06

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 741

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Table 142

Base : Have had to decide on a postal/delivery option in the last month

	Rurality				Nation				Region													
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	2490	1648	842	374	1282	489	407	312	129	153	147	136	135	148	134	157	143	60	429			
Weighted Base	2452	2102	374	63*	2054	214	117	66	95	277	207	173	204	235	305	366	202	20**	194			
Effective Base	1477	1280	198	86	1122	207	214	218	119	146	138	128	128	137	128	149	136	16	192			
Low cost	4.22	4.23	4.19	4.16	4.26a	4.06	4.20	4.24	4.25	4.30pr	4.13	4.43mmpr	4.32pr	4.28pr	4.09	4.29pr	4.06	4.01	4.06			
Free delivery	4.16	4.15	4.17	4.21	4.17c	4.05	4.03	4.27	4.25p	4.30pr	4.05	4.37mmpr	4.28pr	4.23pr	4.07	4.30pr	4.02	3.83	4.07			
Inclusion of insurance	3.86	3.58	3.46	3.48	3.57	3.50	3.50	3.57	3.43	3.55p	3.60	3.99	3.59	4.05pr	3.50	3.60	3.39	3.22	3.53			
Guarantees that the parcel will arrive on time	4.26	4.27	4.18	4.34	4.27	4.15	4.27	4.35p	4.29	4.32	4.31	4.20	4.19	4.32	4.23	4.33	4.15	4.02	4.17			
Ability to see where my delivery is at any point in time	4.12	4.13c	4.03	3.91	4.13a	3.98	4.01	4.14	4.20pr	4.17p	4.28wpr	4.00	4.22pr	4.22pr	4.06	4.18pr	3.87	3.85	4.00			
Ability to choose an express or next day service	3.87	3.98b	3.72	3.70	3.98a	3.68	3.92p	3.84	3.80	4.02pr	3.94p	3.67	3.94pr	3.97pr	3.89	3.66	3.66	3.29	3.72			
Ability to select a specific datetime for delivery	3.97	4.08b	3.76	3.78	3.96p	3.91	4.01p	3.81	3.82	3.99p	4.00p	3.95	4.02p	3.99p	4.08pr	4.01p	3.73	3.70	3.93			
Fast delivery	4.12	4.13	4.07	4.16	4.12	4.06	4.19	4.09	4.06	4.22p	4.21p	4.12	4.28pr	4.14	4.02	4.11	3.95	3.85	4.08			
Convenient options for me to accept the delivery	4.21	4.22	4.15	4.14	4.22a	4.11	4.20	4.13	4.20p	4.19	4.30pr	4.19	4.32pr	4.23	4.18	4.24	4.11	3.98	4.12			
Ability to select an evening/weekend delivery	3.68	3.72b	3.40	3.29	3.69	3.60	3.56	3.57	3.64p	3.76p	3.73p	3.52	3.76p	3.74p	3.97pkipr	3.64p	3.27	3.25	3.64p			
Proof of postage/ dispatch	4.23	4.23	4.19	4.18	4.25a	4.07	4.18	4.27a	4.27r	4.34r	4.28r	4.17	4.27	4.23	4.19	4.29r	4.16	3.92	4.09			
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.16	4.16	4.12	4.17	4.17	4.10	4.16	4.12	4.20p	4.20p	4.17p	4.16p	4.20pr	4.24p	4.03	4.22p	3.93	4.16	4.09			
Option to reschedule if I am unable to take the delivery	4.17	4.18	4.11	4.14	4.19	4.09	4.07	4.13	4.20p	4.18p	4.37npr	4.22a	4.18p	4.23a	4.20p	4.17p	3.92	3.86	4.11			
Ability to provide a specific time slot or SMS notification of delivery time	3.91	3.94b	3.75	3.66	3.93f	3.82	3.78	3.91	3.91	3.99p	4.01p	3.99p	3.92	3.99p	3.96p	3.92p	3.69	3.66	3.83			
Proof and details of delivery receipt sent to me	4.15	4.17	4.05	4.00	4.17c	4.00	4.05	4.22af	4.17	4.22pr	4.18	4.14	4.22r	4.20pr	4.10	4.13	4.05	3.83	4.02			
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Parcel provider operates in an environmentally responsible way	3.61	3.61	3.62	3.79	3.62p	3.53	3.68p	3.44	3.47	3.73p	3.45	3.63	3.62	3.77hjp	3.61	3.73hjp	3.37	3.43	3.54			
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.74	3.77b	3.54	3.35	3.76f	3.71f	3.47	3.67	3.84p	3.86p	3.74p	3.83p	3.72p	3.93op	3.94op	3.86p	3.31	2.85	3.79p			
Proof and details of delivery receipt sent to the sender	4.11	4.13	4.01	4.06	4.14af	3.98	3.94	4.10	4.05	4.20pr	4.17r	4.15	4.17r	4.14	4.16pr	4.12	3.98	4.14	3.96			

Proportions/Means: Columns Tested (5% risk level) - abc - dierlg - hijklmnoipqr
* small base, ** very small base (under 30) ineligible for sig testing

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Table 142

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2490	1066	813	1504	1251	1066	70	318	813	54	355	908	996	281	209	91	1904	300	1251	926	167	98	41	2177	139	746	1744
Weighted Base	2482	1058	771	1505	1218	1058	56*	254	771	47*	308	877	1001	272	220	77*	1878	297	1234	883	178	100*	46**	2117	140*	756	1695
Effective Base	1477	635	486	898	729	635	39	197	466	34	214	517	598	173	132	56	1115	197	733	544	106	62	27	1277	89	444	1034
Low cost	4.22	4.18	4.30na	4.18	4.26na	4.18	4.25	4.17	4.30	4.24	4.38	4.32naoipq	4.17na	4.06	4.29na	4.07	4.25naoip	4.16	4.29naoip	4.20na	3.92	4.52	4.57na	4.55naoip	4.57na	4.20	4.23
Free delivery	4.16	4.12	4.19na	4.12	4.17	4.12	4.15	4.16	4.19	4.31	4.20	4.24naoipq	4.14na	4.03	4.09	4.04	4.19naoip	4.08	4.23naoip	4.11na	3.93	4.09	4.08	4.18na	4.08na	4.15	4.16
Inclusion of insurance	3.66	3.72na	3.30	3.71na	3.44a	3.72a	3.80	3.51	3.30	3.45	3.31	3.68na	3.51	3.41	3.68na	3.55	3.57	3.64na	3.62naoip	3.58na	3.33	3.33	3.11	3.68naoip	3.26	3.78na	3.46
Guarantee that the parcel will arrive on time	4.26	4.35na	4.11	4.33na	4.17	4.35	4.11	4.25	4.11	4.18	4.17	4.40naoip	4.21na	4.00	4.29na	4.26	4.36naoip	4.25na	4.38naoip	4.23na	3.70	4.10na	4.16	4.22naoip	4.12na	4.18	4.29na
Ability to see where my delivery is at any point in time	4.12	4.21na	3.97	4.18na	4.02	4.21	4.17	4.17	3.97	3.97	3.94	4.18na	4.11na	3.94	4.17na	4.05	4.14na	4.14na	4.18naoip	4.12naoip	3.78	3.88	3.84	4.18naoip	3.87	4.16	4.09
Ability to choose an express or next day service	3.87	4.14na	3.49	4.07na	3.65a	4.14a	4.03	3.90	3.49	3.62	3.41	3.93na	3.89na	3.69	3.83	3.90	3.99na	3.84	3.96naoip	3.96naoip	3.53	3.48	3.20	3.94naoip	3.40	4.06na	3.82
Ability to select a specific date/time for delivery	3.97	4.17na	3.73	4.18na	3.80	4.17a	4.17	4.00	3.73	3.99	3.63	4.02	3.93	3.88	3.97	3.99	3.98	3.98	4.04naoip	3.97na	3.64	3.92	3.41	4.01naoip	3.76	4.04	3.94
Fast delivery	4.12	4.25na	3.92	4.27na	4.01	4.25	4.25	4.16	3.92	3.99	3.92	4.14na	4.13na	3.96	4.18na	4.19	4.14na	4.17na	4.20naoip	4.17naoip	3.78	3.78	3.86	4.17naoip	3.80	4.16	4.10
Convenient options for me to accept the delivery	4.21	4.28na	4.11	4.28na	4.15	4.28	4.13	4.18	4.11	4.13	4.08	4.32naoip	4.16	4.06	4.18	4.22	4.23na	4.19	4.30naoip	4.17na	3.88	4.10	3.74	4.25naoip	3.99	4.18	4.22
Ability to select an evening/weekend delivery	3.68	3.80na	3.35	3.88na	3.49a	3.90a	3.72	3.52	3.35	3.66	3.04	3.69	3.65	3.66	3.70	3.75	3.67	3.71	3.74naoip	3.72naoip	3.35	3.47	2.98	3.73naoip	3.31	3.91na	3.57
Proof of postage/ dispatch	4.23	4.29na	4.16	4.27na	4.18	4.29	4.15	4.28	4.16	4.31	4.17	4.37naoip	4.18na	3.96	4.18na	4.19	4.27naoip	4.18na	4.36naoip	4.17naoip	3.84	4.10na	3.70	4.28naoip	4.00	4.18	4.25
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.16	4.15	4.10	4.18	4.15	4.15	3.91	4.06	4.10	4.24	4.07	4.20naoip	4.11na	3.95	4.02	4.20	4.20naoip	4.06	4.28naoip	4.17naoip	3.69	3.98	3.71	4.22naoip	3.89	4.11	4.18
Option to reschedule if I am unable to take the delivery	4.17	4.25na	4.03	4.24na	4.11	4.25a	4.12	4.10	4.03	4.19	3.95	4.20naoip	4.14na	3.96	4.07	4.15	4.21naoip	4.09	4.29naoip	4.14naoip	3.73	4.00	3.80	4.23naoip	3.87	4.13	4.19
Ability to provide a specific time slot or SMS notification of delivery time	3.91	4.18na	3.62	4.08na	3.74	4.10a	4.13	3.96	3.62	3.94	3.54	3.91	3.92	3.84	3.96	3.85	3.92	3.93	3.97naoip	3.88naoip	3.61	3.75	3.39	3.96naoip	3.64	4.01na	3.87
Proof and details of delivery receipt sent to me	4.15	4.26na	4.05	4.21na	4.08	4.25	4.21	4.22	4.05	4.18	4.15	4.23naoip	4.10	3.99	4.18	4.12	4.17naoip	4.16	4.23naoip	4.18naoip	3.69	4.13na	3.56	4.20naoip	3.96	4.12	4.16
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.61	3.72na	3.44	3.78na	3.54	3.72a	3.70	3.49	3.44	3.78	3.45	3.74naoip	3.57	3.46	3.53	3.35	3.66naoip	3.48	3.72naoip	3.67naoip	3.37	3.33	3.01	3.66naoip	3.23	3.85na	3.50
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.74	3.86na	3.46	3.88na	3.62a	3.86a	3.50	3.57	3.46	3.76	3.18	3.75	3.74	3.64	3.81	3.78	3.74	3.80	3.77naoip	3.75naoip	3.53	3.87naoip	3.02	3.78naoip	3.60	3.93na	3.65
Proof and details of delivery receipt sent to the sender	4.11	4.21na	3.98	4.18na	4.04	4.21	4.16	4.12	3.98	4.17	3.97	4.24naoip	4.11naoip	3.84	4.00	4.01	4.17naoip	4.01	4.22naoip	4.11naoip	3.65	4.01naoip	3.59	4.17naoip	3.88	4.15	4.10

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2490	155	2312	23	782	1598	110	2409	55	14	6	2478	6
Weighted Base	2462	145*	2286	21**	723	1611	118*	2366	62*	12**	5**	2439	7**
Effective Base	1477	85	1378	14	448	962	68	1427	37	7	3	1470	4
Low cost	4.22	4.09	4.23a	4.14	4.19	4.22	4.26a	4.25b	3.64	4.24	3.62	4.27b	3.70
Free delivery	4.16	4.01	4.17a	4.15	4.13	4.16	4.25	4.17h	3.78	3.72	3.21	4.18b	3.76
Inclusion of insurance	3.66	3.64	3.56	3.49	3.54	3.56	3.71	3.57	3.57	3.24	2.73	3.56	3.68
Guarantee that the parcel will arrive on time	4.26	4.07	4.27a	4.02	4.19	4.26a	4.36	4.28b	3.63	4.05	3.60	4.28b	3.70
Ability to see where my delivery is at any point in time	4.12	3.98	4.13	3.92	4.07	4.12	4.36a	4.13h	3.64	4.29	3.49	4.12b	3.76
Ability to choose an express or next day service	3.87	3.78	3.88	4.03	3.81	3.90	3.98	3.89	3.58	3.48	3.62	3.88	3.70
Ability to select a specific date/time for delivery	3.97	3.84	3.97	4.14	3.84	4.01d	4.18d	3.98b	3.35	4.12	3.33	3.97b	3.64
Fast delivery	4.12	3.99	4.13	4.13	4.08	4.13	4.27	4.13b	3.70	3.91	3.58	4.12b	3.97
Convenient options for me to accept the delivery	4.21	4.16	4.21	3.96	4.15	4.22	4.34	4.23b	3.75	3.77	3.54	4.21b	3.76
Ability to select an evening/weekend delivery	3.68	3.64	3.68	3.65	3.57	3.70	4.03a	3.68	3.50	4.37	3.07	3.68	3.70
Proof of postage/ dispatch	4.23	4.10	4.24	4.04	4.22	4.22	4.36	4.26b	3.64	4.19	3.78	4.23b	3.70
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.16	4.10	4.17	3.52	4.10	4.18	4.25	4.16b	3.56	3.92	2.98	4.16b	3.70
Option to reschedule if I am unable to take the delivery	4.17	4.08	4.18	4.00	4.08	4.20a	4.24	4.19b	3.49	4.12	3.58	4.17b	3.70
Ability to provide a specific time slot or SMS notification of delivery time	3.91	3.82	3.92	4.07	3.86	3.93	3.98	3.93b	3.27	4.11	3.19	3.93b	3.76
Proof and details of delivery receipt sent to me	4.15	4.01	4.16	4.21	4.10	4.16	4.34a	4.17h	3.56	3.69	3.49	4.18b	3.64
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.61	3.66	3.61	3.52	3.61	3.60	3.77	3.62	3.29	3.79	2.50	3.61	3.64
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.74	3.69	3.74	3.96	3.63	3.77d	3.97a	3.75	3.38	3.88	3.43	3.74	3.70
Proof and details of delivery receipt sent to the sender	4.11	4.03	4.12	4.11	4.06	4.12	4.32a	4.13b	3.75	4.22	3.89	4.12b	3.51

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Table 142

Base : Have had to decide on a postal/delivery option in the last month

	Quarter				Month															
	Total	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)			
Unweighted Base	2490	617	636	616	621	202	204	211	228	214	194	217	193	206	210	215	196			
Weighted Base	2492	584	640	625	602	179	205	200	222	217	201	211	195	219	199	220	193			
Effective Base	1477	371	376	365	367	123	128	122	137	124	116	128	111	129	117	133	117			
Low cost	4.22	4.22	4.27c	4.20	4.20	4.13	4.23c	4.28b,c	4.22	4.31a,c	4.27a,c	4.11	4.26a,c	4.22	4.10	4.20	4.28a,c			
Free delivery	4.16	4.16	4.18	4.11	4.18c	4.19b	4.14	4.15	4.21j,n	4.25b,m	4.07	4.10	4.07	4.15	4.03	4.22b,n	4.30j,p,k,m,n			
Inclusion of insurance	3.56	3.43	3.59a	3.56	3.57a	3.48	3.41	3.41	3.63	3.62	3.52	3.41	3.59	3.67j,k	3.69j,k	3.71j,k	3.60			
Guarantee that the parcel will arrive on time	4.26	4.17	4.31a	4.26	4.29	4.22	4.13	4.17	4.32	4.32	4.30	4.22	4.25	4.31	4.24	4.30	4.31			
Ability to see where my delivery is at any point in time	4.12	4.05	4.12	4.15	4.13	4.03	4.04	4.08	4.04	4.16	4.17	4.13	4.22c	4.12	4.14	4.25a,b,c	3.99			
Ability to choose an express or next day service	3.87	3.74	3.95a	3.94a	3.85	3.80	3.66	3.77	3.99f	4.05d,g,p	3.80	3.87	3.90f	4.00f	3.75	4.02b	3.77			
Ability to select a specific date/time for delivery	3.97	3.86	4.07a	3.95	3.98	3.80	3.85	3.92	4.02	4.17a,d,g,j	4.02	3.86	3.96	4.01	3.97	4.04a	3.94			
Fast delivery	4.12	4.02	4.16a	4.17a	4.13	4.13	3.94	4.00	4.14	4.23f	4.11	4.13	4.16	4.21f	4.04	4.20f	4.14			
Convenient options for me to accept the delivery	4.21	4.17	4.23	4.23	4.21	4.13	4.21	4.16	4.26f	4.33a	4.07	4.17	4.22	4.29f	4.20	4.26	4.15			
Ability to select an evening/weekend delivery	3.68	3.50	3.65a,c	3.62	3.72a	3.52	3.53	3.46	3.78j	3.91a,d,g,j	3.66a,d,g,j	3.54	3.56	3.76j	3.68	3.83a,d,g,j	3.63			
Proof of postage/ dispatch	4.23	4.18	4.28	4.27	4.17	4.22	4.22b	4.11	4.20	4.34a,p	4.31a,p	4.34a,p	4.22	4.26a	4.17	4.31a,p	4.02			
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.16	4.09	4.22a	4.19	4.13	4.11	4.02	4.13	4.27f,p	4.17	4.32p	4.17	4.18	4.21	4.20	4.20	3.99			
Option to reschedule if I am unable to take the delivery	4.17	4.10	4.19	4.23a	4.15	4.02	4.17	4.11	4.14	4.27c	4.18	4.24a	4.10	4.32a,g,j,p	4.08	4.26a,p	4.07			
Ability to provide a specific time slot or SMS notification of delivery time	3.91	3.76	4.01a	3.93a	3.93a	3.70	3.75	3.84	4.02a,f	4.01a,f	4.00a,f	3.86	3.91	4.01a,f	3.87	4.08a,p	3.82			
Proof and details of delivery receipt sent to me	4.15	4.08	4.19	4.25a,c	4.08	4.04	4.07	4.11	4.17	4.32p	4.16	4.32p	4.38a,p	4.32p	4.11	4.16	3.96			
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Parcel provider operates in an environmentally responsible way	3.61	3.55	3.66	3.63	3.59	3.32	3.68a,p	3.61a	3.67a	3.68a	3.64a	3.57	3.63a	3.69a	3.57	3.78a,p	3.41			
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.74	3.62	3.76	3.78	3.79	3.52	3.63	3.71	3.74	3.79	3.73	3.57	3.86a	3.92a,b	3.81	3.84a	3.71			
Proof and details of delivery receipt sent to the sender	4.11	4.03	4.18a,d	4.17a	4.06	4.02	4.06	4.00	4.06	4.28a,b,g,p	4.25a,p	4.14a	4.15a	4.15a	4.10	4.16a	3.90			

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2952	3185	791	817	1134	805	1152	852	609		1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	799	3371	3010	3140	822	867	1122	832	1130	780	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1769	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Lost mail	668	66	602	150	518	347	320	119	112	131	93	103	55	55		230	224	213	110	544	118
	11%	5%	12%a	19%a	10%	12%	10%	14%bkm	12%b	12%b	11%b	9%	7%	9%		14%bpa	11%bpa	8%	8%	11%	13%
Damaged mail	892	81	831	145	447	299	291	103	82	123	65	115	71	33		180	189	218	103	525	81
	10%	5%	11%a	19%a	8%	10%	9%	13%bkm	10%b	11%b	8%	10%b	9%b	5%		11%bpa	10%	8%	7%	10%	8%
Delayed mail	1544	147	1398	311	1233	768	772	272	242	351	181	275	149	125		514	482	548	273	1291	248
	25%	12%	21%a	29%a	23%	26%	25%	13%bkm	12%bkm	12%bkm	22%	24%	20%	20%		10%bpa	12%bpa	22%	20%	25%	26%
Mis-delivered mail - you have received someone else's mail or they have received yours	1145	121	1024	168	977	539	606	135	111	189	100	220	152	151		246	340	553	303	1014	120
	19%	10%	21%a	21%	18%	18%	19%	16%	13%	17%	13%b	22%bgh	20%b	24%bkm		15%	19%b	22%bno	22%bno	20%b	13%
Mail that has been tampered with	244	27	217	68	176	114	130	53	37	62	34	23	16	19		89	96	58	35	196	44
	4%	2%	4%a	9%a	3%	4%	4%	9%bkm	4%b	9%b	4%b	2%	2%	3%		9%bpa	9%bpa	2%	3%	4%	5%
Unable to get to the door in time to receive a letter or card	588	59	498	115	443	265	291	105	100	114	77	84	34	33		209	190	161	67	451	104
	9%	5%	10%a	13%a	8%	9%	9%	13%bkm	12%bkm	12%bkm	9%bkm	11%b	5%	5%		17%bpa	17%bpa	6%	5%	9%	11%
Any other problem (please specify)	76	3	72	6	70	44	32	3	3	16	12	33	3	6		6	28	42	9	69	7
	1%	*	1%a	1%	1%	1%	1%	*	*	1%	1%	3%bghkm	*	1%		*	11%b	21%bkm	1%	1%	1%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3418	934	2483	272	3145	1687	1725	386	435	600	492	634	481	390		821	1092	1505	871	2860	517
	55%	76%a	50%	35%	59%a	56%	55%	47%	50%	53%g	59%gh	56%gh	63%gkkm	62%bkm		49%	54%a	60%ano	63%ano	55%	55%
NET Any problems experienced	2742	298	2444	517	2226	1322	1415	436	433	522	340	496	279	237		869	862	1012	516	2298	426
	45%	24%	50%a	59%a	41%	44%	45%	13%bkm	10%bkm	17%bkm	11%	14%b	37%	38%		11%bpa	14%bpa	40%	37%	45%	45%

Question restructured in Q3 2022

Proportion/Mean. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	668	163	209	132	172	295	435	220	67	88	150	183	121	421	69	554	170	457	31
	17%	4%	17%	10%	4%	10%	10%	9%	13%	12%	10%	12%	11%	11%	13%	11%	4%	10%	11%
Damaged mail	892	154	199	129	111	353	352	193	40	50	164	152	125	367	40	505	135	431	26
	10%	14%	16%	8%	12%	8%	11%	8%	8%	7%	11%	10%	11%	10%	7%	10%	11%	9%	9%
Delayed mail	1044	334	400	345	376	824	720	972	128	167	391	426	294	984	133	1323	343	1147	54
	29%	7%	10%	29%	22%	23%	23%	23%	20%	23%	26%	27%	27%	26%	29%	26%	8%	25%	19%
Miss-delivered mail - you have received someone else's mail or they have received yours	1145	243	370	237	295	613	630	500	87	136	306	294	228	736	91	989	273	827	44
	19%	21%	19%	17%	17%	20%	17%	21%	17%	19%	20%	19%	21%	19%	17%	19%	21%	18%	15%
Mail that has been tampered with	45	69	81	46	49	150	94	180	15	28	71	71	44	171	17	217	72	163	9
	4%	1%	4%	3%	3%	3%	3%	3%	3%	4%	5%	5%	4%	4%	3%	4%	3%	4%	3%
Unable to get to the door in time to receive a letter or card	558	115	184	111	147	300	259	380	45	46	141	132	128	320	47	459	123	405	29
	9%	10%	10%	8%	9%	10%	8%	10%	9%	6%	9%	8%	12%	8%	9%	9%	10%	9%	10%
Any other problem (please specify)	76	17	31	9	19	48	28	49	5	4	16	21	15	41	5	60	20	52	3
	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3418	544	1048	782	1043	1591	1825	1954	290	430	799	853	563	2083	299	2837	652	2933	163
	55%	48%	52%	56%	52%	53%	53%	53%	56%	50%	53%	54%	51%	55%	56%	55%	51%	51%	57%
NET Any problems experienced	2742	593	866	602	682	1458	1284	1716	225	303	702	731	537	1736	235	2339	632	1986	124
	45%	12%	15%	14%	14%	17%	17%	17%	14%	17%	17%	16%	15%	15%	14%	15%	15%	14%	13%

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Lost mail	668	583	84	22	574	51	26	16	20	82	60	46	44	54	108	97	64	9	41		
	11%	11%	10%	13%	17%	10%	9%	9%	8%	12%	12%	10%	8%	9%	13% ab	11%	12%	14%	9%		
Damaged mail	892	497	95	26	501	45	29	17	23	66	41	45	53	58	66	102	47	11	34		
	16%	9%	11%	18% a	10%	9%	10%	10%	9%	10%	8%	10%	10%	10%	8%	12% c	9%	16% de	8%		
Delayed mail	1644	1339	205	43	1331	123	55	36	47	191	132	92	136	147	174	260	153	13	110		
	29%	25%	24%	26%	33% ab	24%	19%	21%	19%	29% ab	23% c	21%	21%	23% a	22%	28% ab	23% ab	19%	24%		
Ms-delivered mail - you have received someone else's mail or they have received yours	1145	981	164	34	949	116	47	32	46	120	91	93	77	121	104	188	110	21	95		
	19%	19%	19%	20%	18%	22% ab	16%	19%	16% a	18%	18%	21% ab	14%	21% ab	13%	22% ab	21% ab	11% ab	21% ab		
Mail that has been tampered with	244	213	31	8	207	16	16	5	5	31	26	13	21	29	32	37	15	1	15		
	4%	4%	4%	5%	4%	3%	5%	3%	2%	5%	5% a	3%	4%	5% ab	4%	4%	3%	1%	3%		
Unable to get to the door in time to receive a letter or card	558	514	44	7	480	43	21	13	24	69	51	30	65	36	59	101	45	4	39		
	9%	10% ab	5%	4%	9%	8%	7%	7%	10%	10%	10%	7%	12% ab	6%	7%	12% ab	9%	6%	9%		
Any other problem (please specify)	76	65	10	2	68	3	3	1	4	5	7	1	5	5	11	22	8	*	3		
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	3% a	2%	*	1%		
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3418	2823	495	89	2845	284	185	103	154	368	262	257	310	315	485	400	274	31	253		
	55%	55%	57%	53%	55%	55%	59% ab	61% cd	62% abcd	55%	56% cd	57% cd	57% cd	55% cd	60% abcd	47%	52%	46%	56% cd		
NET Any problems experienced	2742	2375	367	79	2332	233	110	67	96	307	226	191	233	258	325	443	254	36	197		
	45%	45%	43%	47%	46% ab	46% a	37%	39%	38%	42%	44%	43%	43%	45%	40%	63% ab	48% ab	64% ab	44%		

Question restructured in Q3 2022
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
 * small base

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Table 143

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2993	323	901	2816		
Lost mail	668	285	246	382	383	265	24	64	246	30	103	226	274	85	51	19	509	69	289	242	80	35	14	532	48	257	381		
11%		17%	17%	17%	17%	17%	18%	8%	17%	14%	10%	12%	17%	17%	9%	8%	17%	8%	17%	17%	12%	10%	8%	17%	9%	19%	19%	8%	
Damaged mail	992	251	209	349	307	251	13	75	209	17	87	197	244	67	55	23	441	78	254	209	69	29	23	463	53	254	338		
10%		10%	10%	10%	9%	10%	8%	10%	10%	8%	8%	10%	10%	10%	9%	9%	10%	9%	10%	9%	10%	8%	12%	9%	10%	17%	17%	7%	
Delayed mail	1544	579	592	869	857	579	37	175	597	54	256	512	626	175	170	57	1138	227	677	589	147	75	45	1266	120	524	970		
25%		24%	25%	25%	27%	24%	23%	23%	26%	25%	24%	25%	25%	22%	22%	23%	25%	27%	26%	26%	22%	21%	29%	26%	22%	30%	30%	21%	
Ms-delivered mail - you have received someone else's mail or they have received yours	1145	421	494	584	657	421	27	151	494	37	266	455	433	122	97	37	887	133	519	406	110	70	32	924	102	319	826		
19%		17%	22%	17%	20%	17%	17%	20%	23%	18%	25%	23%	17%	15%	17%	15%	20%	16%	20%	16%	15%	19%	16%	19%	19%	21%	21%	18%	
Mail that has been tampered with	244	129	63	168	102	129	7	21	63	4	21	67	98	31	19	9	165	28	106	98	21	8	6	205	14	146	98		
4%		3%	3%	3%	3%	3%	5%	3%	3%	2%	2%	4%	4%	4%	3%	4%	3%	4%	4%	3%	3%	2%	4%	4%	3%	15%	15%	2%	
Unable to get to the door in time to receive a letter or card	558	224	194	327	296	224	15	62	194	17	66	184	226	77	55	14	410	69	241	223	61	25	5	464	31	254	304		
9%		9%	9%	9%	9%	9%	9%	8%	9%	8%	6%	9%	9%	10%	9%	6%	9%	8%	9%	9%	7%	7%	3%	9%	6%	17%	17%	7%	
Any other problem (please specify)	76	23	33	37	48	23	1	6	33	2	11	33	21	5	14	2	54	16	41	24	6	4	1	65	5	15	60		
1%		1%	2%	1%	1%	1%	*	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3418	1357	1114	1967	1723	1357	85	432	1114	118	590	1094	1359	459	332	156	2453	487	1427	1274	377	215	107	2701	322	542	2076		
50%		27%	57%	19%	53%	56%	53%	57%	51%	56%	53%	54%	58%	57%	57%	53%	54%	58%	58%	58%	55%	60%	60%	58%	60%	36%	36%	53%	
NET Any problems experienced	2742	1055	1049	1536	1529	1055	75	332	1049	94	459	923	1127	341	251	91	2050	343	1179	1029	305	143	70	2208	213	979	1764		
43%		44%	45%	44%	43%	44%	47%	43%	44%	44%	44%	43%	43%	43%	43%	37%	43%	47%	45%	45%	45%	40%	40%	45%	40%	33%	38%	38%	

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Lost mail	668	66	614	8	232	391	45	629	20	9	3	659	6	
11%		14%	11%	20%	14% a	9%	14% a	11%	17%	16%	5%	11%	27%	
Damaged mail	892	40	547	5	209	344	39	562	15	9	1	586	5	
10%		12%	9%	12%	12% a	8%	13% a	10%	12%	10%	2%	10%	22%	
Delayed mail	1544	81	1447	17	500	965	79	1492	39	3	5	1534	6	
25%		24%	25%	41% a,b	30% a	23%	25%	35% b	33% b	5%	7%	30% b	27%	
Mis-delivered mail - you have received someone else's mail or they have received yours	1145	68	1077	6	400	696	48	1110	22	5	3	1138	4	
79%		20%	19%	14%	24% a,f	17%	16%	19% c	18% c	9%	4%	19% d	20%	
Mail that has been tampered with	244	27	215	2	87	140	17	229	8	5	*	242	2	
4%		8% a	4%	4%	5% a	3%	5%	4%	7%	6% a	*	4%	7%	
Unable to get to the door in time to receive a letter or card	558	45	506	7	195	313	49	521	26	8	*	555	2	
9%		13% a	9%	16%	12% a	7%	16% a	9% c	22% b,d	14% c	*	9% c	10%	
Any other problem (please specify)	76	2	73	-	22	47	7	76	-	*	-	76	-	
1%		1%	1%	-	1%	1%	2%	1%	-	*	-	1%	-	
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3418	156	3246	15	753	2601	159	3276	45	30	84	3353	10	
85%		46%	83% a	37%	40%	85% a	51%	83% b	38%	53%	15% d,e,f,g,h	83% b	46%	
NET Any problems experienced	2742	180	2536	26	923	1667	153	2619	73	27	11	2719	12	
45%		24% a	44%	65% a	55% a	40%	49% a	44% c	62% b,g	41% c	17%	42% c	54%	

Question restructured in Q3 2022
 Proportions/Means: Columns Tested (5% risk level) - a,b,c - d,e,f - g,h,i,j,k,l
 * small base, ** very small base (under 30) ineligible for sig testing

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Table 143

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Lost mail	668	159	179	154	176	42	50	67	70	53	66	43	61	49	58	79	40
	11%	10%	12%	10%	11%	8%	9%	13%	13%	10%	11%	8%	12%	10%	12%	15%	8%
Damaged mail	892	172	167	113	140	48	64	60	65	66	45	30	38	45	63	43	44
	10%	11%	11%	7%	9%	10%	13%	12%	13%	13%	9%	6%	7%	9%	11%	8%	8%
Delayed mail	1644	369	416	380	359	113	125	151	150	134	143	130	122	127	117	126	116
	28%	25%	27%	25%	23%	23%	24%	29%	28%	24%	29%	25%	24%	25%	23%	25%	22%
Mis-delivered mail - you have received someone else's mail or they have received yours	1145	279	298	262	306	90	87	101	120	67	111	74	89	89	108	96	102
	19%	18%	19%	17%	20%	16%	16%	19%	23%	13%	22%	14%	19%	18%	21%	19%	20%
Mail that has been tampered with	244	63	68	51	63	10	22	31	30	19	19	17	17	17	20	21	22
	4%	4%	4%	3%	4%	2%	4%	6%	6%	4%	4%	3%	3%	3%	4%	4%	4%
Unable to get to the door in time to receive a letter or card	568	141	161	126	130	48	54	39	58	42	61	35	53	38	36	49	45
	9%	9%	10%	8%	8%	10%	10%	7%	11%	8%	12%	7%	10%	8%	7%	10%	9%
Any other problem (please specify)	76	13	27	23	12	3	7	4	6	9	12	14	3	6	2	6	4
	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3418	854	832	878	854	270	303	281	278	297	257	303	290	285	264	284	306
	55%	55%	54%	57%	56%	55%	57%	53%	52%	58%	52%	58%	56%	57%	52%	55%	59%
NET Any problems experienced	2742	696	703	661	682	221	229	245	254	211	238	215	228	218	239	229	214
	45%	45%	46%	43%	44%	40%	43%	47%	46%	42%	46%	42%	44%	43%	46%	43%	41%

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2704	224	2480	530	2174	1251	1447	419	404	516	344	493	323	205	823	860	1021	528	2395	291	
Weighted Base	2742	298	2444	517	2226	1322	1415	436	433	522	340	496	279	237	869	862	1012	516	2298	426	
Effective Base	1640	183	1458	298	1343	769	869	264	252	314	201	303	171	136	516	515	609	307	1404	229	
Lost mail	668	66	602	150	518	347	320	119	112	131	93	103	55	55	230	224	213	110	544	118	
		22%	25%	29%	23%	26%	23%	27%	26%	25%	27%	21%	20%	23%	27%	26%	21%	21%	24%	28%	
Damaged mail	892	61	531	145	447	269	291	103	82	123	65	115	71	33	185	189	218	103	505	81	
		20%	22%	23%	20%	23%	21%	24%	19%	24%	19%	23%	28%	14%	21%	22%	22%	20%	22%	19%	
Delayed mail	1544	147	1398	311	1233	768	772	272	242	301	181	275	149	125	514	482	548	273	1291	246	
	56%	49%	57%	60%	55%	58%	55%	27%	56%	58%	53%	55%	53%	52%	59%	56%	54%	53%	56%	58%	
Mis-delivered mail - you have received someone else's mail or they have received yours	1145	121	1024	168	972	539	606	135	111	100	100	220	152	151	246	340	553	303	1014	120	
	42%	40%	42%	32%	44%	41%	43%	31%	26%	36%	41%	50%	64%	64%	28%	40%	55%	59%	44%	28%	
Mail that has been tampered with	244	27	217	68	176	114	130	53	37	62	34	23	16	19	89	96	58	35	196	44	
	9%	9%	9%	13%	8%	9%	9%	12%	8%	12%	10%	5%	6%	8%	10%	11%	6%	7%	9%	10%	
Unable to get to the door in time to receive a letter or card	588	59	498	115	443	265	291	105	100	114	77	94	34	33	209	190	161	67	451	104	
	20%	20%	20%	22%	20%	20%	21%	27%	25%	27%	23%	19%	12%	14%	24%	22%	16%	13%	20%	24%	
Any other problem (please specify)	76	3	72	6	70	44	32	3	3	16	12	33	3	6	6	28	42	9	69	7	
	3%	1%	3%	1%	2%	3%	2%	1%	1%	5%	4%	12%	1%	3%	1%	37%	43%	2%	3%	2%	
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Any problems experienced	2742	298	2444	517	2226	1322	1415	436	433	522	340	496	279	237	869	862	1012	516	2298	426	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Question restructured in Q3 2022

Proportion/Mean. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2704	747	805	499	653	1552	1152	1584	1080	232	301	655	739	549	1695	239	2308	664	1916	124
Weighted Base	2742	593	866	602	682	1458	1284	1716	982	225	303	702	731	537	1736	235	2339	632	1986	124*
Effective Base	1640	362	500	346	436	861	779	961	666	144	184	422	438	301	1045	149	1389	402	1162	79
Lost mail	668	163	209	132	164	372	295	439	220	67	81	150	183	121	421	69	554	179	457	31
	24%	23%	24%	24%	24%	26%	23%	26%	22%	12%	13%	21%	23%	24%	30%	24%	24%	23%	23%	25%
Damaged mail	892	154	199	129	111	353	239	392	193	40	50	164	152	125	367	40	505	135	431	26
	22%	20%	23%	21%	16%	24%	19%	23%	20%	18%	17%	23%	21%	23%	21%	17%	22%	21%	22%	21%
Delayed mail	1644	334	490	345	376	824	720	972	546	128	167	391	426	294	984	133	1323	343	1147	54
	60%	56%	57%	57%	55%	56%	56%	57%	57%	55%	55%	56%	56%	55%	57%	57%	57%	54%	55%	43%
Ms-delivered mail - you have received someone else's mail or they have received yours	1145	243	370	237	295	613	532	630	500	87	136	306	294	228	736	91	989	273	827	44
	42%	41%	43%	39%	43%	42%	41%	37%	41%	39%	45%	44%	40%	43%	42%	39%	42%	43%	42%	35%
Mail that has been tampered with	244	69	81	46	49	150	94	180	60	15	28	71	71	44	171	17	217	72	163	9
	9%	12%	9%	8%	7%	18%	7%	11%	6%	7%	9%	10%	10%	8%	10%	7%	9%	11%	8%	7%
Unable to get to the door in time to receive a letter or card	558	115	184	111	147	300	259	380	164	45	46	141	132	128	320	47	459	123	405	29
	20%	20%	21%	18%	22%	21%	20%	22%	17%	20%	15%	20%	18%	18%	24%	20%	20%	19%	20%	23%
Any other problem (please specify)	76	17	31	9	19	48	28	49	25	5	4	16	21	15	41	5	60	20	52	3
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3%	3%	4%	2%	3%	3%	2%	3%	3%	2%	1%	2%	3%	3%	2%	2%	3%	3%	3%	3%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2742	593	866	602	682	1458	1284	1716	982	225	303	702	731	537	1736	235	2339	632	1986	124
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2704	1824	880	419	1452	531	306	325	128	169	159	156	157	161	145	196	181	84	447
Weighted Base	2742	2375	367	79*	2332	233	110	67	96	307	226	191	233	258	325	443	254	36**	197
Effective Base	1640	1443	199	81	1271	240	201	221	120	160	147	150	146	147	139	185	171	29	214
668	583	84	22	574	51	26	16	20	82	60	46	44	54	108	97	64	9	41	
24%	25%	23%	27%	27%	25%	22%	24%	21%	27%	26%	24%	19%	21%	23% ab	22%	25%	26%	21%	
Damaged mail	892	497	95	26	501	45	29	17	23	66	41	45	53	58	66	102	47	11	34
22%	21%	26%	33% a	21%	19%	26%	25%	24%	21%	18%	23%	23%	22%	20%	23%	18%	30%	17%	17%
Delayed mail	1644	1339	205	43	1331	123	55	36	47	191	132	92	136	147	174	260	153	13	110
56%	56%	56%	55%	55% a	53%	50%	54%	49%	55% a	58%	48%	58%	57%	54%	59%	55% a	35%	56%	56%
Mis-delivered mail - you have received someone else's mail or they have received yours	1145	981	164	34	949	116	47	32	46	120	91	93	77	121	104	168	110	21	95
42%	41%	45%	43%	41%	39% a	43%	48% a	46% ab	39%	40%	48% ab	33%	47% ab	32%	42%	43% a	58%	48% ab	48% ab
Mail that has been tampered with	244	213	31	8	207	16	5	5	5	31	26	13	21	29	32	37	15	1	15
9%	9%	8%	10%	9%	7%	13% ab	8%	5%	10%	12%	7%	9%	11%	10%	8%	6%	3%	7%	7%
Unable to get to the door in time to receive a letter or card	558	514	44	7	480	43	21	24	69	51	30	65	36	59	101	45	4	36	39
20%	22% ab	12%	8%	21%	19%	19%	19%	19%	23% ab	23%	23%	16%	25% ab	14%	18%	23% ab	18%	11%	20%
Any other problem (please specify)	76	65	10	2	68	3	3	1	4	5	7	1	5	5	11	22	8	*	3
3%	3%	3%	2%	3%	3%	3%	2%	2%	4%	2%	3%	1%	2%	2%	3%	5% a	3%	*	2%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2742	2375	367	79	2332	233	110	67	96	307	226	191	233	258	325	443	254	36	197
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question restructured in Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

* small base, ** very small base (under 30) - ineligible for sig testing

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Table 144

Base : All those experiencing problems

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2704	1066	1034	1524	1492	1066	83	385	1034	92	483	930	1089	344	251	83	2019	334	1208	1004	275	142	61	2212	203	919	1785
Weighted Base	2742	1055	1049	1536	1529	1055	75	332	1049	94	459	923	1127	341	251	91	2050	343	1179	1029	305	143	70	2208	213	978	1764
Effective Base	1640	642	621	923	903	642	51	233	621	62	301	541	671	222	152	52	1212	203	707	617	177	88	42	1324	130	568	1074
Lost mail	668	265	246	362	363	265	24	64	246	30	103	236	274	85	51	19	509	69	289	242	80	35	14	532	48	287	381
24%	23%	23%	25%	25%	24%	25%	23%	19%	23%	32%	23%	24%	24%	25%	20%	20%	25%	20%	25%	24%	26%	24%	24%	24%	23%	23%	22%
Damaged mail	992	251	209	349	307	251	13	75	209	17	87	197	244	67	55	23	441	78	254	209	69	29	23	463	53	254	338
22%	24%	20%	23%	20%	20%	24%	18%	23%	20%	18%	19%	21%	22%	20%	22%	25%	22%	23%	22%	20%	23%	21%	13%	271%	25%	254	19%
Delayed mail	1544	579	597	869	887	579	37	175	597	54	256	512	626	175	170	57	1138	227	677	589	147	75	45	1266	120	574	970
56%	55%	57%	57%	58%	57%	55%	50%	53%	57%	57%	56%	55%	56%	57%	47%	56%	56%	57%	57%	57%	48%	52%	64%	57%	56%	59%	55%
Ms-delivered mail - you have received someone else's mail or they have received yours	1145	421	494	584	657	421	27	151	494	37	206	455	433	122	97	37	887	133	519	406	110	70	32	904	102	319	826
42%	40%	47%	38%	43%	40%	40%	37%	45%	47%	40%	38%	45%	38%	36%	36%	40%	42%	39%	44%	39%	35%	49%	46%	42%	48%	33%	47%
Mail that has been tampered with	244	129	63	168	102	129	7	21	63	4	21	67	98	31	19	9	165	28	106	98	21	8	6	205	14	146	98
8%	12%	6%	11%	7%	7%	10%	6%	6%	6%	4%	6%	8%	9%	9%	7%	10%	8%	8%	9%	10%	7%	6%	9%	9%	7%	10%	6%
Unable to get to the door in time to receive a letter or card	558	224	194	327	296	224	15	62	194	17	66	194	226	77	55	14	410	69	241	223	61	25	5	464	31	254	304
20%	21%	18%	21%	19%	20%	21%	18%	19%	18%	17%	14%	20%	20%	23%	22%	16%	20%	20%	20%	22%	20%	18%	7%	21%	14%	15%	17%
Any other problem (please specify)	76	23	33	37	48	23	1	6	33	2	11	33	21	5	14	2	54	16	41	24	6	4	1	65	5	15	60
3%	2%	3%	2%	3%	2%	1%	1%	2%	3%	2%	2%	4%	2%	1%	2%	3%	16%	3%	3%	2%	3%	2%	3%	3%	2%	2%	3%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2742	1055	1049	1536	1529	1055	75	332	1049	94	459	923	1127	341	251	91	2050	343	1179	1029	305	143	70	2208	213	978	1764
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question restructured in Q3 2022
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Table 144

Base : All those experiencing problems

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2704	194	2483	27	969	1599	136	2579	72	28	14	2679	11
Weighted Base	2742	180	2536	26	923	1667	153	2619	73	27	11	2719	12
Effective Base	1640	109	1513	19	579	975	88	1559	47	18	10	1623	8
Lost mail	668	46	614	8	232	391	45	629	20	9	3	659	6
24%		26%	24%	31%	25%	23%	29%	24%	28%	33%	28%	24%	50%
Damaged mail	892	40	547	5	209	344	39	562	15	9	1	586	5
22%		22%	22%	18%	23%	21%	26%	21%	20%	35%	12%	22%	40%
Delayed mail	1844	81	1447	17	500	965	79	1492	39	3	5	1534	6
56%		45%	57%	65%	54%	58%	52%	57%	53%	10%	40%	56%	49%
Mis-delivered mail - you have received someone else's mail or they have received yours	1145	68	1071	6	400	698	48	1110	22	5	3	1138	4
42%		36%	42%	22%	43%	42%	32%	42%	31%	20%	23%	42%	37%
Mail that has been tampered with	244	27	215	2	87	140	17	229	8	5	*	242	2
8%		15%	8%	6%	9%	8%	11%	9%	11%	19%	1%	9%	14%
Unable to get to the door in time to receive a letter or card	658	45	506	7	196	313	49	521	26	8	*	555	2
20%		25%	20%	26%	21%	19%	32%	20%	36%	29%	2%	20%	18%
Any other problem (please specify)	76	2	73	-	22	47	7	76	-	*	-	76	-
3%		1%	3%	-	2%	3%	5%	3%	-	*	-	3%	-
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2742	180	2536	26	923	1667	153	2619	73	27	11	2719	12
100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Table 144

Base : All those experiencing problems

	Quarter					Month												
	Total	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	
Unweighted Base	2704	662	676	677	689	221	214	227	238	209	229	219	233	225	246	226	217	
Weighted Base	2742	696	703	681	682	221	229	245	254	211	238	215	228	218	239	229	214	
Effective Base	1640	410	416	402	412	138	129	144	152	125	140	130	138	134	139	140	134	
Lost mail	668	159	179	154	176	42	50	67	70	53	66	43	61	49	58	79	40	
24%		23%	25%	23%	26%	19%	22%	27%	28%	25%	24%	20%	27%	23%	24%	34% <i>at risk</i>	18%	
Damaged mail	892	172	167	113	140	48	64	60	65	56	45	30	38	45	53	43	44	
22%		25% <i>at risk</i>	24% <i>at risk</i>	17%	21%	22%	29% <i>at risk</i>	25% <i>at risk</i>	26% <i>at risk</i>	26% <i>at risk</i>	19%	14%	17%	21%	22%	19%	20%	
Delayed mail	1644	369	416	380	359	113	125	151	150	124	143	130	122	127	117	126	116	
56%		56%	59%	57%	53%	51%	55%	61% <i>at risk</i>	59%	59%	60%	61%	54%	58%	49%	55%	54%	
Mis-delivered mail - you have received someone else's mail or they have received yours	1145	279	298	262	306	90	87	101	120	67	111	74	99	89	108	96	102	
42%		40%	42%	40%	45%	41%	38%	41%	47% <i>at risk</i>	32%	49% <i>at risk</i>	35%	44%	41%	45% <i>at risk</i>	42%	49% <i>at risk</i>	
Mail that has been tampered with	244	63	68	51	63	10	22	31	30	19	19	17	17	17	20	21	22	
9%		9%	10%	8%	9%	5%	10%	12% <i>at risk</i>	12% <i>at risk</i>	9%	8%	8%	8%	8%	8%	9%	10%	
Unable to get to the door in time to receive a letter or card	568	141	161	126	130	48	54	39	58	42	61	35	53	38	36	49	45	
20%		20%	23%	19%	19%	22%	23%	16%	23%	20%	26% <i>at risk</i>	16%	23%	18%	15%	22%	21%	
Any other problem (please specify)	76	13	27	23	12	3	7	4	6	9	12	14	3	6	2	6	4	
3%		2%	4%	3%	2%	1%	3%	2%	3%	4%	6% <i>at risk</i>	6% <i>at risk</i>	1%	3%	1%	3%	2%	
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Any problems experienced	2742	696	703	681	682	221	229	245	254	211	238	215	228	218	239	229	214	
100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1808	1939	2613	1461	5468	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Yes - in person (e.g. to the postman/woman)	199	24	175	64	135	103	97	29	42	52	23	16	15	22	71	75	53	37	146	52	
3%		2%	4%	8%	3%	3%	3%	9%	9%	9%	3%	1%	2%	4%	4%	4%	2%	3%	3%	9%	
Yes - by telephone	234	21	213	92	142	142	92	55	52	56	25	32	9	5	107	81	46	14	157	76	
4%		2%	4%	13%	3%	5%	2%	9%	9%	9%	9%	9%	1%	1%	4%	4%	2%	1%	3%	4%	
Yes - by email	386	30	356	108	278	209	177	89	101	82	42	43	14	15	190	124	72	29	284	98	
6%		2%	4%	13%	5%	7%	6%	11%	12%	12%	7%	5%	2%	2%	11%	10%	3%	2%	6%	10%	
Yes - by letter	171	4	168	79	92	113	59	54	37	46	19	6	10	5	90	64	17	7	107	63	
3%		+	3%	10%	2%	4%	2%	7%	5%	4%	2%	1%	1%	+	5%	3%	1%	+	2%	7%	
Yes - on an online web form	251	7	244	109	142	144	107	57	83	53	19	27	8	5	140	73	39	12	175	72	
4%		1%	4%	14%	3%	5%	3%	9%	10%	10%	5%	2%	1%	1%	5%	4%	2%	1%	3%	5%	
Yes - via social media (Facebook, X, etc)	119	3	116	58	61	21	38	26	40	37	9	3	4	+	65	46	7	4	76	43	
2%		+	3%	10%	1%	3%	1%	3%	5%	5%	1%	+	1%	+	4%	3%	+	+	1%	5%	
Yes - by other means (please specify)	19	1	18	4	15	9	10	-	2	2	3	4	7	+	2	5	12	7	18	-	
No - I haven't made a complaint to the Royal Mail	5199	1158	4031	474	4726	2497	2692	609	627	911	731	1026	710	586	1235	1643	2322	1205	4452	698	
84%		89%	82%	60%	69%	83%	86%	74%	72%	91%	89%	91%	93%	93%	73%	84%	92%	93%	86%	74%	
NET: Complained directly to Royal Mail	961	65	896	316	645	513	448	214	241	210	101	104	50	42	254	311	195	91	706	245	
16%		5%	18%	40%	22%	17%	14%	26%	28%	19%	12%	8%	7%	7%	27%	16%	8%	7%	14%	26%	

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	286
Effective Base	3716	697	1126	814	1081	1822	1864	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Yes - in person (e.g. to the postman/woman)	199	61	62	30	45	123	76	140	56	15	15	44	76	39	133	15	174	65	131	13
Yes - by telephone	234	54	74	69	37	129	106	185	40	15	24	59	64	49	147	15	200	71	150	13
Yes - by email	386	105	118	81	81	223	163	308	75	21	38	102	113	81	252	23	334	99	267	20
Yes - by letter	171	55	43	39	35	98	74	150	20	17	17	51	50	28	118	17	147	53	101	17
Yes - on an online web form	251	73	89	44	46	161	90	205	43	14	22	67	80	54	169	14	223	62	180	9
Yes - via social media (Facebook, X, etc)	119	29	45	29	16	74	45	102	15	6	9	41	31	27	81	6	108	45	67	6
Yes - by other means (please specify)	19	2	*	8	9	2	17	7	11	9	*	2	7	*	9	9	*	6	10	3
No - I haven't made a complaint to the Royal Mail	849	875	1625	1182	1516	2500	2698	2942	2182	437	639	1261	1301	906	3200	453	4355	1032	3936	231
NET: Complained directly to Royal Mail	961	261	288	202	209	549	411	728	215	78	94	241	283	194	619	80	820	252	652	56
	1612	23% <i>ab</i>	19% <i>ab</i>	15%	12%	16% <i>f</i>	13%	20% <i>gh</i>	8%	15%	12%	16%	18% <i>l</i>	16% <i>l</i>	16%	15%	16%	20% <i>q</i>	14%	20% <i>r</i>

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ London (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Yes - in person (e.g. to the postman/woman)	199	178	21	5	173	12	9	4	8	15	16	21	20	21	32	26	15	*	12	
Yes - by telephone	234	213	21	3	203	16	9	6	5	30	12	20	21	26	40	39	10	2	14	
Yes - by email	386	341	45	7	336	27	12	9	14	51	34	19	37	26	74	54	29	3	24	
Yes - by letter	171	148	24	2	149	12	6	4	6	6	5	17	16	18	47	22	12	1	11	
Yes - on an online web form	251	217	34	11	221	18	8	5	7	39	7	8	21	31	49	40	18	1	17	
Yes - via social media (Facebook, X, etc)	119	107	12	2	102	8	6	2	2	5	6	10	15	12	28	16	9	*	8	
Yes - by other means (please specify)	19	14	5	4	18	*	*	1	1	2	3	5	3	3	-	1	-	*	2%	
No - I haven't made a complaint to the Royal Mail	5199	4462	737	143	4330	458	262	149	220	557	440	385	449	476	640	705	457	62	396	
	84%	84%	86%	88%	84%	89%	89%	88%	87%	83%	87%	84%	83%	83%	81%	79%	84%	88%	82%	
NET: Complained directly to Royal Mail	961	836	124	24	847	60	33	21	30	117	68	62	93	96	170	138	71	5	54	
	16%	16%	14%	14%	16% ^{ab}	12%	11%	12%	12%	17% ^{bc}	12%	14%	17% ^{bc}	17%	21% ^{ghkmnpqr}	16%	14%	8%	12%	

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2891	503	1582	1381	408	211	112	2963	323	901	2816
Yes - in person (e.g. to the postman/woman)	199	124	54	141	94	101	10	15	54	3	29	86	76	25	11	1	162	12	94	70	20	11	4	164	15	119	83
Yes - by telephone	234	120	56	176	112	120	7	27	56	5	10	91	99	20	20	5	190	24	98	95	28	7	2	193	10	151	83
Yes - by email	456	191	98	273	160	191	8	28	98	8	29	131	104	4%	2%	3%	4%	3%	4%	4%	4%	2%	1%	4%	2%	196	2%
Yes - by letter	386	191	98	273	160	191	8	28	98	8	29	131	104	4%	2%	3%	4%	3%	4%	4%	4%	2%	1%	4%	2%	196	2%
Yes - on an online web form	251	115	67	170	123	115	4	12	67	6	17	81	103	33	28	5	194	34	129	79	21	10	10	208	19	152	96
Yes - via social media (Facebook, X, etc)	119	73	11	100	38	73	2	7	11	3	3	51	45	10	9	4	96	12	47	43	17	9	3	90	12	98	21
Yes - by other means (please specify)	19	10	2	16	8	10	3	5	2	1	1	5	10	3	1	-	14	1	5	11	3	-	-	16	-	3	16
No - I haven't made a complaint to the Royal Mail	5199	1943	1918	2820	2795	1943	125	680	1918	189	970	1681	2083	671	508	228	3764	737	2196	1946	558	312	159	4142	471	952	4247
NET: Complained directly to Royal Mail	961	470	245	682	457	470	35	84	245	23	80	336	403	129	74	19	739	92	411	357	124	46	19	768	65	568	393
	955	465	240	676	452	465	34	81	240	22	79	331	400	129	74	18	739	92	406	357	124	46	19	763	65	563	393

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Yes - in person (e.g. to the postman/woman)	199	23	173	3	66	114	10	184	11	2	*	197	2
Yes - by telephone	234	18	212	3	83	134	17	204	21	5	1	229	3
Yes - by email	386	20	352	0	116	232	30	347	23	6	3	381	2
Yes - by letter	171	14	154	3	64	89	19	141	19	7	1	167	3
Yes - on an online web form	251	19	233	-	105	131	15	237	10	4	*	251	-
Yes - via social media (Facebook, X, etc)	119	12	105	2	41	61	17	95	17	5	*	117	1
Yes - by other means (please specify)	19	3	17	-	9	9	1	19	-	-	-	19	-
No - I haven't made a complaint to the Royal Mail	5199	254	4918	27	1335	3639	226	5032	57	36	62	5126	11
NET: Complained directly to Royal Mail	961	82	865	15	341	534	86	865	60	21	4	946	10
	961	24% ^{ab}	15%	39% ^{ab}	20% ^{ab}	13%	20% ^{ab}	15%	51% ^{gh}	37% ^{gh}	6%	16%	48%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Table 146

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	282	317	312
Yes - in person (e.g. to the postman/woman)	199 3%	36 2%	70 4% 8% 10%	53 3%	41 3%	5 1%	17 3%	13 3%	25 4%	22 4%	23 4%	14 3%	16 3%	23 4%	10 2%	19 4%	12 2%
Yes - by telephone	234 4%	53 3%	78 5%	58 4%	45 3%	13 3%	15 3%	24 5%	24 4%	26 5%	28 5%	18 3%	25 5%	15 3%	14 3%	20 4%	11 2%
Yes - by email	386 6%	89 6%	128 8%	88 6%	82 5%	30 6%	34 6%	24 5%	51 10%	39 8%	38 8%	27 5%	32 6%	29 6%	20 4%	34 7%	29 5%
Yes - by letter	171 3%	43 3%	54 3%	32 2%	43 3%	9 2%	22 4%	12 2%	28 5%	13 2%	13 3%	12 2%	7 1%	13 3%	15 3%	11 2%	17 3%
Yes - on an online web form	251 4%	64 4%	54 4%	73 5%	60 4%	12 2%	33 6%	19 4%	24 5%	17 3%	13 3%	18 3%	23 4%	33 7%	26 5%	11 2%	24 5%
Yes - via social media (Facebook, X, etc)	119 2%	40 3%	23 2%	27 2%	29 2%	12 2%	12 2%	16 3%	13 2%	3 1%	7 1%	10 2%	10 1%	7 1%	7 1%	11 2%	11 2%
Yes - by other means (please specify)	19 *	7 *	5 *	4 *	3 *	3 1%	4 1%	- *	- *	3 1%	2 *	1 *	- *	2 *	1 *	1 *	- *
No - I haven't made a complaint to the Royal Mail	5199 84%	1321 85%	1257 82%	1290 84%	1332 87%	427 82%	435 82%	459 85%	426 80%	419 83%	411 83%	445 85%	436 84%	409 81%	437 85%	432 84%	483 80%
NET: Complained directly to Royal Mail	961 16%	229 15%	278 18%	249 16%	204 13%	64 12%	97 18%	68 13%	106 20%	88 17%	84 17%	73 14%	82 16%	66 13%	66 13%	80 16%	58 11%

Qf3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	867	49	808	308	540	443	414	181	189	186	110	103	55	33	370	296	191	88	689	160
Weighted Base	961	65*	896	316	645	513	448	214	241	210	101*	104*	50**	42**	454	311	195	91*	706	245
Effective Base	539	41	499	173	366	275	265	122	126	120	59	64	27	22	247	180	113	49	405	129
Didn't need this information	86	10	76	29	58	44	42	16	13	17	19	4	11	7	29	36	21	17	73	12
On Royal Mail's website	9%	16%	8%	9%	9%	9%	9%	8%	9%	8%	18%ghlm	4%	22%	16%	6%	11%	11%	18%ls	10%	5%
Speaking to someone who works for Royal Mail over the phone	584	33	548	198	383	313	271	139	153	119	56	72	25	20	291	175	117	45	419	163
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	61%	58%	61%	63%	60%	61%	60%	60%	63%	57%	55%	70%	51%	48%	64%	56%	60%	49%	59%	66%
Another way (please specify)	226	10	216	95	131	148	77	65	67	44	17	25	4	4	132	60	33	8	144	79
I don't know	23%	16%	24%	30%ls	20%	25%gh	17%	30%ls	28%	21%	17%	24%	7%	10%	28%ghlm	19%	17%	8%	20%	32%ls
Unweighted Base	195	8	187	82	113	107	88	44	55	39	26	19	9	4	99	65	32	13	138	57
Weighted Base	20%	13%	21%	26%ls	18%	21%	20%	21%	23%	19%	25%	18%	18%	9%	22%	21%	16%	14%	20%	23%
Effective Base	18	2	16	2	16	10	8	2	3	4	2	3	4	*	5	5	7	4	15	1
Didn't need this information	2%	3%	2%	1%	2%	2%	2%	1%	1%	2%	2%	3%	7%	1%	1%	2%	4%	4%	2%	1%
On Royal Mail's website	42	1	41	3	38	17	25	8	2	15	-	4	2	12	10	15	17	13	34	5
Speaking to someone who works for Royal Mail over the phone	4%	1%	5%	1%	5%ghlm	3%	6%	4%	1%	5%ghlm	-	4%	3%	28%	2%	5%	5%gh	5%ghlm	5%	2%

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £28,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	857	268	245	160	184	513	344	602	239	80	86	197	255	178	538	82	725	261	550	46
Weighted Base	961	261	288	202	209	549	411	728	215	78*	94*	241	283	194	619	80*	820	252	652	56*
Effective Base	539	149	154	112	125	302	237	388	146	48	53	133	160	105	346	49	455	149	357	33
Didn't need this information	86	26	16	22	22	43	44	52	32	9	9	22	25	12	56	10	72	21	55	10
	9%	10%	6%	17%	10%	8%	17%	7%	13%	12%	9%	9%	6%	9%	12%	9%	9%	8%	8%	18%
On Royal Mail's website	584	167	181	122	114	348	236	465	111	44	57	125	189	128	371	46	501	130	430	24
	61%	64%	63%	60%	57%	63%	57%	64%	52%	56%	60%	52%	67%	66%	60%	57%	61%	52%	66%	42%
Speaking to someone who works for Royal Mail over the phone	226	64	83	41	38	147	78	196	27	11	21	73	63	47	156	11	204	77	137	11
	23%	25%	33%	20%	18%	23%	19%	23%	12%	14%	22%	32%	22%	24%	25%	13%	25%	31%	21%	20%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	195	56	60	40	40	116	80	158	35	9	13	60	64	39	137	9	176	68	112	16
	20%	21%	21%	20%	19%	21%	19%	22%	16%	17%	14%	23%	23%	20%	22%	17%	27%	27%	17%	28%
Another way (please specify)	18	2	4	3	9	6	12	11	6	3	3	6	1	2	10	3	12	7	9	2
	2%	1%	1%	1%	2%	1%	3%	1%	3%	3%	3%	3%	1%	2%	4%	4%	7%	3%	1%	4%
I don't know	42	3	12	5	22	15	27	21	20	9	8	10	7	5	24	9	30	14	26	2
	4%	1%	4%	2%	11%	3%	7%	3%	9%	11%	8%	4%	2%	3%	4%	11%	4%	6%	4%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Rurality				Nation				Region										
	Total	Urban (a)	Rural Including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	887	598	289	116	497	138	120	102	36	62	48	49	61	61	71	59	50	15	123
Weighted Base	961	836	124*	24**	847	60*	33*	21*	30*	117*	68*	62*	93*	96*	170*	138*	71*	5**	54*
Effective Base	539	479	61	16	438	78	56	66	34	59	46	47	55	55	69	56	48	6	71
Didn't need this information	86	80	7	2	76	5	4	2	3	10	9	7	5	10	10	16	6	2	3
On Royal Mail's website	95	10%	5%	7%	9%	6%	11%	10%	10%	8%	13%	11%	5%	10%	6%	12%	8%	34%	5%
Speaking to someone who works for Royal Mail over the phone	584	502	82	17	522	33	17	11	15	78	43	35	62	57	111	77	43	3	30
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	61%	60%	66%	71%	62%	55%	52%	54%	50%	67%	63%	56%	66%	59%	65%	56%	61%	59%	55%
Another way (please specify)	228	201	24	4	200	14	8	4	8	23	11	15	20	36	48	26	14	1	13
I don't know	23%	24%	30%	19%	24%	24%	24%	18%	23%	19%	16%	23%	21%	21% 21% (base)	28%	19%	19%	13%	25%
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r	195	174	22	5	162	17	9	8	7	14	9	17	20	10	47	18	21	*	16
* small base, ** very small base (under 30) - ineligible for sig testing	26%	27%	17%	20%	19%	28%	26%	25% 25% (base)	22%	12%	14%	26% 26% (base)	21%	10%	23% 23% (base)	13%	26% 26% (base)	9%	30% 30% (base)
	18	16	1	*	17	*	1	*	4	2	2	1	1	2	3	2	-	-	*
	2%	2%	1%	1%	2%	*	2%	1%	23% 23% (base)	2%	2%	2%	1%	3%	2%	7%	-	-	*
	42	34	8	*	36	3	3	*	1	3	3	3	4	2	5	13	1	*	3
	4%	4%	6%	1%	4%	5%	8%	2%	3%	3%	5%	5%	4%	2%	3%	9%	1%	1%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Table 147

Base : Those making a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	867	415	236	590	411	415	33	91	236	25	95	294	344	119	77	22	638	99	363	322	107	45	16	685	61	500	357
Weighted Base	961	470	245	682	457	470	35**	84*	245	23**	80*	336	403	129*	74*	19**	739	92*	411	357	124*	46**	19**	768	65*	568	393
Effective Base	539	263	141	377	254	263	21	63	141	17	55	181	222	77	46	13	404	59	227	203	66	28	12	430	40	319	220
Didn't need this information	86	54	22	60	28	54	8	16	22	*	10	30	30	17	5	3	61	8	34	33	10	5	2	67	7	45	41
	9%	11%	9%	9%	6%	11%	22%	19%	9%	1%	12%	9%	8%	13%	7%	16%	8%	9%	8%	8%	17%	13%	9%	11%	8%	11%	
On Royal Mail's website	584	275	143	421	290	275	15	44	143	17	34	206	257	68	43	10	463	53	277	221	52	22	8	498	30	355	229
	61%	59%	59%	62%	63%	59%	43%	53%	61%	72%	42%	61%	64%	52%	58%	54%	63%	57%	61%	62%	42%	48%	44%	61%	47%	62%	58%
Speaking to someone who works for Royal Mail over the phone	226	115	45	176	106	115	3	12	45	7	11	68	106	30	18	3	174	21	68	64	36	12	2	173	13	102	58
	23%	25%	19%	26%	23%	25%	8%	14%	19%	28%	14%	20%	26%	23%	24%	17%	24%	23%	22%	24%	29%	29%	9%	23%	21%	30%	19%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	198	102	47	147	92	102	4	11	47	5	19	58	68	25	12	3	198	14	80	68	24	16	7	148	23	140	55
	20%	22%	19%	22%	20%	102	22%	10%	19%	5	21%	28%	17%	20%	16%	15%	21%	15%	19%	19%	20%	35%	38%	19%	58%	19%	14%
Another way (please specify)	18	8	8	10	9	8	2	-	8	1	6	11	4	3	-	-	15	-	12	3	3	-	-	15	-	6	12
	2%	2%	3%	1%	2%	2%	6%	-	3%	4%	7%	3%	1%	2%	-	-	2%	-	3%	1%	2%	-	-	2%	-	7%	3%
I don't know	42	17	10	25	19	17	4	5	10	-	9	15	15	9	4	-	30	4	13	11	16	-	-	24	-	7	35
	4%	4%	4%	4%	4%	4%	11%	6%	4%	-	11%	4%	4%	7%	5%	-	4%	4%	3%	3%	16%	-	-	3%	-	1%	9%

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	867	88	758	11	333	459	65	767	58	20	4	845	8
Weighted Base	961	82*	865	15**	341	534	86*	865	60*	21**	4**	946	10**
Effective Base	539	48	482	9	198	295	47	480	37	13	3	530	7
Didn't need this information	86	8	77	1	32	50	5	79	3	3	-	85	2
9%	9%	10%	9%	9%	9%	9%	5%	9%	5%	15%	-	9%	14%
On Royal Mail's website	584	38	541	5	182	340	61	546	27	4	3	577	4
61%	46%	65%	36%	54%	64%	64%	71%	63%	45%	18%	68%	61%	38%
Speaking to someone who works for Royal Mail over the phone	226	24	193	9	80	124	22	164	23	5	1	218	6
23%	29%	22%	62%	24%	23%	25%	21%	40%	25%	30%	23%	23%	62%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	198	21	173	2	83	89	13	188	24	8	*	195	-
20%	25%	20%	11%	24%	19%	16%	19%	34%	39%	2%	21%	-	-
Another way (please specify)	18	-	18	-	6	8	3	18	-	-	-	18	-
2%	-	2%	-	2%	2%	2%	4%	2%	-	-	-	2%	-
I don't know	42	-	40	2	16	23	3	39	2	2	-	42	*
4%	-	5%	11%	5%	4%	3%	4%	3%	8%	-	4%	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	857	213	250	210	184	65	74	74	108	73	69	70	67	73	62	74	48
Weighted Base	961	229	278	249	204	64*	97*	68*	106*	88*	84*	73*	82*	94*	60*	80*	58*
Effective Base	539	136	157	133	114	45	50	43	61	48	49	39	44	50	35	48	32
Didn't need this information	86	24	23	22	17	7	14	3	12	7	5	4	9	10	4	9	4
On Royal Mail's website	8%	10%	8%	9%	9%	11%	15%	4%	11%	8%	8%	5%	5%	11%	10%	6%	12%
Speaking to someone who works for Royal Mail over the phone	584	141	167	152	123	33	59	50	68	54	45	53	48	51	36	45	43
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	61%	62%	60%	67%	60%	51%	60%	72%	64%	62%	54%	73%	58%	54%	54%	56%	74%
Another way (please specify)	226	46	76	41	63	10	11	25	26	20	30	9	15	17	16	31	16
I don't know	23%	20%	27%	16%	31%	15%	12%	25%	23%	38%	39%	13%	18%	18%	25%	38%	27%
Unweighted Base	195	40	67	56	33	15	18	6	24	16	28	14	21	20	9	10	14
Weighted Base	20%	17%	24%	22%	16%	23%	19%	10%	22%	18%	33%	19%	26%	22%	14%	12%	24%
Effective Base	18	5	6	4	3	2	-	3	3	3	-	2	1	1	1	-	1
Didn't need this information	2%	2%	2%	2%	1%	3%	-	4%	3%	3%	-	2%	2%	1%	1%	1%	2%
On Royal Mail's website	42	10	9	12	11	5	4	1	6	-	3	6	-	6	7	4	-
Speaking to someone who works for Royal Mail over the phone	4%	4%	3%	5%	5%	6%	4%	1%	6%	-	3%	6%	-	6%	11%	5%	-
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	61%	62%	60%	67%	60%	51%	60%	72%	64%	62%	54%	73%	58%	54%	54%	56%	74%
Another way (please specify)	226	46	76	41	63	10	11	25	26	20	30	9	15	17	16	31	16
I don't know	23%	20%	27%	16%	31%	15%	12%	25%	23%	38%	39%	13%	18%	18%	25%	38%	27%

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	867	49	808	308	549	443	414	181	189	186	110	103	55	33		370	296	191	88	389	180
Weighted Base	961	60*	896	316	645	513	448	214	241	210	101*	104*	50**	42**		454	311	195	91*	706	245
Effective Base	839	41	499	173	366	275	265	122	126	120	59	64	27	22		247	180	113	49	405	129
Very difficult (1)	64	10	54	14	51	27	37	5	7	13	11	22	2	3		12	24	28	6	55	8
	7%	16%	6%	4%	8%	5%	8%	3%	3%	6%	11% ^{gh}	21% ^{gh}	3%	8%		3%	8%	14% ^{gh}	6%	8%	3%
Fairly difficult (2)	114	10	104	39	75	57	57	30	27	18	18	13	3	4		57	37	20	7	96	17
	12%	15%	12%	12%	12%	71%	13%	14%	11%	9%	18%	12%	7%	9%		12%	12%	10%	8%	14% ^{gh}	7%
Neither easy nor difficult (3)	173	7	166	41	132	88	85	47	43	29	20	7	12	16		89	48	36	28	128	43
	18%	11%	19%	13%	19%	17%	19%	22% ^h	18%	14%	10% ^h	7%	24%	39%		20%	15%	18%	11% ^{gh}	18%	17%
Fairly easy (4)	369	25	343	124	244	210	158	88	107	85	31	38	12	8		164	115	58	20	269	67
	38%	39%	38%	39%	38%	41%	35%	41%	44%	40%	31%	37%	24%	20%		43% ^{gh}	37% ^h	30%	22%	38%	39%
Very easy (5)	218	11	207	96	121	123	95	43	56	57	14	22	20	6		98	72	48	26	145	70
	23%	18%	23%	19%	24%	24%	21%	20%	23%	23%	14%	21%	41%	14%		22%	23%	25%	28%	21%	29%
I don't know	23	1	22	1	22	7	17	1	2	8	7	1	*	4		3	15	6	4	13	11
	2%	2%	2%	*	3% ^c	1%	4%	1%	1%	4%	7% ^{gh}	1%	*	10%		1%	9% ^h	3%	9% ^h	2%	4%
NET Very/fairly easy	586	37	549	221	365	334	252	130	162	142	45	60	32	14		293	187	106	46	414	167
	61%	57%	61%	42% ^{gh}	57%	63% ^h	56%	61% ^h	61% ^h	61% ^h	45%	56%	64%	34%		64%	60%	54%	50%	59%	66%
NET Very/fairly difficult	178	20	159	53	125	84	94	35	34	32	20	35	6	7		69	61	49	13	152	25
	19%	11% ^h	18%	17%	19%	16%	21%	16%	14%	15%	20% ^{gh}	34% ^{gh}	12%	17%		15%	20%	24% ^{gh}	14%	21% ^h	10%
Mean	3.60	3.28	3.62	3.00	3.50	3.68	3.50	3.63 ^h	3.74 ^h	3.76 ^h	3.20	3.25	3.88	3.25		3.60 ^h	3.59	3.41	3.61	3.51	3.67 ^h
Std Dev.	1.17	1.36	1.15	1.14	1.17	1.12	1.21	1.04	1.03	1.15	1.25	1.47	1.17	1.12		1.03	1.21	1.36	1.19	1.19	1.03
Std Error	0.04	0.20	0.04	0.06	0.05	0.05	0.06	0.08	0.08	0.09	0.12	0.15	0.16	0.20		0.05	0.07	0.10	0.13	0.05	0.08

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	857	268	245	160	184	513	344	602	239	80	86	197	255	178	538	82	725	261	560	46
Weighted Base	961	261	288	202	209	549	411	728	215	78*	94*	241	283	194	619	80*	820	252	652	56*
Effective Base	539	149	154	112	125	302	237	388	146	48	53	133	160	105	346	49	455	149	357	33
Very difficult (1)	64	15	20	7	13	44	20	47	17	4	8	13	19	9	40	4	49	13	51	*
	7%	6%	13%	3%	6%	8%	5%	6%	8%	5%	9%	9%	7%	5%	6%	5%	6%	5%	8%	*
Fairly difficult (2)	114	23	36	26	29	59	55	80	34	8	13	22	31	29	66	8	95	26	81	8
	12%	9%	12%	13%	14%	11%	13%	11%	16%	11%	13%	9%	11%	15%	11%	10%	12%	10%	12%	15%
Neither easy nor difficult (3)	173	41	46	37	49	87	86	108	56	18	21	49	42	25	112	20	137	54	102	17
	18%	16%	16%	18%	24%	16%	21%	15%	38%	23%	22%	20%	15%	13%	18%	25%	17%	17%	16%	33%
Fairly easy (4)	368	103	127	75	63	230	138	311	54	18	36	106	123	73	264	18	342	83	268	17
	38%	39%	44%	37%	30%	42%	34%	43%	25%	23%	38%	44%	43%	38%	42%	22%	42%	33%	41%	31%
Very easy (5)	218	76	46	55	41	122	96	171	43	22	16	45	69	56	129	22	187	72	138	9
	23%	28%	16%	28%	20%	22%	23%	24%	20%	28%	17%	19%	24%	29%	21%	27%	23%	28%	21%	16%
I don't know	23	3	5	3	13	7	16	11	11	9	1	5	*	3	7	9	10	6	13	5
	2%	1%	2%	2%	6%	1%	4%	2%	5%	11%	1%	2%	*	1%	1%	11%	1%	2%	2%	9%
NET Very/fairly easy	586	179	173	130	104	352	234	482	97	39	52	151	181	129	394	39	529	155	405	26
	61%	68%	60%	63%	50%	64%	57%	66%	45%	50%	55%	63%	63%	66%	64%	49%	64%	61%	62%	47%
NET Very/fairly difficult	178	39	64	33	42	103	75	126	51	12	21	35	50	38	106	12	144	38	132	9
	19%	15%	22%	16%	20%	19%	18%	17%	24%	15%	22%	15%	18%	20%	17%	15%	18%	15%	20%	15%
Mean	3.60	3.60	3.44	3.73	3.46	3.60	3.59	3.70	3.35	3.66	3.41	3.63	3.68	3.72	3.62	3.64	3.64	3.71	3.56	3.51
Std Dev.	1.17	1.14	1.20	1.11	1.17	1.18	1.15	1.15	1.22	1.20	1.18	1.07	1.15	1.17	1.13	1.16	1.14	1.15	1.19	0.97
Std Error	0.04	0.07	0.08	0.09	0.09	0.05	0.06	0.05	0.08	0.14	0.13	0.08	0.07	0.09	0.05	0.14	0.04	0.07	0.05	0.15

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	857	598	259	116	497	138	120	102	36	62	48	49	61	61	71	59	50	15	123	
Weighted Base	961	836	124*	24**	847	60*	33*	21*	30	60*	117*	68*	62*	93*	96*	170*	138*	71*	5**	54*
Effective Base	639	479	61	16	438	78	56	66	34	59	46	47	55	55	69	56	48	6	71	
Very difficult	(1) 64	52	12	2	54	3	7	1	1	8	11	3	5	6	2	10	3	1	2	
	7%	6%	10%	7%	6%	9%	30% ^{ab}	6%	3%	7%	13% ^{ab}	5%	6%	10% ^{ab}	1%	6%	4%	11%	4%	
Fairly difficult	(2) 114	97	17	5	103	7	2	2	9	20	6	6	4	13	12	24	10	-	7	
	12%	12%	13%	20%	12%	11%	7%	7%	30% ^{ab} ^{new}	17% ^{ab}	9%	9%	4%	13%	7%	17% ^{ab}	13%	-	12%	
Neither easy nor	173	152	21	1	153	12	4	5	3	22	8	11	22	15	30	26	15	1	11	
difficult	(3) 18%	18%	17%	6%	18%	20%	11%	24%	9%	19%	11%	17%	24%	16%	18%	19%	21%	11%	20%	
Fairly easy	(4) 368	321	48	8	326	25	10	7	12	51	26	32	28	33	71	41	32	3	22	
	36%	38%	38%	35%	38%	41%	31%	36%	41%	44%	38%	33% ^{ab}	30%	34%	42%	30%	45%	54%	40%	
Very easy	(5) 218	192	25	7	190	13	10	5	5	13	12	10	34	22	45	37	11	1	12	
	23%	23%	20%	30%	22%	21%	31%	26%	16%	11%	16%	15%	33% ^{ab} ^{ab}	23%	42% ^{ab}	27% ^{ab}	16%	20%	21%	
I don't know	23	21	2	*	22	1	-	1	-	2	5	2	-	4	9	-	-	*	1	
	2%	3%	2%	2%	3%	2%	-	3%	-	1%	8% ^{ab}	3%	-	4%	5%	-	-	5%	2%	
NET Very/fairly	886	513	73	16	516	37	20	13	17	65	38	41	62	55	117	76	43	4	33	
easy	61%	61%	59%	65%	61%	63%	62%	62%	67%	65%	65%	66%	66%	67%	68%	56%	61%	72%	61%	
NET Very/fairly	178	150	28	7	157	10	9	2	10	29	17	9	9	22	14	34	13	1	9	
difficult	19%	18%	23%	27%	19%	16%	27% ^{ab}	12%	33% ^{ab} ^{ab}	24% ^{ab}	26% ^{ab}	14%	10%	23% ^{ab}	8%	25% ^{ab}	18%	11%	17%	
Mean	3.60	3.62	3.48	3.62	3.60	3.64	3.47	3.73	3.37	3.36	3.33	3.64	3.17 ^{ab}	3.50	3.61 ^{ab} ^{ab}	3.51	3.54	3.76	3.63	
Std Dev.	1.17	1.16	1.24	1.33	1.16	1.10	1.51	1.10	1.19	1.12	1.36	1.03	1.13	1.26	0.93	1.26	1.06	1.26	1.10	
Std Error	0.04	0.05	0.08	0.12	0.05	0.09	0.14	0.11	0.20	0.14	0.21	0.15	0.15	0.17	0.11	0.16	0.15	0.34	0.10	

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Stamp usage		1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (j)	Fairly reliant (k)	Neither reliant nor not reliant (l)	Not very reliant (m)	Not at all reliant (n)	Net reliant (o)	Net not reliant (p)	Very reliant (q)	Fairly reliant (r)	Neither reliant nor not reliant (s)	Not very reliant (t)	Not at all reliant (u)	Net reliant (v)	Net not reliant (w)	ANY affordability challenges (x)	No affordability challenges (y)	
Unweighted Base	857	415	236	590	411	415	33	91	236	25	95	294	344	119	77	22	638	99	363	322	107	45	16	685	61	500	357
Weighted Base	961	470	245	682	457	470	30**	84*	245	23**	80*	336	403	129*	74*	19**	739	92*	411	357	124*	46**	19**	768	65*	568	393
Effective Base	839	263	141	377	254	263	21	63	141	17	55	181	222	77	46	13	404	59	227	203	66	28	12	430	40	319	220
Very difficult (1)	64	24	25	38	38	24	4	8	25	-	8	17	25	5	13	5	42	15	30	25	5	2	3	54	5	28	36
	7%	5%	10%	6%	8%	9%	10%	9%	10%	1%	10%	5%	6%	4%	15% <i>base</i>	27%	6%	20% <i>base</i>	7%	7%	4%	5%	16%	7%	8%	5%	8%
Fairly difficult (2)	114	42	46	64	68	42	2	14	46	3	11	27	48	20	14	4	75	18	42	39	14	11	5	81	16	57	56
	12%	9%	19% <i>base</i>	9%	18% <i>base</i>	9%	5%	17%	19%	14%	14%	8%	12%	15%	15%	21%	10%	10% <i>base</i>	10%	11%	11%	25%	28%	11%	21% <i>base</i>	10%	14%
Neither easy nor difficult (3)	173	64	42	121	99	64	6	15	42	7	24	50	74	35	11	3	123	15	61	55	44	9	3	116	12	98	75
	18%	14%	17%	18%	22% <i>base</i>	14%	18%	18%	17%	20%	30%	15%	18%	20% <i>base</i>	15%	18%	17%	16%	15%	15%	15%	20%	14%	15%	18%	17%	19%
Fairly easy (4)	368	187	95	264	172	187	6	20	95	9	19	105	185	53	21	4	290	25	150	154	38	20	5	304	25	247	121
	38%	40%	39%	39%	36%	18%	18%	24%	39%	38%	24%	31%	40% <i>base</i>	41%	29%	22%	39%	27%	37%	43%	31%	43%	25%	40%	36%	24%	31%
Very easy (5)	216	143	33	180	70	143	11	22	33	4	14	123	66	14	13	2	369	15	122	73	16	3	4	125	6	132	86
	23%	30% <i>base</i>	13%	26% <i>base</i>	15%	30%	32%	17%	13%	17%	17%	17%	17% <i>base</i>	16%	11%	18%	13%	20% <i>base</i>	15%	20%	20%	13%	6%	20%	10%	22%	22%
I don't know	23	10	4	16	9	10	6	4	4	-	4	14	6	3	1	-	20	1	6	11	6	-	-	17	-	6	18
	2%	2%	2%	2%	2%	2%	7%	5%	2%	1%	5%	4%	1%	2%	2%	-	3%	1%	1%	3%	5%	-	-	2%	-	1%	2%
NET Very/fairly easy	586	330	128	444	242	330	16	43	128	13	33	229	251	66	34	6	479	41	272	277	54	23	8	499	31	370	207
	61%	30% <i>base</i>	52%	60% <i>base</i>	53%	10% <i>base</i>	50%	51%	52%	56%	41%	58% <i>base</i>	62% <i>base</i>	51%	46%	35%	60% <i>base</i>	44%	60% <i>base</i>	64% <i>base</i>	44%	50%	45%	60% <i>base</i>	48%	62% <i>base</i>	53%
NET Very/fairly difficult	178	66	71	102	107	66	6	22	71	3	19	44	73	25	27	9	116	36	71	64	19	14	9	136	22	85	93
	19%	14%	19% <i>base</i>	15%	19% <i>base</i>	14%	16%	24%	29%	14%	24%	13%	18%	19%	17%	47%	16%	20% <i>base</i>	17%	15%	15%	30%	41%	15%	22% <i>base</i>	15%	24% <i>base</i>
Mean	3.60	3.43% <i>base</i>	3.27	3.52% <i>base</i>	3.37	3.53%	3.68	3.44	3.27	3.59	3.27	3.47% <i>base</i>	3.52% <i>base</i>	3.40	3.09	2.73	3.52% <i>base</i>	3.02	3.52%	3.63%	3.40	3.20	3.07	3.52%	3.16	3.52%	3.44
Std Dev.	1.17	1.12	1.22	1.13	1.17	1.12	1.40	1.34	1.22	0.97	1.22	1.16	1.09	1.00	1.39	1.43	1.14	1.40	1.21	1.15	1.00	1.06	1.42	1.18	1.17	1.09	1.26
Std Error	0.04	0.06	0.08	0.05	0.06	0.06	0.25	0.14	0.08	0.20	0.13	0.07	0.06	0.09	0.16	0.30	0.05	0.14	0.06	0.06	0.10	0.16	0.36	0.05	0.15	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	857	88	758	11	333	459	65	767	58	20	4	845	8
Weighted Base	961	82*	865	15**	341	534	86*	865	60*	21**	4**	946	10**
Effective Base	639	48	482	9	198	295	47	480	37	13	3	530	7
Very difficult (1)	64	10	54	-	30	29	5	62	1	2	-	64	-
	7%	12%	6%	3%	9%	5%	6%	7%	1%	10%	-	7%	-
Fairly difficult (2)	114	9	104	-	45	63	5	99	9	3	-	112	2
	12%	12%	12%	-	13%	12%	6%	17%	16%	14%	-	12%	20%
Neither easy nor difficult (3)	173	12	158	4	59	88	23	144	16	5	-	166	8
	19%	14%	18%	25%	17%	17%	31% 34%	17%	27%	23%	-	18%	72%
Fairly easy (4)	368	24	340	4	117	223	28	334	24	6	4	364	1
	38%	29%	39%	28%	34%	42%	33%	39%	40%	29%	98%	36%	8%
Very easy (5)	218	24	189	5	84	120	14	203	10	5	-	216	-
	23%	30%	22%	33%	25%	22%	16%	24%	16%	22%	2%	23%	-
I don't know	23	2	20	2	7	10	6	23	-	-	-	23	*
	2%	2%	2%	11%	2%	2%	9% 16%	3%	-	-	-	2%	*
NET Very/fairly easy	586	48	529	9	201	343	43	537	34	11	4	582	1
	61%	59%	61%	60%	59%	64%	50%	62%	56%	51%	100%	61%	8%
NET Very/fairly difficult	178	19	158	-	75	92	10	161	10	5	-	176	2
	19%	24%	18%	3%	22%	17%	12%	19%	17%	24%	-	19%	20%
Mean	3.60	3.54	3.60	3.97	3.54	3.65	3.52	3.62	3.55	3.40	4.02	3.61	2.88
Std Dev.	1.17	1.37	1.15	1.04	1.25	1.12	1.07	1.18	0.98	1.27	0.17	1.17	0.54
Std Error	0.04	0.15	0.04	0.33	0.07	0.05	0.14	0.04	0.13	0.29	0.09	0.04	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Table 148

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	857	213	250	210	184	65	74	74	108	73	69	70	67	73	62	74	48
Weighted Base	961	229	278	249	204	64*	97*	68*	106*	80*	84*	73*	82*	94*	66*	80*	58*
Effective Base	539	136	157	133	114	45	50	43	61	48	49	38	44	50	35	48	32
Very difficult	(1) 64	9	18	25	13	5	2	2	9	6	3	6	7	12	2	6	5
	7%	4%	6%	10%	6%	8%	2%	2%	9%	7%	4%	8%	9%	12%	2%	8%	9%
Fairly difficult	(2) 114	28	31	19	35	8	16	4	4	13	14	8	7	4	14	19	3
	12%	12%	11%	8%	19%	12%	15%	6%	4%	14%	15%	11%	8%	4%	21%	24%	9%
Neither easy nor difficult	(3) 173	41	48	61	23	17	11	13	22	13	13	15	18	27	10	6	7
	18%	18%	17%	24%	11%	26%	12%	19%	21%	15%	16%	21%	22%	29%	15%	7%	12%
Fairly easy	(4) 368	93	100	99	77	19	38	26	33	35	32	33	35	30	27	21	29
	38%	40%	36%	40%	38%	30%	39%	33%	31%	40%	38%	40%	40%	32%	40%	26%	51%
Very easy	(5) 218	50	74	42	52	10	28	13	35	20	19	10	14	17	13	26	14
	23%	22%	29%	17%	26%	15%	29%	19%	33%	23%	22%	14%	17%	18%	20%	32%	24%
I don't know	23	8	7	4	4	5	2	-	3	2	3	-	*	4	1	3	-
	2%	3%	3%	2%	2%	3%	2%	-	3%	2%	3%	-	*	4%	2%	3%	-
NET Very/fairly easy	586	143	174	141	129	29	65	49	68	55	51	43	50	47	40	47	43
	61%	62%	62%	56%	63%	45%	67%	72%	64%	62%	61%	60%	60%	51%	60%	58%	74%
NET Very/fairly difficult	178	37	49	44	48	14	18	6	13	18	17	14	14	15	15	25	8
	19%	16%	18%	18%	24%	21%	18%	6%	13%	21%	20%	17%	16%	16%	23%	32%	13%
Mean	3.60	3.67	3.67	3.46	3.60	3.33	3.78	3.86	3.77	3.58	3.61	3.46	3.52	3.42	3.55	3.53	3.76
Std Dev.	1.17	1.08	1.18	1.17	1.23	1.17	1.11	0.90	1.22	1.19	1.13	1.13	1.14	1.23	1.11	1.38	1.13
Std Error	0.04	0.08	0.08	0.08	0.09	0.15	0.13	0.11	0.12	0.14	0.14	0.13	0.14	0.15	0.14	0.16	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	170	13	157	53	117	79	91	32	27	28	28	35	11	9	59	58	55	20	151	18
Weighted Base	178	20**	158*	53**	125*	84*	94*	35**	34**	32**	29**	35**	6**	7**	69*	61*	48**	13**	152*	26**
Effective Base	102	11	91	28	74	45	57	20	17	21	16	21	4	5	37	36	29	9	88	13
Finding out how to make a complaint	86	7	79	20	65	41	45	16	14	17	11	23	3	1	30	29	27	5	76	9
Getting through to the right person to speak to	48%	34%	50%	39%	52%	49%	48%	45%	41%	55%	39%	65%	59%	17%	43%	47%	57%	38%	50%	34%
Other (please specify)	101	17	83	31	70	49	52	24	22	19	14	2	3	46	46	35	19	5	85	16
I don't know	13%	-	14%	11%	14%	20%	7%	-	*	13%	11%	22%	67%	53%	*	12% ^{ns}	32%	59%	14%	8%
	1	-	1	-	1	-	1	-	-	-	-	-	-	-	1	-	-	-	1	-
	4%	-	1%	-	1%	-	1%	4%	-	-	-	-	-	-	2%	-	-	-	1%	-

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	170	47	55	31	37	102	68	109	60	14	19	35	47	36	101	14	139	38	123	9
Weighted Base	178	39**	64*	33**	42**	103*	75*	126*	51*	12**	21**	35**	50*	38**	106*	12**	144*	38**	132*	9**
Effective Base	102	25	33	19	26	58	45	66	39	9	12	20	30	20	63	9	83	22	74	7
Finding out how to make a complaint	86	24	27	12	22	51	35	61	25	7	11	16	25	16	51	7	67	21	63	2
	48%	62%	42%	38%	53%	50%	46%	48%	49%	59%	51%	44%	50%	42%	48%	59%	46%	57%	48%	21%
Getting through to the right person to speak to	101	19	41	22	18	60	40	75	26	6	24	29	25	25	59	6	83	16	77	7
	57%	49%	64%	67%	44%	59%	54%	59%	50%	48%	28%	67%	59%	65%	55%	48%	58%	43%	59%	88%
Other (please specify)	23	4	5	4	10	9	14	13	10	1	6	6	4	6	16	1	22	2	20	-
	13%	10%	8%	12%	24%	8%	19%	10%	16%	10%	27%	18%	8%	15%	15%	10%	15%	7%	15%	-
I don't know	1	1	-	-	-	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	1%	3%	-	-	-	1%	-	1%	-	-	-	-	-	3%	-	-	1%	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	170	109	61	29	96	28	29	17	12	16	13	7	6	12	6	16	9	4	24
Weighted Base	178	150*	28**	7**	157*	10**	9**	2**	10**	29**	17**	9**	9**	22**	14**	34**	13**	1**	9**
Effective Base	102	89	14	4	83	16	11	12	11	15	12	7	5	10	6	14	9	3	14
Finding out how to make a complaint	86	71	15	5	74	6	5	1	4	16	11	5	6	10	9	5	8	*	6
	48%	48%	52%	83%	47%	63%	56%	40%	36%	56%	62%	59%	67%	49%	65%	15%	61%	63%	63%
Getting through to the right person to speak to	101	84	17	2	88	6	5	2	7	18	5	4	4	14	8	25	4	1	5
	57%	56%	59%	34%	56%	62%	56%	64%	73%	62%	29%	43%	39%	64%	56%	73%	30%	87%	60%
Other (please specify)	23	20	3	*	22	*	*	*	1	-	4	1	3	2	-	9	1	-	*
	13%	13%	10%	5%	14%	3%	4%	6%	8%	-	25%	12%	37%	10%	-	26%	5%	-	3%
I don't know	1	1	*	*	1	-	-	*	-	-	-	1	-	-	-	*	*	-	-
	1%	1%	*	1%	1%	-	-	3%	-	-	-	15%	-	-	-	-	-	-	-

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

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	170	64	72	92	100	64	4	20	72	6	30	50	64	25	24	6	114	30	72	59	17	13	7	131	20	78	92
Weighted Base	178	66*	71**	102**	107**	66*	6**	22**	71*	3**	19**	44**	73*	25**	27**	9**	116*	36**	71*	64*	19**	14**	8**	136*	22**	85*	93*
Effective Base	102	39	40	59	60	39	3	16	40	3	16	27	39	16	14	5	66	20	42	36	9	5	78	14	48	54	
Finding out how to make a complaint	86	36	35	49	48	36	4	12	35	2	10	26	40	6	11	2	67	13	40	29	3	11	3	70	13	37	49
48%		54%	49%	48%	45%	54%	71%	55%	49%	56%	53%	60%	56%	25%	47%	21%	57%	36%	56%	46%	15%	76%	36%	51%	62%	43%	53%
Getting through to the right person to speak to	101	28	41	56	69	28	4	7	41	*	11	23	40	18	14	6	62	20	36	39	15	4	75	9	53	47	
57%		43%	57%	55%	63**	43%	65%	33%	57%	9%	57%	52%	54%	73%	52%	64%	53%	54%	51%	61%	79%	30%	56%	56%	40%	63%	51%
Other (please specify)	23	9	14	9	14	9	-	5	14	1	5	8	7	2	5	-	16	5	10	8	3	-	2	18	2	9	14
13%		14%	19%	9%	13%	14%	-	21%	19%	36%	26%	19%	10%	9%	17%	-	14%	13%	15%	12%	14%	-	28%	13%	10%	17%	15%
I don't know	1	*	1	*	1	*	-	-	1	-	-	-	-	-	*	1	-	1	-	*	-	1	-	*	1	1	-
1%		*	2%	*	1%	*	-	-	2%	-	-	-	-	-	*	15%	-	4%	-	*	-	8%	-	*	6%	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	170	17	152	1	73	87	10	152	11	6	-	169	1
Weighted Base	178	19**	158*	***	75*	92*	10**	161*	10**	5**	..**	176	2**
Effective Base	102	12	90	1	45	52	6	91	7	4	-	101	1
Finding out how to make a complaint	86 48%	9 45%	77 49%	-	34 45%	48 52%	4 39%	83 52%	2 17%	1 15%	-	86 49%	-
Getting through to the right person to speak to	101 57%	11 54%	90 57%	* 100%	41 54%	50 54%	10 96%	87 54%	8 84%	3 59%	-	99 56%	2 100%
Other (please specify)	23 13%	-	23 14%	-	9 12%	14 15%	-	23 14%	-	-	-	23 13%	-
I don't know	1 1%	1 7%	* -	-	1 2%	-	-	* -	-	1 26%	-	1 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig. testing

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	170	38	43	42	47	12	11	15	13	19	11	18	12	12	14	23	10
Weighted Base	178	37**	49**	44**	48**	14**	18**	6**	13**	18**	17**	14**	14**	15**	15**	25**	8**
Effective Base	102	21	27	26	28	9	8	6	8	11	9	10	7	10	8	16	5
Finding out how to make a complaint	86	19	26	20	21	8	8	3	5	9	12	5	4	11	7	14	1
Getting through to the right person to speak to	48%	51%	53%	45%	44%	57%	44%	54%	38%	50%	69%	38%	27%	69%	43%	54%	9%
Other (please specify)	101	19	33	23	25	6	10	4	7	15	11	7	10	6	6	15	4
I don't know	57%	52%	68%	52%	52%	42%	55%	68%	53%	82%	65%	48%	69%	41%	42%	58%	50%
	23	2	2	7	12	2	+	+	-	2	-	3	3	1	4	4	3
	13%	6%	4%	15%	25%	16%	+	3%	-	10%	-	19%	23%	5%	27%	17%	46%
	1	-	1	-	+	-	-	-	1	-	-	-	-	-	-	-	+
	1%	-	3%	-	+	-	-	-	10%	-	-	-	-	-	-	-	1%

Proportions/Means. Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Table 150

Base : Those making a complaint to the Royal Mail

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	867	49	808	308	549	443	414	181	189	186	110	103	55	33	370	290	191	88	889	160	
Weighted Base	961	65*	896	316	645	513	448	214	241	210	101*	104*	50**	42**	454	311	195	91*	706	245	
Effective Base	839	41	499	173	366	275	265	122	126	120	59	64	27	22	247	180	113	49	405	129	
Very dissatisfied	(1) 102	17	85	29	73	59	43	14	14	22	16	27	2	8	29	37	37	10	90	12	
	12%	29%	9%	9%	11%	12%	10%	7%	6%	10%	16%	26%	5%	18%	6%	12%	19%	11%	13%	5%	
Fairly dissatisfied	(2) 111	6	105	24	87	45	66	25	29	20	14	13	5	5	54	34	23	10	88	23	
	12%	9%	12%	8%	13%	9%	13%	12%	12%	9%	14%	12%	10%	12%	12%	11%	12%	11%	12%	9%	
Neither satisfied or dissatisfied	156	8	146	40	114	79	76	41	35	35	13	17	10	4	76	47	31	14	121	30	
	(3) 16%	13%	16%	13%	16%	15%	17%	19%	15%	17%	12%	17%	20%	10%	17%	15%	16%	16%	17%	12%	
Fairly satisfied	(4) 379	22	357	136	243	216	163	86	113	77	34	33	16	20	199	111	69	36	266	109	
	44%	34%	40%	43%	38%	42%	36%	40%	47%	37%	33%	32%	32%	46%	44%	36%	35%	39%	38%	45%	
Very satisfied	(5) 193	11	181	82	111	108	85	48	47	50	18	12	13	4	95	68	29	17	127	64	
	20%	17%	20%	20%	17%	21%	19%	22%	20%	24%	18%	12%	13	10%	21%	22%	15%	18%	18%	20%	
Don't know	21	-	21	4	17	7	14	-	2	7	2	1	4	1	2	13	6	5	15	6	
	2%	-	2%	1%	3%	1%	3%	-	1%	3%	1%	1%	8%	2%	2	4%	5%	5%	2%	3%	
NET Very/slightly satisfied	572	33	538	218	354	323	248	134	160	128	52	46	28	24	294	180	98	53	362	174	
	66%	52%	60%	59%	55%	63%	55%	53%	58%	51%	44%	57%	37%	58%	53%	56%	50%	57%	56%	58%	
NET Very/slightly dissatisfied	213	23	190	53	160	104	110	39	43	41	30	40	7	13	82	71	60	20	129	35	
	22%	33%	21%	17%	25%	20%	24%	18%	16%	20%	29%	35%	15%	30%	18%	23%	31%	22%	23%	14%	
Mean	3.48	3.07	3.51%	3.70%	3.37	3.53	3.42	3.46%	3.63%	3.57%	3.26	2.92	3.69	3.19	3.47	3.16	3.45	3.36	3.36	3.60%	
Std Dev.	1.24	1.49	1.22	1.21	1.25	1.25	1.24	1.15	1.11	1.26	1.37	1.41	1.15	1.32	1.13	1.30	1.36	1.25	1.28	1.10	
Std Error	0.04	0.21	0.04	0.07	0.05	0.06	0.06	0.09	0.08	0.09	0.13	0.14	0.16	0.23	0.08	0.08	0.10	0.14	0.05	0.09	

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with.... - How your complaint was handled

Table 150

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	857	268	245	160	184	513	344	602	239	80	86	107	255	178	538	82	725	261	560	46
Weighted Base	961	261	288	202	209	549	411	728	215	78*	94*	241	283	194	619	80*	820	252	652	56*
Effective Base	539	149	154	112	125	302	237	388	146	48	53	133	160	105	346	49	455	149	357	33
Very dissatisfied (1)	102	31	41	11	19	71	31	80	22	4	12	20	28	21	58	4	79	23	77	2
	11%	12%	15%	6%	9%	13%	7%	11%	10%	5%	13%	8%	9%	17%	9%	5%	10%	9%	12%	4%
Fairly dissatisfied (2)	111	29	32	27	24	80	51	82	28	6	12	33	33	19	78	6	99	24	82	5
	12%	11%	11%	13%	11%	11%	12%	11%	13%	8%	12%	14%	12%	10%	13%	8%	12%	10%	13%	9%
Neither satisfied or dissatisfied (3)	155	38	40	37	40	77	77	110	39	10	15	37	49	29	101	12	131	32	108	14
	16%	14%	14%	18%	19%	14%	19%	15%	18%	13%	16%	15%	17%	15%	18%	15%	16%	13%	17%	26%
Fairly satisfied (4)	379	103	124	79	74	227	152	289	85	27	40	106	116	77	263	27	342	105	253	21
	39%	39%	43%	39%	35%	41%	37%	40%	39%	34%	42%	44%	41%	39%	42%	34%	42%	42%	39%	37%
Very satisfied (5)	193	59	49	45	40	108	85	156	33	26	14	38	55	47	107	26	158	65	119	9
	20%	23%	17%	22%	19%	20%	21%	21%	15%	19%	10%	16%	20%	24%	17%	19%	26%	26%	18%	16%
Don't know	21	2	4	4	12	6	15	11	9	5	2	6	3	1	12	5	13	3	13	4
	2%	1%	1%	2%	1%	1%	4%	1%	4%	5%	2%	3%	1%	*	2%	6%	2%	1%	2%	8%
NET Veryfairly satisfied	872	162	172	123	114	335	237	445	118	53	54	144	172	124	370	53	498	170	372	30
	60%	62%	60%	61%	54%	61%	58%	61%	55%	68%	57%	60%	61%	64%	60%	61%	66%	61%	57%	53%
NET Veryfairly dissatisfied	213	60	72	38	43	132	81	162	50	10	24	53	59	40	136	10	178	47	159	8
	22%	23%	25%	19%	21%	24%	20%	22%	23%	13%	25%	22%	21%	21%	22%	12%	22%	19%	24%	13%
Mean	3.48	3.50	3.38	3.60	3.46	3.44	3.53	3.50	3.38	3.50%	3.36	3.46	3.51	3.57	3.47	3.49%	3.49	3.50%	3.40	3.55
Std Dev.	1.24	1.26	1.29	1.14	1.22	1.29	1.18	1.26	1.22	1.15	1.26	1.17	1.20	1.26	1.20	1.14	1.21	1.22	1.26	1.05
Std Error	0.04	0.08	0.08	0.09	0.09	0.06	0.06	0.05	0.08	0.13	0.14	0.08	0.08	0.09	0.05	0.13	0.05	0.08	0.05	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Table 150

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	867	598	259	116	497	138	120	102	36	62	48	49	61	61	71	59	50	15	123		
Weighted Base	961	836	124*	24**	847	60*	33*	21*	30*	117*	68*	62*	93*	96*	170*	138*	71*	5**	54*		
Effective Base	539	478	61	16	438	78	56	66	34	59	46	47	55	55	69	56	48	6	71		
Very dissatisfied	(1) 102	90	12	5	94	3	4	1	4	16	14	6	5	12	10	19	9	1	2		
	11%	11%	10%	22%	11%	4%	12%	6%	12%	14%	29% sig	10%	5%	13%	6%	14%	13%	9%	4%		
Fairly dissatisfied	(2) 111	89	20	1	95	8	7	1	9	27	5	6	8	12	15	12	4	-	8		
	12%	10%	20% sig	4%	11%	13%	20% sig	6%	28% sig	31% sig	8%	10%	9%	12%	9%	9%	6%	-	14%		
Neither satisfied or dissatisfied	(3) 166	139	16	1	134	12	4	4	4	22	14	20	19	12	15	17	10	-	12		
	16%	17%	12%	6%	16%	21%	13%	21%	14%	19%	20%	29% sig	21%	12%	9%	12%	14%	1%	23% sig		
Fairly satisfied	(4) 379	336	43	5	335	25	9	10	8	33	24	16	40	40	83	54	38	5	20		
	39%	40%	35%	21%	40%	42%	28%	46% sig	26%	28%	36%	25%	43%	41%	46% sig	39%	34%	64% sig	83%		
Very satisfied	(5) 193	168	24	11	169	10	9	4	6	18	7	14	20	16	45	35	10	-	10		
	20%	20%	20%	46%	20%	17%	27%	21%	19%	15%	10%	23%	21%	16%	53% sig	23%	14%	6%	16%		
Don't know	21	17	4	*	19	2	*	-	1	3	4	-	1	5	3	2	-	-	2		
	2%	2%	3%	*	2%	3%	*	-	2%	3%	6%	-	1%	5%	2%	1%	-	-	3%		
NET Very/fairly satisfied	572	504	68	16	505	35	18	14	14	51	31	30	48	55	127	88	48	5	30		
	60%	60%	55%	67%	60%	59%	54%	67%	14%	43%	46%	44% sig	46%	57%	71% sig	61% sig	61% sig	61% sig	66%		
NET Very/fairly dissatisfied	213	178	37	6	190	10	11	3	12	41	19	13	13	24	25	31	13	1	10		
	22%	21%	30%	27%	22%	17%	32% sig	12%	40% insig	35% insig	27%	20%	14%	25%	15%	22%	18%	9%	16%		
Mean	3.48	3.50	3.38	3.64	3.47	3.56	3.37	3.70	3.12	3.10	3.09	3.41	3.24	3.38	3.72	3.54	3.51	3.77	3.60		
Std Dev.	1.24	1.24	1.29	1.64	1.25	1.07	1.40	1.08	1.35	1.31	1.32	1.24	1.07	1.29	1.10	1.33	1.19	1.03	1.09		
Std Error	0.04	0.05	0.08	0.15	0.06	0.09	0.13	0.11	0.23	0.17	0.20	0.18	0.14	0.17	0.13	0.17	0.17	0.27	0.10		

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

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Table 150

Base : Those making a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	857	415	238	590	411	415	33	91	236	25	95	294	344	119	77	22	638	99	363	322	107	45	16	685	61	500	357		
Weighted Base	961	470	245	682	457	470	35**	84*	245	23**	80*	336	403	129*	74*	19**	739	92*	411	357	124*	46**	19**	768	65*	568	393		
Effective Base	539	263	141	377	254	263	21	63	141	17	55	181	222	77	46	13	404	59	227	203	66	28	12	430	40	319	220		
Very dissatisfied (1)	102	51	34	66	48	51	4	11	34	-	8	30	39	10	15	7	69	22	43	41	7	6	4	84	11	32	70		
	11%	11%	14%	10%	17%	17%	10%	13%	14%	1%	10%	9%	10%	6%	21% High	37%	9%	26% High	10%	11%	5%	14%	24%	11%	17%	6%	18% High		
Fairly dissatisfied (2)	111	43	37	70	64	43	*	10	37	5	13	23	55	17	14	2	78	16	36	28	23	18	5	64	23	66	45		
	12%	9%	10%	10%	14%	9%	1%	12%	19%	21%	17%	7%	16% High	13%	16% High	10%	17%	16% High	9%	8%	16% High	40%	26%	8%	16% High	12%	11%		
Neither satisfied or dissatisfied (3)	155	58	51	92	87	58	1	6	54	4	19	37	55	45	14	3	92	17	50	60	32	10	2	110	12	85	70		
	16%	12%	12% Low	13%	19% Low	12%	2%	7%	22%	19%	23%	11%	14%	30% High	19%	17%	13%	19%	12%	17%	17%	21%	11%	14%	16%	15%	16%		
Fairly satisfied (4)	379	198	78	294	172	198	15	40	76	8	26	116	199	39	22	3	316	24	161	152	49	10	6	313	16	255	124		
	39%	42% High	31%	43% High	36%	42%	43%	48%	31%	32%	33%	35%	40% High	30%	29%	15%	43% High	26%	39%	39%	39%	22%	33%	24% High	25%	43% High	32%		
Very satisfied (5)	193	116	34	153	72	116	13	17	34	6	8	117	50	14	7	4	168	10	112	88	10	2	1	129	3	124	69		
	20%	24% High	14%	22% Low	16%	25%	39%	20%	14%	24%	10%	52% High	13%	17%	9%	20%	21% High	11%	27% High	16% High	8%	4%	7%	23% High	4%	22%	16%		
Don't know	21	3	10	7	13	3	2	*	10	1	5	12	3	4	2	-	15	2	9	8	4	-	-	17	-	6	15		
	2%	1%	7% Low	1%	3%	1%	5%	*	4%	3%	7%	3%	1%	3%	3%	-	2%	3%	2%	2%	3%	-	-	2%	-	1%	3% High		
NET Very/fairly satisfied	572	314	110	448	244	314	29	57	110	13	34	234	250	53	28	6	484	35	272	220	59	12	7	492	19	379	193		
	60%	67% High	45%	66% High	53%	67%	82%	68%	45%	57%	43%	70% High	62% High	42%	38%	35%	65% High	38%	60% High	62% High	48%	25%	39%	64% High	29%	67% High	49%		
NET Very/fairly dissatisfied	213	94	71	136	113	94	4	21	71	5	21	53	94	27	25	9	147	38	79	69	29	25	9	148	34	98	115		
	22%	20%	17% Low	20%	25%	20%	12%	25%	29%	22%	27%	16%	23%	21%	24% High	48%	20%	26% High	19%	19%	24%	53%	50%	19%	47% High	17%	24% High		
Mean	3.48	3.89% High	3.17	3.39% High	3.35	3.61	4.04	3.50	3.17	3.59	3.18	3.53% High	3.42% High	3.25	2.87	2.70	3.53% High	2.83	3.50% High	3.53% High	3.30% High	2.62	2.72	3.50% High	2.65	3.50% High	3.20		
Std Dev.	1.34	1.26	1.27	1.22	1.22	1.26	1.22	1.30	1.27	1.14	1.18	1.25	1.17	1.08	1.31	1.61	1.22	1.37	1.27	1.23	1.04	1.09	1.36	1.25	1.16	1.11	1.37		
Std Error	0.04	0.06	0.08	0.05	0.06	0.06	0.22	0.14	0.08	0.23	0.12	0.07	0.06	0.10	0.15	0.34	0.05	0.14	0.07	0.07	0.10	0.16	0.34	0.05	0.15	0.05	0.07		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Table 150

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	857	88	758	11	333	459	65	767	58	20	4	845	8
Weighted Base	961	82*	865	15**	341	534	86*	865	60*	21**	4**	946	10**
Effective Base	539	48	482	9	198	295	47	480	37	13	3	530	7
Very dissatisfied (1)	102	6	94	2	33	63	6	96	4	1	-	101	1
	17%	8%	11%	11%	10%	12%	7%	11%	7%	5%	-	11%	8%
Fairly dissatisfied (2)	111	15	94	2	44	62	5	99	8	2	-	109	2
	12%	18%	11%	11%	13%	12%	6%	11%	13%	11%	-	12%	15%
Neither satisfied or dissatisfied (3)	156	14	139	1	48	92	15	132	9	6	1	147	7
	16%	18%	16%	9%	14%	17%	17%	15%	16%	28%	35%	15%	64%
Fairly satisfied (4)	379	33	341	5	144	199	36	332	32	12	2	375	1
	39%	40%	39%	36%	42%	37%	42%	38%	53%	55%	65%	40%	13%
Very satisfied (5)	193	13	175	5	63	113	16	185	7	1	-	193	-
	20%	16%	20%	33%	19%	21%	19%	21%	12%	3%	-	20%	-
Don't know	21	-	21	-	9	5	7	21	-	-	-	21	-
	2%	-	2%	-	3%	1%	8.0%	2%	-	-	-	2%	-
NET Very/fairly satisfied	572	46	516	10	207	311	53	517	39	12	2	568	1
	60%	56%	60%	69%	61%	58%	61%	60%	65%	58%	65%	60%	13%
NET Very/fairly dissatisfied	213	21	189	3	77	125	11	196	12	3	-	211	2
	22%	26%	22%	22%	23%	23%	13%	23%	19%	16%	-	22%	23%
Mean	3.48	3.39	3.48	3.68	3.48	3.45	3.66	3.49	3.51	3.40	3.65	3.48	2.83
Std Dev	1.24	1.18	1.25	1.38	1.22	1.28	1.12	1.27	1.08	0.93	0.56	1.25	0.80
Std Error	0.04	0.13	0.05	0.41	0.07	0.06	0.14	0.05	0.14	0.21	0.28	0.04	0.28

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Table 150

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	857	213	250	210	184	65	74	74	108	73	69	70	67	73	62	74	48
Weighted Base	961	229	278	249	204	64*	97*	68*	106*	88*	84*	73*	62*	94*	66*	80*	58*
Effective Base	539	136	157	133	114	45	50	43	61	48	49	38	44	50	35	48	32
Very dissatisfied	(1) 102	20	31	30	20	8	10	1	9	9	13	12	7	11	7	5	9
	17%	9%	11%	12%	10%	14%g	10%	2%	9%	10%	15%g	17%g	9%	11%	10%	6%	18%g
Fairly dissatisfied	(2) 111	25	27	24	34	7	14	4	3	12	12	7	8	9	8	15	12
	12%	11%	10%	10%	17%	11%	12%h	6%	3%	14%h	14%h	10%	10%	9%	12%	19%h	23%h
Neither satisfied or dissatisfied	(3) 155	43	50	39	23	13	18	12	23	9	19	11	13	14	6	10	7
	16%	19%	18%	16%	11%	20%	18%	18%	22%	10%	22%	16%	16%	15%	10%	13%	12%
Fairly satisfied	(4) 379	86	97	108	88	21	32	33	38	32	27	34	35	39	39	32	26
	39%	38%	35%	43%	43%	33%	33%	48%	36%	36%	32%	46%	42%	42%	46%	38%	45%
Very satisfied	(5) 193	51	65	42	34	13	21	16	30	23	12	8	17	17	12	18	5
	20%	22%	24%	17%	17%	20%	21%	26%	28%h	26%g	14%	11%	21%	18%	16%	22%	8%
Don't know	21	4	7	6	4	2	2	-	2	4	2	1	2	4	1	3	-
	2%	2%	3%	3%	2%	3%	2%	-	2%	4%	2%	1%	3%	4%	2%	3%	-
NET Very/fairly satisfied	672	137	162	150	122	34	53	50	69	55	39	42	51	57	43	48	31
	60%	60%	58%	60%	60%	53%	55%	70%h	65%	62%	46%	57%	63%	60%	66%	59%	54%
NET Very/fairly dissatisfied	213	46	58	54	55	16	24	5	13	21	25	19	16	19	15	20	20
	22%	20%	21%	22%	27%	13%g	12%g	8%	12%	14%g	13%g	12%g	19%	21%	23%	25%g	25%g
Mean	3.48	3.54	3.51	3.44	3.40	3.34	3.42	3.51d/lo	3.74j	3.57	3.16	3.24	3.57	3.48	3.51	3.53	3.12
Std Dev.	1.24	1.21	1.28	1.24	1.24	1.32	1.28	0.92	1.18	1.32	1.29	1.28	1.20	1.26	1.23	1.22	1.26
Std Error	0.04	0.08	0.08	0.09	0.09	0.17	0.15	0.11	0.11	0.16	0.16	0.15	0.15	0.15	0.16	0.14	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Table 151

Base : Those making a complaint to the Royal Mail

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	857	49	808	308	549	443	414	181	189	186	110	103	55	33	370	290	191	88	889	160	
Weighted Base	961	65*	896	316	645	513	448	214	241	210	101*	104*	50**	42**	454	311	195	91*	706	245	
Effective Base	839	41	499	173	366	275	265	122	126	120	59	64	27	22	247	180	113	49	405	129	
Very dissatisfied	(1) 119	19	100	26	92	64	54	11	14	26	21	31	8	7	26	47	46	15	103	15	
	12%	29%	11%	8%	14%	13%	12%	5%	6%	13%	20%	30%	15%	17%	6%	16%	23%	16%	19%	6%	
Fairly dissatisfied	(2) 106	9	99	27	81	40	68	35	27	19	10	8	7	4	61	29	18	10	85	22	
	11%	14%	11%	9%	13%	8%	15%	16%	11%	9%	10%	7%	14%	8%	13%	9%	9%	11%	12%	9%	
Neither satisfied or dissatisfied	(3) 172	10	162	47	125	95	77	45	46	29	15	20	8	9	92	44	37	17	128	40	
	18%	15%	18%	15%	19%	19%	17%	21%	19%	14%	15%	19%	16%	21%	20%	14%	19%	18%	18%	16%	
Fairly satisfied	(4) 329	15	314	108	221	185	144	83	99	70	31	24	9	14	102	101	46	22	219	100	
	34%	22%	35%	34%	34%	36%	32%	33%	33%	33%	30%	23%	17%	32%	45%	32%	24%	24%	31%	43%	
Very satisfied	(5) 212	13	198	103	109	121	90	39	53	58	19	20	17	6	92	77	43	23	155	58	
	22%	20%	22%	23%	17%	24%	20%	18%	22%	26%	19%	19%	34%	14%	20%	25%	22%	25%	22%	23%	
Don't know	21	-	21	4	17	7	15	-	2	7	5	1	2	3	2	14	5	5	15	6	
	2%	-	2%	1%	3%	1%	3%	-	1%	4%	5%	1%	4%	6%	2%	4%	3%	5%	2%	3%	
NET Very/satisfied	840	28	513	211	330	306	234	122	151	128	50	44	26	20	274	178	89	45	374	162	
	96%	43%	57%	56%	51%	60%	52%	57%	63%	61%	49%	42%	51%	47%	66%	57%	46%	49%	53%	62%	
NET Very/dissatisfied	227	29	199	54	173	105	122	46	41	46	30	30	14	11	87	76	64	25	183	37	
	24%	42%	22%	17%	27%	20%	27%	21%	17%	22%	30%	37%	29%	26%	19%	24%	33%	27%	27%	15%	
Mean	3.43	2.92	3.47%	3.78%	3.28	3.51	3.34	3.49%	3.62%	3.56%	3.18	2.94	3.43	3.19	3.69%	3.44	3.12	3.32	3.34	3.69%	
Std Dev.	1.30	1.54	1.27	1.24	1.30	1.29	1.31	1.13	1.13	1.34	1.45	1.52	1.49	1.34	1.13	1.38	1.48	1.43	1.35	1.12	
Std Error	0.04	0.22	0.05	0.07	0.06	0.06	0.07	0.08	0.08	0.10	0.14	0.15	0.21	0.24	0.06	0.08	0.11	0.16	0.05	0.09	

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	857	268	245	160	184	513	344	602	239	80	86	107	255	178	538	82	725	261	560	46
Weighted Base	961	261	288	202	209	549	411	728	215	78*	94*	241	283	194	619	80*	820	252	652	56*
Effective Base	539	149	154	112	125	302	237	388	146	48	53	133	160	105	346	49	455	149	357	33
Very dissatisfied (1)	119	31	47	13	28	79	41	87	31	6	14	25	33	22	71	6	94	21	94	4
	12%	12%	15%	6%	13%	14%	10%	12%	15%	6%	14%	10%	12%	12%	12%	6%	11%	6%	14%	7%
Fairly dissatisfied (2)	108	31	28	27	22	59	49	82	23	9	7	29	36	16	72	10	91	25	78	6
	11%	12%	10%	14%	11%	11%	12%	11%	11%	11%	7%	12%	13%	8%	12%	13%	11%	10%	12%	10%
Neither satisfied or dissatisfied (3)	172	45	50	34	43	95	77	114	53	14	19	53	52	25	124	14	149	48	113	11
	18%	17%	17%	17%	20%	17%	19%	16%	23%	16%	20%	22%	18%	13%	20%	16%	18%	19%	17%	20%
Fairly satisfied (4)	329	81	111	72	65	192	137	265	60	19	35	85	100	75	220	19	299	72	239	18
	34%	31%	38%	36%	31%	35%	33%	36%	28%	25%	37%	35%	35%	39%	36%	24%	36%	29%	37%	32%
Very satisfied (5)	212	71	46	52	42	117	94	167	41	28	19	42	57	56	118	26	173	83	116	13
	22%	26%	19%	26%	20%	21%	23%	23%	19%	33%	20%	17%	20%	32%	19%	32%	21%	33%	18%	23%
Don't know	21	2	6	4	9	9	13	13	7	4	*	6	6	1	13	4	15	4	13	4
	2%	1%	2%	2%	4%	2%	3%	2%	3%	5%	1%	3%	2%	*	2%	5%	2%	1%	2%	2%
NET Very/fairly satisfied	940	153	157	124	107	309	231	432	101	45	54	127	157	131	338	45	473	155	354	31
	96%	88%	54%	61%	51%	56%	56%	60%	47%	58%	57%	63%	55%	60%	58%	56%	58%	62%	54%	55%
NET Very/fairly dissatisfied	227	62	75	40	50	136	90	169	55	15	20	54	69	38	143	17	185	45	172	9
	24%	24%	26%	20%	24%	25%	22%	23%	25%	19%	22%	22%	24%	20%	23%	21%	22%	18%	28%	17%
Mean	3.43	3.51	3.29	3.20	3.36	3.39	3.49	3.48	3.27	3.67	3.42	3.38	3.40	3.65	3.40	3.63	3.48	3.50	3.32	3.60
Std Dev.	1.30	1.33	1.32	1.20	1.31	1.32	1.26	1.30	1.31	1.30	1.30	1.22	1.28	1.29	1.26	1.31	1.27	1.26	1.31	1.19
Std Error	0.04	0.08	0.08	0.10	0.10	0.06	0.07	0.05	0.09	0.15	0.14	0.09	0.08	0.10	0.05	0.15	0.05	0.08	0.06	0.18

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Table 151

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	857	598	259	116	497	138	120	102	36	62	48	49	61	61	71	59	50	15	123	
Weighted Base	961	836	124*	24**	847	60*	33*	21*	30	117	68	62*	93*	96*	170*	138*	71*	5**	54*	
Effective Base	539	479	61	16	438	78	56	66	34	59	46	47	55	55	69	56	48	6	71	
Very dissatisfied	(1) 119	99	19	6	106	6	5	1	5	14	18	3	12	12	10	23	10	1	6	
	12%	12%	16%	24%	12%	10%	16%	6%	15%	12%	27% 	5%	12%	13%	6%	17%	13%	11%	10%	
Fairly dissatisfied	(2) 108	93	15	1	94	8	5	1	6	26	10	10	3	4	14	12	7	*	8	
	11%	11%	12%	5%	11%	14%	14%	6%	19% 	22% 	16% 	17% 	4%	5%	8%	9%	10%	3%	19% 	
Neither satisfied or dissatisfied	(3) 172	149	23	2	148	13	6	6	4	27	9	13	12	21	32	21	9	1	12	
	18%	18%	18%	9%	17%	21%	17%	5%	14%	23%	13%	20%	13%	22%	19%	15%	13%	19%	21%	
Fairly satisfied	(4) 329	291	38	6	294	20	6	9	10	28	19	23	42	31	75	34	31	3	17	
	34%	35%	30%	24%	32% 	34%	19%	44% 	33%	24%	26%	37%	44% 	32%	44% 	25%	44% 	64%	31%	
Very satisfied	(5) 212	184	27	9	186	10	11	4	6	18	9	13	23	21	36	46	14	*	10	
	22%	22%	22%	38%	22%	17%	29% 	19%	20%	15%	13%	21%	24%	22%	21%	33% 	20%	4%	16%	
Don't know	21	19	2	*	19	2	*	-	-	3	2	-	2	7	3	2	-	-	2	
	2%	2%	2%	1%	2%	3%	-	-	-	3%	3%	-	2%	7%	2%	1%	-	-	4%	
NET Very/fairly satisfied	540	476	65	15	480	30	18	13	16	46	28	36	64	52	112	80	45	4	27	
	59%	57%	52%	61%	57%	51%	53%	60%	53%	39%	42%	58%	65% 	53%	63% 	55% 	63% 	68%	49%	
NET Very/fairly dissatisfied	227	192	35	7	200	15	10	2	10	41	28	13	15	17	24	35	17	1	14	
	24%	23%	28%	29%	24% 	24%	29% 	11%	34% 	35% 	42% 	22%	16%	17%	14%	25%	24%	13%	26%	
Mean	3.45	3.45	3.31	3.47	3.43	3.34	3.43	3.62	3.24	3.08	2.86	3.23	3.23	3.40	3.63	3.31	3.46	3.48	3.33	
Std Dev.	1.30	1.29	1.37	1.63	1.30	1.24	1.40	1.06	1.38	1.27	1.46	1.15	1.25	1.20	1.08	1.46	1.29	1.12	1.26	
Std Error	0.04	0.05	0.09	0.15	0.06	0.11	0.14	0.11	0.23	0.16	0.22	0.16	0.16	0.17	0.13	0.19	0.18	0.29	0.12	

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Table 151

Base : Those making a complaint to the Royal Mail

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	857	415	236	590	411	415	33	91	236	25	95	294	344	119	77	22	638	99	363	322	107	45	16	685	61	500	357
Weighted Base	961	470	245	682	457	470	35**	84*	245	23**	80*	336	403	129*	74*	19**	739	92*	411	357	124*	46**	19**	768	65*	568	393
Effective Base	539	263	141	377	254	263	21	63	141	17	55	181	222	77	46	13	404	59	227	203	66	28	12	430	40	319	220
Very dissatisfied (1)	119	48	25	71	98	48	4	12	39	48	2	39	48	9	13	5	87	23	49	51	7	8	3	100	11	45	74
		12%	10%	18% _{low}	10%	15%	10%	10%	14%	16%	7%	12%	12%	12%	7%	34% _{medium}	28%	12%	39% _{medium}	12%	14%	6%	16%	16%	13%	16%	8%
Fairly dissatisfied (2)	108	47	35	68	56	47	2	11	35	5	7	18	52	22	13	4	70	17	44	35	15	6	5	79	12	54	54
		11%	10%	14%	10%	12%	10%	6%	13%	14%	21%	9%	5%	13% _{low}	17% _{low}	19% _{low}	19%	10%	19% _{low}	11%	10%	12%	14%	28%	10%	16%	10%
Neither satisfied or dissatisfied (3)	172	72	50	116	94	72	5	15	50	6	22	41	78	34	15	4	118	19	53	46	25	14	2	99	17	102	70
		16%	15%	20%	17%	21%	15%	13%	18%	20%	26%	28%	12%	19%	20% _{low}	21%	23%	16%	21%	13%	13%	13%	31%	13%	73%	30% _{medium}	17%
Fairly satisfied (4)	329	169	69	251	150	169	10	23	69	4	25	106	156	47	16	4	262	20	121	154	35	15	3	275	18	221	108
		34%	36%	28%	37%	33%	36%	29%	28%	28%	19%	32%	32%	32% _{medium}	37%	22%	19%	32% _{low}	21%	29%	29%	26%	33%	16%	36%	28%	22%
Very satisfied (5)	212	131	36	170	76	131	13	22	36	6	11	121	65	14	8	2	185	10	135	62	7	5	196	7	141	71	
		22%	27% _{low}	15%	23% _{low}	17%	28%	37%	27%	15%	28%	14%	32% _{medium}	16%	11%	11%	11%	32% _{medium}	11%	33% _{low}	17% _{low}	6%	5%	25%	26% _{low}	11%	25%
Don't know	21	3	10	6	13	3	2	*	10	-	3	11	3	4	-	-	14	4	8	9	4	-	*	17	*	5	17
		2%	1%	4% _{low}	1%	3%	1%	5%	*	4%	-	4%	3%	1%	3%	4%	-	2%	4%	2%	3%	3%	-	2%	2%	*	1%
NET Very/fairly satisfied	540	300	105	421	226	300	23	46	105	11	37	227	221	61	25	6	448	39	255	215	42	18	6	472	25	382	179
		56%	64% _{low}	43%	59% _{low}	49%	64%	65%	55%	43%	46%	46%	65% _{medium}	69% _{medium}	47%	33%	30%	61% _{medium}	33%	62% _{low}	69% _{low}	34%	38%	41%	61% _{low}	39%	64% _{low}
NET Very/fairly dissatisfied	227	95	80	139	124	95	6	23	80	7	17	57	101	30	31	9	157	39	93	86	22	14	8	179	22	99	128
		24%	20%	20%	20%	20%	16%	27%	33%	28%	21%	17%	17%	23% _{low}	22%	31%	47%	21%	21%	23%	18%	31%	44%	23%	34%	17%	21% _{low}
Mean	3.43	3.62% _{low}	3.07	3.69% _{low}	3.25	3.62	3.80	3.40	3.07	3.38	3.28	3.62% _{medium}	3.49% _{low}	3.20% _{low}	2.78	2.67	3.43% _{low}	2.76	3.33% _{low}	3.40	3.17	2.96	3.06	3.32% _{low}	2.99	3.43% _{low}	3.13
Std Dev.	1.30	1.27	1.35	1.26	1.31	1.27	1.33	1.38	1.35	1.31	1.21	1.32	1.24	1.09	1.37	1.30	1.30	1.37	1.36	1.30	0.93	1.17	1.49	1.34	1.26	1.18	1.40
Std Error	0.04	0.06	0.09	0.05	0.07	0.06	0.23	0.15	0.09	0.26	0.13	0.08	0.07	0.10	0.16	0.30	0.05	0.14	0.07	0.07	0.09	0.17	0.39	0.05	0.16	0.05	0.08

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Table 151

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	857	88	758	11	333	459	65	767	58	20	4	845	8
Weighted Base	961	82*	865	15**	341	534	86*	865	60*	21**	4**	946	10**
Effective Base	539	48	482	9	198	295	47	480	37	13	3	530	7
Very dissatisfied (1)	119	12	107	-	35	78	6	112	3	3	-	118	1
	12%	14%	12%	-	10%	15%	7%	13%	5%	16%	-	12%	8%
Fairly dissatisfied (2)	108	9	99	-	32	71	5	95	8	4	-	107	2
	17%	11%	11%	-	10%	13%	6%	11%	13%	17%	-	17%	14%
Neither satisfied or dissatisfied (3)	172	20	148	4	70	80	22	144	10	3	1	167	4
	18%	25%	17%	27%	20%	15%	25%	17%	32% ^{sig}	16%	35%	18%	35%
Fairly satisfied (4)	329	19	302	7	100	201	28	298	19	5	2	322	4
	34%	24%	35%	50%	29%	36%	32%	34%	33%	21%	62%	34%	42%
Very satisfied (5)	212	21	187	3	59	96	17	195	10	6	-	212	-
	22%	26%	22%	23%	18%	19%	20%	23%	16%	30%	2%	22%	-
Don't know	21	-	21	-	7	7	7	21	1	-	-	21	-
	2%	-	2%	-	2%	1%	8% ^{sig}	2%	1%	-	-	2%	-
NET Very/fairly satisfied	540	41	489	11	197	298	45	493	29	11	2	534	4
	56%	50%	57%	73%	58%	66%	53%	57%	49%	51%	65%	56%	42%
NET Very/fairly dissatisfied	227	21	206	-	67	148	11	207	11	7	-	224	2
	24%	25%	24%	-	20%	32% ^{sig}	13%	24%	18%	33%	-	24%	22%
Mean	3.43	3.36	3.43	3.97	3.56	3.32	3.58	3.44	3.43	3.32	3.07	3.44	3.12
Std Dev.	1.30	1.37	1.30	0.73	1.29	1.32	1.14	1.31	1.07	1.49	0.60	1.30	0.98
Std Error	0.04	0.15	0.05	0.22	0.07	0.06	0.15	0.05	0.14	0.33	0.30	0.05	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Table 151

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	857	213	250	210	184	65	74	74	108	73	69	70	67	73	62	74	48
Weighted Base	961	229	278	249	204	64*	97*	68*	106*	88*	84*	73*	82*	94*	66*	80*	58*
Effective Base	539	136	157	133	114	45	50	43	61	48	49	38	44	50	35	48	32
Very dissatisfied	(1) 119	24	35	40	20	8	10	6	7	12	17	16	12	12	5	5	10
	12%	10%	13%	16%	10%	12%	10%	8%	6%	14%	25%h	22%h	15%	13%	8%	6%	17%
Fairly dissatisfied	(2) 108	36	22	26	24	15	16	5	9	4	10	12	7	8	6	13	4
	11%	15%h	8%	10%	12%	23%g	16%	8%	8%	4%	11%	16%	9%	8%	9%	17%	7%
Neither satisfied or dissatisfied	(3) 172	29	60	44	39	9	8	12	22	22	17	12	13	19	15	12	12
	18%	13%	22%h	18%	19%	14%	8%	16%	21%	30%h	20%	16%	15%	21%	22%	15%	21%
Fairly satisfied	(4) 329	85	88	82	74	22	38	25	34	30	25	26	29	27	29	21	23
	34%	37%	32%	33%	36%	34%	39%	37%	32%	34%	30%	36%	35%	29%	44%	27%	40%
Very satisfied	(5) 212	50	65	54	43	9	24	16	33	17	15	8	21	25	10	24	9
	22%	22%	23%	21%	21%	14%	24%	26%	31%h	20%	17%	10%	26%	26%	14%	30%h	15%
Don't know	21	5	7	4	5	2	2	2	2	4	2	-	-	4	2	4	-
	2%	2%	3%	1%	3%	3%	2%	3%	2%	4%	2%	-	-	4%	3%	5%	-
NET Very/fairly satisfied	540	135	154	135	116	31	61	43	67	47	40	34	50	51	39	46	32
	56%	59%	55%	54%	57%	48%	63%	63%	63%	54%	47%	46%	61%	55%	59%	57%	55%
NET Very/fairly dissatisfied	227	60	57	66	44	23	26	11	15	16	26	27	20	19	11	18	14
	24%	26%	21%	27%	21%	21%g	27%	16%	15%	18%	31%h	31%g	24%	21%	17%	23%	24%
Mean	3.43	3.46	3.47	3.34	3.48	3.15	3.51	3.67%	3.76%h	3.44	3.14	2.97	3.48	3.49	3.50	3.61%	3.29
Std Dev.	1.30	1.29	1.29	1.36	1.23	1.29	1.32	1.21	1.18	1.27	1.39	1.35	1.37	1.33	1.10	1.28	1.31
Std Error	0.04	0.09	0.08	0.09	0.09	0.16	0.16	0.14	0.11	0.15	0.17	0.16	0.17	0.16	0.14	0.15	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Table 152

Base : Those making a complaint to the Royal Mail

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	857	49	808	308	549	443	414	181	189	186	110	103	55	33	370	298	191	88	699	160
Weighted Base	961	65*	896	316	645	513	448	214	241	210	101*	104*	50**	42**	454	311	195	91*	706	245
Effective Base	839	41	499	173	366	275	265	122	126	120	59	64	27	22	247	180	113	49	405	129
Very dissatisfied	(1) 121	15	106	32	88	62	59	24	21	16	21	27	6	8	45	36	40	13	106	15
		12%	12%	12%	12%	12%	13%	11%	9%	7%	26% hi	26% hi	11%	19%	10%	12%	20% hi	15%	19%	6%
Fairly dissatisfied	(2) 96	3	93	16	80	45	51	31	15	20	9	14	4	3	45	29	21	7	71	22
		4%	10%	9%	12%	9%	11%	14% hi	6%	9%	9%	14%	8%	7%	10%	9%	11%	8%	10%	9%
Neither satisfied or dissatisfied	(3) 223	13	211	61	163	126	97	52	60	54	15	17	13	13	111	69	43	26	162	59
		19%	24%	19%	24%	25%	22%	24%	25%	26%	15%	17%	26%	31%	25%	22%	22%	28%	23%	24%
Fairly satisfied	(4) 327	22	305	115	212	167	159	66	104	64	36	29	12	14	170	102	55	26	240	82
		34%	33%	34%	33%	33%	36%	31%	43% hi	30%	38%	28%	23%	34%	37%	33%	28%	28%	34%	34%
Very satisfied	(5) 172	10	162	85	87	103	68	41	40	51	11	13	14	2	81	62	30	16	111	61
		18%	18%	24% hi	13%	20%	15%	19%	16%	24% hi	10%	13%	26%	6%	18%	20%	15%	18%	16%	20% hi
Don't know	22	2	20	6	16	9	14	*	2	7	7	3	2	2	2	14	7	4	16	6
		4%	2%	2%	3%	2%	3%	1%	1%	3%	7% hi	3%	4%	5%	2	4% hi	3% hi	4% hi	2%	3%
NET Very/satisfied	499	32	466	200	298	271	228	107	143	115	49	43	25	16	251	183	84	42	351	143
		52%	50%	52%	56% hi	46%	53%	51%	50%	54% hi	54%	46%	47%	51%	56% hi	53%	43%	46%	50%	58%
NET Very/dissatisfied	217	18	199	48	168	107	110	54	36	35	30	41	9	11	90	65	61	20	127	37
		25%	22%	16%	28% hi	21%	24%	22% hi	15%	17%	30% hi	38% hi	19%	26%	20%	21%	31% hi	22%	25% hi	15%
Mean	3.36	3.16	3.37	3.68 hi	3.20	3.41	3.29	3.33 hi	3.53 hi	3.46 hi	3.10	2.89	3.51	3.01	3.49 hi	3.49 hi	3.07	3.28	3.26	3.64 hi
Std Dev.	1.25	1.42	1.24	1.23	1.24	1.25	1.25	1.25	1.11	1.19	1.36	1.42	1.31	1.22	1.18	1.26	1.37	1.29	1.28	1.14
Std Error	0.04	0.21	0.04	0.07	0.05	0.06	0.06	0.09	0.08	0.09	0.13	0.14	0.18	0.21	0.08	0.07	0.10	0.14	0.05	0.08

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with.... - The time taken to resolve your complaint

Table 152

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	857	268	245	160	184	513	344	602	239	80	86	107	255	178	538	82	725	261	560	46
Weighted Base	961	261	288	202	209	549	411	728	215	78*	94*	241	283	194	619	80*	820	252	652	56*
Effective Base	939	149	154	112	125	302	237	388	146	48	53	133	160	105	346	49	455	149	357	33
Very dissatisfied (1)	121	37	44	12	27	81	39	96	24	4	15	28	37	22	81	4	104	28	89	4
	10%	4.1%	5.1%	6%	13%	15%	10%	13%	17%	6%	16%	12%	13%	12%	13%	9%	13%	11%	14%	7%
Fairly dissatisfied (2)	96	20	36	22	18	56	40	66	30	9	13	29	21	19	63	9	83	24	71	1
	10%	8%	12%	11%	9%	10%	10%	9%	14%	12%	14%	12%	8%	10%	10%	11%	10%	10%	11%	1%
Neither satisfied or dissatisfied (3)	223	55	53	81	56	107	116	154	61	16	20	58	74	35	152	18	188	55	145	23
	23%	21%	18%	25%	27%	19%	25%	21%	28%	20%	21%	24%	26%	18%	23%	23%	23%	22%	22%	4.1%
Fairly satisfied (4)	327	97	103	63	63	200	127	260	63	24	30	80	101	80	210	24	293	77	234	16
	34%	37%	36%	31%	30%	36%	31%	36%	29%	30%	32%	33%	36%	41%	34%	30%	36%	31%	36%	28%
Very satisfied (5)	172	51	46	39	35	99	74	135	33	21	17	40	45	39	102	21	140	64	100	8
	18%	20%	16%	19%	17%	18%	18%	19%	15%	26%	18%	17%	16%	20%	16%	26%	17%	23%	15%	15%
Don't know	22	1	6	5	9	8	15	15	5	4	*	6	5	-	12	4	13	3	14	4
	2%	*	2%	3%	4%	1%	4%	2%	2%	4%	*	3%	2%	-	2%	5%	2%	1%	2%	8%
NET Very/fairly satisfied	499	149	149	102	98	299	201	395	95	44	46	120	146	118	312	44	433	141	333	24
	53%	57%	52%	51%	47%	54%	48%	54%	44%	57%	49%	60%	51%	61%	50%	53%	53%	56%	51%	43%
NET Very/fairly dissatisfied	217	57	80	34	46	137	80	163	54	14	28	57	59	41	143	14	187	53	160	4
	23%	22%	28%	17%	22%	25%	19%	22%	25%	17%	29%	24%	21%	21%	23%	17%	23%	21%	24%	8%
Mean	3.38	3.41	3.25	3.49	3.30	3.33	3.39	3.38	3.24	3.64	3.22	3.32	3.34	3.48	3.31	3.62	3.35	3.50	3.29	3.46
Std Dev.	1.26	1.26	1.31	1.12	1.25	1.30	1.19	1.27	1.21	1.19	1.33	1.24	1.23	1.24	1.25	1.18	1.25	1.29	1.26	1.02
Std Error	0.04	0.08	0.08	0.09	0.09	0.06	0.07	0.05	0.08	0.14	0.14	0.09	0.08	0.09	0.05	0.13	0.05	0.08	0.05	0.15

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Table 152

Base : Those making a complaint to the Royal Mail

	(a)	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	857	568	259	116	497	138	120	102	36	62	48	49	61	61	71	59	50	15	123	
Weighted Base	961	836	124	24**	847	60*	33*	21*	30*	117*	68*	62*	93*	96*	170*	138*	71*	5**	54*	
Effective Base	539	479	61	16	438	78	56	66	34	59	46	47	55	55	69	56	48	6	71	
Very dissatisfied	(1) 121	103	17	5	107	7	5	2	6	18	13	5	6	11	17	21	9	1	7	
	13%	12%	14%	22%	12%	12%	16%	7%	20%	15%	19%	9%	7%	12%	10%	15%	12%	9%	12%	
Fairly dissatisfied	(2) 96	77	18	2	82	7	4	2	4	7	12	5	10	13	12	7	11	7	-	
	10%	9%	15%	6%	10%	12%	13%	10%	14%	6%	13%	8%	11%	14%	7%	5%	16%	-	13%	
Neither satisfied or dissatisfied	(3) 223	203	20	2	202	11	5	5	7	34	13	22	18	15	52	24	18	1	10	
	23%	24%	16%	7%	24%	16%	16%	24%	22%	29%	20%	33%	19%	16%	30%	17%	25%	20%	16%	
Fairly satisfied	(4) 327	278	49	9	282	26	12	7	9	41	15	19	37	33	57	45	25	3	22	
	34%	33%	39%	38%	33%	43%	38%	33%	30%	35%	22%	30%	40%	35%	34%	33%	36%	63%	41%	
Very satisfied	(5) 172	154	18	6	153	8	6	5	4	14	12	11	21	16	30	37	8	-	7	
	18%	18%	14%	25%	18%	13%	17%	25%	14%	12%	18%	18%	22%	17%	17%	27%	11%	8%	13%	
Don't know	22	20	2	*	21	1	*	-	-	3	2	-	1	7	3	4	-	-	1	
	2%	2%	2%	*	2%	2%	1%	-	-	3%	3%	-	1%	7%	2%	3%	-	-	2%	
NET Very/fairly satisfied	499	432	67	15	435	33	18	12	13	55	27	30	58	49	87	82	33	4	30	
	52%	52%	53%	64%	51%	56%	54%	58%	44%	47%	40%	48%	53%	51%	51%	60%	47%	71%	65%	
NET Very/fairly dissatisfied	217	181	36	7	189	14	10	4	10	25	25	10	17	25	29	28	20	1	14	
	23%	22%	29%	29%	22%	24%	29%	17%	34%	21%	37%	17%	18%	26%	17%	20%	28%	9%	25%	
Mean	3.38	3.37	3.25	3.38	3.35	3.34	3.28	3.60	3.04	3.24	3.02	3.41	3.29	3.32	3.42	3.52	3.18	3.60	3.31	
Std Dev.	1.26	1.25	1.28	1.52	1.26	1.22	1.34	1.21	1.37	1.23	1.41	1.14	1.16	1.29	1.16	1.37	1.20	1.08	1.24	
Std Error	0.04	0.05	0.08	0.14	0.06	0.10	0.12	0.12	0.23	0.16	0.21	0.16	0.15	0.17	0.14	0.18	0.17	0.28	0.11	

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

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Table 152

Base : Those making a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	857	415	236	590	411	415	33	91	236	25	95	294	344	119	77	22	638	99	363	322	107	45	16	695	61	500	357		
Weighted Base	961	470	245	682	457	470	35**	84*	245	23**	80*	336	403	129*	74*	19**	739	92*	411	357	124*	46**	19**	768	65*	568	393		
Effective Base	539	263	141	377	254	263	21	63	141	17	55	181	222	77	46	13	404	59	227	203	66	28	12	430	40	319	220		
Very dissatisfied (1)	121	48	51	65	68	48	4	11	51	1	8	34	52	11	13	5	86	24	48	50	15	5	3	98	8	55	65		
	13%	10%	31%ab	9%	19%bc	10%	10%	13%	10%	3%	10%	10%	13%	6%	28%abmnp	27%	12%	26%abmnp	12%	14%	12%	11%	17%	13%	12%	10%	17%cy		
Fairly dissatisfied (2)	96	44	29	64	49	44	2	12	29	7	13	20	42	22	8	3	62	11	38	27	16	10	2	66	12	57	39		
	10%	9%	12%	9%	11%	9%	6%	14%	12%	30%	17%	6%	10%	17%ab	11%	16%	8%	12%	9%	8%	13%	22%	9%	12%	10%	10%	10%		
Neither satisfied or dissatisfied (3)	223	63	55	159	130	63	4	15	55	5	26	58	93	32	17	2	151	19	71	70	61	14	5	140	19	130	93		
	23%	18%	22%	23%	25%a	18%	10%	18%	22%	21%	33%	17%	23%	40%abmnp	23%	10%	20%	21%	17%	20%	20%	31%	26%	18%	30%	23%	24%		
Fairly satisfied (4)	327	175	74	247	146	175	12	27	74	7	21	116	158	25	22	6	274	28	135	148	21	14	8	284	22	213	114		
	34%	37%	30%	36%	32%	37%	35%	33%	30%	31%	27%	32%ab	32%ab	19%	30%	31%	34%ab	30%	32%ab	24%ab	17%	30%	42%	24%ab	33%	29%	29%		
Very satisfied (5)	172	112	26	138	51	112	12	19	26	3	8	97	52	17	3	3	149	6	110	51	7	3	1	151	4	110	62		
	16%	24%ab	11%	20%abc	11%	24%	33%	22%	11%	15%	10%	32%abmnp	13%	13%	4%	15%	30%abmnp	6%	27%abm	14%	6%	6%	7%	21%abm	6%	19%	16%		
Don't know	22	6	9	9	12	6	2	*	9	-	3	9	6	3	4	-	15	4	8	11	3	-	-	19	-	2	20		
	2%	1%	4%	1%	3%	1%	5%	*	4%	-	3%	3%	1%	2%	6%	-	2%	5%	2%	3%	3%	-	-	2%	-	*	3%cy		
NET Very/fairly satisfied	499	289	101	389	198	289	24	46	101	11	30	214	210	41	25	9	424	34	245	199	28	17	9	445	26	323	175		
	52%	61%ab	41%	57%abc	43%	61%	68%	55%	41%	46%	37%	64%abmnp	62%abmnp	32%	34%	46%	67%abmnp	37%	60%ab	68%ab	23%	36%	48%	68%ab	40%	67%ab	45%		
NET Very/fairly dissatisfied	217	92	80	129	117	92	6	22	80	8	21	55	94	33	27	8	149	35	86	78	31	15	5	164	20	112	104		
	23%	20%	17%ab	19%	16%ab	20%	16%	27%	33%	33%	27%	16%	23%	25%	16%ab	44%	20%	21%	21%	22%	25%	33%	25%	21%	31%	20%	27%		
Mean	3.36	3.36abc	2.99	3.40abc	3.15	3.56	3.79	3.37	2.98	3.24	3.11	3.45abmnp	3.29ab	3.12	2.75	2.90	3.45abmnp	3.27ab	3.36abc	3.37abc	2.91	2.99	2.79	3.40abc	3.03	3.47abc	3.18		
Std Dev	1.26	1.24	1.33	1.20	1.22	1.24	1.30	1.33	1.33	1.15	1.14	1.25	1.21	1.11	1.28	1.50	1.25	1.33	1.30	1.25	1.02	1.10	1.22	1.28	1.13	1.20	1.32		
Std Error	0.04	0.06	0.09	0.05	0.06	0.06	0.23	0.14	0.09	0.23	0.12	0.07	0.07	0.10	0.15	0.32	0.05	0.14	0.07	0.07	0.10	0.16	0.31	0.05	0.14	0.05	0.07		

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Table 152

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	857	88	758	11	333	459	65	767	58	20	4	845	8
Weighted Base	961	82*	865	15**	341	534	86*	865	60*	21**	4**	946	10**
Effective Base	539	48	482	9	198	295	47	480	37	13	3	530	7
Very dissatisfied (1)	121	15	104	2	52	83	5	116	2	2	-	121	-
	73%	18%	12%	11%	15%	12%	6%	13%	3%	11%	-	13%	-
Fairly dissatisfied (2)	96	11	85	-	39	46	11	83	9	2	-	94	1
	10%	13%	10%	-	11%	9%	13%	10%	16%	9%	-	10%	14%
Neither satisfied or dissatisfied (3)	223	21	198	5	77	126	21	196	14	6	1	215	7
	23%	25%	23%	35%	22%	24%	25%	23%	23%	28%	35%	23%	64%
Fairly satisfied (4)	327	25	295	6	97	205	25	284	29	9	2	322	2
	34%	31%	34%	41%	29%	26%	29%	33%	26%	42%	62%	34%	22%
Very satisfied (5)	172	10	160	2	69	85	16	164	5	2	-	172	-
	18%	12%	19%	12%	20%	16%	20%	19%	9%	10%	2%	16%	-
Don't know	22	-	22	-	7	9	6	22	-	-	-	22	-
	2%	-	3%	-	2%	2%	2%	3%	-	-	-	2%	-
NET Very/fairly satisfied	499	35	455	8	167	290	42	448	35	11	2	494	2
	52%	43%	53%	53%	49%	54%	49%	52%	58%	52%	65%	52%	22%
NET Very/fairly dissatisfied	217	25	190	2	91	109	16	199	11	4	-	215	1
	23%	31%	22%	11%	27%	20%	19%	23%	19%	20%	-	23%	14%
Mean	3.36	3.07	3.38	3.42	3.28	3.39	3.49	3.35	3.44	3.30	3.07	3.36	3.08
Std Dev.	1.28	1.29	1.25	1.12	1.34	1.21	1.16	1.28	0.98	1.15	0.60	1.26	0.62
Std Error	0.04	0.14	0.05	0.34	0.07	0.06	0.15	0.05	0.13	0.26	0.30	0.04	0.22

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with.... - The time taken to resolve your complaint

Table 152

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	857	213	250	210	184	65	74	74	108	73	69	70	67	73	62	74	48
Weighted Base	961	229	278	249	204	64*	97*	68*	100*	88*	84*	73*	82*	94*	66*	80*	58*
Effective Base	539	136	157	133	114	45	50	43	61	48	49	38	44	50	35	46	32
Very dissatisfied	(1) 121	23	38	34	26	10	10	3	11	11	16	13	10	12	4	11	10
	13%	10%	14%	14%	13%	16%	10%	4%	10%	13%	15%	18%	12%	12%	7%	14%	17%
Fairly dissatisfied	(2) 96	26	20	21	28	5	11	9	6	10	4	9	6	6	12	12	5
	10%	11%	7%	9%	14%	8%	11%	14%	6%	11%	5%	13%	8%	6%	17%	15%	6%
Neither satisfied or dissatisfied	(3) 223	54	65	55	49	21	25	8	28	17	20	12	21	22	14	14	21
	23%	24%	23%	22%	24%	32%	26%	12%	27%	20%	23%	16%	25%	23%	21%	18%	36%
Fairly satisfied	(4) 327	74	86	92	74	18	26	30	31	23	32	30	27	36	29	25	19
	34%	32%	31%	37%	36%	28%	27%	44%	30%	28%	38%	40%	32%	39%	44%	31%	33%
Very satisfied	(5) 172	46	61	41	23	8	22	16	27	23	11	7	16	17	6	15	3
	18%	20%	22%	16%	11%	13%	23%	22%	26%	26%	13%	10%	20%	19%	9%	18%	5%
Don't know	22	5	7	6	4	2	2	2	2	4	2	2	3	1	1	3	-
	2%	2%	3%	2%	2%	3%	2%	3%	2%	4%	2%	2%	3%	1%	2%	3%	-
NET Very/fairly satisfied	499	121	147	133	97	27	49	45	59	46	43	37	43	54	35	40	22
	52%	53%	53%	54%	48%	41%	50%	67%	55%	52%	51%	51%	52%	57%	53%	50%	39%
NET Very/fairly dissatisfied	217	49	58	56	54	16	21	12	17	21	20	22	16	17	16	23	15
	23%	21%	21%	22%	26%	24%	22%	18%	16%	24%	24%	31%	20%	16%	24%	29%	25%
Mean	3.36	3.43	3.41	3.35	3.21	3.15	3.42	3.16%	3.55%	3.42	3.23	3.13	3.42	3.46	3.32	3.25	3.02
Std Dev.	1.26	1.23	1.30	1.26	1.21	1.25	1.26	1.12	1.24	1.36	1.30	1.31	1.25	1.23	1.08	1.34	1.15
Std Error	0.04	0.09	0.08	0.09	0.09	0.16	0.15	0.13	0.12	0.16	0.16	0.16	0.15	0.14	0.14	0.16	0.17

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Table 153

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	857	49	808	308	549	443	414	181	189	186	110	103	55	33	370	236	191	88	689	160
Weighted Base	961	65*	896	316	645	513	448	214	241	210	101*	104*	50**	42**	454	311	195	91*	706	245
Effective Base	839	41	499	173	366	275	265	122	126	120	59	64	27	22	247	180	113	49	405	129
How your complaint was handled	872	33	538	218	354	323	248	134	160	128	52	46	28	24	294	180	98	53	392	174
60%	60%	52%	60%	69% p	55%	63%	55%	62% a	67% a	61% a	51%	44%	57%	56%	68% p	58%	50%	57%	56%	71% p
The resolution to your complaint	840	28	513	211	330	306	234	122	101	128	50	44	26	20	274	178	99	45	374	162
86%	86%	43%	57%	63% a	51%	60%	52%	57%	63% a	61% a	49%	42%	51%	47%	62% p	57%	46%	49%	53%	66% p
The time taken to resolve your complaint	499	32	466	200	298	271	228	107	143	115	49	43	25	16	251	163	84	42	351	143
52%	52%	50%	52%	64% a	48%	53%	51%	50%	69% a	54%	46%	41%	51%	39%	69% p	53%	43%	46%	50%	58%

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	867	268	245	160	184	513	344	602	239	80	86	197	255	178	538	82	725	261	550	46
Weighted Base	961	261	288	202	209	549	411	728	215	78*	94*	241	283	194	619	80*	820	252	652	56*
Effective Base	539	149	154	112	125	302	237	388	146	48	53	133	160	105	346	49	455	149	357	33
How your complaint was handled	872	162	172	123	114	335	237	445	118	53	54	144	172	124	370	53	498	170	372	30
	60%	62%	60%	61%	54%	61%	58%	61%	55%	68%	57%	60%	61%	64%	60%	66%	61%	57%	57%	53%
The resolution to your complaint	640	153	157	124	107	309	231	432	101	45	54	127	157	131	338	45	473	155	354	31
	56%	58%	54%	61%	51%	56%	56%	62%	47%	58%	57%	53%	55%	67%	55%	56%	58%	62%	54%	55%
The time taken to resolve your complaint	499	149	149	102	98	298	201	395	95	44	46	120	146	118	312	44	433	141	333	24
	52%	57%	52%	51%	47%	54%	49%	61%	44%	57%	49%	50%	51%	61%	50%	55%	53%	56%	51%	43%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	867	598	259	116	497	138	120	102	36	62	48	49	61	61	71	59	50	15	123
Weighted Base	961	836	124*	24**	847	60*	33*	21*	30*	117*	68*	62*	93*	96*	170*	138*	71*	5**	54*
Effective Base	539	479	61	16	438	78	56	66	34	59	46	47	55	55	69	56	48	6	71
How your complaint was handled	972	504	68	16	505	35	19	14	14	51	31	30	60	55	127	81	48	5	30
	60%	60%	59%	67%	60%	59%	54%	67%	44%	43%	46%	48%	64%	57%	71% <i>hijknmp</i>	69%	63% <i>lm</i>	69%	56%
The resolution to your complaint	540	476	65	15	480	30	18	13	16	46	28	36	64	52	112	80	45	4	27
	56%	57%	52%	61%	57%	51%	53%	60%	53%	39%	42%	58%	69% <i>lm</i>	53%	66% <i>lm</i>	68% <i>lm</i>	63% <i>lm</i>	68%	49%
The time taken to resolve your complaint	499	432	67	15	435	33	19	12	13	55	27	30	58	49	87	82	33	4	30
	52%	52%	53%	64%	51%	56%	54%	59%	44%	47%	40%	46%	67% <i>lm</i>	51%	51%	60%	47%	71%	55%

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

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Table 153

Base : Those making a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	857	415	236	590	411	415	33	91	236	25	95	294	344	119	77	22	638	99	363	322	107	45	16	685	61	500	357
Weighted Base	961	470	245	682	457	470	35**	84*	245	23**	80*	336	403	129*	74*	19**	739	92*	411	357	124*	46**	19**	768	65*	568	393
Effective Base	839	263	141	377	254	263	21	63	141	17	55	181	222	77	46	13	404	59	227	203	66	28	12	430	40	319	220
How your complaint was handled	572	314	110	448	244	314	29	57	110	13	34	234	291	53	28	6	484	35	272	220	59	12	7	492	19	179	193
60%	82%	45%	82%	53%	67%	82%	68%	45%	57%	43%	79%	82%	42%	38%	35%	85%	38%	88%	82%	48%	25%	39%	84%	29%	87%	49%	
The resolution to your complaint	540	300	105	421	226	300	23	46	105	11	37	227	221	61	25	6	448	30	256	216	42	18	8	472	25	362	179
56%	84%	43%	82%	49%	64%	55%	55%	43%	46%	46%	46%	88%	89%	47%	33%	30%	81%	33%	82%	89%	34%	38%	41%	81%	39%	84%	45%
The time taken to resolve your complaint	499	289	101	399	196	289	24	46	101	11	30	214	210	41	25	9	424	34	248	199	28	17	9	445	26	323	175
52%	81%	47%	82%	43%	61%	58%	55%	41%	46%	37%	84%	82%	32%	34%	46%	87%	37%	80%	96%	23%	36%	48%	98%	40%	97%	45%	

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Table 153

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	857	88	758	11	333	459	65	767	58	20	4	845	8
Weighted Base	961	82*	865	15**	341	534	86*	865	60*	21**	4**	946	10**
Effective Base	839	48	482	9	198	295	47	480	37	13	3	530	7
How your complaint was handled	872	46	516	10	207	311	53	517	39	12	2	568	1
	60%	56%	60%	69%	61%	59%	61%	60%	65%	58%	66%	60%	13%
The resolution to your complaint	840	41	489	11	197	298	46	493	29	11	2	534	4
	56%	50%	57%	73%	58%	56%	53%	57%	49%	51%	65%	56%	42%
The time taken to resolve your complaint	499	35	455	8	167	299	42	448	35	11	2	494	2
	52%	43%	63%	53%	49%	54%	49%	52%	58%	52%	65%	52%	22%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Table 153

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	887	213	250	210	184	65	74	74	108	73	69	70	67	73	62	74	48
Weighted Base	981	229	278	249	204	64*	97*	68*	106*	88*	84*	73*	82*	94*	66*	80*	58*
Effective Base	538	136	157	133	114	45	50	43	61	48	49	39	44	50	35	48	32
How your complaint was handled	572	137	162	150	122	34	53	50	69	55	39	42	51	57	43	48	31
	60%	60%	58%	60%	60%	53%	55%	78%	65%	62%	46%	57%	63%	60%	66%	59%	54%
The resolution to your complaint	540	135	154	135	116	31	61	43	67	47	40	34	50	51	39	46	32
	58%	59%	55%	54%	57%	48%	63%	63%	63%	54%	47%	46%	61%	55%	59%	57%	55%
The time taken to resolve your complaint	499	121	147	133	97	27	49	45	69	46	43	37	43	54	35	40	22
	52%	53%	53%	54%	48%	41%	50%	67%	55%	52%	51%	51%	52%	57%	53%	50%	39%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Table 154

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	857	40	808	308	540	443	414	181	189	186	110	103	55	33	370	236	191	88	689	160
Weighted Base	961	65*	896	316	645	513	448	214	241	210	101*	104*	50**	42**	454	311	195	91*	706	245
Effective Base	839	41	499	173	366	275	265	122	126	120	59	64	27	22	247	180	113	49	405	129
How your complaint was handled	213	23	190	53	160	104	110	39	43	41	30	40	7	13	82	71	60	20	178	35
	22%	35%	21%	17%	22%	20%	24%	18%	18%	20%	29%	38%	15%	30%	18%	23%	31%	22%	29%	14%
The resolution to your complaint	227	26	199	54	173	105	122	46	41	46	30	39	14	11	87	76	64	25	168	37
	24%	43%	22%	17%	23%	20%	27%	21%	17%	22%	30%	31%	29%	26%	19%	24%	33%	27%	23%	15%
The time taken to resolve your complaint	217	18	199	48	169	107	110	54	36	35	30	41	9	11	90	65	61	20	177	37
	23%	27%	22%	15%	26%	21%	24%	25%	15%	17%	26%	26%	19%	26%	20%	21%	31%	22%	26%	18%

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Table 154

Base : Those making a complaint to the Royal Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	867	268	245	160	184	513	344	602	239	80	86	197	255	178	538	82	725	261	550	46
Weighted Base	961	261	288	202	209	549	411	728	215	78*	94*	241	283	194	619	80*	820	252	652	56*
Effective Base	539	149	154	112	125	302	237	388	146	48	53	133	160	105	346	49	455	149	357	33
How your complaint was handled	213	60	72	38	43	132	81	162	50	10	24	53	59	40	136	10	178	47	159	8
	22%	23%	29%	19%	21%	24%	30%	22%	23%	13%	25%	22%	21%	21%	22%	12%	22%	19%	24%	13%
The resolution to your complaint	227	62	75	40	50	136	90	169	55	15	20	54	69	38	143	17	185	45	172	9
	24%	24%	26%	20%	24%	25%	22%	23%	25%	19%	22%	22%	24%	20%	23%	21%	22%	18%	28% ¹	17%
The time taken to resolve your complaint	217	57	80	34	46	137	80	163	54	14	28	57	59	41	143	14	187	53	160	4
	23%	22%	31% ¹	17%	22%	25%	19%	22%	25%	17%	29%	24%	21%	21%	23%	17%	23%	21%	34% ¹	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	867	598	259	116	497	138	120	102	36	62	48	49	61	61	71	59	50	15	123	
Weighted Base	961	836	124*	24**	847	60*	33*	21*	30*	117*	68*	62*	93*	96*	170*	137*	71*	5**	54*	
Effective Base	539	479	61	16	438	78	56	66	34	59	46	47	55	55	69	56	48	6	71	
How your complaint was handled	213	176	37	6	190	10	11	3	12	41	19	13	13	24	25	31	13	1	10	
22%		21%	30%	27%	22%	17%	83% ^{ab}	12%	6% ^{bcde}	33% ^{def}	27%	20%	14%	25%	15%	22%	16%	9%	18%	
The resolution to your complaint	227	192	35	7	200	15	10	2	10	41	28	13	15	17	24	36	17	1	14	
24%		23%	28%	29%	24% ^g	24%	29% ^{gh}	11%	34% ^{lm}	39% ^{lmno}	42% ^{klmnop}	22%	16%	17%	14%	25%	24%	13%	26%	
The time taken to resolve your complaint	217	181	36	7	189	14	10	4	10	25	25	10	17	25	29	28	20	1	14	
23%		22%	29%	29%	22%	24%	29%	17%	5% ^h	21%	31% ^{klmn}	17%	18%	26%	17%	20%	28%	9%	29%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig. testing

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Table 154

Base : Those making a complaint to the Royal Mail

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	857	415	236	590	411	415	33	91	236	25	95	294	344	119	77	22	638	99	363	322	107	45	16	685	61	500	357
Weighted Base	961	470	245	682	457	470	35**	84*	245	23**	80*	336	403	129*	74*	19**	739	92*	411	357	124*	46**	19**	768	65*	568	393
Effective Base	839	263	141	377	254	263	21	63	141	17	55	181	222	77	46	13	404	59	227	203	66	28	12	430	40	319	220
How your complaint was handled	215	94	71	136	94	94	4	21	71	5	21	53	94	27	25	9	147	58	79	69	29	25	9	148	34	98	115
22%	20%	29% sd	20%	25%	20%	12%	25%	23%	29%	22%	27%	16%	23%	21%	40% sd	48%	20%	41% sd	19%	19%	24%	53%	50%	19%	52% sd	17%	25% y
The resolution to your complaint	227	95	80	139	124	95	6	23	80	7	17	57	101	30	31	9	157	39	93	86	22	14	8	179	22	99	128
24%	20%	33% sd	20%	27%	23%	16%	27%	27%	33%	28%	21%	17%	23%	23%	41% sd	47%	21%	43% sd	23%	24%	18%	31%	44%	23%	34%	17%	33% y
The time taken to resolve your complaint	217	92	63	129	117	92	6	22	80	8	21	55	94	33	22	8	149	35	86	78	31	15	5	164	30	112	104
23%	20%	33% sd	19%	31% sd	26%	16%	20%	27%	33%	33%	27%	16%	23%	23%	37% sd	44%	20%	38% sd	21%	22%	25%	33%	29%	21%	31%	20%	27%

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Table 154

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	857	88	758	11	333	459	65	767	58	20	4	845	8
Weighted Base	961	82*	865	15**	341	534	86*	865	60*	21**	4**	946	10**
Effective Base	839	48	482	9	198	295	47	480	37	13	3	530	7
How your complaint was handled	213	21	189	3	77	125	11	198	12	3	-	211	2
	22%	26%	22%	22%	23%	23%	13%	23%	19%	16%	-	22%	23%
The resolution to your complaint	227	21	206	-	67	148	11	207	11	7	-	224	2
	24%	25%	24%	-	20%	24.6%	13%	24%	18%	33%	-	24%	22%
The time taken to resolve your complaint	217	25	190	2	91	109	16	199	11	4	-	215	1
	23%	31%	22%	11%	27%	20%	19%	23%	19%	20%	-	23%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	887	213	250	210	184	65	74	74	108	73	69	70	67	73	62	74	48
Weighted Base	981	229	278	249	204	64*	97*	68*	106*	88*	84*	73*	82*	94*	66*	80*	58*
Effective Base	538	136	157	133	114	45	50	43	81	48	49	39	44	50	35	48	32
How your complaint was handled	213	46	58	54	55	16	24	5	13	21	25	19	16	19	15	20	20
	22%	20%	21%	22%	27%	26% ₁₆	28% ₂₄	8%	12%	24% ₂₁	28% ₂₅	27% ₁₉	19%	21%	23%	25% ₂₀	19% ₂₀
The resolution to your complaint	227	60	57	66	44	23	26	11	15	16	26	27	20	19	11	18	14
	24%	26%	21%	27%	21%	32% ₂₃	27%	16%	15%	18%	33% ₂₆	32% ₂₇	24%	21%	17%	22%	24%
The time taken to resolve your complaint	217	49	58	56	54	16	21	12	17	21	20	22	16	17	16	23	15
	23%	21%	21%	22%	28%	24%	22%	18%	16%	24%	24%	31%	20%	18%	24%	29%	25%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Table 155

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	857	40	808	308	540	443	414	181	189	186	110	103	55	33	370	236	191	88	689	160
Weighted Base	961	65*	896	316	645	513	448	214	241	210	101*	104*	50**	42**	454	311	195	91*	706	245
Effective Base	839	41	499	173	366	275	265	122	126	120	59	64	27	22	247	180	113	49	405	129
How your complaint was handled	3.48	3.07	3.51a	3.76a	3.37	3.53	3.42	3.60/na	3.63/na	3.57/na	3.28a	2.92	3.69/na	3.19	3.61aop	3.47p	3.16	3.45p	3.36	3.80*
The resolution to your complaint	3.43	2.92	3.47a	3.78a	3.28	3.51f	3.34	3.49/na	3.62/na	3.50/na	3.18	2.94	3.43a	3.19	3.58pqa	3.48p	3.12	3.32	3.34	3.68*
The time taken to resolve your complaint	3.36	3.16	3.37	3.66a	3.20	3.41	3.29	3.33a	3.63/a	3.56/a	3.10	2.89	3.51	3.01	3.43ap	3.45p	3.07	3.28	3.26	3.64*

Proportions/Means. Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs
* small base, ** very small base (under 30) - ineligible for sig testing

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Table 155

Base : Those making a complaint to the Royal Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	288	245	160	184	513	344	602	239	80	86	197	255	178	538	82	725	261	550	46
Weighted Base	261	288	202	209	549	411	728	215	78*	94*	241	283	194	619	80*	820	252	652	56*
Effective Base	149	154	112	125	302	237	388	146	48	53	133	160	105	346	49	455	149	357	33
How your complaint was handled	3.50	3.38	3.60	3.46	3.44	3.53	3.50	3.38	3.90	3.36	3.46	3.51	3.57	3.47	3.47	3.49	3.46	3.40	3.55
The resolution to your complaint	3.43	3.51	3.29	3.50	3.39	3.49	3.48	3.27	3.67	3.42	3.38	3.40	3.60	3.40	3.63	3.46	3.60	3.32	3.60
The time taken to resolve your complaint	3.36	3.41	3.25	3.49	3.33	3.39	3.38	3.24	3.64	3.22	3.32	3.34	3.48	3.31	3.62	3.35	3.50	3.29	3.46

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

Total	Rurality			Nation				Region												
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber-side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	867	259	116	497	138	120	102	36	62	48	49	61	61	71	59	50	15	123		
Weighted Base	961	836	124*	24**	847	60*	33*	21*	30*	117*	68*	62*	93*	96*	170*	138*	71*	5**	54*	
Effective Base	539	479	61	16	438	78	56	66	34	59	46	47	55	55	69	56	48	6	71	
How your complaint was handled	3.48	3.50	3.36	3.64	3.47	3.47	3.56	3.37	3.70	3.12	3.10	3.09	3.41	3.67(jm)	3.38	3.62(kmnop)	3.64(i)	3.61(i)	3.77	3.64
The resolution to your complaint	3.43	3.45	3.31	3.47	3.43	3.43	3.34	3.43	3.62	3.24	3.08	2.86	3.53(j)	3.68(j)	3.48(j)	3.61(i)	3.48(j)	3.48	3.33	
The time taken to resolve your complaint	3.36	3.37	3.25	3.38	3.35	3.34	3.26	3.60	3.04	3.24	3.02	3.41	3.60(j)	3.32	3.42	3.52	3.18	3.60	3.31	

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

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Table 155

Base : Those making a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	857	415	236	590	411	415	33	91	236	25	95	294	344	119	77	22	638	99	363	322	107	45	16	685	61	500	357		
Weighted Base	961	470	245	682	457	470	35**	84*	245	23**	80*	336	403	129*	74*	19**	739	92*	411	357	124*	46**	19**	768	65*	568	393		
Effective Base	839	263	141	377	254	263	21	63	141	17	55	181	222	77	46	13	404	59	227	203	66	28	12	430	40	319	220		
How your complaint was handled	3.48	3.17	3.17	3.58	3.50	3.61	4.94	3.50	3.17	3.59	3.18	3.50	3.43	3.25	2.87	2.70	3.40	2.83	3.59	3.46	2.58	2.62	2.72	3.58	2.65	3.60	3.20		
The resolution to your complaint	3.43	3.62	3.07	3.58	3.25	3.62	3.80	3.40	3.07	3.38	3.28	3.78	3.34	3.29	2.78	2.67	3.54	2.76	3.62	3.46	3.17	2.96	3.06	3.52	2.99	3.64	3.13		
The time taken to resolve your complaint	3.36	3.58	2.98	3.48	3.15	3.56	3.79	3.37	2.98	3.24	3.11	3.48	3.28	3.12	2.75	2.90	3.47	2.78	3.58	3.30	2.91	2.99	3.13	3.48	3.03	3.42	3.18		

Proportions/Means. Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Table 155

Base : Those making a complaint to the Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	857	88	758	11	333	459	65	767	58	20	4	845	8
Weighted Base	961	82*	865	15**	341	534	86*	865	60*	21**	4**	946	10**
Effective Base	839	48	482	9	198	295	47	480	37	13	3	530	7
How your complaint was handled	3.48	3.39	3.48	3.68	3.48	3.45	3.66	3.49	3.51	3.40	3.65	3.48	2.83
The resolution to your complaint	3.43	3.36	3.43	3.97	3.59	3.32	3.65	3.44	3.43	3.32	3.67	3.44	3.12
The time taken to resolve your complaint	3.36	3.07	3.38	3.42	3.28	3.39	3.49	3.35	3.44	3.30	3.67	3.36	3.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Table 155

Base : Those making a complaint to the Royal Mail

Total	Quarter					Month												
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)		Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)	
Unweighted Base	857	213	250	210	184	65	74	74	108	73	69	70	67	73	62	74	48	
Weighted Base	961	229	278	249	204	64*	97*	68*	106*	88*	84*	73*	82*	94*	66*	80*	58*	
Effective Base	539	136	153	157	114	45	50	43	61	48	49	39	44	50	35	49	32	
How your complaint was handled	3.48	3.54	3.51	3.44	3.40	3.34	3.42	3.51ed	3.48nosp	3.74ed	3.57jap	3.16	3.24	3.57jap	3.46jap	3.31jap	3.33jap	
The resolution to your complaint	3.43	3.46	3.47	3.34	3.48	3.15	3.51nsp	3.47nsp	3.75nsp	3.44n	3.14	2.97	3.48jap	3.48nsp	3.50nsp	3.44nsp	3.29	
The time taken to resolve your complaint	3.36	3.43	3.41	3.35	3.21	3.15	3.42	3.70nsp	3.58nsp	3.42	3.23	3.13	3.42	3.46	3.32	3.25	3.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	1907	179	1728	242	1667	836	1065	251	228	346	240	394	273	175	479	586	842	448	1751	146
Weighted Base	1856	238	1618	221	1635	844	1007	238	212	332	247	395	231	200	450	580	828	431	1644	203
Effective Base	1143	146	997	135	1008	514	625	151	140	205	146	241	146	117	290	350	503	262	1026	112
Didn't know where to go/ who to complain to	160	20	130	13	137	58	92	18	11	24	23	30	25	20	29	47	74	44	135	13
Didn't have the time	146	19	125	11	133	73	71	53	24	29	19	25	13	3	67	47	40	16	124	20
Not worth the hassle	716	73	643	88	628	334	380	108	73	130	84	171	74	77	181	214	322	151	652	59
Wouldn't change anything anyway	423	45	376	44	379	213	208	35	30	60	56	93	63	55	66	146	211	117	379	41
The problem was sorted without needing to complain	361	41	320	47	314	165	195	40	49	66	34	70	56	46	88	100	172	102	319	42
Not a major issue	613	77	536	95	519	308	307	72	79	110	103	125	64	60	151	213	250	125	537	73
Any other reason (please specify)	72	13	59	6	66	33	39	3	6	14	8	15	13	8	15	22	36	21	64	8
I don't know	63	9	54	5	58	32	31	12	13	12	14	6	2	5	24	25	13	7	59	3

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1907	482	582	350	483	1074	833	1026	886	160	217	471	504	382	1192	165	1630	415	1410	82
Weighted Base	1866	346	601	414	495	947	909	1051	777	158	211	482	468	355	1161	165	1574	401	1382	73*
Effective Base	1143	221	362	242	319	582	560	605	528	101	134	301	289	203	725	106	966	260	836	48
Didn't know where to go/ who to complain to	190	26	62	28	34	87	62	76	71	16	23	32	47	15	102	16	121	25	120	4
8%		7%	10%	7%	7%	9%	7%	7%	9%	6% 10%	11% 18%	7%	12% 16%	4%	10% 15%	10%	8%	6%	9%	6%
Didn't have the time	145	32	50	37	26	82	62	103	40	10	13	23	44	35	80	11	121	24	114	7
14%		9%	8%	9%	5%	9%	7%	10% 14%	5%	6%	6%	5%	9% 14%	10% 14%	7%	7%	8%	6%	8%	9%
Not worth the hassle	716	126	249	161	179	376	341	404	305	63	72	204	165	139	441	66	608	144	543	29
39%		36%	41%	39%	36%	40%	38%	39%	39%	40%	34%	42%	35%	39%	38%	39%	39%	36%	39%	39%
Wouldn't change anything anyway	423	88	147	79	109	235	188	226	193	39	49	120	89	84	258	43	356	78	333	12
23%		25%	24%	19%	22%	25%	21%	21%	25%	25%	23%	25%	19%	24%	22%	26%	23%	20%	24%	16%
The problem was sorted without needing to complain	361	55	101	93	112	156	205	199	155	31	51	103	88	67	242	31	311	87	285	9
19%		16%	17%	22%	23%	16%	20% 25%	19%	20%	20%	24%	21%	19%	19%	21%	19%	20%	22%	19%	12%
Not a major issue	613	139	190	121	163	329	284	367	236	55	53	143	149	154	345	58	519	129	457	27
32%		30% 34%	32%	29%	33%	35%	31%	35%	30%	35%	29%	30%	32%	30%	30%	35%	33%	32%	33%	37%
Any other reason (please specify)	72	8	29	14	21	37	35	33	38	7	4	18	23	10	45	7	60	17	51	4
4%		2%	5%	3%	4%	4%	4%	3%	5%	5%	2%	4%	5%	3%	4%	4%	4%	4%	4%	6%
I don't know	63	10	14	16	23	23	39	41	19	5	6	12	20	9	38	5	49	20	37	5
3%		3%	2%	4%	5%	2%	4%	4%	2%	3%	3%	2%	4%	2%	3%	3%	3%	5%	3%	7%

Routing changed from Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Q7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	1907	1269	638	308	991	402	285	229	94	112	115	112	99	104	79	141	135	70	332	
Weighted Base	1866	1602	254	55*	1551	177	79	48	67*	199	164	136	144*	167*	168*	317	189	311*	146	
Effective Base	1143	1000	144	75	867	171	150	156	88	106	105	108	94	95	76	133	127	23	150	
Didn't know where to go/ who to complain to	190	128	22	2	130	7	8	5	7	22	8	9	16	11	8	25	24	-	7	
8%		8%	9%	3%	15.2%	4%	10.4%	1.5%	11%	11%	5%	6%	11%	6%	5%	8%	18.5%	-	4%	
Didn't have the time	146	125	20	4	127	9	5	3	2	20	7	9	12	18	17	25	17	-	9	
8%		8%	8%	7%	8%	5%	7%	7%	3%	10%	4%	7%	8%	11%	10%	8%	9%	-	6%	
Not worth the hassle	716	609	107	22	608	96	32	20	29	75	55	51	53	67	78	137	63	4	51	
39%		38%	42%	39%	39%	31%	40%	19.5%	43%	38%	34%	37%	36%	40%	47%	43%	33%	14%	35%	
Wouldn't change anything anyway	423	372	50	14	370	30	13	9	17	41	40	27	29	43	54	75	44	1	29	
23%		23%	20%	26%	24.6%	17%	16%	20%	26%	21%	25%	19%	20%	26%	32%	24%	23%	4%	20%	
The problem was sorted without needing to complain	361	314	46	12	299	36	16	11	16	34	31	25	21	31	49	64	29	9	27	
19%		20%	18%	22%	19%	20%	20%	22%	24%	17%	19%	18%	14%	18%	29.5%	20%	15%	28%	18%	
Not a major issue	613	538	76	18	492	73	28	20	21	65	63	45	47	53	51	83	65	18	55	
32%		34%	30%	33%	32%	14.6%	36%	20%	31%	33%	30.5%	33%	33%	32%	30%	25%	34%	58%	34.5%	
Any other reason (please specify)	72	63	9	2	62	5	4	2	1	9	1	9	9	7	6	14	6	*	4	
4%		4%	4%	4%	4%	3%	4%	3%	2%	5%	1%	6.5%	6.5%	4%	4%	4%	3%	1%	3%	
I don't know	63	54	9	1	50	7	4	1	3	8	8	6	3	3	-	8	12	*	7	
3%		3%	4%	2%	3%	4%	6%	3%	3.5%	4%	8.5%	6.5%	2%	2%	-	3%	15.5%	*	6.5%	

Routing changed from Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig. testing

Q7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)
Unweighted Base	1907	685	811	980	1108	685	56	298	811	68	396	660	770	235	175	61	1430	236	869	707	176	99	46	1576	145	449	1458
Weighted Base	1886	625	817	914	1105	625	48*	250	817	71*	384	620	751	225	179	73*	1371	251	801	697	192	101*	54*	1498	155*	450	1408
Effective Base	1143	404	487	582	665	404	35	179	487	45	247	378	464	152	107	39	842	146	498	429	117	62	30	927	92	271	872
Didn't know where to go/ who to complain to	186	40	63	58	101	40	3	18	83	13	36	49	62	15	17	3	111	20	64	57	12	6	7	121	13	47	103
6%	6%	10%	6%	6%	9%	6%	5%	7%	10%	78%	10%	8%	8%	7%	10%	4%	8%	8%	8%	8%	6%	6%	14%	8%	9%	10%	7%
Didn't have the time	145	36	64	67	94	36	5	11	64	4	24	32	58	18	25	11	90	36	56	61	16	8	4	117	12	40	104
8%	6%	8%	7%	9%	9%	6%	17%	4%	8%	6%	6%	5%	8%	8%	10%	11%	7%	10%	7%	9%	8%	8%	7%	8%	8%	9%	7%
Not worth the hassle	716	218	337	319	439	218	17	94	337	37	162	233	267	84	80	29	520	109	297	252	81	52	29	549	51	181	535
39%	35%	41%	35%	40%	35%	35%	36%	38%	41%	51%	42%	37%	38%	37%	45%	39%	38%	43%	37%	38%	42%	53%	37%	37%	52%	40%	38%
Wouldn't change anything anyway	423	123	208	191	276	123	5	48	208	23	118	140	176	36	49	19	316	68	176	150	46	27	22	326	49	92	330
23%	20%	25%	21%	25%	20%	10%	19%	19%	25%	32%	37%	23%	23%	16%	27%	23%	22%	22%	22%	22%	24%	27%	49%	22%	51%	21%	23%
The problem was sorted without needing to complain	361	136	149	190	204	136	12	55	149	7	69	143	146	47	18	6	290	24	172	145	22	15	4	337	20	89	272
19%	22%	18%	21%	18%	22%	24%	22%	22%	18%	9%	16%	22%	24%	10%	8%	21%	9%	24%	21%	21%	12%	15%	8%	21%	13%	20%	19%
Not a major issue	613	202	280	304	382	202	19	59	280	22	131	215	257	70	52	12	473	64	294	216	63	26	13	510	39	120	493
32%	32%	34%	33%	35%	32%	40%	24%	24%	34%	31%	34%	32%	34%	29%	17%	17%	34%	26%	37%	31%	33%	26%	24%	34%	29%	27%	35%
Any other reason (please specify)	72	28	31	37	40	28	3	14	31	2	15	25	20	6	15	6	46	21	26	25	9	3	51	12	13	59	4%
4%	4%	4%	4%	4%	4%	4%	5%	5%	4%	3%	4%	4%	3%	3%	8%	3%	3%	3%	3%	4%	5%	5%	3%	3%	5%	3%	4%
I don't know	63	21	23	31	33	21	3	10	23	-	5	13	26	8	4	10	39	14	18	26	11	1	3	45	5	16	46
3%	3%	3%	3%	3%	3%	3%	7%	4%	3%	3%	7%	2%	3%	4%	2%	14%	3%	6%	2%	4%	6%	7%	6%	3%	3%	4%	3%

Q7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1907	110	1780	17	646	1184	77	1868	15	10	10	1893	4
Weighted Base	1856	107*	1736	13**	601	1180	75*	1823	14**	9**	8**	1847	1**
Effective Base	1143	65	1068	11	390	710	45	1118	11	6	7	1135	3
Didn't know where to go/ who to complain to	186	9	141	-	49	84	7	146	1	2	1	149	-
	6%	8%	8%	-	8%	8%	9%	8%	6%	23%	14%	8%	-
Didn't have the time	145	8	132	4	51	90	4	141	3	-	*	145	-
	8%	8%	8%	30%	8%	8%	5%	8%	21%	-	1%	8%	-
Not worth the hassle	716	42	666	8	232	451	33	708	4	2	2	713	1
	39%	40%	38%	59%	39%	38%	44%	39%	24%	20%	30%	39%	44%
Wouldn't change anything anyway	423	35	387	*	124	288	11	416	4	2	-	422	*
	23%	33%	22%	2%	21%	24%	15%	23%	28%	24%	-	23%	30%
The problem was sorted without needing to complain	361	24	333	3	130	219	11	359	1	-	1	359	-
	19%	23%	19%	21%	22%	19%	16%	20%	4%	-	17%	19%	-
Not a major issue	613	32	579	3	203	382	18	604	4	3	3	610	*
	33%	30%	33%	21%	34%	33%	24%	33%	27%	30%	37%	33%	30%
Any other reason (please specify)	72	1	71	-	21	50	1	69	1	1	1	72	-
	4%	1%	4%	-	3%	4%	2%	4%	6%	14%	7%	4%	-
I don't know	83	3	80	-	13	44	6	57	2	2	1	61	1
	3%	3%	3%	-	2%	4%	Excl	3%	11%	24%	12%	3%	56%

Routing changed from Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	1907	464	441	483	519	162	146	156	138	137	166	154	170	159	186	156	177
Weighted Base	1896	482	447	433	494	168	138	161	137	102	162	143	151	138	175	153	166
Effective Base	1143	284	270	282	308	99	83	102	96	79	95	93	98	91	106	95	109
Didn't know where to go/ who to complain to	150	38	47	23	42	8	13	17	21	12	13	4	10	9	7	18	17
Didn't have the time	8%	8%	10%	5%	9%	5%	9%	10%	13%	16%	8%	3%	7%	6%	4%	12%	11%
Not worth the hassle	145	40	29	36	39	10	13	17	12	9	8	20	11	5	14	12	13
Wouldn't change anything anyway	8%	8%	7%	8%	8%	6%	9%	10%	7%	7%	9%	14%	7%	4%	8%	8%	8%
The problem was sorted without needing to complain	716	206	185	136	189	77	56	73	63	51	71	47	47	41	62	68	58
Not a major issue	39%	43%	41%	31%	38%	46%	41%	41%	39%	41%	44%	33%	31%	30%	36%	44%	35%
Any other reason (please specify)	423	94	111	99	119	37	20	37	43	19	49	27	37	35	27	42	39
I don't know	23%	20%	23%	23%	24%	22%	15%	21%	27%	16%	32%	19%	24%	25%	21%	23%	23%
	361	97	81	98	84	31	21	45	37	14	31	29	39	31	30	31	23
	19%	20%	18%	23%	17%	19%	15%	29%	23%	11%	19%	16%	28%	22%	17%	20%	14%
	613	164	141	149	159	50	52	62	49	48	45	49	44	57	54	40	65
	33%	34%	32%	34%	32%	30%	37%	35%	30%	38%	27%	34%	29%	41%	31%	26%	39%
	72	24	18	13	18	9	6	10	7	3	9	3	8	2	7	5	5
	4%	5%	4%	3%	4%	5%	4%	5%	4%	2%	5%	2%	5%	1%	4%	3%	3%
	63	14	15	21	12	4	5	6	8	4	3	6	9	6	4	1	7
	3%	3%	3%	5%	2%	2%	3%	3%	5%	3%	2%	4%	6%	4%	2%	1%	5%

Routing changed from Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Table 158

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Yes - over the counter at the Post Office	248	15	233	122	127	159	89	63	70	48	28	23	12	4	133	76	39	16	168	74
Yes - by phone/ letter/ email to the Post Office	4%	1%	2%	18%	2%	5%	3%	5%	5%	4%	3%	2%	2%	1%	2%	4%	2%	1%	3%	8%
Yes - to the regulator (Ofcom)	206	9	197	91	115	136	68	61	61	53	14	12	3	2	122	67	17	5	135	71
Yes - to Citizens Advice Bureau	3%	1%	2%	12%	2%	4%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	1%	1%	3%	2%
Yes - to someone else (please specify)	94	1	93	62	32	58	36	23	35	23	6	4	2	1	58	30	6	2	58	36
No	2%	1	2%	3%	1%	2%	1%	5%	5%	5%	1%	1%	1%	1%	3%	3%	1	1	1%	4%
I don't know	196	4	192	52	54	80	27	27	30	24	15	6	1	2	58	39	9	3	78	25
	2%	1	2%	7%	1%	3%	1%	3%	3%	3%	2%	1%	1	1	3%	2%	1	1	2%	3%
	47	3	44	6	41	24	23	3	5	6	13	6	9	6	8	19	20	14	41	4
	1%	1	1%	1%	1%	1%	1%	1	1%	1%	2%	1%	1%	1%	1	1%	1%	1%	1%	1
	5432	1199	4233	540	4992	2593	2840	638	695	947	747	1091	727	608	1302	1694	2416	1305	4645	741
	88%	87%	86%	86%	87%	86%	86%	78%	79%	84%	80%	85%	85%	87%	78%	81%	84%	84%	80%	79%
	196	10	185	26	169	104	90	49	29	58	27	15	8	7	78	85	31	16	141	48
	3%	1%	4%	3%	3%	3%	3%	5%	5%	5%	5%	1%	1%	1%	5%	4%	1%	1%	3%	5%

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1596	1130	3812	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Yes - over the counter at the Post Office	248	75	73	56	43	148	100	36	208	17	17	63	78	60	158	17	221	70	157	12
4%		5% gh	4%	4%	3%	8% gh	3%	2%	12% gh	3%	2%	4%	5% gh	5% gh	4%	3%	4%	3% gh	3%	4%
Yes - by phone/ letter/ email to the Post Office	206	63	51	42	90	114	92	154	18	16	24	55	74	30	154	16	185	81	118	7
3%		6% gh	3%	3%	3%	4%	3%	6% gh	1%	3%	2%	4%	5%	3%	4%	3%	4%	3% gh	3%	2%
Yes - to the regulator (Ofcom)	94	52	22	11	8	75	20	88	6	3	2	27	35	27	63	3	91	36	55	3
2%		6% gh	1%	1%	*	8% gh	1%	1%	*	1%	*	2% gh	4% gh	4% gh	5% gh	1%	2%	3% gh	1%	1%
Yes - to Citizens Advice Bureau	106	33	33	22	18	65	41	90	16	8	11	24	36	25	71	8	96	29	69	8
2%		4% gh	2%	2%	1%	2%	1%	2% gh	1%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	3%
Yes - to someone else (please specify)	47	6	21	10	10	27	20	28	19	3	3	17	12	4	32	3	39	8	33	6
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	2%
No	5432	935	1710	1232	1554	2845	2786	3102	2255	466	667	1313	1360	967	3340	484	4553	1092	4114	226
88%		82%	89% gh	89% gh	90% gh	87%	90% gh	85%	94% gh	99% gh	91% gh	87%	86%	88%	87%	91%	88%	85% gh	89% gh	79%
I don't know	195	35	52	42	65	67	107	124	59	10	20	45	52	26	118	11	148	35	132	28
3%		3%	3%	3%	4%	3%	3%	3%	2%	2%	3%	3%	3%	2%	3%	2%	3%	3%	3%	10% gh

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Yes - over the counter at the Post Office	248	230	19	5	215	17	9	7	8	22	6	16	30	24	92	38	20	5	13	
4%	4%	4%	2%	3%	4%	3%	3%	4%	3%	3%	1%	4%	8%	6%	26%	6%	6%	3%	3%	
Yes - by phone/ letter/ email to the Post Office	206	191	16	2	179	15	9	3	7	21	9	18	20	17	51	23	14	*	15	
3%	3%	4%	2%	1%	3%	3%	3%	2%	3%	3%	2%	4%	3%	3%	16%	3%	1%	*	3%	
Yes - to the regulator (Ofcom)	94	79	15	3	84	5	2	3	3	9	4	3	19	10	26	5	5	*	5	
2%	2%	1%	2%	2%	2%	1%	1%	2%	1%	1%	1%	1%	5%	3%	8%	1%	*	*	1%	
Yes - to Citizens Advice Bureau	106	85	21	1	90	8	5	3	2	11	1	9	16	16	21	3	8	*	8	
2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	*	2%	4%	3%	3%	*	1%	*	2%	
Yes - to someone else (please specify)	47	42	5	1	41	3	2	2	-	8	4	-	3	7	10	6	2	*	2	
1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	*	*	1%	
No	5432	4642	791	157	4552	466	265	149	227	582	474	399	462	503	681	752	472	60	406	
88%	88%	92%	94%	88%	88%	90%	90%	88%	91% lin	88%	89%	89%	88%	88%	89%	89%	89%	89%	90% lin	
I don't know	195	172	23	2	166	14	9	6	7	32	9	16	26	13	19	27	19	2	11	
3%	3%	3%	1%	3%	3%	3%	4%	3%	3%	7%	2%	4%	7%	2%	2%	3%	4%	4%	3%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Table 158

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Yes - over the counter at the Post Office	248	149	59	108	99	149	8	21	59	8	12	109	91	41	16	3	119	19	84	119	34	5	4	202	9	204	44
4%		6% ab	3%	6% ab	3%	6% a	5%	3%	3%	1%	1%	6% ab	4%	6% ab	3%	1%	6% ab	2%	3%	6% ab	6% ab	1%	2%	6% ab	2%	6% ab	1%
Yes - by phone/ letter/ email to the Post Office	206	125	25	181	81	125	6	8	25	4	6	67	108	22	7	2	175	9	91	82	21	5	6	174	11	163	43
3%		6% ab	1%	6% ab	2% b	6% ab	4% ab	1%	1%	2%	1%	6% ab	6% ab	3%	1%	1%	6% ab	1%	4%	4%	3%	1%	3%	4%	2%	114	1%
Yes - to the regulator (Ofcom)	94	62	13	73	29	62	1	2	13	1	2	35	43	9	4	3	78	7	27	39	16	10	2	67	12	89	5
2%		6% ab	1%	6% ab	1%	6% ab	1%	*	1%	1%	*	2%	2%	1%	1%	1%	2%	1%	1%	2%	2%	6% ab	1%	1%	2%	6% ab	*
Yes - to Citizens Advice Bureau	106	62	17	88	44	62	4	7	17	3	6	42	38	17	4	3	81	7	38	33	23	7	6	70	13	89	17
2%		6% ab	1%	6% ab	1%	6% ab	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%	6% ab	2%	3%	1%	2%	6% ab	*
Yes - to someone else (please specify)	47	22	15	29	23	22	2	7	15	1	7	9	30	4	1	3	39	4	21	21	2	1	2	43	3	17	30
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1% a	1%	*	1%	1%	*	1%	1%	*	*	1%	1%	1%	1%	1%
No	8432	2058	1989	2991	2923	2058	142	712	1989	202	1004	1799	2170	679	535	230	3969	765	2390	2003	568	322	157	4364	479	1048	4384
86%		85%	85%	85%	85%	85%	88%	88%	85%	95%	85%	85%	87%	85%	85%	85%	85%	85%	85%	87%	83%	85%	86%	86%	85%	85%	85%
I don't know	186	54	59	100	105	54	1	11	59	19	47	78	39	19	4	126	23	69	79	34	11	6	135	16	61	131	
3%		2%	3%	3%	3%	2%	1%	1%	3% a	-	2%	2%	3%	6% ab	3%	2%	3%	2%	2%	3%	6% ab	3%	3%	3%	3%	4%	3%

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2464	191	3551	69	38	46	3657	15
Yes - over the counter at the Post Office	248	18	226	4	85	136	27	214	25	8	*	247	1
4%		5%	4%	9%	8%	3%	9%	4%	23%	19%	*	4%	7%
Yes - by phone/ letter/ email to the Post Office	206	21	182	3	77	110	18	182	18	4	*	204	2
3%		6%	3%	8%	3%	3%	9%	3%	16%	6%	*	3%	9%
Yes - to the regulator (Ofcom)	94	11	82	2	37	46	9	86	8	*	*	94	-
2%		3%	7%	4%	2%	7%	3%	7%	7%	*	*	2%	-
Yes - to Citizens Advice Bureau	106	8	98	-	44	46	15	82	19	5	*	106	-
2%		2%	2%	-	3%	7%	9%	7%	16%	6%	*	2%	-
Yes - to someone else (please specify)	47	2	45	-	21	24	2	45	-	2	-	47	-
1%		7%	-	-	1%	7%	7%	7%	-	4%	-	7%	-
No	5432	279	5120	33	1424	3789	219	5260	61	38	66	5359	8
88%		83%	89%	80%	85%	91%	70%	89%	52%	67%	100%	89%	34%
I don't know	195	4	189	2	93	105	40	177	4	2	*	183	11
3%		7%	3%	6%	3%	3%	13%	3%	4%	3%	*	3%	50%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Table 158

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6100	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6100	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Yes - over the counter at the Post Office	248	59	85	53	52	16	24	20	34	24	26	19	14	19	18	14	20				
Yes - by phone/ letter/ email to the Post Office	4%		6%			3%	4%	4%	6%	5%	5%	4%	3%	4%	4%	3%	4%				
Yes - to the regulator (Ofcom)	94	21	27	23	23	4	6	11	23	1	4	6	12	5	4	10	9				
Yes - to Citizens Advice Bureau	2%	1%	2%	1%	2%	1%	1%	2%	4%	0%	1%	1%	2%	1%	1%	2%	2%				
Yes - to someone else (please specify)	108	36	33	19	19	6	15	14	21	2	11	7	7	5	10	4	5				
No	2%	2%	2%	1%	1%	1%	2%	2%	4%	0%	2%	1%	1%	1%	2%	1%	1%				
I don't know	195	59	42	50	44	21	21	18	16	16	9	17	19	14	12	14	18				
	3%	4%	3%	3%	3%	4%	4%	3%	3%	3%	2%	3%	4%	3%	2%	3%	4%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Table 159

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1017	5142	807	5352	2962	3184	791	817	1133	805	1152	852	609	1608	1938	2613	1461	5467	644
Weighted Base	6169	1233	4926	789	5370	3010	3139	822	867	1120	832	1130	760	627	1690	1953	2517	1387	5157	943
Effective Base	3716	738	2977	461	3256	1799	1909	506	508	680	486	701	474	363	1014	1166	1536	836	3181	511
None	3707	616	2891	412	3295	1957	1741	585	563	745	526	672	368	248	1148	1271	1288	616	2996	670
	60%		59%	52%	54%	55%		15%a	16%a	16%a	16%a	16%a	16%a	16%a	40%	44%a	44%a	44%	56%	44%a
1-2	1602	260	1342	281	1321	731	871	172	232	273	209	284	231	202	404	481	716	433	1381	239
	26%		27%	36%	25%	24%	28%	27%	27%	24%	25%	30%	32%	24%	24%	25%	33%	31%	27%	22%
3-4	432	70	361	54	378	158	274	29	39	61	59	83	80	61	68	120	244	161	390	41
	7%		6%	7%	7%	5%	5%	4%	5%	5%	5%	6%	6%	4%	4%	4%	12%	12%	6%	4%
5-10	284	59	225	37	247	119	165	34	39	31	26	55	52	50	63	57	164	109	254	18
	5%		5%	5%	5%	4%	5%	4%	3%	3%	3%	5%	5%	4%	3%	3%	7%	8%	6%	2%
11-20	91	17	73	4	87	28	63	2	2	7	10	24	19	28	4	17	70	47	85	5
	1%		1%	1%	*	2%	2%a	*	*	1%	1%	2%a	2%a	2%a	*	1%	3%a	3%a	4%a	*
21+	43	10	33	2	41	16	25	1	1	5	2	12	11	12	2	7	34	22	41	1
	1%		1%	1%	*	1%	1%	*	*	*	*	1%a	1%a	2%a	*	*	1%a	2%a	1%	*
Any Sent (non-zero entry)	2451	417	2035	377	2074	1053	1368	237	304	376	306	457	392	379	541	682	1228	771	2160	273
Total	40%		34%	41%	46%a	39%	35%	45%	32%	34%	37%	49%	42%	40%	32%	35%	43%	46%	42%	29%
Total Mean (including those not Sending any)																				
Mean	1.42	1.38	1.43	1.23	1.45	1.15	1.6%	0.74	0.88	0.93	1.1%a	1.74%a	2.0%a	2.5%a	0.81	1.00	2.16%a	2.0%a	1.9%a	0.68
Std Dev.	4.44	4.67	4.38	2.61	4.65	3.55	5.15	1.97	2.19	3.18	2.76	6.40	4.66	7.00	2.09	3.01	6.11	5.85	4.74	1.86
Std Error	0.06	0.15	0.06	0.09	0.06	0.07	0.09	0.07	0.08	0.09	0.10	0.19	0.16	0.28	0.05	0.07	0.12	0.15	0.06	0.07
Sending Mean (excluding those not Sending any)																				
Mean	3.57	4.10	3.47	2.57	3.1%	3.29	3.78	2.58	2.50	2.77	3.00	4.29%a	4.55%a	4.96%a	2.54	2.87	4.42%a	4.86%a	3.71%a	2.36
Std Dev.	6.47	7.30	6.28	3.29	6.88	5.38	7.18	2.96	3.11	5.02	3.88	9.51	5.84	8.45	3.04	4.54	8.16	7.25	6.76	2.83
Std Error	0.13	0.39	0.14	0.17	0.15	0.17	0.20	0.20	0.19	0.26	0.22	0.44	0.29	0.46	0.14	0.17	0.23	0.26	0.14	0.20

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Table 159

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6159	1473	1838	1207	1540	3311	2847	3378	2699	537	737	1478	1596	1130	3811	554	5167	1365	4508	286
Weighted Base	6159	1135	1913	1384	1725	3048	3109	3670	2396	515	733	1500	1585	1100	3818	533	5174	1284	4587	288
Effective Base	3716	696	1126	814	1081	1821	1894	2048	1648	334	458	928	941	620	2327	346	3095	828	2713	179
None	3707	627	1130	855	1094	1757	1949	2270	1357	334	446	863	862	694	2201	347	3058	812	2701	185
60%		50%	59%	63% <i>sd</i>	67% <i>sd</i>	58%	63% <i>sd</i>	67% <i>sd</i>	57%	61%	61%	58%	60%	63% <i>sd</i>	58%	60%	63% <i>sd</i>	61%	59%	63% <i>sd</i>
1-2	1602	344	494	344	421	837	765	997	598	129	190	399	439	290	1028	129	1384	325	1215	62
26%		26% <i>sd</i>	26%	25%	24%	27% <i>sd</i>	25%	27%	25%	25%	26%	27%	28%	26%	27%	24%	24%	26%	26%	22%
3-4	432	74	146	97	115	220	212	213	216	32	43	130	129	55	301	32	370	79	334	19
7%		7%	8%	7%	7%	7%	7%	6%	6%	6%	6%	6% <i>sd</i>	6% <i>sd</i>	5%	6% <i>sd</i>	6%	6%	6%	7%	7%
5-10	284	63	97	57	68	160	124	143	139	12	42	73	74	46	190	16	245	55	221	8
5%		6%	5%	4%	4%	5%	4%	4%	6% <i>sd</i>	2%	6% <i>sd</i>	5%	5%	4%	6% <i>sd</i>	3%	5%	4%	5%	3%
11-20	91	16	35	19	20	52	36	31	59	3	11	23	32	11	65	5	79	8	79	4
1%		1%	2%	1%	1%	2%	1%	1%	2% <i>sd</i>	1%	2%	2%	2%	1%	2%	1%	2%	1%	2% <i>sd</i>	1%
21+	43	12	11	12	8	23	20	16	27	4	*	12	20	4	32	4	38	5	37	1
1%		1%	1%	1%	*	1%	1%	*	1% <i>sd</i>	1%	*	1%	1% <i>sd</i>	*	1%	1%	1%	*	1%	*
Any Sent (non-zero entry)	2431	559	783	528	631	1292	1160	1460	1039	181	287	637	693	408	1917	186	2116	472	1869	93
40%		43% <i>sd</i>	43% <i>sd</i>	38%	37%	42% <i>sd</i>	37%	38%	43% <i>sd</i>	35%	39%	42% <i>sd</i>	43% <i>sd</i>	37%	42% <i>sd</i>	35%	43% <i>sd</i>	37%	43% <i>sd</i>	32%
Total Mean (including those not Sending any)																				
Mean	1.42	1.65	1.50	1.37	1.23	1.55	1.29	1.12	1.93 <i>sd</i>	1.41	1.18	1.53	1.74 <i>sd</i>	1.15	1.68 <i>sd</i>	1.46	1.45	1.21	1.51	0.99
Std Dev.	4.44	4.76	4.26	3.87	4.82	4.45	4.42	3.02	6.01	7.82	2.46	4.08	4.85	3.84	4.18	7.75	4.07	5.24	4.26	3.09
Std Error	0.06	0.12	0.10	0.11	0.12	0.08	0.08	0.05	0.12	0.34	0.09	0.11	0.12	0.11	0.07	0.33	0.06	0.14	0.06	0.18
Sending Mean (excluding those not Sending any)																				
Mean	3.57	3.68	3.66	3.60	3.36	3.67	3.47	2.93	4.46 <i>sd</i>	4.02	3.03	3.60	3.98	3.11	3.66	4.18	3.53	3.29	3.67	3.07
Std Dev.	6.47	6.57	6.04	5.60	7.51	6.25	6.71	4.32	8.50	12.81	3.14	5.63	6.70	5.62	5.80	12.69	5.76	8.25	6.02	4.82
Std Error	0.13	0.26	0.23	0.26	0.31	0.17	0.21	0.12	0.25	0.96	0.19	0.23	0.26	0.28	0.15	0.94	0.13	0.37	0.14	0.52

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Table 159

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/ Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6169	4160	1999	901	3268	1144	966	781	344	375	364	355	368	367	362	368	365	169	975	
Weighted Base	6169	5297	862	167	5176	517	295	170	250	675	508	448	542	573	810	843	529	67*	450	
Effective Base	3716	3250	472	167	2841	491	498	508	321	354	340	334	344	339	346	347	339	59	432	
None	3767	3203	504	88	3073	336	183	116	107	406	314	259	326	311	523	493	283	40	296	
	60%	76%	59%	53%	59%	63%	62%	62%	63%	60%	63%	58%	60%	64%	63%	59%	54%	60%	63%	
1-2	1602	1377	225	41	1376	115	74	38	60	174	139	133	145	173	210	194	148	17	98	
	26%	26%	26%	24%	27%	22%	25%	22%	24%	26%	27%	30%	27%	30%	26%	23%	28%	25%	22%	
3-4	432	368	64	16	373	31	21	7	18	50	29	32	31	43	43	76	61	3	27	
	7%	7%	7%	2%	7%	6%	7%	4%	7%	7%	6%	7%	6%	7%	5%	9%	8%	5%	6%	
5-10	284	236	48	16	242	25	12	5	10	35	16	18	28	30	27	48	32	5	20	
	5%	4%	6%	9%	5%	5%	4%	3%	4%	5%	3%	4%	5%	5%	3%	6%	6%	7%	4%	
11-20	91	77	14	2	79	8	1	3	3	10	9	3	11	9	3	18	12	*	7	
	1%	1%	2%	1%	1%	1%	*	3%	1%	2%	2%	1%	2%	2%	*	2%	2%	1%	2%	
21+	43	37	6	5	34	4	4	2	2	-	1	3	1	7	4	14	2	1	2	
	1%	1%	1%	3%	1%	1%	1%	1%	1%	*	1%	1%	*	10%	1%	2%	*	2%	1%	
Any Sent (non-zero entry)	2461	2094	357	79	2103	161	112	55	63	268	193	189	216	261	287	350	245	27	155	
	40%	40%	41%	41%	41%	35%	38%	32%	37%	40%	38%	42%	40%	48%	35%	41%	40%	40%	34%	
Total Mean (including those not Sending any)																				
Mean	1.42	1.41	1.47	2.32ab	1.43	1.38	1.40	1.36	1.29	1.20	1.17	1.18	1.19	1.14a	0.98	2.14jln	1.31a	1.88a	1.29	
Std Dev.	4.44	4.52	3.91	6.46	4.43	4.37	4.53	4.72	3.83	2.45	2.96	2.75	2.73	4.60	2.77	7.77	4.83	6.31	4.01	
Std Error	0.06	0.07	0.09	0.22	0.08	0.13	0.15	0.17	0.21	0.13	0.16	0.15	0.14	0.24	0.15	0.40	0.25	0.49	0.13	
Sending Mean (excluding those not Sending any)																				
Mean	3.87	3.58	3.56	6.32ab	3.52	3.93	3.69	4.23	3.46	3.03	3.08	2.79	2.99	3.81	2.77	5.16lm	3.68	4.93	3.75	
Std Dev.	6.47	6.63	5.43	8.59	6.41	6.68	6.77	7.60	5.65	3.10	4.15	3.66	3.65	6.20	4.08	11.40	6.57	9.30	6.14	
Std Error	0.13	0.17	0.19	0.43	0.18	0.32	0.34	0.48	0.50	0.26	0.35	0.30	0.31	0.49	0.37	0.93	0.51	1.10	0.32	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6199	2363	2213	3424	3274	2363	183	885	2213	209	1143	2100	2393	819	564	259	4493	823	2745	2269	628	326	159	5014	485	1453	4706
Weighted Base	6199	2413	2162	3502	3251	2413	160	764	2162	213	1048	2017	2486	800	582	247	4503	829	2606	2303	681	358	178	4909	535	1519	4640
Effective Base	3716	1429	1317	2075	1963	1429	110	536	1317	141	700	1219	1471	508	350	152	2691	503	1582	1381	408	211	112	2963	323	900	2816
None	3707	1462	1162	2069	1769	1462	103	438	1162	129	514	946	1522	609	440	227	2449	667	1463	1459	433	218	113	2922	332	735	2973
60%	60%	61%ab	54%	69%bcd	54%	61%	64%	57%	54%	61%	49%	47%	69%klp	71%klp	76%klp	92%klmnopq	54%k	82%klmnop	56%	63%rst	64%rs	61%	64%	69%tu	62%	48%	64%y
1-2	1602	668	602	984	918	668	46	221	602	58	284	654	668	165	96	16	1321	112	715	590	153	84	50	1305	135	536	1068
26%	26%	28%	26%	28%	28%	28%	28%	29%	28%	28%	27%	21%	28%	21%	31%	2%	28%	21%	26%	22%	24%	28%	27%	25%	23%	23%	23%
3-4	432	152	156	234	229	152	9	61	196	13	121	211	158	31	30	2	369	32	219	122	58	22	9	341	31	138	294
7%	7%	6%	7%	7%	6%	6%	6%	8%	9%	6%	12%	16%klmnopq	9%lmnop	4%	9%k	1%	8%klmnopq	4%	6%k	5%	5%	6%	5%	7%	6%	6%	6%
5-10	284	111	116	168	173	111	2	36	116	7	69	133	110	25	15	1	243	16	152	82	21	25	4	234	29	73	211
9%	9%	5%	5%	5%	5%	5%	1%	5%	5%	3%	7%	6%	6%	4%	3%	3%	6%klmnopq	2%	4%	4%	3%	2%	2%	5%	5%	5%	5%
11-20	91	13	52	39	75	13	*	6	52	3	36	62	32	7	1	1	81	2	33	35	14	7	1	68	9	23	68
1%	1%	2%kl	1%	2%kl	1%	1%	*	1%	2%	1%	2%	2%klmnop	1%	1%	*	1%	2%kl	*	7%	2%	2%	2%	1%	1%	2%	2%	1%
21+	43	5	33	9	37	5	-	1	33	2	23	23	17	2	*	-	40	*	24	16	3	*	-	39	*	15	28
1%	1%	*	2%kl	*	2%kl	*	-	*	2%	1%	2%	1%kl	1%	*	*	-	2%kl	*	7%	1%	*	*	-	1%	*	1%	1%
Any Sent (non-zero entry)	2481	950	1020	1434	1453	950	57	325	1000	83	534	1070	984	230	142	20	2054	162	1143	844	248	139	64	1987	204	784	1667
40%	40%	39%	40%	41%	40%	39%	36%	43%	46%	39%	43%	63%klmnopq	69%klmnopq	29%kl	24%k	8%	46%klmnopq	29%k	44%klmnop	37%	36%	39%	36%	40%kl	38%	52%kl	36%
Total Mean (including those not Sending any)																											
Mean	1.42	1.06	2.06ab	1.24	1.88abc	1.06	0.68	1.21f	2.00	1.50	2.08h	2.16klmnopq	1.52klmnopq	0.87kl	0.65k	0.22	1.78klmnopq	0.81k	1.66v	1.36	1.34	1.32	0.80	1.47	1.14	1.76z	1.31
Std Dev	4.44	2.44	5.49	3.85	5.61	2.44	1.19	2.64	5.49	4.71	6.75	6.17	3.68	2.93	1.67	1.23	4.97	1.56	4.08	5.31	3.74	2.84	1.64	4.70	2.51	5.64	3.96
Std Error	0.06	0.05	0.12	0.07	0.10	0.05	0.09	0.09	0.12	0.33	0.20	0.13	0.08	0.10	0.07	0.08	0.07	0.05	0.08	0.11	0.15	0.16	0.13	0.07	0.11	0.15	0.06
Sending Mean (excluding those not Sending any)																											
Mean	3.57	2.70	6.59a	3.04	4.93abc	2.70	1.91	2.85	4.33	3.83	5.08	4.08	3.34	3.03	2.56	2.76	3.72	2.59	3.57	3.71	3.67	3.38	2.20	3.63	3.01	3.45	3.63
Std Dev	6.47	3.28	7.42	5.55	7.74	3.28	1.27	3.43	7.42	6.93	8.77	8.00	5.25	4.83	2.55	3.51	6.83	2.67	5.55	8.26	5.48	3.71	2.09	6.83	3.32	7.47	5.94
Std Error	0.13	0.11	0.24	0.15	0.20	0.11	0.16	0.18	0.24	0.77	0.37	0.24	0.17	0.33	0.23	0.70	0.15	0.22	0.16	0.29	0.37	0.34	0.31	0.15	0.26	0.28	0.14

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6199	379	5730	50	1810	4047	302	5903	111	56	67	6070	22
Weighted Base	6199	336	5782	41*	1676	4172	312	5898	116*	57*	66*	6071	22**
Effective Base	3716	211	3475	31	1078	2453	191	3551	68	38	46	3656	15
None	3707	179	3350	29	963	2528	215	3556	63	36	28	3669	14
	60%	53%	61%	69%	57%	61%	70%	60%	54%	63%	42%	69%	64%
1-2	1602	108	1483	11	459	1082	62	1518	37	16	24	1571	7
	26%	3%	26%	26%	26%	26%	20%	26%	32%	26%	36%	26%	33%
3-4	432	29	402	2	141	273	19	413	9	3	6	425	-
	7%	8%	7%	5%	6%	7%	6%	7%	8%	6%	10%	7%	-
5-10	284	14	270	-	81	195	8	272	5	1	6	277	1
	5%	4%	5%	-	5%	5%	3%	5%	4%	1%	10%	5%	3%
11-20	81	3	87	-	21	65	5	87	1	1	1	89	-
	1%	1%	2%	-	1%	2%	1%	1%	1%	2%	2%	1%	-
21+	43	4	39	-	12	29	1	41	2	-	-	43	-
	1%	1%	1%	-	1%	1%	-	1%	2%	-	-	1%	-
Any Sent (non-zero entry)	2451	157	2281	13	714	1644	94	2331	53	21	38	2406	8
	40%	47%	39%	31%	42%	39%	30%	40%	46%	37%	68%	40%	36%
Total Mean (including those not Sending any)													
Mean	1.42	1.96	1.40	0.50	1.62	1.37	1.04	1.41	2.07	0.94	1.88	1.42	0.67
Std Dev.	4.44	9.25	4.00	0.90	5.81	3.83	3.50	4.39	7.70	1.99	3.14	4.46	1.86
Std Error	0.06	0.47	0.05	0.13	0.14	0.06	0.20	0.06	0.73	0.27	0.38	0.06	0.40
Sending Mean (excluding those not Sending any)													
Mean	3.67	4.18	3.54	1.63	3.80	3.48	3.47	3.57	4.51	2.56	3.26	3.58	1.84
Std Dev.	6.47	13.18	5.75	0.90	8.42	5.46	5.71	6.40	10.93	2.60	3.57	6.51	2.81
Std Error	0.13	1.02	0.12	0.22	0.31	0.14	0.60	0.13	1.52	0.60	0.61	0.13	1.25

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Table 159

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6169	1550	1534	1539	1536	521	524	505	521	511	502	520	520	499	519	516	501
Weighted Base	6169	1550	1534	1539	1536	491	532	527	532	506	496	518	518	503	503	512	521
Effective Base	3716	929	922	944	921	305	314	310	320	302	300	322	316	307	292	317	312
None	3707	966	852	909	981	309	329	328	315	317	219	285	331	293	305	319	357
60%		62%h	56%	59%	64%h	63%h	62%	62%	69%	63%	44%	65%j	64%h	66%	61%	62%	69%hkmn
1-2	1602	431	362	386	423	120	146	155	160	124	78	94	149	143	165	137	121
3-4	37%	23%h	24%	29%	28%	23%h	23%h	23%h	23%h	23%h	16%	19%	23%h	23%h	23%h	23%h	23%h
5-10	284	37	122	91	35	15	14	8	19	28	75	61	13	17	9	16	9
11-20	91	8	64	19	1	5	1	2	3	1	60	17	*	1	*	*	*
21+	43	3	25	13	2	2	1	*	*	1	24	10	1	2	*	-	2
Any Sent (non-zero entry)	2451	584	682	630	555	182	203	199	217	189	277	233	187	210	199	193	164
40%		38%	44%h	41%h	36%	37%	38%	38%	41%h	37%	59%efghiklmnop	49%efgh	36%	42%h	39%h	38%	32%
Total Mean (including those not Sending any)		1.42	0.89	1.23ad	1.53ad	0.80	1.02	0.92	0.74	1.01	1.01	1.54efghiklmnop	2.03efghiklmnop	0.75	1.23g	0.76	0.87
Mean		4.44	2.12	7.10	4.27	2.04	2.64	2.17	1.41	2.04	2.88	11.38	5.76	1.94	4.04	1.43	1.57
Std Dev.		0.06	0.05	0.18	0.11	0.05	0.12	0.09	0.06	0.09	0.13	0.51	0.25	0.08	0.18	0.06	0.07
Std Error		0.06	0.05	0.18	0.11	0.05	0.12	0.09	0.06	0.09	0.13	0.51	0.25	0.08	0.18	0.06	0.07
Sending Mean (excluding those not Sending any)		3.67	2.36	3.85ad	3.72ad	2.21	2.76g	2.41	1.95	2.47	2.70	3.91efghiklmnop	3.81efghiklmnop	2.07	2.95	1.93	2.30
Mean		6.47	2.91	9.82	6.02	2.89	3.74	2.96	1.71	2.57	4.20	13.74	7.43	2.58	5.84	1.71	1.81
Std Dev.		0.13	0.12	0.39	0.24	0.12	0.27	0.21	0.12	0.18	0.31	0.86	0.47	0.19	0.42	0.13	0.34
Std Error																	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	209	1608	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
None	5013	1052	3960	554	4459	2424	2579	640	675	950	704	929	611	505	1314	1654	2045	1116	4243	723	
81%	81%	80%	80%	70%	83%	81%	82%	78%	78%	83%	83%	82%	80%	81%	78%	80%	81%	80%	82%	77%	
1-2	943	151	792	105	687	758	474	470	142	154	137	111	173	131	297	248	399	220	758	170	
15%	15%	12%	16%	13%	14%	16%	15%	16%	15%	12%	13%	15%	17%	15%	18%	13%	16%	16%	15%	18%	
3-4	123	17	106	29	94	73	49	29	27	20	11	17	5	14	56	31	36	19	87	32	
2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%	2%	
5-10	75	9	66	21	55	36	39	10	10	14	6	11	6	14	20	20	35	24	64	11	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
11-20	4	1	3	1	3	3	1	1	1	1	-	-	-	1	3	1	1	1	3	1	
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
21+	2	2	-	-	2	-	2	-	-	-	-	-	-	-	-	2	2	2	2	-	
Any Sent (non-zero entry)	1147	180	967	236	912	586	561	183	193	172	128	201	149	122	375	300	472	271	915	220	
19%	19%	15%	24%	26%	17%	19%	18%	22%	22%	15%	15%	18%	20%	19%	22%	15%	26%	26%	18%	25%	
Total Mean (including those not Sending any)																					
Mean					0.63	0.33	0.38	0.35	0.47	0.43	0.30	0.24	0.31	0.36	0.51	0.46	0.28	0.37	0.43	0.35	
Std Dev.					0.96	1.48	1.05	1.40	1.10	1.05	1.23	1.25	1.09	0.98	0.71	0.87	1.04	2.03	1.17	0.88	
Std Error					0.01	0.05	0.01	0.05	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.03	0.02	0.03	0.04	0.02	
Sending Mean (excluding those not Sending any)																					
Mean	1.95	2.20	1.91		2.08	1.92	1.95	1.96	2.15	1.93	1.98	1.57	1.72	1.86	2.62	2.01	1.80	2.00	2.20	1.95	
Std Dev.	1.99	3.30	1.63		1.87	2.02	1.60	2.32	1.89	1.56	1.74	1.08	1.35	1.65	3.96	1.73	1.50	2.41	2.94	2.05	
Std Error	0.06	0.29	0.05		0.12	0.07	0.07	0.10	0.15	0.12	0.14	0.10	0.10	0.13	0.33	0.10	0.09	0.11	0.17	0.07	

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Table 160

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	6013	832	1572	1152	1456	2404	2607	2924	2005	413	620	1229	1228	907	3077	428	4204	1052	3718	242
	81%	73%	85%	83%	88%	79%	88%	80%	84%	80%	81%	85%	85%	77%	81%	80%	81%	82%	81%	84%
1-2	843	250	284	192	217	534	410	617	322	83	92	217	297	163	605	86	802	180	732	32
	15%	22%	15%	14%	13%	18%	13%	18%	13%	16%	13%	14%	19%	15%	16%	16%	15%	14%	16%	11%
3-4	123	29	43	24	27	72	51	83	38	12	11	44	34	15	88	12	105	33	82	7
	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	1%	3%	2%	1%	2%	2%	2%	3%	2%	2%
5-10	75	24	13	14	24	37	38	44	29	7	7	12	26	14	45	7	60	17	52	6
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%
11-20	4	1	-	2	1	1	3	3	2	1	1	-	-	1	2	1	3	1	2	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	2	-	2	-	-	2	-	-	2	-	2	-	-	-	2	-	2	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	1147	354	341	232	269	666	502	748	383	102	113	272	327	183	742	106	971	231	870	46
	19%	27%	18%	17%	16%	20%	16%	22%	16%	20%	15%	18%	21%	16%	19%	20%	19%	18%	19%	16%
Total Mean (including those not Sending any)																				
Mean	0.36	0.52%	0.35	0.32	0.31	0.41%	0.31	0.37	0.35	0.35	0.38	0.32	0.43%	0.36	0.38	0.35	0.37	0.35	0.36	0.42
Std Dev.	1.16	1.26	1.28	0.93	1.06	1.28	1.00	1.01	1.33	0.96	1.79	0.85	1.12	1.14	1.19	0.95	1.17	1.01	1.17	1.32
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.03	0.04	0.07	0.02	0.03	0.03	0.02	0.04	0.02	0.03	0.02	0.08
Sending Mean (excluding those not Sending any)																				
Mean	1.95	1.96	1.95	1.88	2.01	1.95	1.95	1.84	2.13	1.79	2.45	1.76	1.92	2.03	1.94	1.76	1.95	1.94	1.92	2.61
Std Dev.	1.99	1.76	2.47	1.47	1.94	2.16	1.74	1.51	2.65	1.45	3.97	1.20	1.66	2.01	2.07	1.43	2.03	1.60	2.06	2.29
Std Error	0.06	0.09	0.14	0.11	0.13	0.08	0.08	0.06	0.12	0.16	0.39	0.07	0.09	0.14	0.09	0.15	0.07	0.10	0.07	0.34

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Table 160

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	8013	4323	690	126	4207	416	245	144	201	553	443	374	449	465	638	673	412	52	364	
	81%	75%	80%	79%	81%	80%	83%	89%	81%	82%	83% 83% 83%	83%	83%	81%	79%	80%	78%	78%	81%	
1-2	943	816	127	30	803	79	39	22	38	103	56	61	74	92	155	132	94	11	67	
	15%	15%	15%	18%	16%	15%	13%	13%	15%	15%	11%	14%	14%	16%	19%	16%	18%	17%	15%	
3-4	123	96	26	7	96	16	8	3	6	12	6	11	10	9	11	16	13	1	15	
	2%	2%	3%	1%	2%	3%	3%	2%	2%	2%	1%	2%	2%	2%	1%	2%	3%	2%	3%	
5-10	75	58	17	5	65	7	2	1	3	8	1	2	10	5	7	21	8	2	4	
	1%	1%	2%	3%	1%	1%	1%	1%	1%	1%	*	1%	2%	1%	1%	3%	1%	3%	1%	
11-20	4	3	1	*	4	-	*	-	2	-	-	-	-	1	-	-	1	-	-	
	*	*	*	*	*	-	-	-	1%	-	-	-	-	*	-	-	*	-	-	
21+	2	2	-	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any Sent (non-zero entry)	1147	975	172	62	970	101	50	26	49	122	65	74	94	107	172	170	117	15	67	
	19%	18%	20%	33%	19%	20%	17%	15%	19%	18%	13%	17%	17%	19%	21%	20%	22%	22%	19%	
Total Mean (including those not Sending any)																				
Mean	0.36	0.35	0.43	0.54%	0.37	0.38	0.32	0.27	0.42	0.33	0.28	0.32	0.37	0.36	0.32	0.45	0.44	0.55	0.36	
Std Dev.	1.15	1.13	1.21	1.21	1.18	1.03	0.91	0.76	1.36	1.01	1.81	0.97	1.02	1.05	0.79	1.26	1.30	1.58	0.92	
Std Error	0.01	0.02	0.03	0.04	0.02	0.03	0.03	0.03	0.07	0.05	0.09	0.05	0.05	0.05	0.04	0.07	0.07	0.12	0.03	
Sending Mean (excluding those not Sending any)																				
Mean	1.95	1.91	2.16	2.17	1.96	1.96	1.88	1.73	2.16%	1.84	2.22	1.92	2.13%	1.94	1.53	2.23%	2.01	2.54	1.87	
Std Dev.	1.99	2.00	1.90	1.53	2.07	1.53	1.40	1.11	2.41	1.71	4.65	1.63	1.53	1.69	1.07	1.97	2.14	2.58	1.28	
Std Error	0.06	0.07	0.10	0.11	0.09	0.11	0.10	0.10	0.30	0.21	0.69	0.21	0.20	0.21	0.12	0.23	0.25	0.42	0.10	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Table 160

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6166	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	8013	1907	1795	2731	2619	1907	123	629	1795	175	872	1510	2030	704	634	238	3621	763	2036	1881	657	316	162	3917	478	1056	3957
	791%	79%	79%	79%	79%	79%	77%	82%	77%	82%	83%	79%	82%	82%	83%	79%	82%	82%	79%	82%	82%	82%	82%	82%	82%	82%	82%
1-2	943	415	308	626	519	415	34	114	308	31	145	408	400	77	50	8	808	58	465	345	82	31	13	813	44	375	568
	10%	17%	14%	18%	16%	17%	23%	31%	15%	14%	15%	20%	16%	10%	6%	3%	16%	10%	16%	12%	9%	13%	7%	17%	8%	20%	12%
3-4	123	52	36	86	71	52	2	16	36	4	15	54	48	13	5	2	103	7	66	40	7	7	2	106	9	56	66
	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
5-10	75	37	18	57	38	37	1	6	18	2	14	41	26	5	3	-	67	3	35	34	4	2	-	69	2	30	45
	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%
11-20	4	1	3	1	3	1	-	-	3	1	2	1	1	1	-	-	3	-	1	1	1	1	1	2	2	3	1
	7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	2	-	2	-	2	-	-	-	2	-	2	2	-	-	-	-	2	-	2	-	-	-	-	2	-	-	2
	3%	-	-	-	-	-	-	-	3%	-	3%	3%	-	-	-	-	3%	-	3%	-	-	-	-	3%	-	-	3%
Any Sent (non-zero entry)	1147	505	367	771	633	505	38	135	367	38	177	507	475	96	59	9	982	68	570	422	94	42	15	992	57	464	683
	79%	21%	17%	25%	19%	21%	23%	18%	17%	18%	17%	25%	20%	19%	16%	4%	22%	10%	22%	16%	14%	12%	9%	20%	11%	31%	15%
Total Mean (including those not Sending any)																											
Mean	0.36	0.40	0.35	0.42	0.39	0.40	0.36	0.31	0.35	0.32	0.41	0.54	0.50	0.23	0.17	0.06	0.43	0.14	0.43	0.35	0.23	0.29	0.22	0.35	0.27	0.59	0.29
Std Dev.	1.15	1.07	1.35	1.08	1.27	1.07	0.78	0.87	1.35	1.02	1.71	1.57	0.91	0.80	0.64	0.38	1.26	0.58	1.33	1.00	0.74	1.26	0.98	1.19	1.18	1.28	1.09
Std Error	0.01	0.02	0.03	0.02	0.02	0.02	0.06	0.03	0.03	0.07	0.05	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.03	0.02	0.03	0.07	0.08	0.02	0.05	0.03	0.02
Sending Mean (excluding those not Sending any)																											
Mean	1.95	1.91	2.03	1.92	2.00	1.91	1.52	1.78	2.03	1.78	2.41	2.53	1.78	1.88	1.72	1.68	1.97	1.72	1.98	1.91	1.65	2.49	2.49	1.95	2.49	1.95	1.96
Std Dev.	1.99	1.60	2.71	1.54	2.26	1.60	0.92	1.29	2.71	1.81	3.56	2.53	1.34	1.52	1.19	1.09	2.05	1.17	2.24	1.59	1.29	2.88	2.40	1.99	2.74	1.65	2.19
Std Error	0.06	0.07	0.14	0.06	0.09	0.07	0.16	0.10	0.14	0.32	0.25	0.11	0.07	0.16	0.17	0.29	0.07	0.14	0.09	0.08	0.13	0.50	0.69	0.06	0.41	0.08	0.08

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	8013	247	4735	31	1320	3438	254	4852	72	37	55	4922	16
	81%	74%	82%	75%	79%	82%	82%	82%	62%	69%	63%	81%	72%
1-2	943	78	860	6	276	625	42	878	38	17	8	933	2
	15%	21%	15%	15%	15%	15%	14%	15%	33%	29%	13%	15%	10%
3-4	123	11	107	4	67	65	10	112	4	2	3	118	2
	2%	3%	2%	10%	3%	2%	3%	2%	4%	4%	4%	2%	7%
5-10	75	*	75	-	30	40	5	70	3	-	*	73	2
	1%	*	1%	-	2%	1%	2%	1%	2%	-	*	1%	1%
11-20	4	-	4	-	2	3	-	3	-	1	-	4	-
	*	-	*	-	*	*	-	*	-	2%	-	*	-
21+	2	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	1147	89	1048	10	355	735	58	1065	45	20	11	1130	6
	19%	24%	18%	25%	21%	18%	18%	18%	38%	30%	17%	19%	28%
Total Mean (including those not Sending any)													
Mean	0.36	0.42	0.36	0.58	0.43%	0.33	0.37	0.35	0.73%	0.78%	0.31	0.36	1.00
Std Dev.	1.16	0.84	1.16	1.18	1.15	1.16	0.95	1.13	1.40	1.69	0.89	1.14	1.99
Std Error	0.01	0.04	0.02	0.17	0.03	0.02	0.05	0.01	0.13	0.23	0.11	0.01	0.42
Sending Mean (excluding those not Sending any)													
Mean	1.95	1.59	1.98	2.29	2.05	1.90	1.98	1.94	1.90	2.15	1.87	1.94	3.61
Std Dev.	1.99	0.91	2.06	1.29	1.72	2.14	1.30	1.99	1.71	2.30	1.41	1.99	2.25
Std Error	0.06	0.10	0.06	0.43	0.09	0.08	0.18	0.06	0.26	0.61	0.42	0.06	1.12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	461	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
None	5013	1291	1200	1274	1246	423	440	428	418	397	386	427	431	417	414	402	431
	81%	83%h	78%	83%h	81%	80%h	83%	81%	78%	78%	78%	82%	83%	83%	82%	79%	83%
1-2	943	219	254	225	246	57	74	89	95	82	76	80	78	67	82	86	77
	15%	14%	17%	15%	16%	12%	14%	17%	15%	16%	15%	16%	15%	13%	16%	17%	15%
3-4	123	22	56	16	29	8	6	8	13	19	24	2	5	9	5	15	10
	2%	1%	4%h	1%	2%	2%	1%	1%	2%h	4%h	5%h	0%h	1%	2%	1%	3%h	2%
5-10	75	16	24	21	14	3	12	1	7	9	9	8	5	8	3	8	3
	1%	1%	2%	1%	1%	1%	8%h	0%	1%	2%h	2%h	2%	1%	2%h	1%	2%	0%
11-20	4	-	1	3	1	-	-	-	-	-	-	1	-	-	1	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
21+	2	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any Sent (non-zero entry)	1147	259	335	265	290	68	92	99	115	111	109	91	87	86	90	110	90
	19%	17%	22%h	17%	19%	14%	17%	19%	22%h	22%h	22%h	18%	17%	17%	18%	24%h	17%
Total Mean (including those not Sending any)																	
Mean	0.36	0.32	0.46h	0.34	0.33	0.23	0.36	0.37	0.36h	0.47h	0.46h	0.38	0.30	0.36	0.26	0.46h	0.29
Std Dev.	1.16	1.28	1.16	1.16	0.93	0.73	1.02	1.81	0.96	1.18	1.30	1.37	1.01	1.12	0.70	1.18	0.83
Std Error	0.01	0.03	0.03	0.03	0.02	0.03	0.04	0.08	0.04	0.05	0.06	0.06	0.04	0.05	0.03	0.05	0.04
Sending Mean (excluding those not Sending any)																	
Mean	1.95	1.95	2.08	1.99	1.77	1.70	2.07h	2.00	1.81	2.14h	2.28h	2.14	1.76	2.08	1.48	2.08h	1.68
Std Dev.	1.99	2.59	1.67	2.19	1.42	1.21	1.55	3.80	1.39	1.68	1.90	2.63	1.88	1.94	0.96	1.76	1.28
Std Error	0.06	0.16	0.09	0.14	0.09	0.13	0.17	0.38	0.13	0.17	0.19	0.26	0.21	0.23	0.10	0.18	0.14

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1017	5142	807	5352	2962	3184	791	817	1133	805	1152	852	609	1608	1938	2613	1461	5467	644
Weighted Base	6169	1233	4926	789	5370	3010	3139	822	867	1120	832	1130	760	627	1690	1953	2517	1387	5157	943
Effective Base	3716	738	2977	461	3256	1799	1909	506	508	680	486	701	474	363	1014	1166	1536	836	3181	511
None	4904	949	3955	567	4337	2344	2555	671	701	873	674	874	606	505	1372	1546	1986	1111	4172	694
80%		77%	82%	72%	84%	78%	84%	82%	81%	78%	81%	77%	80%	81%	81%	79%	79%	80%	81%	74%
1-2	1034	234	799	183	851	555	478	109	137	211	129	212	136	100	246	340	467	236	827	108
77%		19%	16%	33%	10%	18%	15%	13%	16%	19%	16%	19%	18%	16%	15%	17%	18%	17%	16%	10%
3-4	141	26	115	23	118	67	70	28	18	20	23	27	13	13	45	43	52	25	100	38
2%		2%	2%	3%	2%	2%	2%	3%	2%	2%	3%	2%	2%	2%	3%	2%	2%	2%	2%	2%
5-10	75	21	54	16	59	40	35	14	11	16	4	17	5	8	25	20	30	13	54	21
11-20	5	2	3	1	4	3	2	1	*	*	2	*	*	2	1	3	2	2	3	2
21+	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Sent (non-zero entry)	1286	284	971	223	1032	666	584	151	166	248	159	256	153	122	317	406	531	276	985	250
20%		23%	20%	26%	19%	22%	19%	18%	19%	22%	19%	23%	20%	19%	19%	21%	21%	20%	19%	26%
Total Mean (including those not Sending any)																				
Mean	0.40	0.40%	0.37	0.58%	0.37	0.43%	0.35	0.44	0.36	0.42	0.36	0.44	0.32	0.41	0.40	0.39	0.39	0.36	0.36	0.58%
Std Dev.	1.13	1.33	1.08	1.36	1.09	1.18	1.07	1.30	1.08	1.10	1.04	1.11	1.07	1.26	1.19	1.07	1.14	1.16	1.08	1.37
Std Error	0.01	0.04	0.02	0.05	0.01	0.02	0.02	0.05	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.05
Sending Mean (excluding those not Sending any)																				
Mean	1.94	2.11	1.90	2.05	1.92	1.97	1.91	2.48%	1.90	1.89	1.89	1.93	1.58	2.09	2.15	1.89	1.87	1.81	1.88	2.25%
Std Dev.	1.82	2.06	1.74	1.87	1.80	1.83	1.78	2.12	1.78	1.63	1.67	1.62	1.92	2.16	1.96	1.64	1.85	2.04	1.82	1.85
Std Error	0.05	0.15	0.05	0.12	0.06	0.07	0.07	0.18	0.14	0.11	0.13	0.10	0.14	0.18	0.11	0.08	0.08	0.11	0.05	0.15

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Table 161

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1473	1838	1207	1640	3311	2847	3378	2699	537	737	1478	1596	1130	3811	554	5167	1365	4508	286
Weighted Base	6169	1135	1913	1384	1725	3048	3109	3670	2396	515	733	1500	1585	1100	3818	533	5174	1284	4587	288
Effective Base	3716	696	1126	814	1081	1821	1894	2048	1648	334	458	928	941	620	2327	346	3095	828	2713	179
None	4804	832	1513	1113	1444	2345	2557	2860	1965	429	611	1219	1195	841	3025	447	4068	999	3661	244
	80%	73%	82.2%	81.5%	81.2%	77%	82.5%	78%	83.4%	61.5%	61.1%	63.5%	70%	76%	67.2%	79%	82.5%	79%	80%	81.5%
1-2	1034	239	341	229	225	580	454	663	362	72	100	234	309	220	643	72	915	235	759	39
	17%	24.4%	19.9%	17.9%	13%	19.1%	15%	16.9%	15%	14%	14%	16%	19.3%	20.3%	17%	14%	18%	18%	17%	14%
3-4	141	33	38	20	46	75	65	91	49	11	17	34	49	20	100	11	124	38	101	2
	2%	3.3%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	3%	2%	3%	2%	2%	3%	2%	1%
5-10	75	25	20	20	10	45	30	52	20	4	5	12	30	18	46	4	65	11	61	2
	1%	2.6%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2.3%	2%	1%	1%	1%	1%	1%	1%
11-20	5	1	2	2	1	2	3	4	*	*	*	1	2	*	4	*	4	*	5	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Sent (non-zero entry)	1285	303	400	271	281	703	552	810	432	87	122	281	390	259	793	87	1108	284	927	44
	20%	27.6%	21.9%	20%	16%	23.9%	18%	22.9%	16%	7%	17%	19%	25.1%	24.5%	21%	16%	23.9%	22.6%	20%	15%
Total Mean (including those not Sending any)																				
Mean	0.40	0.38%	0.38	0.37	0.30	0.40%	0.34	0.46%	0.33	0.32	0.29	0.35	0.50%	0.47%	0.48	0.31	0.41	0.42	0.40	0.27
Std Dev.	1.13	1.58	1.04	1.06	0.91	1.27	0.98	1.19	1.02	0.97	0.83	1.10	1.21	1.29	1.11	0.95	1.13	1.04	1.18	0.79
Std Error	0.01	0.04	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.03	0.04	0.02	0.04	0.02	0.03	0.02	0.05
Sending Mean (excluding those not Sending any)																				
Mean	1.94	2.18	1.84	1.93	1.87	1.99	1.89	2.00	1.83	1.89	1.73	1.87	2.03	2.01	1.93	1.89	1.92	1.88	1.97	1.78
Std Dev.	1.82	2.43	1.58	1.65	1.47	1.99	1.56	1.84	1.74	1.62	1.30	1.89	1.69	1.99	1.72	1.62	1.75	1.46	1.94	1.20
Std Error	0.05	0.12	0.08	0.11	0.09	0.07	0.07	0.07	0.08	0.18	0.10	0.11	0.09	0.12	0.06	0.18	0.05	0.08	0.06	0.19

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Table 161

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4160	1999	901	3268	1144	966	781	344	375	364	355	368	367	362	368	365	169	975
Weighted Base	6169	5297	862	167	5176	517	295	170	250	675	508	448	542	573	810	843	529	67*	450
Effective Base	3716	3250	472	167	2841	491	498	508	321	354	340	334	344	346	347	339	59	432	
None	4804	4217	687	132	4113	420	236	134	214	673	435	365	435	428	571	673	426	56	364
	80%	80%	80%	79%	79%	81%	80%	79%	80%	80%	80%	80%	80%	79%	70%	80%	81%	80%	81%
1-2	1034	892	142	27	877	80	47	30	29	91	61	81	85	123	188	130	89	9	70
	17%	17%	16%	16%	17%	15%	16%	18%	11%	13%	12%	16%	16%	21%	23%	15%	17%	14%	16%
3-4	141	115	26	3	123	9	6	3	4	9	8	6	11	14	31	30	11	1	7
	2%	2%	3%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	4%	4%	2%	2%	2%
5-10	75	70	5	4	62	6	5	2	3	2	4	4	10	8	18	10	3	*	6
	1%	1%	1%	2%	1%	1%	2%	1%	1%	*	1%	1%	2%	1%	2%	1%	1%	*	1%
11-20	5	3	2	2	2	2	*	1	-	-	-	-	-	-	2	-	-	-	2
	*	*	*	1%	*	*	%d	%d	-	-	-	-	-	-	*	-	-	-	*
21+	*	*	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	*	*	*	*	-	-	%d	%d	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	1285	1080	175	36	1063	97	58	36	36	101	73	90	106	145	239	170	103	11	86
	20%	20%	20%	21%	21%	19%	20%	21%	14%	15%	14%	15%	20%	23%	23%	19%	19%	16%	19%
Total Mean (including those not Sending any)																			
Mean	0.40	0.40	0.40	0.56	0.39	0.40	0.42	0.45	0.27	0.24	0.25	0.34	0.36	0.46	0.67	0.31	0.28	0.42	
Std Dev.	1.13	1.10	1.34	2.24	1.04	1.38	1.75	1.52	0.89	0.68	0.75	0.95	1.13	1.11	1.51	0.97	0.78	0.72	1.45
Std Error	0.01	0.02	0.03	0.07	0.02	0.04	0.06	0.05	0.05	0.04	0.04	0.05	0.06	0.06	0.08	0.05	0.04	0.06	0.05
Sending Mean (excluding those not Sending any)																			
Mean	1.94	1.94	1.95	2.61	1.91	2.16	2.14	2.15	1.91	1.61	1.76	1.70	1.96	1.84	2.29	1.98	1.61	1.68	2.22
Std Dev.	1.82	1.70	2.41	4.30	1.55	2.54	3.44	2.74	1.57	0.94	1.14	1.48	1.84	1.54	2.03	1.24	1.02	0.90	2.67
Std Error	0.05	0.06	0.11	0.29	0.06	0.17	0.23	0.21	0.23	0.13	0.16	0.17	0.22	0.16	0.20	0.15	0.12	0.15	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_3. Approximately how many of the following have you sent in the last month?
 Formal letters to organisations or individuals

Table 161

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6199	2363	2213	3424	3274	2363	183	885	2213	209	1143	2100	2393	819	564	259	4493	823	2745	2269	628	326	159	5014	485	1453	4706	
Weighted Base	6199	2413	2162	3502	3251	2413	160	764	2162	213	1048	2017	2486	800	582	247	4503	829	2606	2303	681	358	178	4909	535	1519	4640	
Effective Base	3716	1429	1317	2075	1963	1429	110	536	1317	141	700	1219	1471	508	350	152	2691	503	1582	1381	408	211	112	2963	323	900	2816	
None	4904	1826	1764	2870	2929	1826	133	729	1764	175	848	1534	1949	664	511	222	3483	733	2032	1819	670	301	152	3851	453	1091	3813	
		76%	82%	76%	80%	76%	83%	82%	82%	83%	81%	76%	78%	83%	88%	90%	77%	82%	76%	79%	84%	84%	86%	78%	89%	72%	82%	
1-2	1034	478	342	673	537	478	26	117	342	30	173	382	448	116	61	23	830	84	461	405	91	49	24	868	73	339	694	
		20%	16%	15%	17%	20%	16%	16%	16%	17%	10%	9%	10%	9%	10%	9%	10%	10%	10%	13%	14%	13%	14%	13%	16%	14%	22%	15%
3-4	141	69	38	92	69	69	*	13	38	5	19	65	85	12	7	2	120	9	66	57	12	4	2	124	5	61	79	
		2%	2%	3%	3%	2%	*	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	1%	3%	2%	2%	1%	1%	2%	1%	2%	1%	
5-10	75	37	17	57	37	37	1	4	17	2	8	34	31	7	3	-	65	3	44	21	7	2	-	66	2	27	48	
		2%	1%	2%	1%	2%	1%	*	1%	1%	1%	2%	1%	1%	1%	-	1%	1%	2%	1%	1%	1%	-	1%	1%	2%	1%	
11-20	5	3	2	3	2	3	*	*	2	-	-	2	2	1	-	-	4	-	3	-	1	1	-	3	1	*	5	
		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
21+	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Any Sent (non-zero entry)	1285	587	398	832	644	587	27	134	398	37	200	483	536	136	71	25	1019	96	574	484	111	57	26	1058	82	428	827	
	20%	24%	18%	24%	20%	24%	17%	18%	18%	17%	19%	24%	22%	17%	12%	10%	23%	12%	22%	21%	16%	16%	14%	22%	15%	28%	18%	
Total Mean (including those not Sending any)		0.40	0.32	0.48	0.36	0.50	0.26	0.31	0.32	0.39	0.33	0.48	0.42	0.31	0.20	0.13	0.48	0.18	0.48	0.40	0.31	0.27	0.19	0.43	0.24	0.55	0.35	
Mean	1.13	1.33	0.92	1.28	1.01	1.33	0.70	1.12	0.92	1.23	0.88	1.29	1.19	0.89	0.68	0.43	1.24	0.62	1.21	1.13	0.96	1.12	0.51	1.17	0.96	1.20	1.11	
Std Dev.	0.01	0.03	0.02	0.02	0.02	0.03	0.03	0.05	0.04	0.02	0.09	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.06	0.04	0.02	0.04	0.03	0.02	
Std Error																												
Sending Mean (excluding those not Sending any)		1.94	2.04	1.75	2.03	1.84	2.04	1.53	1.76	1.75	2.20	1.71	2.02	1.94	1.83	1.65	1.29	2.00	1.56	2.04	1.90	1.93	1.73	1.30	1.98	1.59	1.96	1.94
Mean	1.82	2.02	1.47	1.93	1.57	2.02	1.01	2.15	1.47	2.19	1.31	1.93	1.91	1.38	1.19	0.60	1.92	1.07	1.84	1.81	1.60	2.34	0.59	1.83	1.97	1.53	1.95	
Std Dev.	0.05	0.09	0.07	0.07	0.06	0.09	0.19	0.16	0.07	0.36	0.08	0.08	0.09	0.12	0.13	0.11	0.06	0.10	0.07	0.08	0.16	0.31	0.12	0.06	0.22	0.08	0.07	
Std Error																												

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6199	379	5730	50	1810	4047	302	5903	111	56	67	6070	22
Weighted Base	6199	336	5782	41*	1676	4172	312	5888	116*	57*	66*	6071	22**
Effective Base	3716	211	3475	31	1078	2453	191	3551	68	38	46	3656	15
None	4904	248	4622	34	1294	3359	293	4713	67	42	61	4622	22
	80%	74%	80%	84%	77%	80%	85%	80%	58%	73%	92%	79%	99%
1-2	1034	78	950	6	307	692	34	978	36	14	5	1028	*
	17%	21%	16%	14%	17%	17%	11%	17%	31%	25%	8%	17%	1%
3-4	141	8	132	*	53	81	7	129	11	1	-	141	-
	2%	3%	2%	*	3%	2%	2%	2%	9%	2%	-	2%	-
5-10	75	2	72	1	21	45	8	72	3	-	-	75	-
	1%	1%	1%	2%	1%	1%	2%	1%	2%	-	-	1%	-
11-20	5	-	5	-	*	5	-	5	-	-	-	5	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
21+	*	-	*	-	*	*	-	*	-	-	-	*	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	1265	88	1160	7	382	823	50	1185	49	16	5	1249	*
	20%	23%	20%	16%	21%	20%	16%	20%	42%	27%	8%	21%	1%
Total Mean (including those not Sending any)													
Mean	0.40	0.46	0.39	0.32	0.46%	0.37	0.37	0.39	0.67%	0.43	0.09	0.40	0.01
Std Dev.	1.13	0.93	1.15	1.04	1.18	1.12	1.07	1.14	1.37	0.79	0.34	1.14	0.10
Std Error	0.01	0.05	0.02	0.15	0.03	0.02	0.06	0.01	0.13	0.11	0.04	0.01	0.02
Sending Mean (excluding those not Sending any)													
Mean	1.84	1.74	1.86	2.01	2.00	1.90	2.31	1.95	2.06	1.59	1.19	1.95	1.00
Std Dev.	1.82	1.02	1.86	1.92	1.73	1.86	1.85	1.84	1.41	0.67	0.44	1.82	-
Std Error	0.05	0.10	0.05	0.64	0.08	0.07	0.22	0.05	0.21	0.19	0.16	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Table 161

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6169	1550	1534	1539	1536	521	524	505	521	511	502	520	520	499	519	516	501				
Weighted Base	6169	1550	1534	1539	1536	491	532	527	532	506	496	518	518	503	503	512	521				
Effective Base	3716	929	922	944	921	305	314	310	320	302	300	322	316	307	292	317	312				
None	4904	1217	1216	1235	1236	401	410	405	421	383	412	430	418	387	414	393	429				
		79%	79%	80%	80%	82%	77%	77%	79%	76%	83%	83%	81%	77%	82%	77%	82%				
1-2	1034	275	262	249	248	80	96	99	84	91	74	81	87	94	71	100	77				
	17%	18%	16%	17%	16%	16%	18%	19%	16%	18%	15%	16%	17%	19%	14%	20%	15%				
3-4	141	35	43	29	33	5	13	17	16	18	9	5	10	15	15	13	5				
	2%	2%	3%	2%	2%	1%		3%	3%	6%	2%	1%	2%	3%	3%	2%	1%				
5-10	75	20	26	13	16	5	11	5	11	13	1	2	4	8	3	6	8				
	1%	1%	2%	1%	1%	1%	8%	1%	2%	5%			1%	2%	1%	1%	1%				
11-20	5	3	-	-	2	-	3	-	-	-	-	-	-	-	-	-	2				
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
21+	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Any Sent (non-zero entry)	1255	333	318	304	300	90	122	121	111	123	84	88	101	116	89	119	92				
	26%	21%	21%	20%	20%	16%	23%	23%	21%	24%	17%	17%	19%	23%	18%	22%	18%				
Total Mean (including those not Sending any)																					
	0.40	0.43	0.42	0.35	0.38	0.33	0.53	0.42	0.43	0.53	0.28	0.27	0.33	0.43	0.33	0.46	0.37				
Std Dev.	1.13	1.29	1.10	1.00	1.13	0.97	1.55	1.26	1.13	1.32	0.73	0.82	0.90	1.16	0.89	1.23	1.22				
Std Error	0.01	0.03	0.03	0.03	0.03	0.04	0.07	0.06	0.05	0.06	0.03	0.04	0.04	0.05	0.04	0.05	0.05				
Sending Mean (excluding those not Sending any)																					
	1.94	2.00	2.03	1.78	1.96	1.82	2.32	1.81	2.04	2.38	1.66	1.61	1.71	1.97	1.84	1.96	2.07				
Std Dev.	1.82	2.16	1.59	1.58	1.85	1.57	2.53	2.11	1.67	1.82	0.92	1.68	1.34	1.69	1.29	1.90	2.22				
Std Error	0.05	0.12	0.09	0.09	0.10	0.15	0.23	0.20	0.15	0.19	0.10	0.18	0.14	0.16	0.12	0.18	0.22				

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3195	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	6228	977	4251	589	4639	2506	2712	677	691	955	708	994	656	556	1368	1662	2197	1212	4444	737
85%	79%	79%	82%	75%	83%	83%	82%	82%	80%	82%	82%	82%	82%	82%	81%	82%	82%	82%	82%	78%
1-2	718	216	501	151	564	375	340	111	110	114	111	120	84	57	229	225	261	141	551	109
12%	12%	12%	10%	10%	12%	12%	11%	13%	14%	10%	13%	11%	11%	9%	24%	12%	10%	10%	11%	13%
3-4	144	29	115	32	112	94	50	23	34	36	10	13	17	11	56	46	41	28	100	40
2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%
5-10	66	12	53	16	49	31	34	12	10	14	3	11	3	2	31	18	16	5	56	9
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
11-20	9	1	8	1	8	4	5	1	4	2	1	2	1	1	4	2	2	1	8	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	932	256	677	201	732	504	428	145	176	167	124	145	104	71	321	291	320	174	714	207
15%	15%	15%	14%	14%	14%	14%	14%	14%	15%	15%	15%	15%	14%	11%	14%	15%	13%	13%	14%	15%
Total Mean (including those not Sending any)	0.33	0.42	0.31	0.30	0.37	0.30	0.37	0.30	0.37	0.37	0.26	0.27	0.24	0.21	0.47	0.33	0.34	0.23	0.31	0.46
Mean	0.33	0.42	0.31	0.30	0.37	0.30	0.37	0.30	0.37	0.37	0.26	0.27	0.24	0.21	0.47	0.33	0.34	0.23	0.31	0.46
Std Dev.	1.11	1.10	1.11	1.49	1.04	1.11	1.11	1.10	1.59	1.30	0.82	1.02	0.73	0.69	1.37	1.12	0.86	0.71	1.11	1.12
Std Error	0.01	0.03	0.02	0.05	0.01	0.02	0.02	0.04	0.06	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.01	0.04
Sending Mean (excluding those not Sending any)	2.20	2.03	2.26	2.30	2.17	2.19	2.21	2.21	2.70	2.50	1.76	2.07	1.78	1.84	2.49	2.18	1.93	1.80	2.21	2.18
Mean	2.20	2.03	2.26	2.30	2.17	2.19	2.21	2.21	2.70	2.50	1.76	2.07	1.78	1.84	2.49	2.18	1.93	1.80	2.21	2.18
Std Dev.	2.01	1.62	2.14	2.20	1.96	1.84	2.19	1.69	2.58	2.46	1.37	2.08	1.10	1.12	2.23	2.10	1.62	1.10	2.16	1.44
Std Error	0.07	0.12	0.08	0.16	0.08	0.09	0.11	0.16	0.21	0.21	0.13	0.17	0.10	0.12	0.14	0.13	0.09	0.08	0.08	0.12

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	5228	918	1634	1167	1507	2552	2674	3025	2118	438	627	1277	1307	953	3211	453	4364	1086	3888	254
	85%	61%	88%	94%	90%	84%	93%	92%	78%	80%	86%	85%	83%	84%	84%	85%	80%	80%	80%	86%
1-2	715	174	218	162	161	392	323	482	229	58	81	173	206	110	460	62	602	149	538	27
	12%	16%	11%	12%	9%	19%	10%	19%	10%	11%	11%	12%	13%	10%	12%	12%	12%	12%	12%	10%
3-4	144	30	49	32	33	79	65	107	33	12	18	28	49	31	92	12	126	29	111	5
	2%	3%	3%	2%	2%	3%	2%	3%	1%	2%	2%	2%	3%	3%	2%	2%	2%	2%	2%	2%
5-10	65	13	10	19	23	23	41	48	16	7	10	23	16	4	48	7	54	19	44	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
11-20	9	1	2	4	1	3	6	7	2	-	-	1	6	2	7	-	9	1	8	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	632	219	279	217	218	498	435	644	280	77	106	225	277	147	608	81	791	198	700	34
	10%	19%	15%	13%	13%	15%	14%	18%	12%	15%	14%	15%	17%	13%	16%	15%	15%	15%	15%	12%
Total Mean (including those not Sending any)																				
Mean	0.33	0.42%	0.30	0.36	0.29	0.34	0.32	0.46%	0.24	0.31	0.31	0.34	0.40	0.30	0.36	0.31	0.34	0.35	0.33	0.23
Std Dev.	1.11	1.24	1.04	1.19	1.01	1.12	1.09	1.23	0.89	0.98	0.91	1.17	1.18	1.20	1.13	0.97	1.14	1.17	1.11	0.77
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.03	0.04	0.02	0.04	0.02	0.03	0.02	0.05
Sending Mean (excluding those not Sending any)																				
Mean	2.20	2.21	2.04	2.30	2.29	2.11	2.29	2.26	2.03	2.08	2.14	2.29	2.28	2.22	2.26	2.04	2.24	2.28	2.19	1.90
Std Dev.	2.01	2.03	1.98	2.14	1.88	2.00	2.01	2.10	1.79	1.68	1.37	2.17	1.93	2.56	1.94	1.65	2.08	2.13	2.00	1.34
Std Error	0.07	0.13	0.13	0.16	0.13	0.09	0.10	0.09	0.10	0.19	0.14	0.15	0.12	0.21	0.08	0.18	0.08	0.15	0.08	0.23

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Table 162

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber(side) (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
None	8228	7483	1484	146	4574	455	251	148	228	556	458	384	451	471	641	721	464	60	394
	80%	85%	85%	87%	84%	88%	85%	87%	81% ^h Mean	82%	80% ^h Mean	81%	83%	82%	79%	82% ^h Mean	81% ^h Mean	80%	82% ^h Mean
1-2	715	624	91	16	613	50	34	18	17	87	33	54	78	78	122	99	45	5	45
	12%	12%	11%	10%	12%	10%	12%	11%	7%	13% ^h	6%	12% ^h	14% ^h	14% ^h	19% ^h	12% ^h	9%	7%	10%
3-4	144	119	24	3	126	8	5	4	4	20	12	6	6	19	34	9	16	2	7
	2%	2%	3%	2%	2%	2%	2%	2%	2%	3%	2%	1%	1%	3% ^h	4% ^h Mean	1%	3%	2%	1%
5-10	65	53	12	1	55	5	5	1	2	8	4	4	7	5	9	13	3	*	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
11-20	9	8	1	1	8	-	1	*	-	3	-	-	-	1	4	-	-	-	-
	*	*	*	*	*	-	*	*	-	1%	-	-	-	*	*	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	932	805	128	21	803	63	44	23	23	119	49	64	62	102	169	121	64	7	56
	15%	15%	15%	13%	16%	12%	15%	13%	9%	18% ^h	10%	14% ^h	13% ^h	18% ^h	21% ^h Mean	14% ^h	12%	10%	12%
Total Mean (including those not Sending any)																			
Mean	0.33	0.33	0.35	0.28	0.34	0.25	0.34	0.25	0.19	0.43% ^h	0.24	0.27	0.33	0.37% ^h	0.51% ^h Mean	0.30	0.26	0.22	0.26
Std Dev.	1.11	1.10	1.15	1.18	1.13	0.91	1.18	0.80	0.84	1.38	0.90	0.91	1.00	1.15	1.53	0.98	0.80	0.81	0.92
Std Error	0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.03	0.05	0.07	0.05	0.05	0.05	0.06	0.08	0.05	0.04	0.06	0.03
Sending Mean (excluding those not Sending any)																			
Mean	2.20	2.18	2.33	2.25	2.21	2.09	2.26	1.89	2.16	2.43	2.42	1.89	1.93	2.08	2.46	2.11	2.12	2.24	2.07
Std Dev.	2.01	2.00	2.06	2.63	2.03	1.74	2.25	1.32	1.92	2.45	1.76	1.66	1.67	1.99	2.54	1.70	1.13	1.55	1.78
Std Error	0.07	0.08	0.12	0.23	0.09	0.15	0.18	0.13	0.36	0.30	0.30	0.24	0.21	0.25	0.29	0.24	0.17	0.35	0.17

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and HH income <£11.5 and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	180	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	8228	1958	1928	2831	2802	1958	137	905	1928	178	939	1875	2003	608	534	240	3728	774	2170	1944	608	321	155	4114	476	1143	4205
85%		81%	89%	89%	81%	89%	82%	87%	89%	88%	89%	83%	83%	87%	82%	87%	83%	83%	83%	84%	89%	89%	87%	84%	89%	88%	
1-2	715	349	193	501	345	349	19	83	193	20	95	259	339	73	38	6	598	44	316	294	61	22	21	610	42	283	432
25%		81%	9%	81%	17%	81%	12%	17%	9%	9%	9%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	
3-4	144	61	34	107	81	61	3	7	34	1	13	46	35	15	7	-	122	7	80	46	9	7	1	126	8	61	9%
2%		2%	2%	35%	2%	35%	2%	1%	2%	1%	1%	2%	3%	3%	2%	1%	-	3%	3%	3%	2%	1%	2%	1%	3%	2%	
5-10	66	40	7	53	21	40	1	7	7	4	2	33	17	12	2	*	50	3	36	17	3	7	*	53	7	29	36
1%		5%	-	81%	7%	2%	1%	1%	*	*	*	81%	1%	1%	2%	*	1%	*	7%	1%	*	2%	*	5%	1%	2%	1%
11-20	9	5	-	9	4	5	*	2	-	-	-	4	*	2	*	*	5	2	3	3	2	1	-	6	1	5	4
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any Sent (non-zero entry)	932	454	235	671	451	454	23	99	235	26	111	342	433	102	49	7	775	56	436	359	75	37	22	795	59	377	555
75%		19%	11%	19%	14%	19%	14%	13%	11%	12%	11%	17%	17%	13%	8%	3%	17%	7%	17%	16%	11%	10%	13%	16%	11%	23%	12%
Total Mean (including those not Sending any)																											
Mean	0.33	0.44%	0.19	0.44%	0.29%	0.44%	0.27	0.30	0.19	0.24	0.17	0.46%	0.54%	0.32%	0.21%	0.04	0.37%	0.16	0.38	0.32	0.24	0.33	0.17	0.35	0.28	0.59%	0.25
Std Dev.	1.11	1.28	0.64	1.35	1.02	1.28	0.85	1.17	0.64	0.87	0.59	1.36	0.93	1.16	0.97	0.39	1.14	0.84	1.23	0.99	0.95	1.38	0.52	1.12	1.17	1.45	0.96
Std Error	0.01	0.03	0.01	0.01	0.02	0.02	0.03	0.06	0.04	0.02	0.01	0.03	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.08	0.04	0.02	0.05	0.04	0.01
Sending Mean (excluding those not Sending any)																											
Mean	2.20	2.30%	1.74	2.50%	2.08	2.31	1.85	2.31	1.74	1.97	1.62	2.50%	1.96	2.54	2.50%	1.47	2.14	2.40	2.30	2.03	2.16	3.20	1.31	2.17	2.48	2.33	2.11
Std Dev.	2.01	2.08	1.05	2.23	1.93	2.08	1.46	2.44	1.05	1.74	0.97	2.52	1.32	2.23	2.31	2.03	1.95	2.29	2.15	1.68	2.00	3.09	0.81	1.96	2.64	2.11	1.94
Std Error	0.07	0.11	0.06	0.09	0.09	0.11	0.27	0.24	0.06	0.36	0.08	0.14	0.07	0.23	0.31	0.54	0.07	0.28	0.11	0.09	0.24	0.51	0.18	0.07	0.35	0.11	0.08

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Housebound		Prefer not to say (c)	Disability		Prefer not to say/Don't know (f)	Internet access					Don't know (l)
		Housebound (a)	Not Housebound (b)		Disabled (d)	Not Disabled (e)		Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	828	268	4927	32	1416	3543	270	5058	70	41	47	5159	22
	85%	80%	89%	78%	85%	85%	87%	89%	60%	71%	72%	89%	100%
1-2	715	65	650	30	188	497	30	649	36	12	18	697	-
	12%	15%	71%	19%	17%	12%	10%	11%	31%	20%	25%	71%	-
3-4	144	9	135	*	43	93	7	135	3	5	*	144	-
	2%	3%	2%	*	3%	2%	2%	2%	3%	9%	*	2%	-
5-10	65	3	60	1	27	33	4	58	7	-	-	65	-
	1%	1%	1%	3%	2%	1%	7%	1%	11%	-	-	1%	-
11-20	9	*	9	-	1	8	-	8	1	-	-	9	-
	*	*	*	-	*	*	-	*	1%	-	-	*	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	932	68	855	9	259	631	42	850	47	17	18	914	-
	15%	18%	15%	22%	15%	15%	13%	14%	41%	29%	20%	15%	-
Total Mean (including those not Sending any)													
Mean	0.33	0.39	0.33	0.44	0.36	0.33	0.29	0.31	0.13%	0.53	0.46	0.33	0.00
Std Dev.	1.11	1.01	1.12	1.04	1.12	1.12	0.90	1.08	2.11	0.96	0.78	1.11	0.00
Std Error	0.01	0.05	0.01	0.15	0.03	0.02	0.05	0.01	0.20	0.13	0.10	0.01	0.00
Sending Mean (excluding those not Sending any)													
Mean	2.20	1.90	2.22	1.98	2.31	2.15	2.17	2.18	2.80	1.85	1.62	2.21	-
Std Dev.	2.01	1.43	2.05	1.40	1.91	2.08	1.37	2.01	2.54	0.88	0.50	2.03	-
Std Error	0.07	0.17	0.07	0.42	0.11	0.09	0.21	0.07	0.38	0.23	0.11	0.07	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Table 162

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
None	5228	1308	1296	1312	1311	425	439	445	445	425	426	454	454	404	435	438	438
85%	85%	84%	84%	85%	85%	80%	82%	84%	84%	84%	86%	86%	86%	80%	86%	86%	84%
1-2	715	185	179	163	186	46	70	69	64	61	54	43	51	69	61	58	69
12%	12%	12%	12%	11%	12%	9%	13%	13%	12%	12%	11%	8%	10%	10%	12%	11%	13%
3-4	144	34	45	36	26	15	9	10	15	16	14	15	8	15	5	13	8
2%	2%	3%	3%	3%	2%	3%	2%	2%	3%	3%	3%	2%	3%	3%	1%	3%	2%
5-10	65	19	15	22	9	5	11	3	7	6	2	5	3	14	2	3	3
15%	15%	7%	7%	7%	7%	7%	2%	7%	7%	7%	+	7%	7%	20% (non)	+	7%	7%
11-20	9	4	+	3	2	-	4	+	+	-	-	+	+	+	-	-	2
21+	-	-	-	-	-	-	7%	+	+	-	-	+	+	+	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	932	242	239	227	225	66	93	82	87	82	70	64	65	99	68	74	83
75%	75%	16%	16%	15%	15%	14%	16%	16%	16%	16%	14%	12%	12%	20% (non)	14%	14%	16%
Total Mean (including those not Sending any)																	
Mean	0.33	0.37	0.33	0.34	0.29	0.33	0.3%	0.31	0.35	0.35	0.28	0.27	0.27	0.24 (non)	0.23	0.29	0.34
Std Dev.	1.11	1.25	0.96	1.16	1.04	1.12	1.61	0.89	1.08	0.95	0.82	1.02	1.05	1.37	0.87	0.87	1.43
Std Error	0.01	0.03	0.02	0.03	0.03	0.05	0.07	0.04	0.05	0.04	0.04	0.04	0.05	0.06	0.03	0.04	0.06
Sending Mean (excluding those not Sending any)																	
Mean	2.20	2.38	2.11	2.34	1.95	2.44 (non)	2.78 (non)	1.97	2.17	2.16	1.97	2.23	2.17	2.61 (non)	1.68	1.98	2.15
Std Dev.	2.01	2.29	1.47	2.12	2.05	2.05	2.97	1.35	1.79	1.31	1.19	2.03	2.20	2.13	0.93	1.37	3.01
Std Error	0.07	0.15	0.10	0.15	0.13	0.25	0.33	0.15	0.20	0.16	0.15	0.25	0.30	0.24	0.10	0.16	0.35

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Table 163

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (n)	Online (n)	Sell online (n)	Don't sell online (n)	Male (n)	Female (n)	16-24 (n)	25-34 (n)	35-44 (n)	45-54 (n)	55-64 (n)	65-74 (n)	75+ (m)	16-34 (n)	35-54 (n)	55+ (n)	65+ (n)	NET White (n)	NET EMG (n)	
Unweighted Base	6169	1017	5142	807	5352	2962	3184	791	817	1133	805	1152	852	609	1608	1938	2613	1461	5467	644	
Weighted Base	6169	1233	4926	789	5370	3010	3139	822	867	1120	832	1130	790	627	1690	1953	2517	1387	5157	941	
Effective Base	3716	738	2977	461	3256	1799	1909	506	508	680	486	701	474	363	1014	1166	1536	836	3181	511	
None	4323	836	3487	340	3982	2116	2198	515	542	706	593	825	598	545	1056	1299	1967	1143	3722	569	
70%	1387	68%	77%	43%	74%	70%	70%	63%	62%	63%	74%	73%	74%	74%	63%	67%	73%	82%	32%	60%	
1-2	22%	31%	104%	22%	108%	66%	68%	21%	27%	24%	20%	18%	13%	66	489	47%	41%	20%	1051	206	
3-4	27%	3%	23%	9%	17%	13%	14%	57%	42%	59%	33%	57%	17%	12%	99	92%	86%	29%	223	63	
5-10	5%	3%	13%	9%	11%	7%	9%	29%	38%	48%	19%	27%	8%	4	57%	57%	39%	12%	138	33	
11-20	17%	3%	3%	3%	3%	3%	9%	4%	4%	4%	2%	2%	1%	1%	4%	4%	2%	1%	3%	3%	
21+	3%	2	17	14	5	12	7	1	5	6	-	5	2	-	7	6	7	2	17	3	
Any Sent (non-zero entry)	1836	397	1440	449	1387	893	941	308	326	415	239	305	162	82	633	654	549	244	1435	374	
30%	30%	32%	29%	26%	30%	30%	30%	27%	32%	27%	29%	30%	21%	73%	27%	23%	22%	18%	28%	40%	
Total Mean (including those not Sending any)	0.91	1.40%	3.08d	0.59	1.07	0.76	0.53m	0.93kmm	0.93kmm	1.58kmm	0.81m	0.66m	0.71	0.25	0.91p	1.34p	0.57	0.50	0.78	0.84	
Mean	7.17	14.36	3.55	18.25	3.05	9.79	2.97	2.68	2.03	15.40	1.64	1.98	6.59	0.80	2.37	11.73	3.88	4.91	4.27	1.64	
Std Dev.	0.09	0.45	0.05	0.04	0.04	0.18	0.05	0.10	0.07	0.48	0.06	0.06	0.23	0.03	0.06	0.27	0.08	0.13	0.06	0.06	
Std Error	0.09	0.45	0.05	0.04	0.04	0.18	0.05	0.10	0.07	0.48	0.06	0.06	0.23	0.03	0.06	0.27	0.08	0.13	0.06	0.06	
Sending Mean (excluding those not Sending any)	3.05	4.51	2.65	6.41d	2.28	3.61	2.52	2.45	2.44	5.07	2.12	2.46	3.31	1.90	2.44	3.99	2.63	2.83	2.80	2.12	
Mean	12.88	25.06	6.19	23.94	5.66	17.73	5.01	3.93	2.71	25.02	2.48	3.18	13.99	1.35	3.35	20.02	7.98	11.43	7.74	2.02	
Std Dev.	0.30	1.50	0.16	1.13	0.15	0.62	0.16	0.24	0.15	1.23	0.17	0.18	1.05	0.14	0.14	0.80	0.33	0.70	0.20	0.13	
Std Error	0.30	1.50	0.16	1.13	0.15	0.62	0.16	0.24	0.15	1.23	0.17	0.18	1.05	0.14	0.14	0.80	0.33	0.70	0.20	0.13	

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1473	1838	1207	1540	3311	2847	3378	2999	537	737	1478	1596	1130	3811	554	5167	1365	4508	286
Weighted Base	6169	1135	1913	1384	1725	3048	3109	3670	2396	515	733	1500	1585	1100	3818	533	5174	1284	4587	288
Effective Base	3716	696	1126	814	1081	1821	1894	2048	1648	334	458	928	941	620	2327	346	3095	828	2713	179
None	4323	697	1331	982	1312	2028	2293	2332	1918	389	565	1097	1011	693	2872	413	3564	933	3194	196
	70%	61%	72%	82%	86%	67%	80%	64%	65%	6%	8%	12%	64%	65%	8%	60%	73%	70%	68%	
1-2	1357	332	425	293	308	757	600	997	347	77	128	304	423	306	856	80	1202	246	1048	63
	22%	23%	23%	21%	18%	23%	19%	29%	14%	15%	17%	20%	27%	28%	22%	15%	23%	19%	23%	22%
3-4	278	58	83	77	59	141	137	195	81	29	21	44	61	66	157	29	231	58	203	17
	5%	5%	4%	4%	3%	5%	4%	6%	3%	3%	3%	3%	5%	5%	4%	6%	4%	5%	4%	6%
5-10	173	41	61	31	40	102	71	129	41	7	17	49	52	29	118	7	153	38	126	10
	3%	4%	3%	2%	2%	3%	2%	4%	2%	1%	2%	3%	3%	3%	3%	1%	3%	3%	3%	3%
11-20	19	6	8	2	5	13	6	11	8	3	1	4	6	4	11	3	17	6	14	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	9	2	6	*	2	7	2	5	1	*	*	2	2	1	4	*	7	4	3	2
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%
Any Sent (non-zero entry)	1636	438	582	402	413	1020	816	1337	478	116	188	404	574	407	1145	120	1610	351	1363	92
	30%	30%	30%	32%	24%	30%	28%	39%	20%	23%	23%	27%	36%	31%	30%	22%	31%	27%	30%	32%
Total Mean (including those not Sending any)																				
Mean	0.91	1.05	1.27	0.64	0.65	1.10	0.65	0.96	0.51	0.55	0.55	0.74	0.90	0.95	0.77	0.55	0.84	0.92	0.76	1.27
Std Dev.	7.17	4.90	11.74	1.53	3.56	9.77	2.84	4.84	1.96	1.48	2.28	3.82	2.59	4.86	3.09	1.46	4.28	4.80	3.81	27.62
Std Error	0.09	0.13	0.27	0.04	0.09	0.17	0.05	0.08	0.04	0.06	0.08	0.10	0.06	0.14	0.05	0.06	0.06	0.13	0.06	1.63
Sending Mean (excluding those not Sending any)																				
Mean	3.05	2.64	4.18	2.19	2.73	3.52	2.46	2.68	2.54	2.46	2.40	2.75	2.48	2.57	2.56	2.43	2.70	3.35	2.50	10.26
Std Dev.	12.88	7.62	21.02	2.15	6.88	16.65	5.13	7.73	3.75	2.26	4.27	6.98	3.82	7.73	5.21	2.23	7.34	8.72	6.59	48.37
Std Error	0.30	0.34	0.90	0.12	0.35	0.51	0.19	0.22	0.16	0.21	0.32	0.35	0.16	0.39	0.16	0.21	0.18	0.44	0.18	5.31

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Table 163

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6169	4160	1999	901	3268	1144	966	781	344	375	364	355	368	367	362	368	365	169	975	
Weighted Base	6169	5297	862	167	5176	517	295	170	250	675	508	448	542	573	810	843	529	67*	450	
Effective Base	3716	3250	472	167	2841	491	498	508	321	354	340	334	344	339	346	347	339	59	432	
None	4323	3710	613	113	3599	383	220	121	162	451	361	370	370	402	484	625	379	54	329	
	70%	70%	71%	70%	70%	74% ^{ab}	67% ^{cd}	71%	33% ^{ab}	67%	64% ^{ab}	67% ^{ab}	63% ^{ab}	63% ^{ab}	60%	62% ^{ab}	75% ^{ab}	60% ^{ab}	63% ^{ab}	
1-2	1367	1196	161	36	1167	104	48	37	51	169	94	90	117	137	263	139	108	4	100	
	22%	23%	19%	21%	23% ^{ab}	20%	16%	22% ^{ab}	20% ^{ab}	28% ^{ab}	19% ^{ab}	20% ^{ab}	22% ^{ab}	24% ^{ab}	32% ^{ab}	16%	20% ^{ab}	6%	22% ^{ab}	
3-4	278	230	47	13	240	18	15	5	7	36	28	17	24	14	36	46	32	8	10	
	5%	4%	5%	5% ^{ab}	5%	3%	5%	3%	3%	8% ^{ab}	6% ^{ab}	4%	4%	2%	4%	5% ^{ab}	8% ^{ab}	11% ^{ab}	2%	
5-10	173	137	35	4	147	10	10	7	10	13	11	8	24	17	24	29	10	1	8	
	3%	3%	4%	2%	3%	2%	3%	4% ^{ab}	4%	2%	2%	2%	4% ^{ab}	3%	3%	3%	2%	2%	2%	
11-20	19	16	3	1	16	2	1	1	1	2	-	2	6	1	3	1	-	-	2	
	*	*	*	1%	*	*	*	*	*	*	*	*	1% ^{ab}	*	*	*	*	*	*	
21+	9	7	2	1	7	1	1	1	-	3	-	-	-	1	-	2	-	-	1	
	*	*	*	*	*	*	*	*	-	*	-	-	-	*	-	*	-	*	*	
Any Sent (non-zero entry)	1836	1587	269	55	1577	134	74	50	68	224	133	265	265	326	170	326	218	149	13	
	30%	30%	29%	33%	30% ^{ab}	26%	25%	29%	27%	33% ^{ab}	26%	26%	32%	30%	40% ^{ab}	26%	28%	20%	27%	
Total Mean (including those not Sending any)																				
	0.91	0.91	0.88	1.08	0.92	0.91	0.76	0.79	0.66	1.26	0.60	0.55	0.97% ^{ab}	0.73	0.81%	1.53	0.60	0.71	0.94	
Std Dev.	7.17	7.62	3.23	4.37	7.45	7.07	2.89	2.87	1.68	8.69	1.32	1.46	2.50	2.90	1.64	16.23	1.23	2.69	7.51	
Std Error	0.09	0.12	0.07	0.15	0.13	0.21	0.09	0.10	0.09	0.45	0.07	0.08	0.13	0.15	0.09	0.85	0.06	0.21	0.24	
Sending Mean (excluding those not Sending any)																				
	3.05	3.05	3.06	3.31	3.02	3.51	3.02	2.71	2.43	3.78	2.28	2.10	3.09% ^{ab}	2.47	2.02	5.91	2.11	3.56	3.50	
Std Dev.	12.88	13.69	5.44	7.19	13.25	13.57	5.16	4.82	2.47	14.79	1.67	2.22	3.67	4.91	2.06	31.58	1.47	5.26	14.21	
Std Error	0.30	0.40	0.22	0.42	0.43	0.76	0.30	0.31	0.26	1.33	0.17	0.24	0.34	0.47	0.17	3.29	0.15	0.78	0.86	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6199	2363	2213	3424	3274	2363	183	885	2213	209	1143	2100	2393	819	564	259	4493	823	2745	2269	628	326	159	5014	485	1453	4706
Weighted Base	6199	2413	2162	3502	3251	2413	160	764	2162	213	1048	2017	2486	800	562	247	4503	829	2606	2303	681	358	178	4909	535	1519	4640
Effective Base	3716	1429	1317	2075	1963	1429	110	536	1317	141	700	1219	1471	508	350	152	2691	503	1562	1381	408	211	112	2963	323	900	2816
None	4323	1624	1575	2332	2292	1624	124	605	1575	161	852	1374	1682	589	443	207	3056	650	1667	1594	563	329	163	3262	466	924	3399
1-2	1357	579	428	670	719	579	17	110	428	39	148	450	601	169	107	31	1050	138	644	550	95	48	9	1204	57	419	938
	22%	25%	20%	25%	22%	25%	2%	14%	20%	1%	14%	22%	25%	16%	13%	7%	23%	25%	20%	23%	14%	13%	2%	25%	11%	58%	20%
3-4	278	143	81	187	125	143	16	34	81	7	25	113	118	32	14	1	231	15	159	102	12	3	1	261	4	106	172
5-10	173	57	66	100	109	57	3	11	66	4	19	68	78	7	18	6	142	24	113	45	9	4	2	158	6	61	112
11-20	19	4	3	6	12	4	-	2	10	3	4	11	6	1	-	-	17	-	15	2	2	-	-	17	-	6	11
21+	9	5	2	7	5	5	-	1	2	-	-	3	3	2	-	1	6	1	8	-	-	1	1	8	2	2	7
Any Sent (non-zero entry)	1836	788	587	1171	970	788	36	159	587	52	196	643	804	211	139	40	1446	179	939	799	119	56	14	1648	70	595	1241
Total Mean (including those not Sending any)	0.91	1.10	0.78	1.06	0.84	1.10	0.62	0.57	0.78	0.59	0.46	0.97	1.02	0.79	0.56	0.59	1.00	0.57	1.41%	0.62%	0.38	0.38	0.55	1.04	0.44	1.03	0.87
Mean	7.17	10.21	4.34	8.85	4.41	10.21	1.51	2.62	4.34	1.63	1.55	4.98	9.56	6.56	1.40	4.00	7.84	2.47	10.81	1.32	1.43	2.33	4.64	7.93	3.27	2.94	8.09
Std Dev	0.09	0.21	0.09	0.15	0.08	0.21	0.11	0.09	0.09	0.11	0.05	0.11	0.20	0.23	0.06	0.25	0.12	0.09	0.21	0.03	0.06	0.13	0.37	0.11	0.15	0.08	0.12
Sending Mean (excluding those not Sending any)	13.05	3.36	2.87	3.17	2.83	3.36	2.78	2.73	2.87	2.44	2.47	3.04	3.16	2.98	2.36	3.65	3.11	2.84	3.02	2.02	2.19	2.43	6.96	3.10	3.05	2.63	3.25
Mean	12.88	17.66	7.96	15.09	7.72	17.66	2.06	5.22	7.66	2.54	2.80	8.46	16.61	12.54	1.99	9.48	13.60	4.79	17.74	1.70	2.78	5.50	15.53	13.46	8.57	4.22	15.39
Std Error	0.30	0.64	0.32	0.45	0.25	0.64	0.32	0.37	0.32	0.37	0.18	0.33	0.60	0.88	0.17	1.38	0.36	0.35	0.57	0.07	0.27	0.76	4.31	0.33	1.06	0.18	0.44

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	379	5730	50	1810	4047	302	5903	111	56	67	6070	22
Weighted Base	6169	336	5782	41*	1676	4172	312	5888	116*	57*	66*	6071	22**
Effective Base	3716	211	3475	31	1078	2453	191	3551	68	38	46	3656	15
None	4233	236	4002	25	1189	2904	229	4127	72	45	60	4244	19
	70%	70%	70%	61%	71%	70%	74%	70%	62%	79%	60% ^{ghik}	70%	86%
1-2	1387	82	1266	9	332	971	54	1309	35	8	5	1352	-
	22%	24%	22%	22%	20%	23% ^{gh}	17%	22% ^{gh}	26%	14%	7%	22% ^{gh}	-
3-4	278	7	266	5	91	171	16	268	5	2	1	275	2
	5%	2%	5%	13% ^{gh}	5%	4%	5%	5%	4%	2%	2%	5%	7%
5-10	173	10	161	2	55	109	9	168	3	2	-	173	-
	3%	3%	3%	4%	3%	3%	3%	3%	2%	3%	-	3%	-
11-20	19	2	16	-	7	11	1	16	-	-	-	18	1
	*	*	*	*	*	*	*	*	-	-	-	*	7%
21+	9	-	9	-	2	5	2	8	1	-	-	9	-
	*	*	*	*	*	*	3% ^{gh}	*	15%	-	-	*	-
Any Sent (non-zero entry)	1836	100	1720	16	486	1268	82	1771	44	12	6	1827	3
	30%	30%	30%	39%	29%	30%	26%	30% ^{gh}	38% ^{gh}	21%	10%	39% ^{gh}	14%
Total Mean (including those not Sending any)													
Mean	0.91	0.68	0.92	0.96	0.77	0.81	1.02% ^{gh}	0.91	1.33	0.61	0.18	0.91	1.55
Std Dev.	7.17	1.80	7.39	1.65	2.55	4.51	26.58	7.27	5.73	1.89	0.61	7.21	5.09
Std Error	0.09	0.09	0.10	0.23	0.06	0.07	1.53	0.09	0.54	0.25	0.07	0.09	1.09
Sending Mean (excluding those not Sending any)													
Mean	3.05	2.28	3.10	2.45	2.67	2.65	11.42% ^{gh}	3.03	3.51	2.92	1.90	3.04	11.08
Std Dev.	12.88	2.69	13.29	1.82	4.17	7.87	50.98	13.03	8.95	3.31	0.79	12.91	10.32
Std Error	0.30	0.25	0.33	0.42	0.18	0.23	5.50	0.31	1.40	1.17	0.28	0.31	5.96

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6169	1550	1534	1539	1536	521	524	505	521	511	502	520	520	499	519	516	501				
Weighted Base	6169	1550	1534	1539	1536	491	532	527	532	506	496	518	518	503	503	512	521				
Effective Base	3716	929	922	944	921	305	314	310	320	302	300	322	316	307	292	317	312				
None	4323	1095	1039	1089	1100	369	378	347	387	332	321	382	348	359	371	354	375				
1-2	70%	71%	68%	71%	72%	70%	71%	66%	73%	66%	65%	74%	67%	71%	74%	69%	72%				
	1367	343	343	346	322	86	110	145	106	121	116	106	134	108	114	105	103				
	22%	22%	22%	23%	21%	16%	21%	25%	20%	24%	23%	21%	25%	21%	23%	21%	20%				
3-4	278	68	81	64	64	24	26	18	21	28	33	18	20	26	13	27	24				
	5%	4%	5%	4%	4%	5%	5%	3%	4%	5%	7%	4%	4%	5%	3%	5%	5%				
	173	34	63	29	47	9	13	11	14	25	24	7	12	10	5	24	18				
5-10	35%	2%	4%	2%	3%	2%	3%	2%	3%	25%	25%	1%	2%	2%	1%	24%	3%				
	11-20	19	8	1	7	3	*	5	3	1	-	*	4	3	*	*	2				
	21+	*	1%	*	*	*	*	7%	7%	*	-	*	7%	7%	*	*	*				
Any Sent (non-zero entry)	9	2	6	1	*	-	-	2	4	1	2	-	1	-	*	-	-				
	1836	455	495	450	436	122	154	180	145	175	175	136	170	144	132	158	146				
	30%	29%	32%	29%	28%	25%	29%	34%	27%	34%	33%	26%	33%	29%	26%	31%	28%				
Total Mean (including those not Sending any)																					
	0.91	0.82	1.44	0.75	0.63	0.49	0.97	1.16	2.13	0.96	0.96	0.65	1.00	0.61	0.46	0.96	0.65				
Std Dev	7.17	4.86	12.72	4.29	1.44	1.09	2.04	8.01	20.54	2.41	6.44	2.07	6.98	1.26	1.07	1.66	1.49				
Std Error	0.09	0.12	0.32	0.11	0.04	0.05	0.09	0.36	0.90	0.11	0.29	0.09	0.31	0.06	0.05	0.07	0.07				
Sending Mean (excluding those not Sending any)																					
Mean	3.05	2.79	4.46	2.57	2.22	1.99	2.66	3.41	7.79	2.54	3.62	2.47	3.04	2.11	1.73	2.53	2.33				
Std Dev	12.88	8.67	22.10	7.63	1.94	1.33	3.06	13.45	38.83	3.55	10.46	3.46	11.96	1.52	1.47	2.14	2.01				
Std Error	0.30	0.41	1.03	0.36	0.09	0.11	0.25	1.05	3.22	0.28	0.83	0.29	0.95	0.13	0.13	0.17	0.17				

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6169	1017	5142	807	3352	2962	3184	791	817	1133	805	1152	852	609	1608	1938	2613	1461	5467	644	
Weighted Base	6169	1233	4926	789	5370	3010	3139	822	867	1120	832	1130	760	627	1690	1953	2517	1387	5157	943	
Effective Base	3716	738	2977	461	3256	1799	1909	506	508	680	486	701	474	363	1014	1166	1536	836	3181	511	
None	4511	930	3581	335	4176	2270	2236	553	605	786	609	842	609	506	1199	1395	1957	1115	3816	658	
73%	73%	75%	73%	42%	74%	71%	71%	67%	70%	70%	70%	70%	69%	61%	69%	71%	70%	69%	74%	70%	
1-2	1201	218	990	262	946	541	692	109	200	232	109	208	110	92	397	420	410	202	973	225	
20%	20%	18%	20%	33%	18%	18%	21%	34%	33%	31%	30%	18%	15%	15%	23%	21%	16%	15%	19%	24%	
3-4	251	37	214	110	142	122	129	51	30	64	30	36	19	22	81	93	77	41	201	44	
4%	4%	3%	4%	24%	3%	4%	4%	19%	3%	19%	4%	3%	3%	3%	8%	8%	3%	3%	4%	5%	
5-10	167	42	126	64	103	70	88	18	30	33	24	30	16	8	49	57	62	23	147	17	
3%	3%	3%	3%	9%	2%	3%	2%	2%	3%	3%	3%	3%	2%	1%	3%	3%	2%	2%	3%	2%	
11-20	17	4	13	16	1	6	11	1	1	6	1	5	4	-	2	7	9	4	15	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
21+	5	2	3	3	2	1	3	2	1	-	-	-	2	-	3	-	2	2	5	-	
-	-	-	-	d	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any Sent (non-zero entry)	1648	302	1346	454	1193	740	903	269	262	334	224	287	150	121	531	558	559	272	1340	285	
27%	25%	27%	16%	22%	25%	25%	25%	27%	26%	26%	27%	20%	19%	20%	21%	20%	22%	20%	26%	26%	
Total Mean (including those not Sending any)				1.98d		0.60	0.67	0.71	0.77m	0.64m	0.73m	0.74	0.68m	0.53	0.40	0.70p	0.74	0.57	0.47	0.66	0.56
Mean				1.98d		0.60	0.67	0.71	0.77m	0.64m	0.73m	0.74	0.68m	0.53	0.40	0.70p	0.74	0.57	0.47	0.66	0.56
Std Dev.	3.09	2.17	3.28	7.74	1.36	3.94	1.96	2.14	1.56	1.75	7.05	1.90	2.08	1.05	1.87	4.79	1.79	1.69	3.31	1.10	
Std Error	0.04	0.07	0.05	0.27	0.02	0.07	0.03	0.08	0.05	0.05	0.25	0.06	0.07	0.04	0.05	0.11	0.04	0.04	0.04	0.04	
Sending Mean (excluding those not Sending any)																					
Mean	2.46	2.73	2.39	3.44d	2.08	2.44	2.48	2.35	2.13	2.46	2.74	2.67	2.68	2.08	2.24	2.57	2.54	2.41	2.55	1.85	
Std Dev.	5.99	3.69	5.93	9.95	2.23	7.66	2.99	3.22	2.22	2.46	13.41	2.99	4.01	1.51	2.77	8.69	3.07	3.16	6.11	1.28	
Std Error	0.14	0.24	0.16	0.48	0.06	0.28	0.10	0.21	0.14	0.13	0.90	0.17	0.29	0.14	0.13	0.36	0.12	0.18	0.16	0.09	

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6159	1473	1838	1207	1640	3311	2847	3378	2699	537	737	1478	1596	1130	3811	554	5167	1365	4508	286
Weighted Base	6159	1135	1913	1384	1725	3048	3109	3670	2396	515	733	1500	1585	1100	3818	533	5174	1284	4587	288
Effective Base	3716	696	1126	814	1081	1821	1894	2048	1648	334	458	928	941	620	2327	346	3095	828	2713	179
None	4611	766	1409	990	1345	2175	2335	2558	1876	401	584	1121	1081	761	2787	417	3740	954	3342	215
	72%	67%	76%	72%	81%	71%	82%	70%	83%	73%	81%	82%	68%	69%	87%	72%	83%	74%	73%	79%
1-2	1208	264	370	302	271	634	574	819	379	78	105	270	368	262	743	78	1058	215	940	52
	20%	23%	19%	22%	16%	21%	18%	22%	16%	15%	14%	18%	23%	24%	16%	15%	20%	17%	20%	18%
3-4	281	56	67	63	66	123	128	178	74	17	25	63	80	47	168	17	221	66	175	10
	4%	5%	4%	5%	4%	4%	4%	5%	3%	3%	3%	4%	5%	4%	4%	3%	4%	5%	4%	3%
5-10	167	41	59	26	41	101	67	103	61	22	16	34	51	31	100	22	138	40	121	7
	3%	4%	3%	2%	2%	3%	2%	3%	3%	4%	2%	3%	3%	3%	3%	4%	3%	3%	3%	2%
11-20	17	6	6	3	2	12	6	11	4	-	1	11	2	-	15	-	15	7	6	4
	0%	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%
21+	5	2	2	-	1	5	1	2	2	1	1	1	3	-	5	1	5	2	3	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any Sent (non-zero entry)	1648	370	504	394	380	873	774	1112	521	115	148	379	503	339	1031	118	1434	330	1245	73
	27%	33%	26%	29%	22%	26%	25%	30%	22%	22%	20%	25%	32%	31%	27%	22%	28%	26%	27%	25%
Total Mean (including those not Sending any)																				
Mean	0.66	0.55	0.66	0.60	0.52	0.56	0.56	0.70	0.54	0.60	0.63	0.66	0.76	0.62	0.70	0.58	0.67	0.78	0.61	0.80
Std Dev.	3.08	6.22	2.03	1.39	1.54	4.13	1.47	1.75	1.73	1.81	7.47	2.00	1.97	1.26	3.72	1.79	3.27	5.89	1.64	2.53
Std Error	0.04	0.16	0.05	0.04	0.04	0.07	0.03	0.03	0.03	0.08	0.28	0.05	0.05	0.04	0.06	0.08	0.05	0.16	0.02	0.15
Sending Mean (excluding those not Sending any)																				
Mean	2.46	2.84	2.52	2.11	2.36	2.66	2.23	2.30	2.49	2.76	3.12	2.61	2.40	2.01	2.58	2.68	2.41	3.05	2.26	3.16
Std Dev.	6.89	10.67	3.32	1.91	2.53	7.38	2.24	2.53	3.00	3.03	16.39	3.27	2.88	1.54	6.82	3.01	5.85	11.33	2.50	4.24
Std Error	0.14	0.49	0.15	0.10	0.13	0.24	0.08	0.08	0.12	0.28	1.27	0.17	0.13	0.08	0.21	0.28	0.15	0.60	0.07	0.50

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6169	4160	1999	901	3268	1144	966	781	344	375	364	355	368	367	362	368	365	169	975	
Weighted Base	6169	5297	862	167	5176	517	295	170	250	675	508	448	542	573	810	843	529	67*	450	
Effective Base	3716	3250	472	167	2841	491	498	508	321	354	340	334	344	339	346	347	339	59	432	
None	4811	3625	586	108	3787	383	220	122	202	458	372	333	398	432	580	620	395	47	335	
	73%	78.1%	69%	64%	73%	74%	74%	74%	51.1%	68%	73%	74%	72%	70.8%	72%	70.1%	70.1%	71%	76.1%	
1-2	1208	1032	175	36	1011	108	53	35	37	157	106	83	98	110	179	149	93	15	93	
	20%	19%	20%	22%	20%	21%	18%	21%	15%	23%	21%	19%	18%	19%	22.3%	18%	18%	23%	21.1%	
3-4	281	192	59	14	216	15	12	8	7	38	20	20	26	18	37	31	23	2	13	
	4%	4%	3.1%	0.9%	4%	3%	4%	4%	3%	5%	4%	5%	5%	3%	5%	4%	4%	3%	3%	
5-10	167	129	38	9	141	11	10	5	4	24	10	11	25	13	12	28	15	2	9	
	3%	2%	3.9%	0.9%	3%	2%	3%	3%	1%	4%	2%	3%	9.1%	2%	2%	3%	3%	3%	2%	
11-20	17	14	3	*	16	-	-	1	1	-	-	-	5	-	2%	3%	3%	-	-	
	*	*	*	*	*	-	-	1.6%	*	-	-	-	1.6%	-	-	6	4	-	-	
21+	5	4	1	*	4	*	*	*	-	-	1	-	-	1	2	-	-	-	*	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Any Sent (non-zero entry)	1648	1372	275	59	1390	134	75	48	48	217	136	115	154	141	230	214	134	20	115	
	27%	26%	32.4%	18.9%	27%	26%	26%	28%	19%	32.1%smg	27.1%	26%	28.1%	25%	26.1%	25%	25%	29%	28.1%	
Total Mean (including those not Sending any)																				
	0.66	0.60	0.89%	1.58%	0.65	0.55	0.67	1.38%	0.46	0.72%	0.54	0.58	0.60%	0.53	0.58	0.76	0.69	0.61	0.55	
Std Dev.	3.09	1.70	7.09	15.58	1.77	1.65	1.91	15.36	1.45	1.42	1.52	1.37	1.98	1.48	1.90	2.27	1.74	1.27	1.70	
Std Error	0.04	0.03	0.16	0.52	0.03	0.05	0.08	0.55	0.08	0.07	0.08	0.07	0.10	0.08	0.10	0.12	0.09	0.10	0.05	
Sending Mean (excluding those not Sending any)																				
	2.46	2.32	3.11	4.47%	2.40	2.13	2.63	4.68%	2.40	2.23	2.01	2.27	2.63%	2.15	2.03	2.98	2.72	2.07	2.14	
Std Dev.	6.89	2.68	12.29	26.03	2.73	2.68	3.04	28.76	2.52	1.69	2.39	1.87	2.86	2.34	3.13	3.71	2.53	1.57	2.83	
Std Error	0.14	0.08	0.49	1.52	0.09	0.14	0.18	1.90	0.32	0.16	0.25	0.20	0.29	0.25	0.31	0.39	0.26	0.20	0.17	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6199	2363	2213	3424	3274	2363	183	885	2213	209	1143	2100	2393	819	564	259	4493	823	2745	2269	628	326	159	5014	485	1453	4708
Weighted Base	6199	2413	2162	3502	3251	2413	160	764	2162	213	1048	2017	2486	800	562	247	4503	829	2606	2303	681	358	178	4909	535	1519	4640
Effective Base	3716	1429	1317	2075	1963	1429	110	536	1317	141	700	1219	1471	508	350	152	2691	503	1582	1381	408	211	112	2963	323	900	2816
None	4811	1720	1604	2494	2379	1720	120	591	1604	157	811	1422	1802	614	444	202	3224	615	1704	1702	639	318	166	3405	484	1031	3469
1-2	1208	532	391	753	612	532	29	131	391	36	164	424	508	144	99	35	930	133	632	467	70	34	5	1099	39	352	656
	20%	22%	18%	22.5%	22%	20%	18%	17%	17%	17%	17%	21%	20%	16%	17%	14%	21.5%	16%	24%	20%	10%	10%	5	32%	7%	23%	16%
3-4	251	96	86	151	142	96	1	27	86	13	33	96	96	28	25	4	193	30	140	87	14	5	4	228	10	84	167
	4%	4%	4%	4%	4%	4%	4%	3%	4%	3%	4%	4%	4%	3%	4%	2%	4%	2%	4%	2%	2%	2%	2%	4%	2%	4%	4%
5-10	167	56	73	92	109	56	9	14	73	6	36	65	70	13	13	5	136	18	112	44	9	*	2	158	3	46	121
	3%	2%	3%	3%	3%	2%	6%	2%	3%	3%	3%	3%	3%	2%	2%	2%	3%	2%	4%	2%	1%	*	1%	3%	*	3%	3%
11-20	17	6	5	8	7	6	-	-	5	-	2	6	9	*	1	1	15	2	15	2	*	-	-	17	-	6	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21+	5	3	2	3	2	3	-	1	2	-	1	2	3	-	-	5	-	3	3	2	-	-	-	5	-	1	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any Sent (non-zero entry)	1648	693	557	1008	872	693	40	173	557	55	237	595	684	186	138	45	1278	183	902	602	93	40	11	1504	51	488	1160
	27%	29%	26%	29%	27%	29%	25%	23%	26%	26%	23%	29%	28%	23%	24%	18%	29%	22%	35%	26%	14%	71%	6%	31%	10%	52%	25%
Total Mean (including those not Sending any)																											
Mean	0.66	0.66	0.69	0.67	0.69	0.66	0.63	0.50	0.69	0.66	0.62	0.74	0.72	0.45	0.55	0.42	0.72	0.51	0.94	0.86	0.29	0.18	0.20	0.76	0.19	0.84	0.60
Std Dev.	3.09	1.89	4.58	1.84	3.86	1.89	1.64	1.64	4.58	1.61	1.86	1.89	4.44	1.10	1.34	1.46	3.53	1.38	5.43	1.65	1.02	0.60	0.90	3.42	0.71	5.40	1.76
Std Error	0.04	0.04	0.10	0.03	0.07	0.04	0.12	0.05	0.10	0.11	0.05	0.04	0.09	0.04	0.06	0.09	0.05	0.05	0.08	0.03	0.04	0.03	0.07	0.05	0.03	0.14	0.03
Sending Mean (excluding those not Sending any)																											
Mean	2.46	2.29	2.66	2.33	2.57	2.29	2.53	2.22	2.66	2.52	2.76	2.46	2.61	1.93	2.32	2.29	2.55	2.31	2.73	2.14	2.15	1.62	3.20	2.49	1.97	2.63	2.38
Std Dev.	5.89	2.95	8.72	2.81	7.13	2.95	2.48	2.84	8.72	2.30	3.07	2.78	8.17	1.54	1.86	2.74	6.27	2.10	7.19	2.65	1.91	0.93	1.85	5.83	1.35	9.28	2.86
Std Error	0.14	0.11	0.36	0.09	0.24	0.11	0.37	0.19	0.36	0.33	0.18	0.11	0.31	0.11	0.16	0.38	0.17	0.15	0.23	0.11	0.20	0.16	0.59	0.15	0.20	0.43	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Table 164

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6199	379	5730	50	1810	4047	302	5903	111	56	67	6070	22
Weighted Base	6199	336	5762	41*	1676	4172	312	5888	116*	57*	66*	6071	22**
Effective Base	3716	211	3475	31	1078	2453	191	3551	68	38	46	3656	15
None	4911	252	4220	29	1205	3066	239	4298	87	44	66	4429	17
	73%	75%	73%	71%	72%	74%	77%	73%	75%	77%	100% ^{ghik}	73%	76%
1-2	1208	68	1131	8	321	838	49	1174	19	8	*	1202	5
	20%	20%	20%	20%	19%	20%	16%	27%	17%	10%	*	23%	24%
3-4	251	6	241	3	84	157	11	243	6	2	-	251	-
	4%	2%	4%	3%	5%	4%	3%	4%	5%	4%	-	4%	-
5-10	167	10	158	*	58	98	10	161	5	2	*	167	-
	3%	3%	3%	*	3%	2%	3%	3%	4%	3%	*	3%	-
11-20	17	*	17	-	6	9	2	17	*	-	-	17	-
	*	*	*	-	*	*	1%	*	*	-	-	*	-
21+	5	*	5	-	1	3	-	5	-	-	-	5	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	1648	84	1552	12	470	1105	72	1600	29	13	*	1642	5
	27%	25%	27%	29%	28%	26%	23%	27%	28%	23%	*	27%	24%
Total Mean (including those not Sending any)													
Mean	0.66	0.52	0.67	0.62	0.79	0.60	0.74	0.67	0.64	0.62	0.01	0.66	0.49
Std Dev.	3.09	1.32	3.17	1.08	5.20	1.68	2.36	3.14	1.50	1.84	0.15	3.11	0.88
Std Error	0.04	0.07	0.04	0.15	0.12	0.03	0.14	0.04	0.14	0.25	0.02	0.04	0.19
Sending Mean (excluding those not Sending any)													
Mean	2.46	2.09	2.48	2.16	2.82	2.25	3.19	2.45	2.51	2.89	3.07	2.46	2.00
Std Dev.	5.89	1.94	5.74	0.82	9.52	2.62	4.05	5.66	2.05	3.11	-	5.60	0.00
Std Error	0.14	0.19	0.14	0.24	0.42	0.08	0.47	0.14	0.37	0.98	-	0.14	0.00

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6169	1550	1534	1539	1536	521	524	505	521	511	502	520	520	499	519	516	501				
Weighted Base	6169	1550	1534	1539	1536	461	532	527	532	506	496	518	518	503	503	512	521				
Effective Base	3716	929	922	944	921	305	314	310	320	302	300	322	316	307	292	317	312				
None	4511	1145	1095	1132	1138	395	382	368	400	352	343	375	390	367	379	350	410				
	73%	74%	71%	74%	74%	80% ngjlmno	72%	70%	75%	70%	69%	72%	75%	73%	75%	68%	78% lmno				
1-2	1208	296	308	310	293	79	103	114	96	110	102	120	95	95	104	112	78				
	30%	19%	20%	20%	19%	16%	19%	25% g	18%	23% g	21%	23% lm	18%	19%	21%	25% g	15%				
3-4	281	63	72	61	55	11	23	29	23	24	25	15	13	32	13	21	21				
	4%	4%	5%	4%	4%	2%	4%	6% g	4%	5%	5%	3%	3%	6% lmkm	3%	4%	4%				
5-10	167	37	50	32	47	4	20	13	11	18	21	6	17	9	8	29	11				
	3%	2%	3%	2%	3%	1%	2%	3%	2%	6% g	6% lm	1%	15% g	2%	2%	6% ghlmno	2%				
11-20	17	5	7	3	1	2	1	2	2	1	4	1	2	-	-	-	1				
	*	*	*	*	*	*	*	*	*	*	7%	*	*	*	*	*	*				
21+	5	3	1	*	*	-	3	-	-	1	*	-	*	*	-	-	*				
	*	*	*	*	*	-	7%	-	-	*	*	-	*	*	-	-	*				
Any Sent (non-zero entry)	1648	405	439	407	398	96	150	158	132	154	153	143	128	136	124	162	111				
	27%	26%	29%	26%	26%	20%	29% g	30% g	25%	30% g	31% g	28% g	25%	27% g	25%	32% g	21%				
Total Mean (including those not Sending any)																					
Mean	0.66	0.66	0.7% cd	0.63	0.59	0.46	0.7% an	0.68%	0.61	0.7% lm	0.7% lm	0.52	0.76	0.60	0.43	0.7% lm	0.50				
Std Dev.	3.09	2.07	2.05	5.26	1.43	1.60	2.67	1.72	1.60	2.29	2.04	1.26	8.82	1.70	0.97	1.74	1.44				
Std Error	0.04	0.05	0.05	0.13	0.04	0.07	0.12	0.08	0.08	0.10	0.09	0.06	0.39	0.08	0.04	0.08	0.06				
Sending Mean (excluding those not Sending any)																					
Mean	2.46	2.53	2.64	2.37	2.27	2.33	2.9% bc	2.29	2.44	2.71% n	2.74% bc	1.89	3.06	2.22	1.76	2.6% bc	2.36				
Std Dev.	5.99	3.42	3.12	10.03	2.03	2.96	4.40	2.48	2.94	3.48	2.89	1.77	17.60	2.67	1.23	2.22	2.33				
Std Error	0.14	0.17	0.15	0.49	0.10	0.28	0.36	0.20	0.24	0.28	0.24	0.14	1.52	0.23	0.10	0.18	0.21				

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6169	1017	5142	807	5352	2962	3184	791	817	1133	805	1152	852	809	1608	1938	2613	1461	5467	644	
Weighted Base	6169	1233	4926	789	5370	3010	3139	822	867	1120	832	1130	790	627	1690	1953	2517	1387	5157	943	
Effective Base	3716	738	2977	461	3256	1799	1909	506	508	680	486	701	474	363	1014	1166	1536	836	3181	511	
None	5179	974	4204	535	4644	2511	2658	702	697	904	681	947	847	670	1399	1585	2194	1247	4400	736	
84%	79%	82%	68%	82%	83%	85%	59%	80%	87%	82%	84%	82%	84%	82%	83%	81%	77%	82%	83%	78%	
1-2	760	213	567	124	606	386	394	95	125	171	122	153	70	44	220	293	267	114	599	109	
13%	13%	12%	12%	11%	13%	13%	12%	12%	14%	16%	14%	14%	9%	7%	13%	15%	11%	8%	12%	18%	
3-4	107	23	84	38	69	64	43	10	27	10	14	13	6	36	38	33	19	82	23	23	
2%	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	2%	
5-10	79	21	58	31	48	39	40	14	14	17	14	14	7	28	30	21	7	66	11	11	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
11-20	14	1	13	4	10	3	1	4	1	5	2	-	-	5	6	2	-	8	5	5	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
21+	1	-	1	1	-	1	-	-	1	-	-	-	-	1	-	-	-	1	-	-	
Any Sent (non-zero entry)	980	258	722	254	726	499	481	120	170	216	151	183	90	50	290	367	323	140	756	208	
16%	16%	15%	14%	14%	17%	15%	15%	14%	16%	14%	14%	14%	12%	8%	17%	15%	13%	10%	15%	25%	
Total Mean (including those not Sending any)																					
Mean	0.36	0.45	0.34	1.08d	0.25	0.40	0.32	0.33m	0.48m	0.48m	0.56	0.34m	0.21	0.13	0.41p	0.47	0.25	0.17	0.34	0.46	
Std Dev.	3.16	1.27	3.47	8.48	0.87	4.34	1.20	1.11	1.71	1.14	8.04	1.28	0.72	0.52	1.45	5.32	0.98	0.63	3.39	1.36	
Std Error	0.04	0.04	0.05	0.30	0.01	0.08	0.02	0.04	0.06	0.03	0.28	0.04	0.02	0.02	0.04	0.12	0.02	0.02	0.05	0.05	
Sending Mean (excluding those not Sending any)																					
Mean	2.26	2.16	2.30	3.38d	1.87	2.41	2.11	2.22	2.47	2.05	3.08	2.07	1.77	1.65	2.37	2.47	1.92	1.73	2.29	2.11	
Std Dev.	7.63	2.00	8.81	14.69	1.61	10.43	2.39	2.05	3.18	1.82	18.70	2.56	1.26	0.91	2.77	12.07	2.07	1.14	8.59	2.21	
Std Error	0.25	0.15	0.32	0.95	0.06	0.50	0.11	0.20	0.26	0.13	1.55	0.19	0.13	0.12	0.17	0.65	0.12	0.10	0.31	0.20	

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Table 165

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1473	1838	1207	1640	3311	2847	3378	2699	537	737	1478	1596	1130	3811	554	5167	1365	4508	286
Weighted Base	6159	1135	1913	1384	1725	3048	3109	3670	2396	515	733	1500	1585	1100	3818	533	5174	1284	4587	288
Effective Base	3716	696	1126	814	1081	1821	1894	2048	1648	334	458	928	941	620	2327	346	3095	828	2713	179
None	5179	885	1615	1136	1541	2500	2677	2957	2138	448	655	1269	1256	891	3180	466	4299	1092	3844	243
84%		78%	84% ^{ab}	83% ^{ab}	84% ^{ab}	82%	82% ^{ab}	81%	83% ^{ab}	81% ^{ab}	81% ^{ab}	83% ^{ab}	82%	81%	83% ^{ab}	82%	83% ^{ab}	83%	85%	84%
1-2	780	193	235	204	147	428	351	560	213	46	63	179	268	167	505	46	700	145	600	35
13%		17% ^{ab}	12% ^{ab}	16% ^{ab}	9%	14% ^{ab}	11%	16% ^{ab}	9%	9%	9%	12%	17% ^{ab}	16% ^{ab}	12% ^{ab}	9%	14% ^{ab}	11%	13%	12%
3-4	107	35	31	21	20	60	40	79	27	12	2	28	31	30	61	12	93	20	81	5
2%		3% ^{ab}	2%	1%	1%	2% ^{ab}	1%	3% ^{ab}	1%	2% ^{ab}	1%	2% ^{ab}	2% ^{ab}	3% ^{ab}	2% ^{ab}	2%	2%	2%	2%	2%
5-10	79	17	26	21	16	43	36	59	17	9	11	18	25	11	53	9	68	18	57	4
1%		1%	1%	1%	1%	1%	1%	2% ^{ab}	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%
11-20	14	5	5	3	1	10	4	13	1	-	2	6	5	-	14	-	14	3	5	-
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21+	1	-	1	-	-	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any Sent (non-zero entry)	680	251	298	248	184	568	432	712	288	67	78	221	329	209	638	67	875	192	744	45
9%		22% ^{ab}	16% ^{ab}	19% ^{ab}	11%	19% ^{ab}	14%	19% ^{ab}	11%	13%	11%	15% ^{ab}	21% ^{ab}	14% ^{ab}	17% ^{ab}	13%	17% ^{ab}	15%	16%	16%
Total Mean (including those not Sending any)																				
Mean	0.36	0.57	0.37 ^{ab}	0.36 ^{ab}	0.22	0.44	0.28	0.43 ^{ab}	0.20	0.30	0.39	0.35	0.44	0.37	0.40	0.29	0.38	0.47	0.33	0.37
Std Dev.	3.16	6.90	1.48	1.12	0.84	4.37	0.98	1.40	0.91	1.37	8.47	1.36	1.28	1.22	3.89	1.35	3.40	6.55	1.12	1.21
Std Error	0.04	0.18	0.03	0.03	0.02	0.08	0.02	0.02	0.02	0.06	0.31	0.04	0.03	0.04	0.06	0.06	0.05	0.18	0.02	0.07
Sending Mean (excluding those not Sending any)																				
Mean	2.26	2.61	2.35	1.98	2.02	2.47	2.00	2.22	1.89	2.32	3.70	2.30	2.10	1.94	2.37	2.32	2.27	3.18	2.02	2.40
Std Dev.	7.63	14.53	3.06	1.94	1.73	10.06	1.85	2.48	2.10	3.13	25.93	2.73	2.09	2.19	9.28	3.13	8.01	16.72	2.07	2.16
Std Error	0.25	0.87	0.19	0.13	0.13	0.44	0.09	0.10	0.12	0.40	2.80	0.19	0.12	0.15	0.35	0.40	0.28	1.14	0.08	0.35

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Table 165

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6169	4160	1999	901	3268	1144	966	781	344	375	364	355	368	367	362	368	365	169	975	
Weighted Base	6169	5297	862	167	5176	517	295	170	250	675	508	448	542	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2841	491	498	508	321	354	340	334	344	339	346	347	339	59	432	
None	8779	4435	743	143	4344	442	243	149	229	698	444	385	449	476	585	744	463	58	385	
	94%	84%	86%	85%	86%	84%	83%	83%	8%	15%	10%	9%	10%	13%	72%	7%	15%	10%	13%	
1-2	780	697	83	16	658	60	42	19	16	81	51	53	67	88	177	73	52	7	52	
	13%	13%	10%	9%	13%	12%	14%	11%	6%	12%	10%	12%	12%	19%	22%	9%	10%	11%	12%	
3-4	107	84	23	4	94	6	5	2	1	22	4	5	7	7	29	10	9	1	5	
	2%	2%	3%	2%	2%	1%	2%	1%	1%	4%	1%	1%	1%	1%	4%	1%	2%	1%	1%	
5-10	79	67	12	5	69	6	4	*	4	3	7	4	18	2	14	13	4	1	4	
	1%	1%	1%	3%	1%	1%	1%	*	1%	*	1%	1%	3%	*	2%	2%	1%	2%	1%	
11-20	14	14	*	-	11	3	*	-	-	-	1	1	1	1	5	2	-	-	3	
	*	*	*	-	*	1%	-	-	-	-	*	*	*	-	1%	*	-	-	1%	
21+	1	1	*	*	-	1	-	* ^d	-	-	-	-	-	-	-	-	-	-	1	
	*	*	*	-	-	* ^d	-	* ^d	-	-	-	-	-	-	-	-	-	-	*	
Any Sent (non-zero entry)	980	862	119	25	832	75	52	22	21	106	63	63	63	97	225	98	65	9	65	
	16%	16%	14%	15%	16%	14%	13%	13%	8%	18%	13%	12%	13%	17%	23%	12%	12%	14%	19%	
Total Mean (including those not Sending any)																				
Mean	0.36	0.35	0.45	1.06 ^{ab}	0.35	0.35	0.33	0.68 ^d	0.19	0.28	0.26	0.28	0.28	0.46 ^{hio}	0.27	0.61% ^{hijlmopqr}	0.33	0.24	0.33	
Std Dev.	3.15	1.24	7.85	17.73	1.18	1.65	0.98	17.56	0.87	0.78	1.02	1.09	1.43	0.80	1.48	1.50	0.85	0.97	1.73	
Std Error	0.04	0.02	0.18	0.59	0.02	0.05	0.03	0.63	0.05	0.04	0.05	0.06	0.07	0.04	0.08	0.08	0.04	0.07	0.06	
Sending Mean (excluding those not Sending any)																				
Mean	2.26	2.13	3.25	7.20	2.15	2.45	1.88	6.91 ^d	2.26	1.77	2.11	2.02	2.50 ^{hio}	1.62	2.20	2.60 ^{hio}	1.93	2.31	2.47	
Std Dev.	7.63	2.39	21.01	46.59	2.20	3.73	1.60	49.78	2.16	1.10	2.12	2.25	2.56	1.26	2.09	3.52	1.62	1.48	3.96	
Std Error	0.25	0.10	1.19	3.87	0.10	0.30	0.13	4.66	0.42	0.15	0.31	0.32	0.33	0.16	0.21	0.53	0.24	0.30	0.34	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Table 165

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6199	2363	2213	3424	3274	2363	183	885	2213	209	1143	2100	2393	819	564	259	4493	823	2745	2269	628	326	159	5014	485	1453	4706
Weighted Base	6196	2413	2162	3502	3251	2413	160	764	2162	213	1048	2017	2486	800	562	247	4503	829	2606	2303	681	358	178	4909	535	1519	4640
Effective Base	3716	1429	1317	2075	1963	1429	110	536	1317	141	700	1219	1471	508	350	152	2691	503	1582	1381	408	211	112	2963	323	900	2816
None	5179	1915	1913	2792	2790	1915	139	956	1913	187	954	1655	2043	706	516	231	3698	747	2109	1919	626	326	166	4028	492	1175	4203
84%	79%	79%	100%	80%	100%	79%	87%	87%	89%	88%	91%	82%	82%	82%	76%	82%	82%	82%	81%	83%	83%	80%	79%	82%	82%	82%	82%
1-2	780	398	196	554	363	398	17	84	196	19	77	294	340	77	54	15	634	69	375	330	43	23	9	705	31	260	519
	10%	9%	10%	10%	11%	10%	11%	11%	9%	9%	9%	10%	10%	9%	6%	6%	10%	8%	10%	10%	6%	6%	5%	10%	6%	10%	11%
3-4	107	56	20	86	50	56	2	10	20	6	9	41	54	9	3	1	95	3	64	32	4	6	-	96	6	43	58
	7%	7%	10%	10%	10%	7%	1%	1%	7%	1%	1%	7%	7%	1%	1%	1%	7%	1%	7%	7%	1%	1%	1%	7%	1%	7%	1%
5-10	79	38	27	52	41	38	2	3	27	1	8	21	40	8	10	*	61	10	44	22	8	3	3	66	6	27	52
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	*	1%	1%	7%	1%	1%	2%	1%	1%	1%	1%	1%
11-20	14	5	5	6	6	5	-	1	5	-	-	1	8	-	-	-	14	-	12	1	-	-	-	14	-	7	6
	1%	1%	1%	1%	1%	1%	-	-	1%	-	-	1%	1%	-	-	-	1%	-	1%	1%	-	-	-	1%	-	1%	1%
21+	1	1	*	1	*	1	-	-	*	-	-	*	1	-	-	-	1	-	1	-	-	-	-	1	-	1	*
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any Sent (non-zero entry)	980	497	249	710	461	497	21	98	249	25	94	382	443	93	66	15	805	82	497	385	56	32	11	882	43	344	636
	76%	21%	17%	20%	16%	21%	13%	13%	17%	12%	9%	10%	10%	12%	11%	6%	10%	10%	10%	10%	8%	9%	6%	10%	8%	23%	14%
Total Mean (including those not Sending any)																											
Mean	0.36	0.43	0.30	0.42	0.34	0.43	0.25	0.22	0.30	0.27	0.18	0.38	0.45	0.21	0.24	0.08	0.42	0.19	0.51	0.39	0.17	0.19	0.13	0.41	0.17	0.58	0.29
Std Dev	3.15	1.33	5.00	1.32	4.15	1.33	0.80	0.84	5.00	1.01	0.77	1.31	4.78	0.74	0.90	0.36	3.66	0.78	4.74	0.88	0.75	0.84	0.65	3.51	0.78	6.05	1.09
Std Error	0.04	0.03	0.11	0.02	0.07	0.03	0.06	0.03	0.11	0.07	0.02	0.03	0.10	0.03	0.04	0.02	0.05	0.03	0.09	0.02	0.03	0.05	0.05	0.05	0.04	0.16	0.02
Sending Mean (excluding those not Sending any)																											
Mean	2.26	2.11	2.54	2.09	2.37	2.11	1.92	1.73	2.64	2.25	1.97	2.13	2.53	1.81	2.07	1.96	2.35	1.92	2.69	1.76	2.03	2.10	1.98	2.29	2.07	2.56	2.10
Std Dev	7.63	2.24	14.57	2.26	10.80	2.24	1.35	1.69	14.57	2.04	1.76	2.42	11.09	1.34	1.82	0.76	8.39	1.70	10.60	1.41	1.77	2.00	1.78	8.02	1.92	12.53	2.20
Std Error	0.25	0.11	0.91	0.09	0.51	0.11	0.28	0.16	0.91	0.42	0.17	0.13	0.56	0.14	0.23	0.17	0.31	0.19	0.48	0.08	0.26	0.37	0.63	0.28	0.32	0.70	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6199	379	5730	50	1810	4047	302	5903	111	56	67	6070	22
Weighted Base	6199	336	5762	41*	1676	4172	312	5888	116*	57*	66*	6071	22**
Effective Base	3716	211	3475	31	1078	2453	191	3551	68	38	46	3656	15
None	9179	266	4820	33	1399	3509	270	4960	88	48	64	5096	18
	84%	79%	84%	80%	84%	84%	87%	84%	76%	84%	80%	84%	83%
1-2	780	59	712	8	206	542	31	743	22	9	1	774	4
	13%	16%	12%	20%	12%	13%	10%	12%	2%	2%	2%	12%	17%
3-4	107	14	103	-	37	63	6	102	5	-	-	107	-
	2%	1%	2%	-	2%	2%	2%	2%	4%	-	-	2%	-
5-10	79	7	72	-	25	50	4	78	1	-	-	79	-
	1%	2%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
11-20	14	-	14	-	7	6	-	14	-	-	-	14	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
21+	1	-	1	-	*	1	-	1	-	-	-	1	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	980	70	902	8	276	662	42	938	28	9	1	975	4
	16%	21%	16%	20%	16%	16%	13%	16%	24%	10%	2%	16%	17%
Total Mean (including those not Sending any)													
Mean	0.36	0.40	0.36	0.28	0.46	0.32	0.32	0.36	0.46	0.16	0.02	0.36	0.17
Std Dev.	3.15	1.11	3.24	0.61	5.75	1.12	1.24	3.22	1.04	0.37	0.18	3.17	0.39
Std Error	0.04	0.06	0.04	0.09	0.14	0.02	0.07	0.04	0.10	0.05	0.02	0.04	0.08
Sending Mean (excluding those not Sending any)													
Mean	2.26	1.94	2.29	1.41	2.81	2.02	2.40	2.29	1.84	1.00	1.21	2.27	1.00
Std Dev.	7.63	1.72	7.93	0.52	13.96	2.11	2.59	7.79	1.38	0.00	-	7.65	0.00
Std Error	0.25	0.21	0.27	0.20	0.83	0.09	0.42	0.26	0.28	0.00	-	0.25	0.00

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6169	1550	1534	1539	1536	521	524	505	521	511	502	520	520	499	519	516	501				
Weighted Base	6169	1550	1534	1539	1536	491	532	527	532	506	496	518	518	503	503	512	521				
Effective Base	3716	929	922	944	921	305	314	310	320	302	300	322	316	307	292	317	312				
None	6179	1286	1254	1316	1322	432	439	415	461	395	398	451	437	428	448	419	455				
1-2	84%	83%	82%	86%	86%	81%	83%	79%	87%	78%	80%	87%	84%	85%	89%	82%	87%				
	780	207	226	183	164	51	62	84	57	82	87	55	71	57	47	72	45				
	13%	13%	15%	12%	11%	10%	12%	21%	16%	11%	15%	15%	11%	14%	11%	9%	16%				
3-4	107	32	27	25	23	4	14	14	5	17	4	8	4	13	1	7	15				
	2%	2%	2%	2%	2%	1%	9%	9%	1%	9%	1%	2%	1%	3%	*	1%	3%				
5-10	79	22	25	8	24	2	17	4	7	11	6	*	6	2	7	12	5				
11-20	14	2	2	6	3	2	-	-	1	1	-	-	4	-	2	-	3				
	*	*	*	*	*	-	-	-	*	-	-	-	1%	-	*	-	1%				
21+	1	1	*	*	-	-	1	-	-	*	-	-	*	-	-	-	-				
Any Sent (non-zero entry)	980	264	280	223	214	59	93	112	71	112	97	67	81	74	55	93	66				
	76%	77%	76%	74%	74%	12%	17%	21%	13%	22%	20%	13%	16%	15%	11%	16%	13%				
Total Mean (including those not Sending any)																					
Mean	0.36	0.37	0.37	0.37	0.32	0.29	0.41%	0.35%	0.30	0.33%	0.32	0.30	0.50	0.31	0.22	0.46%	0.29				
Std Dev.	3.16	1.39	1.26	5.91	1.16	1.50	1.69	0.85	1.19	1.62	0.83	1.37	10.04	1.06	0.92	1.42	1.08				
Std Error	0.04	0.04	0.03	0.15	0.03	0.07	0.07	0.04	0.05	0.07	0.04	0.06	0.44	0.05	0.04	0.06	0.05				
Sending Mean (excluding those not Sending any)																					
Mean	2.26	2.20	2.05	2.56	2.31	2.38	2.78%	1.69	2.22	2.31	1.62	2.30	3.21	2.08	1.98	3.51%	2.31%				
Std Dev.	7.63	2.73	2.30	15.38	2.27	3.72	3.24	1.07	2.53	2.79	1.18	3.16	25.37	1.98	2.08	2.45	2.17				
Std Error	0.25	0.17	0.15	1.08	0.16	0.44	0.36	0.11	0.28	0.31	0.13	0.39	3.03	0.24	0.27	0.27	0.26				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6168	1017	5141	807	5351	2962	3183	791	816	1133	805	1152	852	609	1607	1938	2613	1461	5466	644	
Weighted Base	6168	1233	4926	789	5369	3010	3138	822	867	1120	832	1130	760	627	1689	1953	2517	1387	5156	943	
Effective Base	3715	738	2976	461	3255	1799	1908	506	508	680	486	701	474	363	1013	1166	1536	836	3180	511	
None	6785	1187	4597	670	5114	2813	2963	758	796	1054	785	1055	731	606	1554	1838	2392	1337	4871	858	
	94%	96%	92%	88%	90%	92%	94%	92%	92%	94%	94%	93%	91%	89%	92%	94%	90%	96%	94%	97%	
1-2	312	44	268	91	217	159	152	41	60	55	43	65	27	19	102	99	111	46	239	72	
	5%	4%	3%	14%	23%	21%	17%	14%	4%	9%	3%	5%	2%	3%	18%	11%	8%	3%	21%	14%	
3-4	37	-	14%	9%	14%	21%	17%	14%	4%	9%	3%	5%	*	2%	18%	11%	8%	3%	21%	14%	
	0%	-	1%	9%	15%	16%	7%	8%	3%	2%	4%	1%	1%	14%	4%	5%	1%	23%	-	-	
5-10	23	2	22	9	15	16	7	8	3	2	4	1	1	14	4	5	1	23	-	-	
	0%	0%	1%	1%	15%	16%	7%	8%	3%	2%	4%	1%	1%	14%	4%	5%	1%	23%	-	-	
11-20	1	-	1	-	-	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-	
	0%	-	0%	-	-	0%	-	0%	-	-	-	-	-	-	0%	-	-	-	0%	-	
21+	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any Sent (non-zero entry)	374	45	328	119	254	197	176	65	70	67	48	75	28	22	135	114	124	50	285	85	
	6%	4%	3%	10%	5%	7%	6%	6%	7%	6%	6%	7%	4%	3%	13%	9%	5%	4%	6%	6%	
Total Mean (including those not Sending any)																					
	0.12	0.06	0.13%	0.34d	0.08	0.13	0.10	0.23%abm	0.14m	0.19	0.08	0.12i	0.05	0.06	0.18opq	0.08q	0.08	0.05	0.11	0.15	
Std Dev.	0.62	0.43	0.65	1.18	0.47	0.65	0.59	1.06	0.58	0.54	0.42	0.66	0.29	0.37	0.85	0.49	0.50	0.33	0.63	0.53	
Std Error	0.01	0.01	0.01	0.04	0.01	0.01	0.01	0.04	0.02	0.02	0.01	0.02	0.01	0.01	0.02	0.01	0.01	0.01	0.01	0.02	
Sending Mean (excluding those not Sending any)																					
	1.90	1.60	1.94	2.22	1.75	1.95	1.84	2.68m	1.79	1.72	1.47	1.87	1.28	1.75	2.31op	1.61	1.71	1.48	1.98	1.63	
Mean	1.70	1.61	1.71	2.26	1.34	1.70	1.71	2.61	1.12	1.46	1.00	1.83	0.83	1.00	2.05	1.29	1.54	0.93	1.89	0.82	
Std Dev.	0.09	0.31	0.09	0.21	0.08	0.12	0.13	0.35	0.15	0.17	0.14	0.21	0.13	0.21	0.19	0.12	0.13	0.12	0.11	0.11	

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6158	1472	1838	1207	1640	3310	2847	3377	2699	537	737	1478	1596	1129	3811	554	5166	1365	4507	286
Weighted Base	6158	1135	1913	1384	1725	3048	3109	3669	2396	515	733	1500	1585	1099	3818	533	5174	1284	4587	288
Effective Base	3716	696	1126	814	1081	1821	1894	2047	1648	334	458	928	941	620	2327	346	3094	828	2712	179
None	8785	1027	1799	1328	1629	2825	2958	3394	2301	489	700	1389	1468	1038	3557	507	4841	1189	4329	267
	94%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%
1-2	312	93	93	46	80	186	126	224	85	21	22	95	101	52	218	21	280	77	218	17
	5%	6%	5%	3%	5%	6%	4%	6%	4%	4%	3%	6%	6%	5%	6%	4%	5%	6%	5%	6%
3-4	37	9	15	4	9	24	13	30	6	4	7	15	8	7	23	4	30	6	28	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
5-10	23	6	6	4	7	12	11	19	4	2	4	6	8	3	19	2	22	10	12	1
	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
11-20	1	-	-	1	-	-	1	1	-	-	-	1	-	-	1	-	1	1	-	-
	*	-	-	1	-	-	1	1	-	-	-	1	-	-	1	-	1	1	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	374	100	115	56	96	222	151	275	95	28	33	111	117	62	261	26	333	94	258	21
	6%	9%	6%	4%	6%	7%	5%	7%	4%	5%	4%	7%	7%	6%	7%	5%	6%	7%	6%	7%
Total Mean (including those not Sending any)																				
Mean	0.12	0.16	0.11	0.08	0.10	0.14	0.09	0.16	0.07	0.09	0.11	0.13	0.15	0.10	0.13	0.09	0.12	0.10	0.10	0.14
Std Dev.	0.62	0.82	0.56	0.56	0.56	0.67	0.56	0.73	0.40	0.47	0.64	0.66	0.69	0.63	0.67	0.47	0.64	0.81	0.55	0.64
Std Error	0.01	0.02	0.01	0.02	0.01	0.01	0.01	0.01	0.01	0.02	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.01	0.04
Sending Mean (excluding those not Sending any)																				
Mean	1.90	1.92	1.87	1.97	1.87	1.89	1.91	1.99	1.65	1.83	2.35	1.77	2.01	1.83	1.95	1.83	1.90	2.10	1.83	1.88
Std Dev.	1.70	1.96	1.39	2.04	1.53	1.69	1.72	1.85	1.16	1.12	1.98	1.73	1.63	1.98	1.73	1.12	1.75	2.23	1.48	1.52
Std Error	0.09	0.18	0.14	0.28	0.15	0.11	0.15	0.12	0.10	0.22	0.34	0.18	0.15	0.23	0.11	0.22	0.10	0.22	0.09	0.33

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Table 166

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6168	4159	1999	901	3268	1143	966	781	344	375	364	355	368	367	362	368	365	169	974	
Weighted Base	6168	5296	862	167	5176	517	295	170	250	675	508	448	542	573	810	843	529	67*	449	
Effective Base	3715	3249	472	167	2841	490	498	508	321	354	340	334	344	339	346	347	339	59	431	
None	8785	4960	824	155	4856	492	273	163	242	646	481	426	500	548	737	762	485	60	432	
	94%	94%	96%	93%	94%	95%	92%	92%	93%	93%	95%	93%	92%	93%	91%	94%	92%	90%	93%	
1-2	312	281	31	11	267	20	19	6	7	23	23	19	33	24	54	48	35	3	17	
	5%	5%	4%	7%	5%	4%	6%	3%	3%	3%	4%	4%	6%	4%	7%	6%	5%	5%	4%	
3-4	57	31	6	1	31	4	1	1	1	6	1	-	4	-	13	3	3	3	1	
	1%	1%	1%	1%	1%	1%	-	-	-	1%	-	-	1%	-	3%	-	1%	1%	1%	
5-10	23	23	1	*	20	1	3	*	1	-	3	2	3	-	6	-	6	*	1	
	*	*	*	*	*	*	1%	*	*	-	1%	1%	1%	-	1%	-	1%	*	*	
11-20	1	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any Sent (non-zero entry)	374	336	38	12	320	24	22	7	8	29	27	22	42	24	73	51	44	7	18	
	6%	6%	5%	4%	7%	6%	7%	4%	3%	4%	5%	5%	6%	4%	6%	6%	5%	6%	4%	
Total Mean (including those not Sending any)																				
Mean	0.12	0.12	0.07	0.11	0.12	0.09	0.16%	0.07	0.06	0.07	0.11	0.09	0.16%	0.05	0.19%	0.10	0.16%	0.27%	0.06	
Std Dev.	0.62	0.64	0.41	0.49	0.62	0.51	0.78	0.40	0.39	0.35	0.70	0.60	0.82	0.28	0.83	0.43	0.79	0.99	0.38	
Std Error	0.01	0.01	0.01	0.02	0.01	0.01	0.03	0.01	0.02	0.02	0.04	0.03	0.04	0.01	0.04	0.02	0.04	0.08	0.01	
Sending Mean (excluding those not Sending any)																				
Mean	1.90	1.93	1.66	1.49	1.89	1.90	2.07	1.61	1.79	1.51	2.03	1.94	2.04	1.29	2.14	1.63	2.13	2.77	1.57	
Std Dev.	1.70	1.75	1.16	1.19	1.70	1.44	2.08	1.35	1.32	0.82	2.33	2.02	2.23	0.46	1.88	0.77	1.88	1.80	1.18	
Std Error	0.09	0.11	0.10	0.15	0.12	0.18	0.24	0.23	0.38	0.21	0.51	0.48	0.41	0.11	0.33	0.17	0.34	0.46	0.17	

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Table 166

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6188	2363	2212	3424	3273	2363	183	885	2212	209	1143	2100	2392	819	564	259	4492	823	2744	2269	628	326	159	5013	485	1452	4706
Weighted Base	6188	2413	2161	3502	3251	2413	160	764	2161	213	1048	2017	2485	800	562	247	4502	829	2605	2303	681	358	178	4909	535	1518	4640
Effective Base	3715	1429	1317	2075	1962	1429	110	536	1317	141	700	1219	1471	508	350	152	2660	503	1581	1381	408	211	112	2962	323	899	2816
None	8768	2217	2061	3238	3393	2217	150	732	2061	199	1007	1881	2321	755	559	241	4202	820	2440	2149	647	342	174	4589	515	1331	4154
94%	94%	92%	92%	95% sd	92%	94%	94%	95%	94%	95%	96%	93%	93%	94%	96%	93%	95% sd	93%	94%	93%	95%	96%	98%	93%	96% sd	88%	96% sd
1-2	312	164	88	215	140	164	6	28	88	13	37	108	139	38	21	6	247	27	138	130	28	12	4	268	15	150	161
3-4	37	16	7	28	19	16	2	-	7	-	3	17	15	4	1	-	32	1	20	13	1	2	-	33	3	23	14
5-10	23	15	4	19	9	15	1	3	4	1	1	11	8	3	1	-	19	1	6	11	4	2	-	17	2	13	10
11-20	1	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	374	196	100	264	168	196	10	31	100	14	41	136	164	45	23	6	300	29	165	154	34	16	4	320	20	188	186
6%	6%	8%	5%	85% sd	5%	8%	6%	4%	5%	6%	4%	7% sd	7% sd	6%	4%	2%	7% sd	4%	6%	7% sd	5%	4%	2%	7% sd	4%	12% sd	4%
Total Mean (including those not Sending any)	0.12	0.17 sd	0.07	0.16 sd	0.09	0.17 sd	0.13	0.07	0.07	0.10	0.06	0.14 sd	0.12 sd	0.10 sd	0.06	0.03	0.13 sd	0.05	0.12	0.13	0.10	0.10	0.03	0.12	0.07	0.23 sd	0.07
Mean	0.62	0.81	0.41	0.74	0.48	0.81	0.61	0.44	0.41	0.43	0.36	0.77	0.59	0.51	0.36	0.21	0.67	0.32	0.60	0.68	0.53	0.66	0.20	0.64	0.55	0.52	0.47
Std Dev.	0.01	0.02	0.01	0.01	0.01	0.02	0.04	0.01	0.01	0.03	0.01	0.02	0.01	0.02	0.02	0.01	0.01	0.01	0.01	0.01	0.02	0.04	0.02	0.01	0.03	0.02	0.01
Std Error	0.01	0.02	0.01	0.01	0.01	0.02	0.04	0.01	0.01	0.03	0.01	0.02	0.01	0.02	0.02	0.01	0.01	0.01	0.01	0.01	0.02	0.04	0.02	0.01	0.03	0.02	0.01
Sending Mean (excluding those not Sending any)	1.90	2.05	1.62	2.02	1.75	2.05	2.15	1.65	1.62	1.52	1.60	2.14	1.81	1.84	1.41	1.23	1.96	1.37	1.87	1.99	1.99	2.17	1.24	1.88	1.99	2.05	1.75
Mean	1.70	2.03	1.12	1.89	1.24	2.03	1.38	1.45	1.12	0.88	0.92	2.11	1.50	1.19	1.16	0.75	1.81	1.08	1.54	1.87	1.38	2.36	0.68	1.71	2.15	1.78	1.61
Std Dev.	0.09	0.15	0.11	0.12	0.09	0.15	0.44	0.22	0.11	0.27	0.13	0.18	0.12	0.20	0.23	0.23	0.11	0.18	0.12	0.15	0.27	0.56	0.34	0.10	0.46	0.14	0.11
Std Error	0.09	0.15	0.11	0.12	0.09	0.15	0.44	0.22	0.11	0.27	0.13	0.18	0.12	0.20	0.23	0.23	0.11	0.18	0.12	0.15	0.27	0.56	0.34	0.10	0.46	0.14	0.11

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6168	379	5729	50	1810	4046	302	5902	111	56	67	6069	22
Weighted Base	6168	336	5781	41*	1676	4171	312	5897	116*	57*	66*	6070	22**
Effective Base	3715	211	3474	31	1078	2452	191	3550	68	38	46	3656	15
None	8785	300	5450	34	1538	3955	292	5558	99	50	65	5609	23
	84%	89%	98% ^{ab}	84%	92%	95% ^d	94%	94% ^{cd}	85%	88%	99% ^{cd}	94% ^{cd}	100%
1-2	312	33	272	7	108	191	13	289	16	7	-	312	-
	5%	12% ^{cd}	5%	16% ^{cd}	2% ^{cd}	5%	4%	5%	13% ^{gh}	12% ^{gh}	-	5%	-
3-4	37	-	37	-	15	16	6	37	*	-	*	37	-
	1%	-	1%	-	1%	1%	2% ^{cd}	1%	-	-	-	1%	-
5-10	23	3	20	-	13	9	1	21	2	-	1	23	-
	*	1%	-	-	1% ^{cd}	*	*	*	1%	-	1%	*	-
11-20	1	-	1	-	1	-	-	1	-	-	-	1	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	374	36	330	7	138	216	20	349	17	7	1	373	-
	6%	11% ^{cd}	6%	16% ^{cd}	9% ^{cd}	5%	6%	6%	18% ^{gh}	12% ^{gh}	1%	6%	-
Total Mean (including those not Sending any)													
Mean	0.12	0.18	0.11	0.20	0.16*	0.09	0.15	0.11	0.26% ^{cd}	0.12	0.05	0.12	0.00
Std Dev.	0.62	0.64	0.62	0.48	0.85	0.48	0.66	0.61	0.89	0.33	0.50	0.62	0.00
Std Error	0.01	0.03	0.01	0.07	0.02	0.01	0.04	0.01	0.08	0.04	0.06	0.01	0.00
Sending Mean (excluding those not Sending any)													
Mean	1.90	1.69	1.94	1.21	2.25*	1.65	2.27	1.91	1.86	1.00	4.73	1.89	-
Std Dev.	1.70	1.13	1.76	0.44	2.05	1.41	1.45	1.72	1.58	0.00	-	1.70	-
Std Error	0.09	0.18	0.10	0.18	0.17	0.10	0.32	0.09	0.38	0.00	-	0.09	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Table 166

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6168	1550	1533	1539	1536	521	524	505	521	511	501	520	520	499	519	516	501				
Weighted Base	6168	1550	1533	1539	1536	491	532	527	532	506	495	518	518	503	503	512	521				
Effective Base	3718	929	921	944	921	305	314	310	320	302	299	322	316	307	292	317	312				
None	8785	1467	1407	1454	1456	470	499	499	492	457	459	494	493	467	486	486	484				
	94%	95%	92%	94%	95%	95%	94%	95%	92%	90%	93%	95%	95%	93%	97%	96%	93%				
1-2	312	76	99	66	71	20	29	26	35	36	28	14	19	33	17	17	27				
	5%	5%	6%	4%	5%	4%	5%	5%	7%	7%	6%	3%	4%	7%	3%	3%	7%				
3-4	37	2	15	14	6	*	1	*	5	7	4	6	5	3	-	6	*				
	1%	*	1%	1%	*	*	*	*	1%	1%	1%	1%	1%	1%	-	1%	*				
5-10	23	5	11	3	4	*	3	2	*	2	5	1	2	-	*	3	*				
	*	*	7%	*	*	*	3%	*	*	3%	1%	*	*	-	*	1%	*				
11-20	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-				
	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-				
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Any Sent (non-zero entry)	374	83	126	85	80	21	34	28	40	49	38	24	25	36	17	26	37				
	6%	5%	8%	6%	5%	4%	6%	5%	8%	10%	7%	5%	5%	7%	3%	5%	7%				
Total Mean (including those not Sending any)																					
Mean	0.12	0.09	0.11	0.11	0.09	0.06	0.12	0.09	0.11	0.11	0.12	0.12	0.10	0.11	0.05	0.12	0.10				
Std Dev.	0.62	0.52	0.79	0.64	0.46	0.34	0.69	0.46	0.46	1.02	0.81	0.82	0.59	0.45	0.34	0.60	0.40				
Std Error	0.01	0.01	0.02	0.02	0.01	0.01	0.03	0.02	0.02	0.05	0.04	0.04	0.03	0.02	0.01	0.03	0.02				
Sending Mean (excluding those not Sending any)																					
Mean	1.90	1.69	2.08	2.02	1.71	1.50	1.88	1.60	1.51	2.44	2.22	2.72	2.01	1.56	1.42	2.35	1.39				
Std Dev.	1.70	1.54	1.94	1.89	1.15	0.74	2.06	1.24	0.87	2.33	2.11	2.79	1.87	0.73	1.23	1.43	0.64				
Std Error	0.09	0.16	0.18	0.21	0.13	0.14	0.36	0.23	0.13	0.39	0.34	0.57	0.37	0.13	0.25	0.30	0.11				

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Table 167

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	809	1608	1939	2613	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	1698	340	1358	67	1631	922	773	263	254	312	238	311	186	134	517	551	631	320	1414	268
28%	28%	28%	28%	9%	28%	28%	28%	28%	28%	28%	28%	28%	28%	21%	28%	28%	25%	23%	27%	28%
1-2	1761	321	1430	178	1583	814	835	229	242	325	251	311	219	174	471	576	704	393	1495	250
28%	28%	28%	29%	23%	28%	27%	30%	28%	28%	29%	30%	28%	29%	28%	28%	29%	28%	28%	29%	27%
3-4	988	205	783	131	857	477	508	104	128	169	138	177	146	127	232	307	450	273	824	149
16%	17%	17%	16%	17%	16%	16%	16%	13%	15%	15%	17%	16%	16%	16%	14%	16%	16%	16%	16%	16%
5-10	1074	235	839	235	839	502	572	135	149	203	134	206	126	121	284	337	452	247	888	174
17%	19%	17%	17%	30%	16%	17%	18%	16%	17%	18%	16%	18%	17%	19%	17%	17%	18%	18%	17%	18%
11-20	445	85	359	117	328	198	246	65	61	76	53	85	57	48	127	129	189	104	367	77
7%	7%	7%	7%	15%	6%	7%	8%	6%	6%	7%	7%	6%	8%	7%	7%	7%	8%	8%	7%	8%
21+	204	45	159	51	143	98	106	25	34	36	18	40	26	24	59	54	90	50	171	26
3%	4%	4%	3%	8%	3%	3%	3%	3%	4%	3%	2%	4%	3%	4%	4%	3%	4%	4%	3%	3%
Any Post Sent (non-zero entry)	4462	893	3569	722	3740	2088	2367	560	613	809	594	819	573	494	1173	1403	1886	1067	3744	676
72%	72%	72%	72%	91%	70%	69%	71%	68%	71%	72%	71%	72%	70%	69%	69%	72%	72%	72%	73%	72%
Total Mean (including those not Sending any)																				
Mean	4.56	5.25	4.38	3.83	4.53	4.58	4.28	4.40	5.13	3.96	4.55	4.51	4.96	4.34	4.63	4.64	4.72	4.45	4.22	
Std Dev.	11.91	16.94	10.27	26.92	7.23	14.92	8.06	7.51	7.50	17.75	16.83	8.45	9.10	8.53	7.51	17.37	8.67	8.85	10.54	6.19
Std Error	0.15	0.53	0.14	0.95	0.10	0.27	0.14	0.27	0.26	0.53	0.59	0.25	0.31	0.35	0.19	0.39	0.17	0.23	0.14	0.24
Sending Mean (excluding those not Sending any)																				
Mean	6.29	7.24	6.05	5.50	6.53	6.08	6.29	6.23	7.11	5.54	6.28	5.98	6.30	6.26	6.45	6.19	6.13	6.14	5.89	
Std Dev.	13.60	19.55	11.64	27.98	8.11	17.54	8.78	8.39	8.26	20.56	19.71	9.36	10.05	9.17	8.32	20.21	9.52	9.65	11.95	6.61
Std Error	0.20	0.75	0.19	1.04	0.13	0.39	0.18	0.37	0.34	0.73	0.83	0.32	0.40	0.42	0.25	0.55	0.22	0.29	0.19	0.31

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Table 167

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
None	1688	207	378	321	378	613	699	736	913	185	234	426	358	266	1017	192	1345	415	1186	98
	26%	18%	27%	25%	35%	24%	31%	29%	31%	10%	15%	17%	23%	24%	27%	5%	20%	12%	26%	3%
1-2	1751	331	522	418	479	853	897	1104	634	133	213	414	416	354	1044	139	1488	329	1344	78
	28%	29%	27%	30%	28%	28%	29%	32%	26%	26%	29%	28%	26%	32%	27%	26%	29%	26%	29%	27%
3-4	988	187	328	205	268	515	474	556	425	91	98	254	269	161	622	91	833	197	753	39
	16%	16%	17%	15%	16%	17%	15%	15%	18%	18%	13%	17%	17%	15%	16%	17%	15%	16%	14%	14%
5-10	1074	220	323	249	252	573	501	690	369	64	122	252	323	214	698	66	949	215	813	46
	17%	22%	17%	17%	18%	19%	16%	18%	17%	12%	17%	17%	20%	18%	18%	12%	18%	17%	18%	16%
11-20	445	102	156	97	90	257	188	280	160	24	48	100	149	77	257	27	384	81	348	16
	7%	7%	8%	7%	5%	8%	6%	8%	7%	5%	7%	7%	8%	7%	9%	5%	8%	6%	8%	6%
21+	204	60	63	37	43	123	80	127	73	18	17	55	69	28	142	18	177	47	144	12
	3%	5%	3%	3%	3%	4%	3%	3%	3%	3%	2%	4%	4%	3%	4%	3%	3%	4%	3%	4%
Any Post Sent (non-zero entry)	4462	629	1393	1006	1154	2322	2140	2757	1662	331	499	1076	1227	834	2832	541	3830	869	3402	190
	72%	43%	43%	42%	66%	61%	69%	76%	69%	8%	18%	17%	17%	17%	74%	15%	68%	68%	74%	66%
Total Mean (including those not Sending any)	4.56	5.57	4.94	4.09	3.63	5.29	3.84	4.59	4.16	3.95	3.84	4.42	5.31	4.32	4.68	3.94	4.58	4.65	4.41	4.49
Mean	11.91	16.63	14.35	6.67	7.62	15.24	7.22	8.20	8.06	9.96	17.78	8.07	8.12	8.34	10.67	9.85	10.30	16.01	7.70	30.75
Std Error	0.15	0.43	0.33	0.19	0.19	0.26	0.14	0.14	0.16	0.43	0.65	0.21	0.20	0.25	0.17	0.42	0.14	0.43	0.11	1.82
Std Error																				
Sending Mean (excluding those not Sending any)	6.29	7.16	6.79	5.63	5.52	6.96	5.57	6.10	6.00	6.15	5.64	6.17	6.86	5.69	6.38	6.16	6.19	6.87	5.94	6.82
Mean	13.60	18.13	16.44	7.25	8.83	17.14	8.13	8.96	9.09	11.88	21.31	8.95	8.63	9.16	12.02	11.74	11.55	19.07	8.42	37.44
Std Dev.	0.20	0.53	0.45	0.25	0.27	0.34	0.18	0.18	0.21	0.64	0.95	0.28	0.25	0.31	0.23	0.63	0.19	0.62	0.15	2.76
Std Error																				

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Table 167

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
None	1698	1479	219	34	1380	34	169	130	86	86	58	86	58	58	139	199	257	126	20	
	28%	35%	29%	21%	27%	33%	8%	5%	2%	20%	28%	27%	26%	24%	29%	30%	24%	29%	15%	
1-2	1751	1507	244	46	1485	144	76	47	69	207	158	149	178	130	213	225	156	17	127	
	28%	28%	28%	27%	29%	28%	26%	27%	27%	37%	31%	33%	33%	23%	27%	27%	29%	25%	28%	
3-4	989	858	131	26	849	72	44	24	36	102	80	77	67	125	142	103	100	12	60	
	16%	16%	15%	16%	16%	14%	15%	14%	14%	15%	15%	17%	12%	25%	21%	12%	13%	16%	13%	
5-10	1074	907	167	32	915	79	53	27	37	131	67	65	92	122	163	144	94	7	72	
	17%	17%	19%	19%	18%	15%	18%	16%	15%	18%	13%	15%	17%	21%	20%	17%	18%	10%	16%	
11-20	445	382	63	12	380	35	19	11	17	52	35	27	36	42	63	74	35	9	26	
	7%	7%	7%	7%	7%	7%	6%	6%	7%	8%	7%	8%	7%	7%	8%	8%	7%	12%	6%	
21+	204	166	38	17	169	18	11	6	5	13	10	10	27	15	30	40	18	3	15	
	3%	3%	4%	10%	3%	3%	4%	4%	2%	2%	2%	2%	9%	3%	4%	9%	3%	4%	3%	
Any Post Sent (non-zero entry)	4462	3819	643	133	3798	348	202	114	164	505	366	329	400	434	511	586	402	47	301	
	72%	72%	75%	9%	72%	67%	66%	67%	65%	79%	72%	72%	79%	79%	79%	70%	76%	71%	67%	
Total Mean (including those not Sending any)																				
Mean	4.56	4.48	5.04	7.73%	4.56	4.33	4.40	5.36	3.56	4.53	3.45	3.62	4.62	4.53	4.68%	6.00	4.42	4.95	4.24	
Std Dev	11.91	10.77	17.34	36.89	10.58	10.43	8.08	35.97	6.06	9.91	4.97	5.73	7.89	7.37	6.92	20.12	7.43	9.15	10.61	
Std Error	0.15	0.17	0.39	1.23	0.18	0.31	0.26	1.29	0.33	0.51	0.26	0.30	0.41	0.38	0.36	1.05	0.39	0.70	0.34	
Sending Mean (excluding those not Sending any)																				
Mean	6.29	6.21	6.77	9.74%	6.22	6.43	6.42	8.02%	5.43	6.05	4.78	4.93	6.20%	5.98	6.28%	8.63%	5.81	7.00	6.35	
Std Dev	13.60	12.25	19.80	41.20	11.92	12.18	9.08	43.81	6.78	11.05	5.28	6.19	8.61	7.94	7.35	23.65	8.03	10.23	12.47	
Std Error	0.20	0.23	0.51	1.58	0.25	0.43	0.34	1.89	0.45	0.66	0.33	0.38	0.52	0.48	0.45	1.49	0.48	0.91	0.48	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	328	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	1088	529	515	856	773	529	54	220	515	70	251	395	618	291	228	148	1013	376	583	636	262	133	69	1219	201	289	1409
		25%	24%	24%	24%	25%	33%	30%	24%	33%	24%	20%	29%	35%	35%	60%	22%	22%	38%	35%	37%	38%	25%	38%	19%	30%	
1-2	1761	687	671	973	957	687	52	213	671	50	304	557	724	239	165	57	1281	222	680	694	185	116	63	1375	179	393	1358
	28%	28%	28%	28%	28%	28%	32%	28%	31%	24%	29%	28%	29%	30%	28%	29%	28%	28%	28%	28%	27%	28%	28%	28%	28%	28%	28%
3-4	988	407	372	590	555	407	26	143	372	38	195	333	432	109	91	24	765	115	417	378	114	49	26	795	75	269	728
	16%	17%	17%	17%	17%	17%	16%	19%	17%	18%	19%	16%	17%	14%	16%	10%	17%	14%	16%	16%	17%	14%	15%	16%	14%	17%	16%
5-10	1074	472	363	692	583	472	17	128	363	35	173	422	460	110	69	13	881	82	556	398	71	34	13	954	47	328	746
	17%	20%	17%	17%	18%	17%	17%	17%	17%	16%	16%	14%	16%	14%	13%	5%	14%	10%	14%	10%	10%	7%	1%	1%	9%	16%	16%
11-20	445	173	172	295	265	173	8	37	172	13	88	216	166	37	23	2	382	25	251	132	31	17	4	392	21	155	279
	7%	7%	8%	8%	8%	7%	5%	5%	8%	6%	8%	11%	10%	7%	4%	1%	8%	3%	10%	6%	5%	5%	2%	1%	4%	1%	6%
21+	204	77	71	126	120	77	4	13	71	6	38	95	86	13	7	3	181	9	109	65	18	8	3	174	11	84	120
	3%	3%	3%	4%	4%	3%	2%	2%	3%	3%	4%	10%	10%	2%	1%	1%	1%	1%	1%	1%	3%	3%	2%	2%	2%	2%	3%
Any Post Sent (non-zero entry)	4482	1815	1648	2647	2480	1815	107	535	1648	142	798	1622	1868	598	355	99	3490	454	2023	1667	419	225	109	3690	334	1231	3231
	72%	75%	76%	76%	76%	76%	67%	70%	76%	67%	76%	86%	79%	64%	61%	40%	78%	78%	78%	72%	62%	63%	61%	78%	62%	81%	70%
Total Mean (including those not Sending any)	4.56	4.75	4.70	4.91	4.88	4.76%	3.20	3.49	4.70	4.05	4.81	6.42mm	4.73mm	3.26%	2.42%	1.57	6.22mm	2.31	6.52mu	4.02%	3.08	3.05	2.27	4.98mu	2.79	6.21%	4.01
Mean	11.91	12.84	12.89	11.91	11.88	12.84	5.64	6.03	12.89	7.11	8.36	10.23	15.30	8.26	4.38	4.91	13.28	4.57	16.35	7.48	5.44	6.21	5.57	13.00	6.01	15.10	10.60
Std Dev	0.15	0.26	0.27	0.20	0.21	0.26	0.42	0.20	0.27	0.49	0.25	0.22	0.31	0.29	0.18	0.31	0.20	0.16	0.31	0.16	0.22	0.34	0.44	0.18	0.27	0.40	0.15
Std Error																											
Sending Mean (excluding those not Sending any)	13.60	14.46	14.46	13.32	13.24	14.46	6.34	6.66	14.46	7.96	9.08	10.95	17.37	9.89	4.93	7.16	14.74	5.48	18.22	8.29	6.21	7.26	6.73	14.63	7.10	16.45	12.30
Mean	0.20	0.34	0.35	0.26	0.27	0.34	0.58	0.26	0.35	0.67	0.31	0.27	0.41	0.44	0.27	0.68	0.25	0.26	0.40	0.21	0.32	0.51	0.72	0.24	0.42	0.48	0.22
Std Dev																											
Std Error																											

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15	
None	1089	69	1018	11	443	1144	111	1632	21	19	16	1672	11	
	28%	21%	28%	27%	26%	27%	36%	28%	18%	33%	24%	28%	48%	
1-2	1761	94	1644	13	455	1213	83	1683	29	15	20	1728	4	
	28%	28%	28%	32%	27%	29%	27%	29%	25%	27%	30%	28%	16%	
3-4	988	68	914	6	277	680	32	948	14	5	21	969	*	
	16%	20%	16%	15%	17%	16%	10%	16%	12%	9%	31%	16%	1%	
5-10	1074	66	1003	5	303	716	55	1025	33	7	4	1065	5	
	17%	20%	17%	13%	18%	17%	18%	17%	23%	12%	6%	15%	24%	
11-20	445	26	413	5	125	302	17	417	12	9	5	439	1	
	7%	8%	7%	12%	7%	7%	6%	7%	11%	16%	8%	7%	3%	
21+	204	12	191	-	72	118	13	193	8	2	*	202	1	
	3%	4%	3%	-	5%	3%	4%	3%	7%	3%	*	3%	7%	
Any Post Sent (non-zero entry)	4462	267	4165	30	1232	3029	200	4266	96	38	50	4400	11	
	72%	78%	72%	73%	74%	73%	64%	72%	82%	67%	76%	72%	52%	
Total Mean (including those not Sending any)														
Mean	4.56	5.02	4.53	3.89	5.08	4.21	6.36	4.52	7.43	4.16	3.00	4.57	3.88	
Std Dev.	11.91	10.66	12.01	4.86	14.50	7.71	29.57	12.02	12.11	5.69	3.70	11.98	6.31	
Std Error	0.15	0.55	0.16	0.69	0.34	0.12	1.70	0.16	1.14	0.76	0.45	0.15	1.35	
Sending Mean (excluding those not Sending any)														
Mean	6.29	6.33	6.29	5.36	6.34	5.81	5.76	6.25	6.30	6.25	3.96	6.31	7.49	
Std Dev.	13.60	11.62	13.76	4.97	16.53	8.53	36.43	13.74	12.82	5.97	3.78	13.68	7.12	
Std Error	0.20	0.67	0.22	0.85	0.46	0.16	2.57	0.21	1.33	0.97	0.55	0.21	2.37	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k
* small base, ** very small base (under 30) - ineligible for sig testing

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	516	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
None	1698	436	381	448	433	148	136	153	156	128	98	148	147	152	138	138	156
1-2	1751	444	378	435	494	169	145	130	146	147	83	131	175	129	185	148	161
3-4	988	286	225	233	245	67	120	99	88	83	54	71	79	82	81	73	91
5-10	1074	267	259	269	242	79	80	108	93	89	115	97	85	86	78	89	75
11-20	445	71	162	109	102	21	23	27	31	38	94	50	23	35	19	54	29
21+	204	45	52	46	20	8	28	10	17	23	53	20	9	17	2	9	9
Any Post Sent (non-zero entry)	4462	1114	1154	1091	1103	343	396	374	376	380	398	370	371	351	365	374	365
Total Mean (including those not Sending any)	4.56	3.96	4.06md	4.43d	3.43	3.22	4.2emp	4.16n	5.32	4.8temp	5.26dghiklmnop	4.1temp	3.99	4.16n	2.73	4.24emp	3.32
Mean	11.91	7.84	16.46	14.31	5.11	6.59	7.77	9.49	22.92	8.02	14.08	6.66	22.05	6.94	3.47	5.88	5.50
Std Dev	6.15	0.30	0.42	0.36	0.13	0.25	0.34	0.42	1.00	0.35	0.63	0.38	0.97	0.31	0.15	0.26	0.25
Std Error	6.15	0.30	0.42	0.36	0.13	0.25	0.34	0.42	1.00	0.35	0.63	0.38	0.97	0.31	0.15	0.26	0.25
Sending Mean (excluding those not Sending any)	4.29	5.51	6.62acd	6.26d	4.78	4.61	6.06n	6.83n	7.62n	6.43emp	11.46dghiklmnop	7.18emp	5.58	6.97m	3.77	5.80n	4.74d
Mean	13.60	8.77	18.51	16.66	5.47	6.20	8.48	10.82	26.97	8.70	14.87	9.53	25.91	7.64	3.56	6.19	6.04
Std Dev	0.20	0.26	0.56	0.50	0.16	0.33	0.43	0.57	1.43	0.45	0.76	0.49	1.35	0.41	0.18	0.32	0.32
Std Error	0.20	0.26	0.56	0.50	0.16	0.33	0.43	0.57	1.43	0.45	0.76	0.49	1.35	0.41	0.18	0.32	0.32

QG1_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3188	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	2627	516	2111	265	2361	1362	1259	437	417	525	373	463	253	159	853	868	876	413	2163	434
1-2	47%	42%	43%	34%	43%	40%		33% _{ab}	33% _{ab}	34% _{ab}	43% _{ab}	33% _{ab}	33% _{ab}	29%	33% _{ab}	40% _{ab}	33% _{ab}		30%	42%
3-4	1809	377	1432	233	1575	865	844	186	228	340	257	356	236	202	412	592	799	443	1554	248
5-10	29%	31%	29%	30%	29%	29%	30%	23%	26%	30% _{ab}	31% _{ab}	32% _{ab}	31% _{ab}	32% _{ab}	24%	31% _{ab}	32% _{ab}	32% _{ab}	30%	26%
11-20	815	152	663	131	684	358	455	89	110	112	113	135	134	123	199	225	391	257	689	109
21+	17%	12%	13%	16% _{cd}	12%	12%	13%	11%	13%	10%	14%	12%	12%	10%	12%	12%	10%	11%	13%	12%
Any Letters Sent (non-zero entry)	3533	717	2817	524	3009	1648	1881	386	451	567	459	667	506	468	837	1056	1641	974	2995	509
Total Mean (including those not Sending any)	2.51	2.61	2.49	3.91 _{de}	2.44	2.33	3.68 _{de}	2.04	2.22	2.02	1.97	3.78 _{de}	3.62 _{de}	4.12 _{de}	2.13	2.00	3.17 _{de}	3.53 _{de}	2.57	2.21
Std Dev.	5.40	5.64	5.34	4.76	5.49	4.69	6.01	4.05	4.32	4.33	3.58	6.97	5.31	7.97	4.19	4.03	6.81	6.66	5.64	3.76
Std Error	0.07	0.18	0.07	0.17	0.08	0.09	0.11	0.14	0.15	0.13	0.13	0.21	0.18	0.32	0.10	0.09	0.13	0.17	0.08	0.15
Sending Mean (excluding those not Sending any)	4.38	4.49	4.36	4.53	4.36	4.26	4.49	4.36	4.27	3.80	3.57	4.65	4.53	5.62 _{de}	4.31 _{de}	3.70	4.68 _{de}	6.01 _{de}	4.42	4.09
Mean	6.54	6.81	6.47	5.22	6.74	5.66	7.22	5.00	5.21	5.33	4.19	8.57	5.95	8.80	5.11	4.87	7.93	7.47	6.83	4.30
Std Dev.	0.11	0.29	0.12	0.23	0.12	0.14	0.17	0.27	0.26	0.22	0.20	0.33	0.25	0.42	0.18	0.15	0.19	0.24	0.12	0.23

QG1_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	2627	394	796	607	828	1190	1436	1563	997	250	334	618	599	486	1551	259	2139	506	1877	153
	43%	35%	43%	47%	50%	39%	49%	43%	42%	40%	45%	41%	38%	41%	41%	43%	41%	41%	41%	43%
1-2	1809	357	570	404	478	927	882	1123	679	142	202	446	466	338	1114	146	1544	355	1386	68
	29%	31%	30%	29%	28%	30%	28%	31%	28%	28%	28%	30%	29%	31%	29%	27%	30%	30%	30%	24%
3-4	818	160	257	177	220	418	397	457	349	75	89	217	234	121	539	75	696	160	622	33
	13%	14%	13%	13%	14%	14%	13%	12%	15%	15%	12%	14%	15%	11%	14%	14%	13%	12%	14%	11%
5-10	617	154	204	133	127	358	259	375	233	29	79	150	184	108	414	32	544	124	467	26
	10%	14%	11%	10%	7%	12%	8%	10%	10%	6%	11%	10%	12%	10%	11%	6%	11%	10%	10%	9%
11-20	268	45	61	42	60	108	102	107	86	14	25	45	68	37	135	17	175	36	168	6
	3%	4%	3%	3%	3%	3%	3%	3%	3%	1%	3%	3%	4%	3%	4%	3%	3%	3%	4%	2%
21+	86	26	25	22	11	51	33	44	41	5	4	26	36	9	66	5	78	12	70	2
	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	2%	1%	2%	1%	1%	1%	2%	1%
Any Letters Sent (non-zero entry)	3533	742	1117	777	887	1890	1674	2107	1401	285	389	884	985	614	2265	275	3036	687	2711	135
	57%	50%	59%	56%	52%	57%	54%	57%	50%	52%	54%	59%	62%	55%	59%	52%	58%	54%	58%	47%
Total Mean (including those not Sending any)																				
Mean	2.51	3.18	2.53	2.42	2.14	2.77	2.27	2.33	2.84	2.39	2.16	2.54	3.07	2.27	3.68	2.43	2.57	2.32	2.61	1.91
Std Dev.	6.40	6.00	5.24	4.93	5.50	5.54	5.25	4.34	6.76	8.48	3.67	5.04	6.00	4.84	5.26	8.40	5.11	6.19	5.22	4.33
Std Error	0.07	0.16	0.12	0.14	0.14	0.10	0.10	0.07	0.13	0.37	0.14	0.13	0.15	0.14	0.09	0.36	0.07	0.17	0.08	0.26
Sending Mean (excluding those not Sending any)																				
Mean	4.38	4.86	4.33	4.32	4.11	4.54	4.21	4.06	4.86	4.64	3.97	4.31	4.84	4.07	4.52	4.71	4.37	4.34	4.41	4.06
Std Dev.	6.54	6.85	6.27	5.92	7.08	6.51	6.56	5.08	8.26	11.37	4.20	5.96	6.98	5.88	6.18	11.24	6.05	7.93	6.18	5.59
Std Error	0.11	0.22	0.20	0.23	0.25	0.15	0.17	0.12	0.21	0.70	0.21	0.20	0.22	0.23	0.13	0.68	0.11	0.29	0.12	0.50

QG1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Table 168

Base : All participants

	Total	Rurality			Nation					Region									
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
None	2627	2276	351	62	2168	244	131	84	117	294	230	185	237	201	335	350	210	27	217
	43%	43%	41%	37%	42%	47%	44%	45%	42%	45%	47%	41%	41%	39%	41%	41%	40%	40%	40%
1-2	1809	1555	254	49	1543	135	85	46	69	204	152	141	178	170	240	224	164	18	117
	29%	29%	29%	29%	30%	26%	29%	27%	28%	30%	30%	31%	32%	30%	30%	27%	31%	27%	26%
3-4	815	697	118	20	696	60	39	20	32	78	61	74	60	107	97	119	67	11	49
	13%	13%	14%	11%	13%	12%	13%	12%	13%	11%	12%	11%	11%	11%	12%	14%	13%	17%	11%
5-10	617	528	90	20	523	54	30	11	22	71	39	36	41	59	101	94	60	7	46
	10%	10%	10%	12%	10%	10%	10%	7%	9%	10%	8%	10%	8%	10%	12%	11%	11%	11%	10%
11-20	206	173	35	16	181	16	5	6	7	24	10	8	19	25	26	37	25	2	14
	3%	3%	4%	3%	3%	3%	2%	3%	3%	4%	2%	2%	3%	4%	3%	4%	5%	3%	3%
21+	85	69	15	8	67	8	6	3	2	5	5	5	8	10	11	18	2	1	7
	1%	1%	2%	3%	1%	2%	2%	2%	1%	1%	1%	1%	1%	2%	1%	2%	*	2%	1%
Any Letters Sent (non-zero entry)	3533	3022	511	105	3010	273	164	87	133	381	268	263	306	371	475	493	318	40	233
	57%	57%	59%	63%	59%	53%	56%	51%	53%	56%	53%	59%	56%	62%	59%	59%	60%	60%	52%
Total Mean (including those not Sending any)																			
Mean	2.51	2.49	2.65	3.90%	2.53	2.42	2.48	2.33	2.18	2.21	1.94	2.11	2.27	2.94%	2.49	3.30%	3.7%	3.03	2.33
Std Dev.	6.40	5.47	5.02	7.61	5.42	5.05	5.65	5.45	4.84	3.85	3.78	3.95	4.21	5.61	4.30	8.45	5.94	6.62	4.78
Std Error	0.07	0.08	0.11	0.25	0.09	0.15	0.18	0.20	0.26	0.20	0.20	0.21	0.22	0.29	0.23	0.44	0.31	0.51	0.15
Sending Mean (excluding those not Sending any)																			
Mean	4.38	4.37	4.46	6.20%	4.36	4.58	4.46	4.59	4.11	3.91	3.68	3.59	4.02	4.53	4.24	6.63%	4.52	5.03	4.50
Std Dev.	6.54	6.65	5.86	8.84	6.53	6.20	6.98	6.95	6.02	4.42	4.55	4.61	4.94	6.43	4.92	10.43	7.11	7.95	5.86
Std Error	0.11	0.14	0.17	0.38	0.15	0.25	0.29	0.35	0.45	0.31	0.33	0.32	0.35	0.42	0.34	0.72	0.48	0.78	0.26

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	199	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	584	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	2627	950	845	1345	1240	950	72	305	845	100	360	617	899	430	385	201	1609	566	1002	1028	330	173	80	2028	253	469	2159
47%		39%	39%	39%	38%	39%	40%	40%	39%	40%	34%	31%	40%	40%	40%	40%	40%	40%	38%	45%	45%	45%	41%	41%	31%	47%	47%
1-2	1809	759	668	1098	1008	759	57	246	668	54	331	643	785	210	129	33	1428	163	771	673	181	103	68	1444	171	445	1364
29%		31%	31%	31%	31%	31%	36%	32%	31%	25%	32%	31%	37%	25%	13%	9	685	80	30%	29%	27%	29%	29%	29%	29%	29%	29%
3-4	818	333	324	484	476	333	21	121	324	36	164	327	357	71	50	9	685	80	365	296	94	37	19	661	55	294	520
13%		14%	15%	14%	15%	14%	13%	16%	15%	17%	16%	15%	17%	9%	4%	4%	15%	14%	14%	13%	14%	10%	10%	13%	10%	13%	11%
5-10	617	280	202	409	330	280	5	72	202	13	113	280	290	57	29	1	530	30	327	205	51	24	9	532	33	197	420
10%		12%	9%	10%	10%	12%	3%	11%	9%	6%	11%	10%	11%	7%	2%	1	412	30	13%	10%	9%	7%	5%	11%	6%	11%	9%
11-20	206	83	80	126	143	83	4	14	80	6	54	103	78	15	7	2	181	6	103	74	16	13	3	177	15	81	123
3%		3%	4%	4%	4%	3%	3%	2%	4%	3%	5%	5%	5%	2%	1%	7%	4%	6%	4%	3%	2%	4%	1%	4%	3%	5%	3%
21+	85	28	43	40	56	28	*	5	43	3	27	45	28	8	3	-	74	3	39	28	9	8	-	68	8	30	54
1%		1%	1%	1%	1%	1%	*	1%	2%	1%	3%	2%	1%	1%	*	-	2%	1%	1%	1%	1%	1%	-	1%	1%	2%	1%
Any Letters Sent (non-zero entry)	3533	1462	1318	2157	2013	1462	88	458	1318	112	689	1430	1497	364	219	45	2895	264	1804	1276	351	184	98	2882	282	1051	2482
57%		61%	61%	62%	62%	61%	55%	60%	61%	53%	53%	60%	60%	40%	37%	18%	64%	32%	55%	52%	52%	55%	55%	53%	53%	53%	53%
Total Mean (including those not Sending any)																											
Mean	2.51	2.40	2.56a	2.60	2.42a	2.40f	1.57	2.13	2.86	2.44	3.48h	3.58mmnqpq	2.42mmnqp	1.72nqp	1.21o	0.45	2.84mmnqp	6.9%	2.63atv	2.42	2.12	2.21	1.36	2.64uv	1.93	3.92z	2.19
Std Dev.	5.40	4.10	6.20	5.09	6.40	4.10	2.76	3.79	6.20	5.93	7.46	7.24	4.53	4.10	2.70	1.52	5.93	2.43	5.23	6.12	4.34	4.71	2.09	5.67	4.05	6.83	4.81
Std Error	0.07	0.08	0.13	0.09	0.11	0.08	0.20	0.13	0.13	0.41	0.22	0.16	0.09	0.14	0.11	0.09	0.09	0.08	0.10	0.13	0.17	0.26	0.17	0.08	0.18	0.18	0.07
Sending Mean (excluding those not Sending any)																											
Mean	4.30	3.95	4.60a	4.22	4.72z	3.95	2.85	3.55	4.69	4.61	5.31	5.17mmnqp	4.62z	3.81	3.23	2.47	4.59nqp	3.10	4.50v	4.37	4.31v	4.20v	2.47	4.50v	3.66	5.92z	4.09
Std Dev.	6.54	4.64	7.38	5.94	7.59	4.64	3.19	4.35	7.38	7.54	8.66	8.20	5.26	5.40	3.59	2.77	6.86	3.47	6.03	7.68	5.33	5.85	2.28	6.81	4.98	7.71	5.95
Std Error	0.11	0.12	0.20	0.13	0.17	0.12	0.33	0.19	0.20	0.72	0.32	0.22	0.14	0.29	0.25	0.38	0.13	0.21	0.15	0.22	0.30	0.46	0.26	0.13	0.32	0.25	0.12

QG1_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	2627	102	2504	21	675	1785	157	2569	28	19	19	2555	13
	43%	30%	43% ^a	57% ^b	40%	43%	54% ^{c,d}	43% ^{e,f}	23%	34%	29%	43% ^g	50%
1-2	1809	110	1690	9	482	1257	70	1734	30	18	20	1783	6
	29%	33%	29%	21%	29%	30%	22%	29%	26%	31%	31%	29%	27%
3-4	815	20	742	3	255	531	20	763	29	5	18	797	-
	13%	21% ^h	13%	6%	19% ^{h,i}	13%	9%	13%	22% ^h	9%	27% ^{g,j}	13%	-
5-10	617	39	570	9	179	404	34	575	23	13	3	611	3
	10%	12%	10%	21% ^h	11%	10%	11%	10%	14% ^g	22% ^{g,k}	5%	10%	15%
11-20	205	11	197	-	58	141	9	196	3	2	5	202	1
	3%	3%	3%	-	3%	3%	3%	3%	3%	4%	8%	3%	3%
21+	85	4	81	-	27	55	3	80	5	-	-	85	-
	1%	1%	1%	-	2%	1%	1%	1%	4%	-	-	1%	-
Any Letters Sent (non-zero entry)	3533	234	3279	20	1001	2388	145	3349	90	38	47	3477	10
	57%	76% ^{h,i}	57%	48%	60% ^h	57% ^h	48%	57%	72% ^h	66%	71% ^g	57%	45%
Total Mean (including those not Sending any)													
Mean	2.51	3.22 ^g	2.48	1.84	2.61 ^g	2.41	2.07	2.47	4.76% ^g	2.65	2.73	2.51	1.68
Std Dev.	5.40	9.60	5.07	2.59	6.87	4.75	4.47	5.33	9.26	3.10	3.47	5.43	3.22
Std Error	0.07	0.40	0.07	0.37	0.16	0.07	0.26	0.07	0.88	0.41	0.42	0.07	0.69
Sending Mean (excluding those not Sending any)													
Mean	4.35	4.54	4.37	3.79	4.80	4.20	4.47	4.35	6.22 ^g	4.00	3.83	4.39	3.74
Std Dev.	6.54	11.21	6.09	2.55	8.36	5.65	5.70	6.48	10.16	3.01	3.57	6.57	3.99
Std Error	0.11	0.71	0.11	0.51	0.26	0.12	0.48	0.11	1.10	0.50	0.53	0.11	1.51

QG1_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)			
Unweighted Base	8160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	8160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	2627	667	601	656	702	225	209	234	225	210	166	220	225	211	221	217	265				
	43%	43%	39%	39%	43%	46%	39%	44%	42%	41%	33%	42%	43%	42%	44%	42%	51%	Item			
1-2	1899	491	398	459	480	150	183	151	167	149	83	113	109	147	175	150	135				
	29%	13%	26%	30%	30%	28%	35%	29%	31%	29%	17%	22%	20%	29%	34%	30%	23%				
3-4	815	225	196	181	212	56	77	92	71	71	54	63	49	69	65	72	70				
	13%	15%	13%	12%	14%	11%	14%	17%	13%	14%	11%	12%	9%	14%	13%	14%	14%				
5-10	617	116	153	188	140	40	38	38	47	56	80	82	34	52	39	65	36				
	10%	7%	12%	11%	9%	8%	7%	7%	9%	11%	13%	15%	7%	10%	8%	13%	7%				
11-20	208	34	108	51	14	9	17	9	17	18	74	26	9	16	3	7	3				
	3%	2%	7%	3%	1%	2%	3%	2%	3%	3%	15%	10%	2%	3%	1%	1%	1%				
21+	85	16	38	23	8	5	8	3	4	4	29	14	2	7	*	2	5				
	1%	1%	2%	2%	*	1%	5%	*	1%	1%	6%	3%	*	1%	*	*	1%				
Any Letters Sent (non-zero entry)	3533	883	934	883	834	286	324	293	307	298	330	298	293	292	282	295	256				
	57%	57%	61%	57%	54%	54%	61%	56%	58%	58%	67%	58%	57%	58%	56%	58%	49%				
Total Mean (including those not Sending any)																					
Mean	2.51	2.02	2.37	2.57	1.80	1.92	2.20	1.83	2.10	2.10	1.56	1.64	1.65	2.54	1.58	2.00	1.77				
Std Dev	5.40	3.78	7.89	5.21	3.36	3.77	4.30	3.17	3.92	4.32	12.03	6.53	2.97	5.33	2.30	3.21	4.34				
Std Error	0.07	0.10	0.20	0.13	0.09	0.17	0.19	0.14	0.17	0.19	0.54	0.29	0.13	0.24	0.10	0.14	0.19				
Sending Mean (excluding those not Sending any)																					
Mean	4.36	3.54	3.76	4.49	3.32	3.54	3.76	3.30	3.71	4.04	3.52	3.15	2.91	4.37	2.81	3.56	3.61				
Std Dev	6.54	4.44	9.38	6.23	3.97	4.53	4.98	3.64	4.55	5.00	13.59	7.63	3.45	6.40	2.44	3.53	5.48				
Std Error	0.11	0.15	0.32	0.21	0.14	0.27	0.28	0.22	0.27	0.30	0.77	0.43	0.21	0.39	0.14	0.20	0.34				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QG1_Parcel. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Table 169

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	3672	737	2935	213	3459	1876	1752	414	467	596	504	709	517	466	881	1100	1692	993	3173	473
	60%	60%	60%	27%	62%	57%	50%	54%	53%	51%	54%	52%	46%	52%	56%	56%	56%	52%	52%	50%
1-2	1463	296	1167	231	1232	644	811	234	226	300	191	240	162	109	490	491	611	271	1161	287
	24%	24%	24%	23%	23%	21%	25%	25%	25%	23%	23%	21%	17%	17%	27%	28%	20%	23%	23%	20%
3-4	627	112	415	139	388	262	265	88	90	109	75	85	47	33	178	184	164	80	418	99
	9%	9%	9%	13%	7%	9%	8%	11%	10%	10%	7%	8%	5%	5%	14%	14%	7%	6%	8%	11%
5-10	387	69	329	150	237	182	206	75	69	84	59	72	22	17	142	135	111	39	306	77
	6%	5%	5%	19%	4%	6%	7%	9%	9%	9%	6%	6%	3%	3%	8%	7%	4%	3%	6%	8%
11-20	79	20	58	32	47	29	50	5	13	23	11	17	7	3	18	35	27	10	73	4
	1%	1%	2%	7%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21+	32	9	23	25	8	18	14	6	5	9	1	7	5	1	11	10	11	5	27	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any Parcels Sent (non-zero entry)	2488	495	1992	578	1911	1134	1348	409	400	526	328	421	242	162	809	854	825	404	1985	470
	40%	40%	40%	73%	38%	38%	43%	60%	60%	47%	39%	37%	32%	26%	43%	44%	33%	29%	38%	30%
Total Mean (including those not Sending any)	1.57	3.13	1.43	8.08	1.05	1.67	1.47	1.68	1.58	2.63	1.34	1.34	1.24	0.65	1.62	2.67	1.14	0.97	1.44	1.40
Mean	8.40	15.38	5.39	21.18	3.61	11.32	3.95	3.75	3.21	16.47	8.30	3.18	7.09	1.60	3.48	13.61	4.52	5.36	5.90	2.40
Std Dev.	0.11	0.48	0.08	0.75	0.05	0.21	0.07	0.13	0.11	0.49	0.29	0.09	0.24	0.06	0.09	0.31	0.09	0.14	0.08	0.09
Std Error																				
Sending Mean (excluding those not Sending any)	3.88	6.89	3.53	4.93	2.96	4.44	3.42	3.39	3.37	5.57	3.41	3.09	3.88	2.52	3.38	4.74	3.47	3.34	3.75	2.81
Mean	12.88	23.93	8.02	24.53	5.56	18.11	5.45	4.75	4.03	23.72	12.96	4.36	12.15	2.28	4.40	20.29	7.36	9.53	9.05	2.75
Std Dev.	0.26	1.24	0.17	1.02	0.13	0.55	0.14	0.25	0.20	1.02	0.73	0.21	0.73	0.18	0.16	0.69	0.25	0.45	0.19	0.16
Std Error																				

QG1_Parcel. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Table 169

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
None	3672	562	1136	817	1154	1700	1971	1955	1647	353	506	934	831	562	2271	366	3001	802	2698	172
60%	49%	33%	41%	29%	37%	56%	53%	53%	47%	11%	13%	13%	13%	11%	13%	13%	13%	6%	59%	60%
1-2	1463	323	448	342	351	771	692	891	462	92	139	349	412	320	899	97	1279	266	1131	66
24%	24%	23%	23%	20%	20%	28%	22%	27%	19%	18%	19%	23%	28%	29%	24%	18%	29%	21%	28%	23%
3-4	827	135	170	123	99	304	222	369	152	33	43	101	181	129	325	33	469	104	401	22
8%	8%	7%	7%	6%	6%	10%	7%	10%	6%	6%	6%	7%	11%	11%	8%	6%	8%	8%	8%	8%
5-10	387	93	111	90	94	204	184	284	102	28	34	84	134	73	252	28	334	77	290	20
6%	6%	6%	6%	6%	6%	7%	6%	8%	4%	6%	6%	6%	8%	7%	7%	5%	6%	6%	6%	7%
11-20	79	18	29	10	22	47	32	51	25	10	8	23	17	13	48	10	63	22	54	3
1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%
21+	32	7	17	3	5	24	8	19	10	*	3	11	10	3	24	*	30	13	15	4
1%	1%	1%	1%	*	*	1%	*	1%	*	*	*	1%	1%	*	1%	*	1%	1%	*	1%
Any Parcels Sent (non-zero entry)	2488	574	775	567	571	1349	1158	1714	751	163	227	567	754	538	1543	188	2175	482	1890	115
40%	40%	33%	40%	31%	33%	44%	37%	43%	31%	32%	31%	31%	30%	31%	43%	31%	42%	36%	41%	40%
Total Mean (including those not Sending any)																				
Mean	1.57	1.94	1.94	1.24	1.17	1.94	1.20	1.67	1.05	1.16	1.18	1.40	1.66	1.57	1.47	1.13	1.51	1.70	1.37	4.67
Std Dev.	8.40	8.85	12.64	2.58	4.19	11.37	3.57	5.44	3.15	2.99	8.90	4.69	3.68	5.43	5.43	2.95	5.87	8.42	4.47	29.51
Std Error	0.11	0.23	0.29	0.07	0.10	0.20	0.07	0.09	0.06	0.13	0.33	0.12	0.09	0.16	0.09	0.13	0.08	0.23	0.07	1.75
Sending Mean (excluding those not Sending any)																				
Mean	3.88	3.84	4.78	3.02	3.54	4.38	3.28	3.58	3.35	3.66	3.82	3.70	3.49	3.21	3.62	3.59	3.59	4.63	3.33	10.14
Std Dev.	12.88	12.15	19.52	3.30	6.69	16.79	5.28	7.52	4.89	4.39	15.69	7.05	4.70	7.42	8.06	4.33	8.63	13.28	6.49	46.05
Std Error	0.26	0.46	0.71	0.15	0.28	0.44	0.16	0.19	0.16	0.34	0.99	0.30	0.17	0.31	0.20	0.33	0.18	0.58	0.15	4.43

QG1_Parcel. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Table 169

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
None	3672	3173	499	87	3096	317	187	101	166	364	300	282	314	356	411	543	322	43	275
	60%	76%a	25%	10%	61%	61%	64%	60%	45%a	54%	73%a	73%a	58%	62%a	51%	63%a	73%a	64%	43%a
1-2	1463	1273	190	40	1236	125	82	39	51	174	118	101	123	131	258	166	114	12	113
	24%	24%	22%	24%	24%	24%	21%	23%	20%	28%	23%	23%	23%	23%	32%b	20%	22%	18%	25%
3-4	827	459	67	19	451	43	19	15	19	71	42	28	49	47	75	66	54	4	39
	8%	9%	8%	11%	8%	8%	6%	9%	8%	11%a	8%	6%	9%	8%	9%	8%	10%	7%	8%
5-10	387	310	77	17	333	25	19	11	12	53	35	32	35	31	58	46	30	7	18
	6%	6%	9%a	10%a	6%	5%	6%	6%	5%	8%a	7%	7%	6%	5%	7%	6%	6%	11%a	4%
11-20	79	56	23	3	65	4	7	3	3	9	2	3	14	6	3	16	7	1	3
	1%	1%	3%a	2%	1%	1%	2%a	2%	1%	1%	*	1%	2%a	1%	*	2%	1%	1%	1%
21+	32	27	5	1	27	3	2	1	-	3	1	1	7	2	4	6	2	*	2
	1%	1%	1%	1%	1%	1%	1%	1%	-	*	*	*	*	*	1%	1%	*	*	1%
Any Parcels Sent (non-zero entry)	2488	2125	362	80	2111	200	108	69	84	313	188	186	229	217	399	300	207	24	176
	40%	40%	42%	40%a	41%	39%	38%	40%	34%	48%b	39%	37%	42%b	38%	49%b	36%	39%	36%	35%
Total Mean (including those not Sending any)																			
Mean	1.67	1.52	1.88	2.67	1.57	1.47	1.43	2.09	1.13	1.97	1.13	1.13	1.77b	1.26	1.39	2.28	1.29	1.32	1.49
Std Dev.	8.40	8.32	8.90	18.35	8.16	7.78	4.00	17.83	2.58	8.84	2.30	2.39	4.03	3.65	2.84	17.50	2.65	3.30	8.24
Std Error	0.11	0.13	0.20	0.61	0.14	0.23	0.13	0.64	0.14	0.46	0.12	0.13	0.21	0.19	0.15	0.91	0.14	0.25	0.26
Sending Mean (excluding those not Sending any)																			
Mean	3.88	3.78	4.46	5.57	3.84	3.79	3.93	5.16	3.34	4.29	2.90	3.05	4.18b	3.34	2.82	6.42	3.29	3.62	3.82
Std Dev.	12.88	12.80	13.30	26.28	12.44	12.17	5.86	27.87	3.52	12.65	2.91	3.10	5.32	5.32	3.51	28.91	3.37	4.70	12.67
Std Error	0.26	0.32	0.44	1.27	0.35	0.55	0.29	1.54	0.33	0.96	0.25	0.27	0.43	0.45	0.28	2.57	0.28	0.51	0.63

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_Parcel. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	3672	1355	1333	1969	1945	1355	113	515	1333	135	717	1140	1429	518	378	182	2568	558	1322	1347	523	287	150	2959	446	803	2869
60%	56%	56%	56%	62%	56%	60%	71%	67%	62%	64%	56%	57%	62%	62%	74%	57%	67%	51%	51%	58%	77%	59%	59%	54%	53%	53%	62%
1-2	1463	629	503	878	753	629	23	152	503	47	216	452	637	175	115	44	1129	159	708	594	109	48	7	1300	55	364	1099
2-4	245	26%	23%	25%	22%	26%	14%	20%	23%	22%	21%	23%	24%	22%	20%	16%	23%	19%	23%	24%	20%	16%	4%	23%	15%	24%	24%
3-4	627	244	151	353	260	244	9	59	203	200	59	203	200	59	56	8	403	64	271	214	20	16	6	485	22	189	361
5-10	8%	10%	7%	10%	8%	10%	6%	8%	7%	7%	5%	10%	8%	7%	10%	3%	9%	8%	10%	8%	3%	4%	3%	10%	4%	11%	8%
11-20	387	149	127	245	223	149	13	29	127	8	45	133	175	43	26	11	308	37	229	126	24	6	2	355	8	150	237
21+	7%	6%	6%	7%	7%	6%	8%	4%	6%	4%	4%	7%	7%	5%	4%	4%	4%	4%	6%	6%	3%	2%	1%	6%	2%	1%	5%
Any Parcels Sent (non-zero entry)	2488	1058	830	1533	1305	1058	47	248	830	77	333	877	1057	281	207	65	1934	272	1284	956	158	71	18	2240	89	717	1770
40%	44%	38%	44%	40%	44%	29%	33%	35%	44%	43%	39%	44%	43%	39%	39%	26%	43%	33%	49%	62%	23%	20%	10%	48%	17%	47%	38%
Total Mean (including those not Sending any)	1.57	1.76	1.46	1.73	1.53	1.76	1.25	1.07	1.46	1.25	1.08	1.70%	1.74	1.24	1.11	1.01	1.72	1.08	2.36%	1.18%	0.67	0.56	0.76	1.60%	0.62	1.87	1.47
Std Dev.	8.40	6.94	6.94	9.64	6.39	9.64	2.99	3.44	6.94	2.83	3.04	5.80	11.39	6.73	2.35	4.38	9.31	3.09	12.52	2.47	1.96	2.61	4.82	9.30	3.50	7.04	8.80
Std Error	0.11	0.23	0.15	0.16	0.11	0.23	0.22	0.12	0.15	0.20	0.09	0.13	0.23	0.24	0.10	0.27	0.14	0.11	0.24	0.05	0.08	0.14	0.38	0.13	0.16	0.18	0.13
Sending Mean (excluding those not Sending any)	3.88	4.00	3.82	3.95	3.82	4.00	4.25	3.29	3.82	3.44	3.42	3.92	4.09	3.51	3.13	3.83	4.01	3.30	4.71%	2.84	2.90	2.81	7.50	3.95	3.76	3.97	3.84
Std Dev.	12.88	16.50	10.80	14.27	9.64	16.50	4.21	5.41	10.80	3.82	4.61	8.30	17.19	11.01	3.04	7.93	13.88	4.68	17.51	3.17	3.18	5.32	13.74	13.45	7.90	9.84	13.92
Std Error	0.26	0.51	0.36	0.37	0.26	0.51	0.55	0.31	0.36	0.45	0.23	0.27	0.54	0.65	0.21	0.92	0.31	0.28	0.48	0.10	0.26	0.65	3.33	0.28	0.86	0.37	0.33

QG1_Parcel. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
None	3673	203	3447	22	1006	2461	205	3484	68	44	60	3596	18
	60%	60%	60%	53%	60%	59%	66%	59%	58%	76% ^{pk}	80% ^{qph}	59%	73%
1-2	1463	87	1370	6	388	1026	49	1421	27	8	5	1455	2
	24%	26%	24%	14%	23% ^l	25% ^l	15%	23% ^l	23% ^l	14%	7%	23% ^l	11%
3-4	527	27	494	6	121	377	29	513	10	2	1	525	*
	9%	8%	9%	15%	7%	9%	9%	9%	9%	4%	2%	9%	*
5-10	387	11	369	7	118	248	21	376	7	2	*	386	2
	6%	3%	6%	1% ^l	7%	6%	7%	6%	6%	4%	*	6%	7%
11-20	79	6	73	-	32	44	3	74	3	2	-	79	-
	1%	2%	7%	-	2% ^l	1%	1%	1%	3%	3%	-	1%	-
21+	32	2	30	-	12	16	4	29	1	-	-	31	1
	1%	1%	7%	-	1%	*	1%	*	1%	-	-	1%	7%
Any Parcels Sent (non-zero entry)	2488	133	2336	19	689	1712	106	2413	49	14	6	2476	5
	40%	40%	40%	47%	40%	47%	34%	41% ^l	42% ^l	24%	10%	41% ^l	25%
Total Mean (including those not Sending any)													
Mean	1.57	1.20	1.59	1.58	1.57	1.40	3.76% ^l	1.58	1.95	1.23	0.19	1.58	2.03
Std Dev.	8.40	2.78	8.64	2.18	6.64	5.11	28.38	8.53	6.07	3.71	0.65	8.45	5.61
Std Error	0.11	0.14	0.11	0.31	0.16	0.08	1.63	0.11	0.57	0.50	0.08	0.11	1.20
Sending Mean (excluding those not Sending any)													
Mean	3.58	3.04	3.93	3.38	3.92	3.42	11.62% ^l	3.85	4.66	5.11	1.97	3.87	8.24
Std Dev.	12.88	3.75	13.26	2.00	10.07	7.53	47.92	13.00	8.74	6.27	1.01	12.90	9.32
Std Error	0.26	0.30	0.27	0.44	0.37	0.18	4.47	0.26	1.29	1.89	0.36	0.26	4.17

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG1_Parcel. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Table 169

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
None	3672	942	882	909	939	329	320	292	330	275	277	300	304	306	320	291	328
1-2	60%	81%	57%	59%	61%	67% g	60%	56%	62% h	54%	56%	58%	59%	61%	64% l	57%	63% p
3-4	1463	341	359	400	363	97	106	136	123	137	100	151	144	106	126	122	114
5-10	24%	22%	23%	23% a	24%	20%	20%	26%	23%	27% d	20%	29% h	27% l	21%	23%	24%	22%
11-20	827	150	137	134	106	36	57	58	30	46	61	43	38	53	31	38	37
21+	9%	16% d	9%	9%	7%	7%	11% h	11% h	6%	9%	12% h	8%	7%	11% h	6%	7%	7%
Any Parcels Sent (non-zero entry)	387	88	116	78	108	27	35	26	41	32	42	19	24	34	24	45	37
Total Mean (including those not Sending any)	6%	6%	5% a	5%	7%	5%	7%	5%	5% a	6%	5% a	4%	5%	7%	5%	7% h	7%
Mean	79	18	31	9	21	*	11	7	3	16	12	*	6	3	1	15	4
Std Dev.	1%	1%	2% c	1%	1%	*	2% e	1%	1%	2% h	2% h	*	1%	1%	*	2% h	1%
Std Error	32	11	10	9	2	2	4	5	5	2	4	6	3	*	*	*	1
Sending Mean (excluding those not Sending any)	1%	1%	1% d	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	*	*	*
Mean	2488	608	653	630	597	162	212	234	202	232	219	218	215	197	183	221	193
Std Dev.	40%	39%	43%	41%	39%	33%	40%	44% h	38%	46% h	44% e	42% e	41% e	39%	36%	43% e	37%
Std Error	1.57	1.48	1.61% a	1.38	1.22	0.95	1.0% h	1.85	2.73	1% h	2.0% h	1.17	1.75	1.21	0.89	1.0% h	1.15
Sending Mean (excluding those not Sending any)	8.40	5.57	13.67	7.61	2.52	2.20	3.93	8.42	21.91	3.94	6.94	2.85	12.57	2.48	1.80	3.08	2.45
Mean	0.11	0.14	0.35	0.19	0.08	0.10	0.17	0.37	0.96	0.17	0.31	0.12	0.55	0.11	0.08	0.14	0.11
Std Dev.	3.88	3.77	5.15	3.37	3.13	2.89	4.08% h	4.17	7.20	3.78% h	4.58% h	2.77	4.23	3.09	2.45	3.71% h	3.12
Std Error	12.88	8.40	20.61	11.63	3.22	3.01	5.40	12.25	35.15	5.15	9.82	3.85	19.29	3.16	2.26	3.77	3.19
Std Error	0.26	0.33	0.81	0.46	0.13	0.22	0.37	0.81	2.44	0.34	0.68	0.26	1.33	0.23	0.16	0.25	0.23

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Table 170

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609		1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	799	5371	3010	3140	822	867	1122	832	1130	780	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	2451	417	2035	377	2074	1053	1398	237	304	378	306	457	392	379		541	682	1228	771	2160	273
40%		34%	47%	48%	39%	35%	49%	29%	30%	33%	31%	40%	35%	39%		32%	35%	49%	59%	42%	29%
Personal letters (e.g. to a friend or relative)	1147	180	967	236	912	586	561	183	183	172	128	201	149	122		375	390	472	271	915	220
16%		15%	27%	25%	17%	19%	18%	22%	22%	15%	15%	18%	20%	19%		22%	15%	19%	20%	16%	23%
Formal letters to organisations or individuals	1285	284	971	223	1032	666	584	151	166	248	159	256	153	122		317	406	531	276	985	250
20%		23%	20%	28%	19%		19%	18%	19%	22%	19%	23%	20%	19%		19%	21%	21%	20%	19%	26%
Payments for Bills/ invoices/ statements	832	258	677	201	732	504	428	145	178	167	124	145	104	71		321	291	320	174	714	207
15%		21%	14%	29%	14%		14%	18%	20%	15%	15%	13%	14%	11%		19%	15%	13%	13%	14%	22%
Smaller parcels - that will fit through a letterbox	1836	367	1440	449	1387	883	941	308	326	415	239	305	182	82		633	654	549	244	1435	374
30%		32%	29%	32%	26%	30%	30%	37%	35%	35%	25%	33%	23%	13%		32%	32%	22%	18%	28%	47%
Larger parcels - that will not fit through a letterbox	1648	302	1346	454	1193	740	903	269	262	334	224	287	150	121		531	558	569	272	1340	285
27%		23%	27%	33%	22%	28%	27%	31%	30%	32%	24%	28%	20%	19%		31%	32%	32%	20%	26%	37%
Items requiring a signature	980	256	722	254	726	499	481	120	170	216	151	183	90	50		290	367	323	140	756	208
16%		21%	13%	35%	14%	17%	15%	15%	20%	20%	13%	15%	12%	8%		18%	21%	13%	10%	15%	32%
Other important items which involve postal or delivery services	374	45	328	119	254	197	176	65	70	67	48	75	28	22		135	114	124	50	285	85
6%		4%	7%	18%	5%	7%	6%	8%	8%	6%	6%	7%	4%	3%		8%	6%	5%	4%	6%	9%
All Post	4462	893	3569	722	3740	2088	2367	560	613	809	594	819	573	494		1173	1403	1886	1067	3744	676
72%		72%	72%	81%	70%	69%	70%	68%	71%	72%	71%	72%	70%	70%		69%	72%	70%	77%	73%	72%
All Letter Post (Invitational greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3533	717	2817	524	3009	1648	1881	386	451	597	459	667	506	408		837	1056	1041	974	2995	509
57%		58%	57%	65%	56%	55%	56%	47%	52%	53%	53%	53%	51%	51%		50%	54%	53%	70%	58%	54%
Small & Large Parcels Combined	2488	495	1992	576	1911	1134	1348	409	400	525	328	421	242	162		609	654	825	404	1985	470
40%		40%	40%	71%	36%	36%	41%	40%	40%	41%	35%	37%	32%	26%		44%	44%	33%	25%	38%	55%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Invitations, greetings cards and postcards	2461	609	783	529	631	1292	1160	1400	1030	181	287	637	693	406	1617	186	2116	472	1886	93
40%		45%od	41%od	38%	37%	42%od	37%	38%	43%od	35%	39%	42%od	44%od	37%	42%od	35%	41%od	37%	41%od	32%
Personal letters (e.g. to a friend or relative)	1147	304	341	232	269	646	502	746	393	102	113	272	357	193	742	106	871	231	870	46
18%		27%od	18%	17%	16%	19%od	16%	20%od	16%	15%	18%	20%od	23%od	18%	19%	18%	19%	18%	18%	16%
Formal letters to organisations or individuals	1255	303	400	271	281	703	552	810	432	87	122	281	390	250	793	87	1108	284	927	44
20%		27%od	21%od	20%	16%	23%od	18%	22%od	18%	17%	17%	19%	23%od	24%od	21%od	16%	21%od	22%od	20%	15%
Payments for Bills/ invoices/ statements	932	218	279	217	218	498	435	644	280	77	106	225	277	147	608	81	791	198	700	34
4%		16%od	15%	16%	13%	18%od	14%	18%od	12%	15%	14%	15%	17%od	13%	16%	15%	15%	15%	15%	12%
Smaller parcels - that will fit through a letterbox	1636	436	582	402	413	1020	816	1337	478	116	168	404	574	407	1145	120	1610	351	1393	92
30%		38%od	36%od	29%od	24%	33%od	26%	35%od	26%	23%	23%	27%	32%od	31%od	26%od	22%	31%od	27%	30%	32%
Larger parcels - that will not fit through a letterbox	1648	370	504	394	380	873	774	1112	621	115	149	379	503	339	1031	116	1434	330	1245	73
27%		33%od	28%od	28%od	22%	39%od	25%	42%od	22%	20%	20%	25%od	27%od	27%od	22%od	22%	28%od	26%	27%	25%
Items requiring a signature	980	251	298	249	194	549	432	712	258	67	78	231	329	209	638	67	875	192	744	45
16%		32%od	19%od	18%od	11%	18%od	14%	17%od	11%	13%	11%	15%od	21%od	19%od	17%od	13%	17%od	15%	16%	16%
Other important items which involve postal or delivery services	374	108	115	56	96	222	151	275	95	26	33	111	117	62	261	26	333	94	258	21
6%		9%od	6%	4%	6%	7%od	5%	7%od	4%	5%	4%	7%od	7%od	6%	7%	5%	6%	7%	6%	7%
All Post	4462	909	1393	1006	1134	2322	2140	2757	1662	331	499	1076	1227	834	2802	341	3830	869	3402	190
72%		62%od	72%od	72%od	66%	76%od	69%	79%od	69%	64%	68%	72%od	77%od	72%od	72%od	64%	74%od	68%	74%od	66%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/invoices/ statements)	3533	742	1117	777	897	1860	1674	2107	1401	289	389	934	895	614	2268	275	3203	687	2711	135
57%		61%od	58%od	56%	52%	61%od	54%	57%od	58%	52%	54%	59%od	62%od	56%	59%od	52%	59%od	54%	59%od	47%
Small & Large Parcels Combined	2488	534	775	567	571	1349	1138	1714	751	163	227	567	754	538	1548	168	2175	482	1890	115
40%		91%od	86%od	81%od	33%	84%od	37%	87%od	31%	32%	31%	38%od	48%od	49%od	41%od	31%	42%od	38%	41%	40%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Merseyside (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/ Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	491	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Invitations, greetings cards and postcards	2451	2094	357	79	2103	181	112	55	93	268	193	189	216	201	287	350	245	27	155		
40%	40%	41%	41%	41%	41%	39%	38%	32%	37%	40%	38%	42%	40%	40%	39%	41%	40%	40%	34%		
Personal letters (e.g. to a friend or relative)	1147	975	172	42	970	101	65	26	49	122	65	74	94	107	172	170	117	15	87		
18%	18%	20%	20%	20%	19%	20%	17%	15%	18%	18%	13%	17%	17%	18%	21%	20%	22%	22%	18%		
Formal letters to organisations or individuals	1255	1080	175	36	1063	97	58	36	36	101	73	80	106	145	239	170	103	11	86		
20%	20%	20%	21%	21%	19%	20%	21%	21%	14%	15%	14%	15%	20%	20%	20%	20%	19%	16%	19%		
Payments for Bills/ invoices/ statements	932	805	128	21	803	63	44	23	23	119	49	64	82	102	169	121	64	7	56		
15%	15%	15%	15%	15%	16%	12%	10%	13%	9%	16%	10%	14%	15%	15%	21%	20%	12%	10%	12%		
Smaller parcels - that will fit through a letterbox	1636	1587	249	55	1577	134	74	50	68	224	133	117	172	170	326	219	149	13	121		
30%	30%	29%	33%	33%	30%	26%	25%	29%	27%	32%	26%	26%	32%	30%	40%	26%	20%	20%	27%		
Larger parcels - that will not fit through a letterbox	1648	1372	275	59	1390	134	75	48	48	217	136	115	154	141	230	214	134	20	115		
27%	26%	32%	36%	36%	27%	26%	26%	28%	19%	32%	27%	26%	28%	26%	25%	25%	29%	29%	29%		
Items requiring a signature	980	862	119	25	832	75	52	22	21	109	63	63	83	97	225	98	65	9	65		
16%	16%	14%	15%	16%	14%	14%	17%	13%	8%	16%	13%	14%	17%	17%	25%	72%	12%	14%	18%		
Other important items which involve postal or delivery services	374	336	38	12	320	24	22	7	8	29	27	22	42	24	73	51	44	7	18		
6%	6%	4%	7%	6%	6%	5%	5%	4%	3%	4%	5%	5%	6%	4%	6%	6%	6%	6%	4%		
All Post	4462	3819	643	133	3798	348	202	114	164	505	366	329	400	434	611	586	402	47	301		
72%	72%	75%	75%	75%	72%	67%	69%	67%	65%	72%	72%	72%	72%	72%	70%	70%	70%	71%	67%		
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3533	3022	511	105	3010	273	164	87	133	381	268	263	336	374	475	483	318	40	233		
57%	57%	59%	63%	63%	53%	56%	51%	51%	53%	56%	63%	59%	56%	48%	59%	59%	59%	60%	52%		
Small & Large Parcels Combined	2468	2125	362	80	2111	200	108	69	84	311	198	166	229	217	399	300	207	24	176		
40%	40%	42%	49%	41%	39%	36%	40%	40%	34%	48%	39%	37%	42%	38%	49%	36%	39%	38%	39%		

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Table 170

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	3716	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Invitations, greetings cards and postcards	2461	950	1000	1434	1483	950	57	325	1000	83	917	1079	964	230	142	20	2054	102	1143	844	248	139	64	1167	204	764	1697
-40%		39%	46% ab	41%	46% ac	39%	36%	43%	46%	39%	51% ab	63% amnoq	49% mnnoq	29% oa	24% o		46% amnoq	29% o	44% stuv	37%	36%	39%	38%	49% z	38%	62% z	36%
Personal letters (e.g. to a friend or relative)	1147	505	367	771	633	505	38	135	367	38	177	507	475	96	59	9	982	68	570	422	94	42	15	992	57	464	683
Formal letters to organisations or individuals	1255	527	398	632	644	527	27	134	398	37	200	433	629	136	71	25	1019	96	574	434	111	57	26	1029	82	428	827
-20%		20%	24% ab	17%	24% ab	20%	20%	24% ab	17%	18%	17%	24% amnoq	22% mnnoq	13% oa	12%	10%	23% amnoq	12%	22% stuv	21% z	16%	16%	14%	22% stuv	15%	38% z	16%
Payments for bills/ invoices/ statements	922	454	235	671	451	454	23	99	235	26	111	342	433	102	46	7	775	96	436	359	75	37	22	759	58	377	555
-15%		19% ab	11%	19% ab	14% ab	19% ab	14%	13%	11%	12%	11%	13% amnoq	13% mnnoq	12% oa	9% o	3%	13% amnoq	7%	13% stuv	18% stuv	11%	10%	13%	14% stuv	11%	29% z	12%
Smaller parcels - that will fit through a letterbox	1636	788	587	1171	970	788	36	159	587	52	196	643	804	211	139	40	1446	179	939	709	119	56	14	1648	70	595	1241
-30%		13% ab	27%	24% ab	30%	22%	21%	21%	21%	24%	19%	32% amnoq	32% mnnoq	26% o	24%	76%	32% amnoq	22%	36% stuv	31% stuv	17% z	16%	8%	24% stuv	13%	29% z	27%
Larger parcels - that will not fit through a letterbox	1648	693	557	1008	872	693	40	173	557	55	237	595	684	186	138	45	1278	183	902	602	93	40	11	1504	51	488	1160
-27%		29%	26%	29%	27%	29% ab	25%	23%	26%	26%	23%	29% amnoq	29% mnnoq	23%	24%	18%	28% amnoq	22%	39% stuv	26% stuv	14% z	11%	6%	31% stuv	10%	32% z	25%
Items requiring a signature	980	497	249	710	491	497	21	98	249	25	94	362	443	93	66	15	805	82	497	385	56	32	11	892	43	344	636
-16%		21% ab	11%	20% ab	14% ab	21% ab	13%	13%	11%	12%	9%	18% amnoq	19% mnnoq	12%	11%	6%	18% amnoq	10%	19% stuv	17% stuv	8%	9%	6%	18% stuv	8%	23% z	14%
Other important items which involve postal or delivery services	374	196	100	264	168	196	10	31	100	14	41	136	164	45	23	6	300	29	165	154	34	16	4	320	20	188	186
-6%		7% ab	5%	7% ab	5%	7% ab	6%	4%	6%	5%	4%	7% ab	7% ab	6%	4%	2%	7% ab	4%	6%	7% ab	5%	4%	2%	7% ab	4%	11% z	4%
All Post	4462	1815	1648	2647	2480	1815	107	535	1648	142	786	1622	1868	509	355	99	3400	454	2023	1667	419	225	109	3699	334	1231	3231
-72%		73%	76%	76%	76%	72% ab	67%	70%	70% ab	67%	61%	63% amnoq	63% mnnoq	47% oa	43% o	40%	63% amnoq	43% o	63% stuv	63% stuv	52%	43%	41%	63% stuv	42%	61% z	70%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for bills/ invoices/ statements)	3533	1462	1318	2157	2013	1462	88	458	1318	112	689	1400	1497	364	219	45	2896	284	1604	1278	351	194	98	2882	282	1051	2482
-57%		61%	61%	62%	62%	61%	55%	60%	61%	53%	66% ab	69% amnoq	60% mnnoq	40% oa	37% o	18%	64% amnoq	32% o	62% stuv	55%	52%	52%	55%	59% stuv	53%	69% z	53%
Small & Large Parcels Combined	2488	1058	830	1533	1305	1058	47	248	830	77	333	877	1057	281	207	65	1934	272	1284	956	158	71	18	2240	89	717	1770
-40%		44% ab	38%	44% ab	42%	44% ab	29%	33%	38% ab	35%	32%	44% amnoq	43% mnnoq	35% oa	35% o	26%	43% amnoq	33%	49% stuv	42% stuv	23% z	20% z	10%	48% stuv	17%	47% z	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	2451	152	2281	13	714	1644	84	2331	53	21	38	2406	6
40%		37%	39%	37%	42% ^f	39% ^f	30%	40%	45%	27%	59% ^{gh}	40%	36%
Personal letters (e.g. to a friend or relative)	1147	89	1048	18	355	735	58	1065	45	20	11	1130	6
19%		26% ^h	18%	25%	21% ^h	18%	18%	18%	38% ^{gh}	33% ^{gh}	17%	19%	28%
Formal letters to organisations or individuals	1255	89	1160	7	330	823	50	1105	69	19	5	1242	+
20%		36% ^h	20%	16%	23% ^{ef}	20%	16%	20%	42% ^{gh}	37%	8%	31% ^h	1%
Payments for Bills/ invoices/ statements	922	58	855	8	259	631	42	850	47	17	18	814	-
15%		35% ^h	15%	22%	15%	15%	13%	14%	48% ^{gh}	39% ^{gh}	39% ^{gh}	15%	-
Smaller parcels - that will fit through a letterbox	1636	100	1720	16	486	1268	82	1771	44	12	6	1827	3
30%		30%	30%	39%	29%	30%	26%	30%	32% ^h	21%	10%	32% ^h	14%
Larger parcels - that will not fit through a letterbox	1648	84	1552	12	470	1105	72	1600	29	13	+	1642	5
27%		25%	27%	29%	28%	26%	23%	27%	29% ^h	23%	+	27% ^h	24%
Items requiring a signature	980	70	902	8	276	662	42	938	28	9	1	975	4
16%		21% ^h	16%	20%	16%	16%	13%	16%	24% ^h	16% ^h	2%	16% ^h	17%
Other important items which involve postal or delivery services	374	39	330	7	136	216	20	349	17	7	1	373	-
6%		11% ^h	6%	13% ^h	1% ^h	9%	6%	6%	13% ^h	13% ^h	1%	6%	-
All Post	4462	267	4165	30	1232	3020	200	4266	96	38	50	4420	11
72%		39% ^h	72%	73%	67% ^f	69% ^f	64%	72%	82%	67%	76%	72%	52%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3533	234	3279	20	1001	2388	145	3349	90	38	47	3477	10
57%		19% ^h	57%	48%	60% ^f	67% ^f	46%	57%	77% ^{gh}	66%	71% ^g	57%	45%
Small & Large Parcels Combined	2488	133	2336	19	659	1712	106	2413	49	14	6	2476	5
40%		40%	40%	47%	40%	41%	34%	41% ^h	42% ^h	24%	10%	41% ^h	25%

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghijkl
* small base, ** very small base (under 30) ineligible for sig testing

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Quarter				Month													
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)		
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501		
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521		
Effective Base	3716	929	944	923	916	305	314	310	320	303	300	322	316	307	292	317	312		
Invitations, greetings cards and postcards	2461	584	682	630	555	182	203	199	217	189	227	233	187	210	199	193	164		
40%		38%	44% ^{adj}	41% ^{adj}	36%	37%	38%	38%	41% ^{adj}	37%	46% ^{adj} ^{klmno}	45% ^{adj} ^{klmno}	36%	42% ^{adj}	39% ^{adj}	38%	32%		
Personal letters (e.g. to a friend or relative)	1147	259	335	265	290	68	92	99	115	111	109	91	87	86	90	110	90		
19%		17%	22% ^{adj}	17%	19%	14%	17%	17%	23% ^{adj}	22% ^{adj}	22% ^{adj}	17%	16%	17%	18%	21% ^{adj}	17%		
Formal letters to organisations or individuals	1255	333	318	304	300	90	122	121	111	123	84	88	101	116	89	119	92		
20%		21%	21%	20%	20%	18%	23%	23%	21%	24% ^{adj}	17%	17%	19%	23%	18%	23% ^{adj}	18%		
Payments for Bills/ invoices/ statements	932	242	239	227	225	66	93	82	87	82	70	64	65	99	68	74	83		
15%		16%	16%	15%	15%	14%	18%	16%	16%	16%	14%	12%	12%	20% ^{adj}	14%	14%	16%		
Smaller parcels - that will fit through a letterbox	1838	455	495	450	436	122	154	180	145	175	175	136	170	144	132	158	148		
30%		29%	32%	29%	28%	25%	29%	34% ^{adj}	27%	34% ^{adj}	30% ^{adj}	26%	33% ^{adj}	29%	26%	31%	28%		
Larger parcels - that will not fit through a letterbox	1648	405	439	407	398	96	150	158	132	154	153	143	128	136	124	182	111		
27%		26%	29%	26%	26%	20%	29% ^{adj}	30% ^{adj}	25%	30% ^{adj}	31% ^{adj}	29%	25%	27% ^{adj}	25%	32% ^{adj}	21%		
Items requiring a signature	980	264	280	223	214	59	93	112	71	112	97	67	81	74	55	93	66		
16%		17%	18% ^{adj}	14%	14%	12%	17% ^{adj}	21% ^{adj} ^{klmno}	13%	22% ^{adj} ^{klmno}	20% ^{adj} ^{klmno}	13%	16%	15%	11%	18% ^{adj}	13%		
Other important items which involve postal or delivery services	374	83	126	85	80	21	34	28	40	29	26	24	25	36	17	26	17		
6%		5%	8% ^{adj}	6%	5%	4%	6%	5%	8% ^{adj}	6% ^{adj}	5%	5%	5%	7% ^{adj}	3%	5%	4% ^{adj}		
All Post	4462	1114	1154	1091	1103	343	396	374	376	380	358	370	371	351	365	374	365		
72%		72%	76% ^{adj}	72%	72%	70%	74%	71%	71%	72%	70% ^{adj} ^{klmno}	71%	72%	70%	72%	73%	70%		
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3633	883	934	883	834	266	324	293	307	298	330	298	293	292	282	295	256		
57%		57%	61% ^{adj}	57%	54%	54%	61% ^{adj}	56%	58% ^{adj}	59% ^{adj}	67% ^{adj} ^{klmno} ^{klmno}	66% ^{adj} ^{klmno}	57%	58% ^{adj}	56% ^{adj}	58% ^{adj}	49%		
Small & Large Parcels Combined	2488	608	653	630	597	162	212	234	202	232	219	218	215	197	183	221	193		
40%		39%	43%	41%	39%	33%	40%	44% ^{adj}	38%	46% ^{adj}	44% ^{adj}	42% ^{adj}	41% ^{adj}	39%	36%	43% ^{adj}	37%		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Table 171

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	609	1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	799	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	1.42	1.38	1.43	1.23	1.45	1.15	1.69	0.74	0.88	0.93	1.10(g)	1.74(g)(i)	2.09(g)(i)	2.39(g)(i)(k)	0.81	1.06	2.16(m)	2.90(m)(p)	1.96	0.68
Personal letters (e.g. to a friend or relative)	0.36	0.32	0.37	0.63(b)	0.33	0.38	0.35	0.47(g)(i)	0.43(g)	0.30	0.24	0.31	0.36	0.21(j)(k)	0.48(g)	0.28	0.37(b)	0.43(b)	0.35	0.46
Formal letters to organisations or individuals	0.40	0.48	0.37	0.58(d)	0.37	0.41(f)	0.35	0.44	0.36	0.42	0.36	0.44	0.32	0.41	0.40	0.39	0.39	0.36	0.36	0.99
Payments for Bills/ invoices/ statements	0.33	0.42(b)	0.31	0.58(d)	0.30	0.37	0.30	0.30(k)(m)	0.55(j)(m)	0.37(m)	0.26	0.27	0.24	0.21	0.47(g)(p)	0.33(g)	0.24	0.23	0.31	0.46
Smaller parcels - that will fit through a letterbox	0.91	1.40	0.77	2.08	0.59	1.07	0.76	0.52(m)	0.91(k)(m)	1.58(m)	0.61(m)	0.66(m)	0.71	0.25	0.91(g)(p)	1.34(p)	0.57	0.50	0.78	0.84
Larger parcels - that will not fit through a letterbox	0.66	0.67	0.65	1.98	0.46	0.80	0.71	0.77(m)	0.64(m)	0.72(m)	0.74	0.68(m)	0.53	0.40	0.70(g)	0.74	0.57	0.47	0.66	0.56
Items requiring a signature	0.36	0.45	0.34	1.09	0.25	0.40	0.32	0.22(m)	0.48(m)	0.49(m)	0.56	0.34(m)	0.21	0.13	0.41(g)	0.47	0.25	0.17	0.34	0.46
Other important items which involve postal or delivery services	0.12	0.06	0.13(a)	0.34(d)	0.08	0.13	0.10	0.23(j)(m)	0.14(m)	0.10	0.08	0.12	0.05	0.06	0.18(g)(p)	0.06	0.08	0.05	0.11	0.15
All Post	4.56	5.25	4.38	9.49	3.83	4.53	4.58	4.28	4.40	5.13	3.96	4.55	4.51	4.96	4.34	4.63	4.64	4.72	4.45	4.22
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.51	2.61	2.49	9.01(d)	2.44	2.33	2.58	2.04	2.22	2.02	1.97	2.73(g)	3.52(g)(i)	4.12(g)(i)(k)	2.13	2.00	3.17(m)	3.53(m)	2.57	2.21
Small & Large Parcels Combined	1.57	2.15(b)	1.43	5.06(d)	1.05	1.67	1.47	1.68(m)	1.58(m)	2.61(m)	1.34	1.34(m)	1.24	0.65	1.62(g)(p)	2.07(g)(p)	1.14	0.97	1.44	1.40

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Table 171

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Invitations, greetings cards and postcards	1.42	1.65cd	1.66d	1.37	1.23	1.48f	1.29	1.12	1.93g	1.41	1.18	1.63gh	1.74gh	1.15	1.45gh	1.46	1.45	1.21	1.61gh	0.99
Personal letters (e.g. to a friend or relative)	0.36	0.53bcd	0.35	0.32	0.31	0.41f	0.31	0.37	0.35	0.35	0.38	0.32	0.43gh	0.36	0.38h	0.35	0.37	0.35	0.36	0.42
Formal letters to organisations or individuals	0.40	0.58bcd	0.38	0.37	0.30	0.46f	0.34	0.48h	0.33	0.32	0.29	0.35	0.50gh	0.47h	0.40i	0.31	0.41	0.42	0.40	0.27
Payments for Bills/ invoices/ statements	0.33	0.42bcd	0.30	0.36	0.29	0.34	0.32	0.46h	0.24	0.31	0.31	0.34	0.40	0.30	0.36	0.31	0.34	0.35	0.33	0.23
Smaller parcels - that will fit through a letterbox	0.91	1.03c	1.27	0.64	0.65	1.10f	0.65	0.58h	0.51	0.55	0.55	0.74	0.90i	0.95	0.77	0.55	0.84	0.92	0.76	1.27j
Larger parcels - that will not fit through a letterbox	0.66	0.53cd	0.66	0.60	0.52	0.76f	0.56	0.72h	0.54	0.60	0.63	0.66	0.76	0.62	0.70	0.58	0.67	0.78	0.61	0.80
Items requiring a signature	0.36	0.57	0.57g	0.36d	0.22	0.44	0.28	0.45h	0.20	0.30	0.39	0.35	0.44	0.37	0.40	0.29	0.38	0.47	0.33	0.37
Other important items which involve postal or delivery services	0.12	0.18bcd	0.11	0.08	0.10	0.14f	0.09	0.19h	0.07	0.09	0.11	0.13	0.15	0.10	0.13	0.09	0.12	0.16	0.10	0.14
All Post	4.56	5.57cd	4.94d	4.09	3.63	5.29f	3.84	4.59	4.16	3.95	3.84	4.42	5.31gh	4.32	4.68	3.94	4.58	4.65	4.41	5.48i
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.51	3.18bcd	2.53	2.42	2.14	2.77f	2.27	2.33	2.64g	2.39	2.16	2.54	3.07gh	2.27	2.69i	2.43	2.57	2.32	2.61	1.91
Small & Large Parcels Combined	1.57	1.94cd	1.94	1.24	1.17	1.94f	1.20	1.67h	1.05	1.16	1.18	1.40	1.66i	1.57	1.47	1.13	1.51	1.70	1.37	4.07j

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Table 171

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Invitations, greetings cards and postcards	1.42	1.41	1.47	2.52ab	1.43	1.38	1.40	1.36	1.29	1.25a	1.17	1.18	1.19	1.74jklm	0.98	2.14ijklm	1.71jklm	1.88lm	1.29	
Personal letters (e.g. to a friend or relative)	0.36	0.35	0.43a	0.54a	0.37	0.38	0.32	0.27	0.42	0.33	0.28	0.32	0.37	0.36	0.32	0.45ijkla	0.46ijkla	0.55a	0.36	
Formal letters to organisations or individuals	0.40	0.40	0.40	0.56	0.39	0.40	0.42	0.45	0.27	0.24	0.25	0.34	0.36	0.48ijklp	0.67hijklpqr	0.40ij	0.31	0.28	0.42j	
Payments for Bills/ invoices/ statements	0.33	0.33	0.35	0.28	0.34	0.25	0.34	0.25	0.19	0.42a	0.24	0.27	0.33	0.37a	0.51aijklpqr	0.30	0.26	0.22	0.26	
Smaller parcels - that will fit through a letterbox	0.91	0.91	0.88	1.08	0.92	0.91	0.76	0.79	0.66	1.26	0.60	0.55	0.57ijklp	0.73	0.81a	1.53	0.60	0.71	0.94	
Larger parcels - that will not fit through a letterbox	0.66	0.60	0.89a	1.58a	0.65	0.55	0.67	1.30a	0.46	0.72a	0.54	0.58	0.58lmn	0.53	0.58	0.76	0.69	0.61	0.55	
Items requiring a signature	0.36	0.35	0.45	1.56a	0.35	0.35	0.33	0.88a	0.19	0.28	0.26	0.28	0.44op	0.27	0.51aijklmnopq	0.33	0.24	0.33	0.36	
Other important items which involve postal or delivery services	0.12	0.12	0.07	0.11	0.12	0.09	0.16a	0.07	0.06	0.07	0.11	0.09	0.16lmn	0.05	0.19lmn	0.10	0.18lmnqr	0.27lmnop	0.06	
All Post	4.56	4.48	5.04	7.73a	4.56	4.33	4.40	5.36	3.56	4.53	3.45	3.62	4.62	4.63	4.68a	6.00	4.42	4.95	4.24	
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.51	2.49	2.65	3.90ab	2.53	2.42	2.48	2.33	2.18	2.21	1.94	2.11	2.27	2.94a	2.49	3.30ijkl	2.72	3.03	2.33	
Small & Large Parcels Combined	1.57	1.52	1.88	2.67	1.57	1.47	1.43	2.09	1.13	1.97	1.13	1.13	1.77ijkl	1.26	1.39	2.28	1.29	1.32	1.49	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Table 171

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Invitations, greetings cards and postcards	1.42	1.06	2.80ac	1.24a	1.88ac	1.60c	0.68	1.21f	2.00	1.50	2.99ac	2.16mmnqg	1.23mmnq	0.87mnq	0.53c	0.22	1.16mmnqg	0.91c	1.58ac	1.36	1.54c	1.22c	0.80	1.41vc	1.14c	1.74c	1.31		
Personal letters (e.g. to a friend or relative)	0.36	0.40	0.35	0.42b	0.39	0.45b	0.36	0.31	0.35	0.32	0.41	0.54mmnqg	0.34mmnq	0.23nq	0.17b	0.06	0.43mmnqg	0.14b	0.43buvx	0.36vx	0.23	0.29	0.22	0.39buvx	0.27	0.59c	0.29		
Formal letters to organisations or individuals	0.40	0.50bc	0.32	0.48bd	0.36	0.55g	0.26	0.31	0.32	0.39	0.33	0.48mmnqg	0.42nq	0.31nq	0.20	0.13	0.48mmnq	0.18	0.48buvx	0.40c	0.31	0.27	0.19	0.43vx	0.24	0.52c	0.35		
Payments for Bills/ invoices/ statements	0.33	0.44bc	0.19	0.45bd	0.29b	0.44g	0.27	0.30	0.19	0.24	0.17	0.46nq	0.34nq	0.32nq	0.21b	0.04	0.37nq	0.16	0.59	0.32	0.24	0.33	0.17	0.35	0.28	0.58c	0.25		
Smaller parcels - that will fit through a letterbox	0.91	1.10	0.78	1.06	0.84	1.10	0.62	0.57	0.78	0.59	0.46	0.97	1.02	0.79	0.56	0.59	1.00	0.57	1.41a	0.62bc	0.38	0.38	0.55	1.04	0.44	1.03	0.87		
Larger parcels - that will not fit through a letterbox	0.66	0.66	0.69	0.67	0.69	0.66	0.63	0.50	0.69	0.66	0.62	0.73nq	0.72	0.45	0.55	0.42	0.72	0.51	0.94buvx	0.96buvx	0.29	0.18	0.20	0.76bdn	0.19	0.94c	0.60		
Items requiring a signature	0.36	0.43	0.30	0.42	0.34	0.45g	0.25	0.22	0.30	0.27	0.18	0.38nq	0.45	0.21b	0.24a	0.08	0.42	0.19	0.51	0.29vx	0.17	0.19	0.13	0.41	0.17	0.58b	0.29		
Other important items which involve postal or delivery services	0.12	0.17bc	0.07	0.18bd	0.09	0.17g	0.13	0.07	0.07	0.10	0.06	0.14nq	0.12q	0.10q	0.06	0.03	0.13nq	0.05	0.12	0.13	0.10	0.10	0.03	0.12	0.07	0.20a	0.07		
All Post	4.56	4.75	4.70	4.91	4.88	4.75g	3.20	3.49	4.70	4.05	4.81	0.62mmnqg	4.73mmnqg	3.29nq	2.62b	1.57	0.22mmnqg	2.31	0.62buvx	4.02vx	3.06	3.05	2.27	4.98buvx	2.79	0.21c	4.01		
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.51	2.40	2.85a	2.60	2.92a	2.40f	1.57	2.13	2.86	2.44	3.49f	0.59mmnqg	2.42mmnq	1.72nq	1.21b	0.45	2.94mmnqg	0.99c	2.83buvx	2.42	2.12	2.21	1.36	2.64vx	1.93	0.62c	2.19		
Small & Large Parcels Combined	1.57	1.76	1.46	1.73	1.53	1.76	1.25	1.07	1.46	1.25	1.08	1.70a	1.74	1.24	1.11	1.01	1.72	1.08	2.36bdn	1.18bc	0.67	0.56	0.76	1.80bdn	0.62	1.87	1.47		

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Table 171

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	1.42	1.60	1.40	0.50	1.62	1.37	1.04	1.41	2.22	0.94	1.69	1.42	0.67
Personal letters (e.g. to a friend or relative)	0.36	0.42	0.36	0.58	0.43	0.33	0.37	0.35	0.73	0.76	0.31	0.36	1.00
Formal letters to organisations or individuals	0.40	0.46	0.39	0.32	0.46	0.37	0.37	0.39	0.57	0.43	0.09	0.40	0.01
Payments for bills/ invoices/ statements	0.33	0.39	0.33	0.44	0.36	0.33	0.29	0.31	1.12	0.53	0.46	0.33	0.00
Smaller parcels - that will fit through a letterbox	0.91	0.68	0.92	0.96	0.77	0.81	0.62	0.91	1.33	0.61	0.18	0.91	1.55
Larger parcels - that will not fit through a letterbox	0.66	0.52	0.67	0.62	0.79	0.60	0.74	0.67	0.54	0.62	0.01	0.66	0.49
Items requiring a signature	0.36	0.40	0.36	0.28	0.46	0.32	0.32	0.36	0.45	0.16	0.02	0.36	0.17
Other important items which involve postal or delivery services	0.12	0.18	0.11	0.20	0.16	0.09	0.15	0.11	0.26	0.12	0.05	0.12	0.00
All Post	4.56	5.02	4.53	3.89	5.68	4.21	6.36	4.52	7.42	4.16	3.00	4.57	3.88
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for bills/ invoices/ statements)	2.51	3.22	2.48	1.84	2.87	2.41	2.07	2.47	4.16	2.65	2.73	2.51	1.68
Small & Large Parcels Combined	1.57	1.20	1.59	1.58	1.57	1.40	1.16	1.58	1.95	1.23	0.19	1.58	2.03

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Table 171

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Invitations, greetings cards and postcards	1.42	0.89	0.47acd	1.53acd	0.80	1.92gdp	0.92g	0.74	1.04gdp	1.04gdp	0.54efghklmnop	0.22ghklmnopq	0.75	1.23fghpqr	0.76	0.87	0.77				
Personal letters (e.g. to a friend or relative)	0.36	0.32	0.45acd	0.34	0.33	0.23	0.36an	0.32a	0.38anp	0.47efhnpq	0.51efhnpq	0.38an	0.30	0.36an	0.26	0.45acd	0.29				
Formal letters to organisations or individuals	0.40	0.43	0.42	0.35	0.38	0.33	0.53klm	0.42	0.43	0.55klm	0.28	0.27	0.33	0.40jk	0.33	0.40jk	0.37				
Payments for Bills/ invoices/ statements	0.33	0.37	0.33	0.34	0.29	0.33	0.40n	0.31	0.35	0.35	0.28	0.27	0.27	0.40ghklm	0.23	0.29	0.34				
Smaller parcels - that will fit through a letterbox	0.91	0.82	1.44	0.75	0.63	0.49	0.77an	1.16	2.13	0.58an	1.28an	0.65	1.00	0.61	0.46	0.78an	0.65				
Larger parcels - that will not fit through a letterbox	0.66	0.66	0.78d	0.63	0.59	0.46	0.92an	0.68n	0.61	0.92cdnp	0.84cdnp	0.52	0.76	0.60	0.43	0.92cdnp	0.50				
Items requiring a signature	0.36	0.37	0.37	0.37	0.32	0.29	0.40n	0.38n	0.30	0.51np	0.32	0.30	0.50	0.31	0.22	0.48n	0.29				
Other important items which involve postal or delivery services	0.12	0.09	0.17acd	0.11	0.09	0.06	0.12	0.09	0.11n	0.24ghnpqr	0.16n	0.12	0.10	0.11	0.05	0.12	0.10				
All Post	4.66	3.96	5.40acd	4.63d	3.43	3.22	4.40npq	4.93n	5.32	4.94npq	5.29ghklmnop	5.12npq	3.99	5.93n	2.73	4.20npq	3.32				
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.91	2.02	3.67acd	2.87acd	1.80	1.92	2.20n	1.83	2.18n	2.37n	4.00ghklmnop	3.84ghklmnopq	1.65	2.34ghp	1.58	2.20n	1.77				
Small & Large Parcels Combined	1.57	1.48	2.10d	1.38	1.22	0.95	1.50an	1.85	2.73	1.78anp	2.12cdanp	1.17	1.75	1.21	0.89	1.50an	1.15				

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Table 172

Base : All sending at least one of each type of post

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	609	1008	1039	2013	1461	5468	644
Weighted Base	6160	1233	4927	799	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	3.57	4.10	3.47	2.57	3.79c	3.29	3.78	2.58	2.50	2.77	3.00	4.28h	4.05gkl	4.96pml	2.54	2.87	4.42no	4.90no	3.71r	2.36
Personal letters (e.g. to a friend or relative)	1.95	2.20	1.91	2.08	1.92	1.95	1.96	2.10	1.93	1.98	1.57	1.72	1.86	2.62	2.01	1.80	2.00	2.20	1.95	1.96
Formal letters to organisations or individuals	1.84	2.11	1.90	2.05	1.92	1.97	1.91	2.42kl	1.90	1.89	1.89	1.93	1.58	2.09	2.15	1.89	1.87	1.81	1.88	2.23r
Payments for Bills/ invoices/ statements	2.20	2.03	2.26	2.30	2.17	2.19	2.21	2.21	2.70lm	2.80p	1.76	2.07	1.78	1.84	2.46ps	2.18	1.93	1.80	2.21	2.18
Smaller parcels - that will fit through a letterbox	3.05	4.51	2.65	3.41b	2.28	3.61	2.52	2.45	2.44	5.07	2.12	2.46	3.31	1.90	2.44	3.99	2.63	2.83	2.80	2.12
Larger parcels - that will not fit through a letterbox	2.46	2.73	2.39	3.44d	2.08	2.44	2.48	2.35	2.13	2.46	2.74	2.67	2.68	2.08	2.24	2.57	2.54	2.41	2.55	1.85
Items requiring a signature	2.26	2.16	2.30	3.38e	1.87	2.41	2.11	2.22	2.47	2.05	3.08	2.07	1.77	1.65	2.37	2.47	1.92	1.73	2.29	2.11
Other important items which involve postal or delivery services	1.90	1.60	1.94	2.22	1.75	1.95	1.84	2.88hkl	1.79	1.72	1.47	1.87	1.28	1.75	2.31op	1.61	1.71	1.48	1.98	1.63
All Post	6.29	7.24	6.05	10.38f	5.50	6.53	6.08	6.29	6.23	7.11	5.54	6.28	5.98	6.30	6.26	6.45	6.19	6.13	6.14	5.88
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.38	4.49	4.36	4.53	4.36	4.26	4.49	4.36	4.27	3.80	3.57	4.65	4.85l	5.80h	4.31o	3.70	4.86o	5.51o	4.42	4.09
Small & Large Parcels Combined	3.88	5.28b	3.53	6.93u	2.96	4.44	3.42	3.39	3.37	5.57	3.41	3.61m	3.88	2.52	3.38	4.74	3.47	3.34	3.75	2.81

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Table 172

Base : All sending at least one of each type of post

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Invitations, greetings cards and postcards	3.57	3.68	3.66	3.60	3.36	3.67	3.47	2.93	4.45%	4.02	3.03	3.60	3.98	3.11	3.66	4.18	3.53	3.29	3.67	3.07
Personal letters (e.g. to a friend or relative)	1.95	1.96	1.95	1.88	2.01	1.95	1.95	1.84	2.13	1.79	2.45	1.76	1.92	2.03	1.94	1.76	1.95	1.94	1.92	2.61
Formal letters to organisations or individuals	1.94	2.18	1.84	1.91	1.87	1.99	1.89	2.00	1.83	1.89	1.73	1.87	2.03	2.01	1.93	1.89	1.92	1.88	1.97	1.78
Payments for Bills/ invoices/ statements	2.20	2.21	2.04	2.30	2.29	2.11	2.29	2.26	2.03	2.08	2.14	2.29	2.28	2.22	2.26	2.04	2.24	2.28	2.19	1.90
Smaller parcels - that will fit through a letterbox	3.05	2.64	4.18	2.19	2.73	3.52	2.46	2.68	2.54	2.46	2.40	2.75	2.48	2.57	2.56	2.43	2.70	3.35	2.50	10.25%
Larger parcels - that will not fit through a letterbox	2.46	2.84	2.52	2.11	2.36	2.66	2.23	2.30	2.49	2.76%	3.12	2.61%	2.40	2.01	2.58	2.68	2.41	3.05	2.26	3.15%
Items requiring a signature	2.26	2.61	2.35	1.98	2.02	2.47	2.00	2.22	1.89	2.32	3.70	2.30	2.10	1.94	2.37	2.32	2.27	3.18	2.02	2.40
Other important items which involve postal or delivery services	1.90	1.92	1.87	1.97	1.87	1.89	1.91	1.99	1.65	1.83	2.35	1.77	2.01	1.83	1.95	1.83	1.90	2.10	1.83	1.88
All Post	6.29	7.18%	6.79	5.63	5.52	6.95%	5.57	6.10	6.00	6.15	5.64	6.17	6.96%	5.69	6.38	6.16	6.19	6.87	5.94	9.62%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.38	4.86	4.33	4.32	4.11	4.54	4.21	4.06	4.85%	4.64	3.97	4.31	4.84%	4.07	4.52	4.71	4.37	4.34	4.41	4.06
Small & Large Parcels Combined	3.88	3.84	4.78	3.02	3.54	4.38	3.28	3.58	3.35	3.66	3.62	3.70	3.49	3.21	3.62	3.59	3.59	4.03%	3.33	10.14%

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Table 172

Base : All sending at least one of each type of post

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Invitations, greetings cards and postcards	3.57	3.58	3.56	5.32	3.52	3.93	3.69	4.23	3.46	3.03	3.08	2.79	2.99	3.81n	2.77	6.16ijn	3.68	4.93	3.75	
Personal letters (e.g. to a friend or relative)	1.95	1.91	2.16	2.17	1.96	1.96	1.88	1.73	2.18	1.84	2.22	1.92	2.13	1.94	1.53	2.23n	2.01	2.54	1.87	
Formal letters to organisations or individuals	1.94	1.94	1.95	2.61a	1.91	2.16	2.14	2.15	1.91	1.61	1.76	1.70	1.96	1.84	2.29p	1.98	1.61	1.68	2.22	
Payments for Bills/ invoices/ statements	2.20	2.18	2.33	2.25	2.21	2.09	2.26	1.89	2.16	2.43	2.42	1.89	1.93	2.08	2.46	2.11	2.12	2.24	2.07	
Smaller parcels - that will fit through a letterbox	3.05	3.06	3.31	3.02	3.51	3.02	3.02	2.71	2.43	3.78	2.28	2.10	3.58kup	2.47	2.02	5.91	2.11	3.56	3.50	
Larger parcels - that will not fit through a letterbox	2.46	2.32	3.11	4.47a	2.40	2.13	2.63	4.55d	2.40	2.23	2.01	2.27	2.53j	2.15	2.03	2.98	2.72	2.07	2.14	
Items requiring a signature	2.26	2.13	3.25	7.20	2.15	2.45	1.88	6.91d	2.26	1.77	2.11	2.02	2.53om	1.62	2.20	2.56m	1.93	2.31	2.47	
Other important items which involve postal or delivery services	1.90	1.93	1.66	1.49	1.89	1.90	2.07	1.61	1.79	1.51	2.03	1.94	2.04	1.29	2.14	1.63	2.13	2.77	1.57	
All Post	6.29	6.21	6.77	6.74a	6.22	6.43	6.42	6.62j	5.43	6.05	4.78	4.93	6.281a	5.98	6.291a	6.631a	5.81	7.09j	6.35	
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.38	4.37	4.46	6.59ab	4.36	4.58	4.46	4.59	4.11	3.91	3.68	3.59	4.02	4.53	4.24	6.6311a	4.52	5.03	4.50	
Small & Large Parcels Combined	3.88	3.78	4.46	5.57	3.84	3.79	3.93	5.16	3.34	4.29	2.90	3.05	4.191m	3.34	2.82	6.42	3.29	3.62	3.82	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Table 172

Base : All sending at least one of each type of post

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Invitations, greetings cards and postcards	3.57	2.70	4.32m	3.04	4.15m	2.70	1.91	2.85	4.33	3.83	5.08	4.58	3.34	3.03	2.56	2.76	3.72	2.59	3.57	3.71	3.67	3.38	2.20	3.63	3.01	3.45	3.63		
Personal letters (e.g. to a friend or relative)	1.95	1.91	2.03	1.92	2.00	1.91	1.52	1.78	2.03	1.78	2.41	2.14	1.78	1.88	1.72	1.68	1.97	1.72	1.98	1.91	1.65	2.49	2.49	1.95	2.49	1.95	1.96		
Formal letters to organisations or individuals	1.94	2.04	1.75	2.03	1.84	2.04	1.53	1.76	1.75	2.20	1.71	2.67	1.94	1.83	1.65	1.29	2.00	1.56	2.04	1.90	1.93	1.73	1.30	1.98	1.59	1.96	1.94		
Payments for Bills/ invoices/ statements	2.20	2.91b	1.74	2.55	2.08	2.31	1.85	2.31	1.74	1.97	1.62	2.98	1.96	2.54	2.52	1.47	2.14	2.40	2.30	2.03	2.16	3.20	1.31	2.17	2.48	2.33	2.11		
Smaller parcels - that will fit through a letterbox	3.05	3.36	2.87	3.17	2.83	3.36	2.78	2.73	2.87	2.44	2.47	3.04	3.16	2.98	2.36	3.65	3.11	2.64	3.92	2.02	2.19	2.43	6.96	3.10	3.55	2.63	3.25		
Larger parcels - that will not fit through a letterbox	2.46	2.29	2.66	2.33	2.57	2.29	2.53	2.22	2.66	2.52	2.76	2.46	2.61	1.93	2.32	2.29	2.55	2.31	2.73	2.14	2.15	1.62	3.20	2.49	1.97	2.63	2.38		
Items requiring a signature	2.26	2.11	2.64	2.09	2.37	2.11	1.92	1.73	2.64	2.25	1.97	2.13	2.53	1.81	2.07	1.26	2.35	1.92	2.69	1.76	2.03	2.10	1.98	2.29	2.07	2.56	2.10		
Other important items which involve postal or delivery services	1.90	2.05	1.62	2.02	1.75	2.05	2.15	1.65	1.62	1.52	1.60	2.14	1.81	1.84	1.41	1.23	1.96	1.37	1.87	1.90	1.99	2.17	1.24	1.88	1.99	2.05	1.75		
All Post	6.29	6.32	6.17	6.49	6.41	6.32	4.80	4.99	6.17	6.06	6.32	7.24m	6.30	5.16	4.30	3.91	6.72m	4.21	7.50m	5.56	4.97	4.86	3.70	6.92m	4.48	7.67	5.76		
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.38	3.95	4.69a	4.22	4.72b	3.95	2.85	3.55	4.69	4.61	5.31	5.17m	4.02	3.81	3.23	2.47	4.50m	3.10	4.60	4.37	4.11	4.29	2.47	4.50	3.66	5.06	4.09		
Small & Large Parcels Combined	3.88	4.00	3.82	3.95	3.82	4.00	4.25	3.29	3.82	3.44	3.42	3.92	4.09	3.51	3.13	3.83	4.01	3.30	4.78	2.84	2.90	2.81	7.50	3.95	3.76	3.97	3.84		

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Table 172

Base : All sending at least one of each type of post

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	3.57	4.18	3.54	1.63	3.80	3.48	3.47	3.57	4.51	2.56	3.26	3.58	1.84
Personal letters (e.g. to a friend or relative)	1.95	1.59	1.98	2.29	2.05	1.90	1.98	1.94	1.90	2.15	1.87	1.94	3.61
Formal letters to organisations or individuals	1.94	1.74	1.96	2.01	2.00	1.90	2.31	1.95	2.06	1.59	1.19	1.95	1.00
Payments for bills/ invoices/ statements	2.20	1.96	2.22	1.98	2.31	2.15	2.17	2.18	2.80	1.85	1.62	2.21	-
Smaller parcels - that will fit through a letterbox	3.05	2.28	3.10	2.45	2.67	2.65	11.43na	3.03	3.51	2.92	1.90	3.04	11.06
Larger parcels - that will not fit through a letterbox	2.46	2.09	2.48	2.16	2.82	2.25	3.18na	2.45	2.51	2.69	3.07	2.46	2.00
Items requiring a signature	2.26	1.94	2.29	1.41	2.81	2.02	2.40	2.29	1.84	1.00	1.21	2.27	1.00
Other important items which involve postal or delivery services	1.90	1.69	1.94	1.21	2.34na	1.65	2.27	1.91	1.86	1.00	4.73	1.89	-
All Post	6.29	6.33	6.29	5.36	5.91na	5.81	6.79na	6.25	9.05na	6.25	3.96	6.31	7.49
All Letter Post (Invitations, greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for bills/ invoices/ statements)	4.38	4.64	4.37	3.79	4.80	4.20	4.47	4.35	6.22na	4.00	3.83	4.39	3.74
Small & Large Parcels Combined	3.88	3.04	3.93	3.38	3.92	3.42	11.03na	3.85	4.66	5.11	1.97	3.67	8.24

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Table 172

Base : All sending at least one of each type of post

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Invitations, greetings cards and postcards	3.57	2.36	3.55ad	3.74ad	2.21	2.76ap	2.41	1.95	2.47n	2.70	3.91afghiklmnopqrs.5.6.7ghijklmnopqrs			2.07	2.95	1.93	2.30	2.46			
Personal letters (e.g. to a friend or relative)	1.95	1.95	2.08	1.99	1.77	1.70	2.07	2.00	1.81	2.14	2.29	2.14	1.76	2.08	1.48	2.09	1.68				
Formal letters to organisations or individuals	1.94	2.00	2.03	1.78	1.96	1.82	2.32	1.81	2.04	2.28b	1.66	1.61	1.71	1.97	1.84	1.96	2.07				
Payments for Bills/ invoices/ statements	2.20	2.38	2.11	2.34	1.95	2.44a		2.72a	1.97	2.17	2.16	1.97	2.23	2.17	2.51n		1.68	2.15			
Smaller parcels - that will fit through a letterbox	3.05	2.79	4.46	2.57	2.22	1.99	2.68a		3.41	7.79	2.54	3.62	2.47	3.04	2.11	1.73	2.83n		2.32n		
Larger parcels - that will not fit through a letterbox	2.46	2.53	2.64	2.37	2.27	2.33	2.59a		2.29	2.44	2.71n		2.74a	1.89	3.06	2.22	1.76	2.60n		2.36	
Items requiring a signature	2.26	2.20	2.05	2.56	2.31	2.38	2.73a		1.69	2.22	2.31	1.62	2.30	3.21	2.08	1.98	2.81aj		2.31		
Other important items which involve postal or delivery services	1.90	1.69	2.08	2.02	1.71	1.50	1.88	1.60	1.51	2.44	2.22	2.72	2.01	1.56	1.42	2.35	1.39				
All Post	6.29	5.51	5.52ad		5.36b	4.78	4.61	5.55a		5.52a	7.52n	5.43ap	11.46adghiklmnopqrs.7.1.2ap			5.58	5.92a		3.77	5.69a	4.74n
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.38	3.54	5.52ad		4.46a	3.32	3.54	5.52a		3.30	3.77n	4.56a	8.92aafghiklmnopqrs.5.1.6afghiklmnopqrs			2.91	4.37n		2.81	3.58a	3.61
Small & Large Parcels Combined	3.88	3.77	5.15	3.37	3.13	2.89	4.60a		4.17	7.20	3.70n		4.60a	2.77	4.23	3.09	2.45	3.77n		3.12	

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Yes	1142	82	1060	284	858	519	619	209	212	220	163	179	94	65	421	383	338	159	888	230	
	19%	7%	22%	30%	16%	17%	20%	25%	24%	20%	20%	16%	12%	10%	25%	20%	13%	11%	17%	24%	
No	4820	1141	3680	487	4333	2384	2420	563	623	868	636	925	653	562	1186	1905	2130	1205	4130	660	
	79%	33%	73%	62%	33%	80%	77%	68%	72%	63%	63%	63%	63%	63%	70%	67%	63%	63%	69%	69%	
I don't know	198	10	188	18	180	96	101	50	33	33	33	26	12	10	83	66	48	22	131	63	
	3%	1%	4%	2%	3%	3%	3%	6%	4%	3%	4%	2%	2%	2%	6%	2%	2%	2%	3%	7%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Yes	1142	219	341	244	338	559	582	700	137	157	283	295	171	735	143	923	327	762	53
19%	19%	18%	18%	20%	18%	19%	19%	19%	82% g	82% h	19%	19%	16%	19%	18%	18%	82% q	17%	18%
No	4820	868	1506	1105	1321	2394	2425	2792	356	561	1165	1263	900	2969	368	4105	920	3200	200
78%	78%	79%	80%	77%	78%	78%	78%	82% g	69%	77% i	78% j	78% k	82% l	78% n	69%	78% p	72%	81% r	70%
I don't know	198	30	66	35	66	96	101	118	22	14	53	46	29	114	23	147	36	127	34
3%	3%	3%	3%	4%	3%	3%	3%	3%	4%	2%	4%	3%	3%	3%	4%	3%	3%	3%	11% s

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Yes	1142	1002	140	32	995	69	47	31	40	147	97	72	120	111	169	169	71	9	60	
19%		19%	16%	19%	87% <i>a</i>	13%	16%	87% <i>a</i>	16%	87% <i>a</i>	87% <i>a</i>	16%	87% <i>a</i>	87% <i>a</i>	87% <i>a</i>	87% <i>a</i>	13%	13%	13%	
No	4820	4129	691	131	4059	437	241	134	201	507	397	367	405	449	596	655	433	58	379	
78%		78%	80%	78%	77%	84% <i>d</i>	82% <i>d</i>	78%	80% <i>d</i>	79%	78%	82% <i>d</i>	79%	78%	74%	78%	82% <i>d</i>	87% <i>d</i>	84% <i>d</i>	
I don't know	198	167	31	4	173	12	7	5	9	20	13	9	18	13	48	20	25	*	12	
3%		3%	4%	2%	3%	2%	2%	3%	4%	3%	3%	2%	3%	2%	8% <i>b</i>	2%	6%	1%	3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Table 175

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2806	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Yes	1142	441	416	675	650	441	40	110	416	99	167	305	409	130	97	18	394	118	500	409	110	49	12	968	61	1142	-		
No	16%	18%	19%	19%	20%	18%	23%	14%	16%	29%	16%	20%	20%	16%	17%	7%	20%	14%	31%	20%	16%	14%	7%	20%	17%	78%	-		
I don't know	4820	1907	1678	2730	2500	1907	107	638	1678	150	856	1587	1908	621	461	222	3495	684	2060	1753	528	301	154	3813	455	328	4492		
	78%	79%	78%	78%	77%	62%	67%	65%	78%	70%	52%	79%	77%	78%	79%	50%	78%	52%	79%	76%	77%	84%	57%	78%	83%	22%	67%		
	198	64	69	97	103	64	8	16	69	4	26	35	73	49	25	6	113	31	46	84	43	8	12	130	20	50	148		
	3%	3%	3%	3%	3%	3%	5%	2%	3%	2%	2%	2%	3%	6%	6%	4%	3%	3%	2%	4%	5%	2%	7%	3%	4%	3%	3%		

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Table 175

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
Yes	1142	86	1030	16	421	641	79	1075	35	17	12	1127	4
	79%	39%	18%	50%	25%	15%	25%	16%	30%	17%	10%	19%	17%
No	4820	224	4576	20	1189	3420	212	4642	73	39	53	4754	13
	78%	67%	79%	50%	71%	82%	68%	75%	62%	68%	81%	79%	60%
I don't know	198	16	177	5	65	111	21	181	10	1	1	192	5
	3%	5%	3%	12%	4%	3%	7%	3%	9%	1%	2%	3%	23%

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	507	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Yes	1142	253	343	279	267	80	85	87	110	111	122	85	92	101	92	104	72
	16%	16%	22% ^{ab}	18%	17%	16%	16%	17%	21% ^{ap}	22% ^{ap}	25% ^{afghij}	16%	16%	20% ^g	18%	20% ^g	14%
No	4820	1292	1148	1204	1216	396	434	422	413	381	354	414	408	381	398	392	426
	78%	83% ^{ab}	75%	78%	79% ^{ab}	76% ^{ab}	82% ^{ab}	80% ^{ab}	78%	75%	71%	80% ^{ab}	78%	78%	81% ^{ab}	77%	83% ^{ab}
I don't know	198	45	44	56	53	15	13	17	9	16	19	18	20	14	14	16	22
	3%	3%	3%	4%	3%	3%	3%	3%	2%	3%	4%	4%	3%	4%	3%	3%	4%

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?
BY QG2_3 Reduce the number of parcels you send so that you can afford essentials?

Table 176

Base : All participants

		QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?			
		Eff. Base			
Total		Yes	No	I don't know	
Unweighted Base	6160	6160	1031	4943	186
Weighted Base	6160	3716	1082	4880	198
Effective Base	3716	10210	636	2966	115
Yes	1142	685	849	265	28
	79%		78%	5%	74%
No	4826	2914	199	4561	60
	79%		78%	93%	30%
I don't know	198	118	33	54	110
	3%		3%	1%	86%

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?
BY QG2B_1 Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

		QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?		
		Yes	No	I don't know
Total	Eff Base			
Unweighted Base	6160	6160	1332	4669
Weighted Base	6160	3716	1380	4621
Effective Base	3716	10210	823	2795
Yes	1142	685	827	286
		16%	60%	6%
No	4820	2914	497	4271
		78%	36%	92%
I don't know	198	118	58	64
		3%	4%	1%

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Yes	776	54	721	229	546	419	354	167	169	157	104	112	43	23	336	261	178	67	585	177
	13%	4%	18%	25%	10%	14%	11%	26%	19%	14%	13%	10%	6%	4%	20%	13%	7%	5%	11%	19%
No	5221	1165	4055	542	4679	2528	2684	619	676	924	701	994	707	599	1294	1625	2301	1306	4452	724
	86%	33%	82%	69%	89%	84%	85%	75%	76%	82%	83%	83%	83%	81%	77%	83%	91%	85%	89%	77%
I don't know	165	13	151	19	146	63	102	36	23	41	27	24	9	5	59	69	38	14	121	42
	3%	1%	3%	2%	3%	2%	3%	4%	3%	4%	3%	2%	1%	1%	4%	2%	1%	1%	2%	6%

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Yes	775	104	204	176	368	407	571	193	95	84	205	201	127	490	99	630	213	526	36
13%	53%	17%	13%	11%	12%	13%	15%	8%	10%	17%	14%	13%	12%	12%	12%	12%	11%	11%	13%
No	8221	944	1670	1173	2614	2605	3005	2149	399	627	1256	1358	950	3240	413	4434	1038	3965	218
85%	83%	87%	85%	83%	86%	84%	82%	90%	77%	86%	84%	86%	86%	85%	77%	88%	81%	88%	76%
I don't know	165	28	39	35	68	97	93	56	21	22	40	26	23	88	22	111	32	98	34
3%	2%	2%	3%	2%	2%	3%	3%	2%	4%	3%	3%	2%	2%	2%	4%	2%	3%	2%	11%

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	369	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	670	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Yes	775	604	81	18	682	41	33	19	20	121	64	40	86	77	123	104	46	3	37	
	15%	14.5%	9%	17%	17.5%	8%	17%	17%	6%	33.8%	17%	9%	23.3%	21.5%	35.3%	32%	9%	3%	8%	
No	8221	4469	751	147	4355	464	257	145	219	540	432	393	434	485	660	726	466	64	400	
	85%	84%	87%	88%	84%	90.0%	87%	85%	88.0%	80%	85%	88%	80%	88%	81%	88.0%	88.0%	89.0%	89.0%	
I don't know	165	135	30	3	141	13	4	7	11	14	11	15	22	11	28	13	16	*	13	
	3%	3%	3%	2%	3%	2%	1%	4.0%	4.0%	2%	2%	3%	4.0%	2%	2%	2%	3%	*	3%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Table 178

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2806	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Yes	776	305	224	392	324	305	30	87	224	43	75	224	325	103	57	14	599	71	341	306	89	27	12	648	39	725	-		
No	821	2016	1892	2895	2771	2016	125	686	1892	165	957	1700	2109	658	508	228	3809	736	2225	1930	564	319	159	4155	478	697	4523		
I don't know	165	42	47	84	89	42	6	12	47	4	17	43	51	39	16	5	94	23	40	69	31	12	6	103	10	45	117		
		2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	2%	3%	6%	3%	2%	2%	3%	3%	3%	3%	

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Table 178

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
Yes	775	66	701	8	264	490	61	715	35	15	8	798	2
	73%	30%	12%	20%	18%	17%	23%	12%	30%	27%	12%	13%	7%
No	8221	258	4937	26	1357	3642	222	5047	69	39	56	5155	10
	85%	77%	85%	63%	81%	87%	71%	80%	59%	68%	89%	83%	46%
I don't know	165	12	146	7	54	81	29	136	13	3	2	152	10
	3%	4%	3%	17%	3%	2%	9%	2%	11%	6%	4%	3%	47%

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Table 178

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	943	944	921	305	314	310	320	303	300	322	318	307	292	317	312				
Yes	775	176	229	200	171	49	62	64	82	76	71	54	71	74	49	62	61				
	13%	11%	15%	13%	11%	10%	12%	12%	19%	15%	14%	10%	14%	15%	9%	12%	12%				
No	5221	1331	1267	1300	1322	427	463	440	440	416	411	456	431	413	447	433	442				
	85%	86%	83%	84%	87%	87%	87%	84%	83%	82%	83%	86%	83%	82%	86%	85%	86%				
I don't know	165	43	39	39	43	14	7	22	10	15	14	8	16	15	9	17	17				
	3%	3%	3%	3%	3%	3%	1%	4%	2%	3%	3%	2%	3%	3%	2%	3%	3%				

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?
BY QG2_4 Cut back on essentials so that you can afford to send the same number of parcels?

Table 179

Base : All participants

		QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?			
		Yes	No	I don't know	
Total	Eff. Base				
Unweighted Base	6160	6160	705	5285	170
Weighted Base	6160	3716	738	5241	181
Effective Base	3716	10210	445	3161	111
Yes	776	455	545	204	26
	13%		74%	4%	14%
No	6221	3158	174	4994	53
	85%		24%	95%	29%
I don't know	165	106	20	43	102
	3%		3%	1%	56%

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?
BY QG2B_2 Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Table 180

Base : All participants

		QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?			
Total		Yes	No	I don't know	
Unweighted Base	6160	806	5188	166	
Weighted Base	6160	806	5136	158	
Effective Base	3716	512	3110	95	
Yes	775	514	245	17	
	12%	59%	5%	17%	
No	5211	315	4831	74	
	85%	36%	84%	47%	
I don't know	165	37	61	67	
	3%	4%	1%	42%	

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Table 181

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3198	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Yes	1082	71	1011	278	804	508	569	222	220	227	147	145	75	46	442	374	266	121	811	259
	16%	6%	21% [a/b]	35% [c/d]	15%	17%	18%	27% [g/h]	26% [h/i]	25% [i/j]	18% [j/k]	13% [k/l]	10%	7%	26% [n/o]	19% [o/p]	11%	9%	16%	27% [r/s]
No	4880	1153	3726	488	4392	2419	2456	568	628	897	942	954	670	574	1182	1900	2108	1244	4210	627
	79%	54% [a/b]	76%	62% [c/d]	82% [e/f]	80%	76%	67% [g/h]	72% [h/i]	77% [i/j]	81% [j/k]	80% [k/l]	83% [l/m]	81% [m/n]	70% [n/o]	87% [o/p]	89% [p/q]	80% [q/r]	82% [s]	69%
I don't know	198	8	190	24	175	83	115	46	20	37	43	31	14	8	66	80	53	22	137	59
	3%	1%	4% [a/b]	3%	3%	3%	4%	9% [g/h]	2%	3% [i/j]	9% [j/k]	3%	2%	1%	4% [n/o]	4% [o/p]	2%	2%	3%	6% [r/s]

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Table 181

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Yes	195	322	243	322	517	565	753	319	122	144	266	301	165	711	125	896	312	714	56
18%	17%	17%	18%	19%	17%	18%	84% g	13%	6% h	6% h	18%	6% h	15%	18% h	6% h	17%	6% h	16%	19%
No	911	1525	1106	1337	2435	2443	2799	2012	374	665	1187	1260	905	2992	389	4131	935	3752	192
79%	80%	80%	80%	77%	80%	79%	78%	84% g	73%	77%	79% g	78% g	82% h	78% g	73%	80% g	73%	82% h	67%
I don't know	31	66	34	67	97	101	118	67	19	24	48	44	30	116	20	149	36	122	40
3%	3%	3%	2%	4%	3%	3%	3%	3%	4%	3%	3%	3%	3%	3%	4%	3%	3%	3%	14% g

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Yes	1082	950	132	25	944	61	47	29	33	136	93	63	105	104	189	155	66	5	66	
	16%	18%	13%	15%	81% a	12%	16%	61% a	12%	82% ab	61% ab	14%	79% ab	78% ab	81% ab	79% ab	13%	7%	12%	
No	4880	4185	694	140	4055	438	240	135	206	518	405	375	411	454	580	670	447	58	380	
	79%	79%	81%	83%	79%	85% ab	81%	80%	82% ab	77%	80% ab	84% ab	76%	79% ab	72%	79% ab	85% ab	81% ab	84% ab	
I don't know	198	163	36	3	168	18	7	5	11	21	10	9	26	15	41	18	15	4	14	
	3%	3%	4%	2%	3%	3%	3%	3%	4%	3%	2%	2%	7%	3%	7% a	2%	3%	5%	3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Table 181

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2806	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	118	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Yes	1082	432	369	659	595	432	30	100	368	55	137	369	472	139	89	14	839	102	466	444	114	43	11	810	55	1092	-
16%		18%	17%	17%	19%	18%	18%	22%	13%	17%	20%	19%	19%	17%	19%	6%	19%	12%	18%	19%	17%	72%	6%	19%	70%	74%	-
No	4880	1911	1735	2737	2562	1911	116	642	1735	154	892	1602	1937	626	475	223	3539	698	2077	1781	537	305	158	3858	462	381	4499
79%		79%	80%	78%	79%	79%	72%	73%	79%	73%	80%	79%	78%	78%	81%	69%	79%	84%	80%	77%	79%	89%	89%	79%	89%	25%	63%
I don't know	198	70	60	106	96	70	8	21	60	3	21	49	76	35	20	10	125	30	63	78	31	19	9	141	18	57	141
3%		3%	3%	3%	3%	3%	6%	3%	3%	1%	2%	2%	3%	4%	3%	4%	3%	4%	2%	3%	6%	3%	3%	3%	3%	4%	3%

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Table 181

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
Yes	1082	83	973	17	403	597	42	1010	41	16	12	1068	2
	78%	39%	17%	49%	24%	14%	28%	77%	33%	29%	19%	18%	10%
No	4880	229	4631	19	1213	3463	203	4713	68	38	52	4818	9
	79%	69%	80%	47%	72%	83%	65%	80%	58%	66%	79%	79%	41%
I don't know	198	14	178	5	60	113	26	175	9	3	2	186	11
	3%	4%	3%	12%	4%	3%	8%	3%	7%	5%	2%	3%	49%

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Table 181

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Yes	1082	242	317	277	247	76	79	87	109	98	110	87	93	97	78	88	80				
	16%	16%	21% ^{ns}	18%	16%	16%	15%	16%	20%	19%	22% ^{ns}	17%	18%	19%	16%	17%	15%				
No	4880	1261	1167	1221	1231	396	445	420	405	397	366	417	415	388	415	396	419				
	79%	81% ^{ns}	76%	79%	80% ^{ns}	76%	84% ^{ns}	80%	76%	78%	74%	80%	80%	77%	80% ^{ns}	77%	81% ^{ns}				
I don't know	198	47	51	42	59	19	9	20	19	12	20	13	11	18	10	28	21				
	3%	3%	3%	3%	4%	4%	2%	4%	4%	2%	4%	3%	2%	4%	2%	6% ^{ns}	4%				

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Yes	738	47	691	234	504	411	326	165	162	160	90	104	40	17	327	251	161	56	554	172	
	12%	4%	14%	30%	9%	14%	10%	20%	19%	14%	11%	9%	5%	3%	10%	12%	6%	4%	11%	10%	
No	5241	1170	4065	531	4710	2518	2714	618	681	624	709	1001	706	602	1299	1633	2309	1308	4469	729	
	86%	19%	82%	67%	82%	84%	86%	75%	79%	53%	83%	83%	83%	83%	77%	82%	82%	84%	81%	77%	
I don't know	181	10	171	24	157	82	100	39	24	38	33	24	14	9	64	70	47	23	136	42	
	3%	1%	3%	3%	3%	3%	3%	9%	3%	3%	4%	2%	2%	1%	4%	4%	2%	2%	3%	4%	

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Table 182

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Yes	738	156	196	183	352	387	537	187	84	92	193	180	128	465	86	606	232	467	39
12%	50%	10%	15%	12%	12%	12%	15%	8%	13%	13%	13%	11%	12%	12%	10%	12%	10%	14%	
No	5241	964	1668	1161	1446	2632	3027	2148	411	615	1263	1365	953	3244	427	4439	1014	4013	213
85%	85%	87%	84%	84%	86%	84%	82%	90%	80%	84%	84%	88%	87%	85%	80%	88%	79%	87%	74%
I don't know	181	17	49	40	66	115	105	62	20	26	45	39	19	110	20	131	37	108	36
3%	1%	3%	3%	2%	2%	4%	3%	3%	4%	4%	3%	2%	2%	3%	4%	3%	3%	2%	1%

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Rurality				Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Total																				
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	369	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Yes	739	604	74	14	645	45	31	19	24	112	49	46	89	73	114	94	44	4	41	
	12%	15%	9%	8%	17%	9%	10%	17%	10%	30%	10%	10%	25%	13%	32%	17%	8%	6%	9%	
No	8241	4482	758	190	4372	463	292	147	216	544	447	392	429	486	662	731	463	63	400	
	85%	85%	88%	90%	84%	89%	85%	86%	62%	81%	89%	88%	79%	86%	82%	87%	89%	84%	89%	
I don't know	181	151	30	3	161	10	5	5	9	18	12	9	25	14	34	18	22	-	10	
	3%	3%	3%	2%	3%	2%	2%	3%	4%	3%	2%	2%	6%	2%	4%	2%	4%	-	2%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Table 182

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2806	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Yes	738	329	213	371	371	329	213	73	213	14	68	265	301	104	73	12	546	85	207	317	84	26	11	413	38	720	-
No	5421	2022	1891	2917	2786	2022	128	677	1891	173	956	1737	2116	656	487	228	3853	715	2262	1906	570	320	156	4168	477	728	4513
I don't know	181	51	59	87	95	51	1	13	59	5	25	35	68	40	23	7	104	29	47	81	27	11	13	128	21	54	127
	85%	84%	87%	83%	86%	84%	80%	89%	87%	81%	81%	86%	85%	82%	82%	92%	89%	86%	87%	83%	84%	89%	88%	85%	89%	48%	67%
	181	51	59	87	95	51	1	13	59	5	25	35	68	40	23	7	104	29	47	81	27	11	13	128	21	54	127
		2%	3%	2%	3%	2%	2%	2%	3%	2%	2%	2%	3%	2%	3%	9%	4%	3%	2%	4%	3%	4%	3%	6%	3%	4%	3%

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Table 182

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
Yes	738	63	693	12	269	405	67	681	29	19	5	729	5
	72%	19% <i>ab</i>	71%	29% <i>cd</i>	16% <i>de</i>	10%	21% <i>ef</i>	12%	24% <i>gh</i> <i>ab</i>	33% <i>gh</i> <i>ab</i>	7%	12%	23%
No	8241	263	4954	23	1346	3677	217	5053	84	35	60	5171	10
	85%	78% <i>cd</i>	86% <i>de</i>	56%	69% <i>ef</i>	88% <i>ef</i>	70%	83% <i>hi</i>	71%	61%	89% <i>hi</i>	89% <i>hi</i>	43%
I don't know	161	9	166	0	63	91	27	164	5	3	1	172	7
	3%	3%	3%	14% <i>gh</i>	4% <i>de</i>	2%	9% <i>de</i>	3%	4%	6%	2%	3%	34%

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Table 182

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6180	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6180	1550	1535	1539	1536	491	532	507	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	318	307	292	317	312
Yes	738	176	227	177	159	56	59	61	83	74	70	50	65	63	53	51	55
	12%	11%	15%	12%	10%	11%	11%	12%	16%	15%	14%	10%	12%	12%	10%	10%	11%
No	5241	1326	1270	1318	1328	416	461	449	437	420	414	453	436	427	441	437	450
	85%	86%	83%	86%	87%	85%	87%	85%	82%	83%	83%	87%	84%	85%	88%	85%	86%
I don't know	181	48	38	46	49	19	12	17	13	13	12	15	18	13	10	24	15
	3%	3%	2%	3%	3%	4%	2%	3%	2%	3%	2%	3%	3%	3%	2%	5%	3%

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2662	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Reduce the number of letters and cards you send so that you can afford essentials?	1142	82	1060	284	858	519	619	209	212	220	163	179	94	65	421	383	338	159	898	230	
79%		7%	25.8%	36%	16%	17%	20%	28% <i>jjlm</i>	24% <i>klm</i>	29% <i>lm</i>	29% <i>lm</i>	19% <i>lm</i>	12%	10%	25% <i>opq</i>	29% <i>pq</i>	13%	11%	17%	23% <i>r</i>	
Cut back on essentials so that you can afford to send the same number of letters and cards?	775	54	721	229	546	419	354	167	169	157	104	112	43	23	336	261	178	67	585	177	
13%		4%	16%	29%	10%	14%	11%	20% <i>jjlm</i>	16% <i>klm</i>	15% <i>lm</i>	13% <i>lm</i>	10% <i>lm</i>	6%	4%	29% <i>opq</i>	21% <i>pq</i>	17%	5%	11%	19% <i>r</i>	
Reduce the number of parcels you send so that you can afford essentials?	1082	71	1011	278	804	508	569	222	220	227	147	145	75	46	442	374	266	121	811	259	
16%		6%	21%	35%	15%	17%	18%	27% <i>jjlm</i>	23% <i>klm</i>	20% <i>lm</i>	19% <i>lm</i>	13% <i>lm</i>	10%	7%	28% <i>opq</i>	19% <i>pq</i>	11%	9%	16%	27% <i>r</i>	
Cut back on essentials so that you can afford to send the same number of parcels?	738	47	691	234	504	411	326	165	162	160	90	104	40	17	327	251	161	56	554	172	
12%		4%	14%	32%	9%	14%	10%	20% <i>jjlm</i>	19% <i>klm</i>	14% <i>lm</i>	11% <i>lm</i>	9% <i>lm</i>	5%	3%	19% <i>opq</i>	15% <i>pq</i>	6%	4%	11%	16% <i>r</i>	
NET: Affordability challenges when sending letters and cards	1317	89	1229	329	989	621	693	256	259	261	178	195	101	67	516	439	363	169	1017	285	
27%		7%	29%	42%	18%	21%	22%	11% <i>jjlm</i>	10% <i>klm</i>	10% <i>lm</i>	9% <i>lm</i>	11% <i>lm</i>	13%	11%	41% <i>opq</i>	42% <i>op</i>	14%	12%	20%	30% <i>r</i>	
NET: Affordability challenges when sending parcels	1240	77	1163	329	911	610	625	259	268	261	163	160	81	48	526	424	289	129	929	295	
20%		6%	24%	42%	17%	20%	20%	11% <i>jjlm</i>	11% <i>klm</i>	10% <i>lm</i>	10% <i>lm</i>	14% <i>lm</i>	11%	8%	41% <i>opq</i>	42% <i>op</i>	12%	9%	18%	31% <i>r</i>	
NET: Had to cut back on post to afford essentials	1375	90	1285	337	1037	641	728	269	275	277	183	198	104	69	543	460	371	174	1053	306	
22%		7%	26%	45%	19%	21%	23%	11% <i>jjlm</i>	12% <i>klm</i>	12% <i>lm</i>	12% <i>lm</i>	19% <i>lm</i>	14%	11%	42% <i>opq</i>	34% <i>op</i>	15%	13%	20%	32% <i>r</i>	
NET: Had to cut back on essentials to afford any post	968	60	909	287	681	531	436	220	212	203	122	133	49	27	432	326	210	77	728	225	
16%		5%	19%	36%	13%	19%	14%	27% <i>jjlm</i>	24% <i>klm</i>	19% <i>lm</i>	19% <i>lm</i>	12% <i>lm</i>	7%	4%	26% <i>opq</i>	17% <i>pq</i>	8%	6%	14%	24% <i>r</i>	
NET: ANY Affordability challenges when sending any post	1520	98	1423	368	1153	731	784	308	314	308	197	210	111	72	622	505	393	183	1160	342	
25%		8%	29%	47%	21%	24%	25%	17% <i>jjlm</i>	16% <i>klm</i>	16% <i>lm</i>	24% <i>klm</i>	19% <i>lm</i>	15%	11%	37% <i>opq</i>	28% <i>op</i>	16%	13%	22%	36% <i>r</i>	
None of these	4640	1135	3505	422	4218	2279	2356	514	553	814	635	920	649	595	1067	1449	2124	1204	3998	601	
75%		62%	71%	53%	79%	76%	75%	63%	64%	73% <i>gh</i>	76% <i>gh</i>	81% <i>ghg</i>	85% <i>ghg</i>	89% <i>ghgh</i>	63%	74% <i>un</i>	84% <i>no</i>	87% <i>no</i>	76% <i>s</i>	64%	

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	654	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Reduce the number of letters and cards you send so that you can afford essentials?	1142	219	341	244	338	559	582	760	368	137	157	283	295	171	735	143	823	327	762	53
19%	19%	19%	18%	18%	20%	18%	19%	21%	19%	21%	21%	19%	19%	16%	19%	21%	18%	23%	17%	18%
Cut back on essentials so that you can afford to send the same number of letters and cards?	775	154	204	176	231	368	407	571	193	95	84	205	201	127	490	99	630	213	526	36
13%	14%	11%	13%	13%	12%	12%	13%	18%	8%	15%	11%	14%	13%	12%	13%	16%	12%	17%	11%	13%
Reduce the number of parcels you send so that you can afford essentials?	1082	195	322	243	322	517	565	753	319	122	144	266	301	165	711	125	896	312	714	56
18%	17%	17%	18%	19%	17%	18%	18%	21%	13%	24%	20%	18%	19%	15%	19%	23%	17%	24%	16%	19%
Cut back on essentials so that you can afford to send the same number of parcels ?	738	156	196	183	204	352	387	537	187	84	92	193	180	128	465	86	606	232	467	39
12%	15%	10%	13%	12%	12%	12%	12%	19%	8%	16%	13%	13%	11%	12%	12%	16%	12%	18%	10%	14%
NET: Affordability challenges when sending letters and cards	1317	250	378	299	390	629	689	922	400	155	174	334	349	197	857	162	1072	361	896	60
21%	22%	20%	22%	23%	21%	22%	22%	28%	17%	30%	24%	22%	22%	18%	22%	30%	21%	28%	20%	21%
NET: Affordability challenges when sending parcels	1240	238	360	277	365	598	642	871	352	143	161	310	335	186	807	147	1025	356	816	68
20%	21%	19%	20%	21%	20%	20%	21%	24%	15%	25%	22%	21%	21%	18%	21%	25%	20%	26%	18%	24%
NET: Had to cut back on post to afford essentials	1376	257	411	301	406	668	707	941	418	154	182	352	368	208	902	160	1131	363	924	68
22%	23%	21%	22%	24%	22%	23%	23%	28%	17%	30%	25%	23%	23%	19%	24%	30%	22%	30%	20%	23%
NET: Had to cut back on essentials to afford any post	968	207	280	219	282	467	501	714	238	112	112	256	246	158	624	117	798	282	641	45
16%	17%	14%	16%	16%	15%	15%	16%	19%	10%	22%	15%	18%	16%	14%	16%	22%	15%	22%	14%	16%
NET: ANY Affordability challenges when sending any post	1820	288	444	340	449	732	789	1045	455	171	195	386	398	234	891	179	1248	418	1027	76
25%	25%	23%	25%	26%	24%	25%	25%	28%	19%	33%	29%	29%	29%	21%	29%	34%	24%	33%	22%	26%
None of these	4640	849	1469	1044	1276	2318	2320	2625	1942	344	538	1104	1186	868	2828	354	3927	866	3562	212
73%	73%	77%	73%	74%	78%	73%	73%	72%	67%	67%	72%	74%	73%	72%	74%	66%	73%	67%	73%	74%

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Reduce the number of letters and cards you send so that you can afford essentials?	1142	1002	140	32	955	69	47	31	40	147	97	72	120	111	168	168	71	9	60	
19%	19%	19%	16%	19%	19%	13%	16%	16%	16%	22%	19%	16%	22%	19%	19%	20%	13%	13%	13%	
Cut back on essentials so that you can afford to send the same number of letters and cards?	775	604	81	19	602	41	33	19	20	121	64	40	86	77	173	104	46	3	37	
13%	13%	13%	9%	11%	13%	8%	11%	11%	8%	18%	13%	9%	16%	13%	16%	12%	9%	5%	8%	
Reduce the number of parcels you send so that you can afford essentials?	1082	950	132	25	944	61	47	29	33	136	93	63	105	104	189	155	66	5	56	
16%	16%	16%	15%	15%	16%	12%	16%	17%	13%	20%	16%	14%	19%	16%	22%	16%	13%	7%	12%	
Cut back on essentials so that you can afford to send the same number of parcels ?	738	664	74	14	645	45	31	19	24	112	49	46	89	73	114	94	44	4	41	
12%	12%	12%	9%	8%	12%	9%	10%	11%	10%	17%	10%	10%	15%	13%	16%	11%	8%	6%	9%	
NET: Affordability challenges when sending letters and cards	1317	1161	157	36	1144	80	59	35	42	190	109	79	140	125	202	183	84	9	72	
21%	21%	22%	16%	22%	22%	16%	20%	22%	17%	27%	21%	16%	26%	22%	29%	22%	16%	13%	16%	
NET: Affordability challenges when sending parcels	1240	1090	150	30	1090	71	55	33	44	162	97	71	133	121	203	171	78	6	65	
20%	20%	21%	17%	18%	21%	14%	19%	19%	17%	24%	19%	16%	24%	21%	29%	20%	15%	8%	15%	
NET: Had to cut back on post to afford essentials	1376	1204	171	37	1199	79	59	36	46	179	120	88	134	130	226	188	89	9	70	
22%	22%	23%	20%	22%	23%	15%	20%	22%	16%	26%	19%	20%	25%	21%	29%	22%	17%	13%	16%	
NET: Had to cut back on essentials to afford any post	968	864	105	21	850	54	41	23	31	146	77	55	109	82	155	125	60	4	50	
16%	16%	16%	12%	12%	16%	10%	14%	14%	13%	23%	16%	12%	23%	19%	26%	19%	11%	6%	11%	
NET: ANY Affordability challenges when sending any post	1620	1334	186	40	1325	89	67	40	53	207	127	95	155	145	246	200	98	9	80	
25%	25%	25%	22%	24%	25%	17%	23%	23%	21%	31%	23%	21%	27%	23%	30%	24%	16%	14%	16%	
None of these	4640	3964	676	127	3853	426	228	131	197	468	381	353	388	428	564	643	431	58	370	
73%	73%	73%	78%	78%	74%	61%	77%	77%	74%	69%	73%	74%	72%	73%	70%	74%	65%	69%	64%	

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3263	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Reduce the number of letters and cards you send so that you can afford essentials?	1142	441	416	675	650	441	45	110	416	39	167	325	499	130	92	18	864	116	520	499	110	49	12	980	81	1142	-
95%	18%	18%	19%	19%	20%	19%	23%	14%	19%	20%	16%	20%	20%	16%	17%	7%	20%	14%	18%	20%	16%	14%	7%	20%	11%	19%	-
Cut back on essentials so that you can afford to send the same number of letters and cards?	775	355	224	524	392	355	30	67	224	43	75	274	325	103	57	14	599	71	341	306	86	27	12	646	39	775	-
13%	18%	10%	10%	12%	12%	18%	18%	9%	18%	20%	7%	14%	19%	12%	10%	6%	13%	9%	17%	19%	12%	7%	7%	13%	7%	81%	-
Reduce the number of parcels you send so that you can afford essentials?	1082	432	368	659	595	432	36	100	368	55	137	366	472	139	86	14	839	102	486	444	114	43	11	910	55	1082	-
16%	18%	17%	19%	18%	16%	18%	22%	13%	18%	20%	13%	18%	19%	17%	15%	6%	19%	12%	18%	19%	16%	12%	6%	18%	10%	71%	-
Cut back on essentials so that you can afford to send the same number of parcels?	728	339	213	498	371	339	32	73	213	34	68	245	301	104	73	12	546	86	297	317	84	26	11	613	38	728	-
12%	14%	10%	10%	11%	11%	14%	20%	10%	16%	16%	6%	12%	12%	12%	12%	5%	12%	10%	11%	14%	12%	7%	6%	12%	7%	69%	-
NET: Affordability challenges when sending letters and cards	1317	526	464	797	736	526	49	123	464	70	177	456	562	168	110	20	1018	130	578	523	137	53	21	1101	75	1317	-
21%	22%	21%	21%	23%	23%	22%	31%	16%	21%	33%	17%	22%	23%	21%	16%	8%	23%	16%	22%	21%	20%	15%	12%	22%	14%	87%	-
NET: Affordability challenges when sending parcels	1240	499	415	784	680	499	44	114	415	63	147	401	539	170	109	19	940	128	511	512	142	52	18	1023	70	1240	-
20%	21%	19%	22%	21%	21%	21%	27%	15%	19%	29%	14%	20%	22%	21%	16%	8%	21%	18%	20%	22%	21%	15%	10%	21%	13%	82%	-
NET: Had to cut back on post to afford essentials	1375	542	484	826	769	542	48	130	484	70	187	468	602	172	110	21	1070	131	596	551	150	58	15	1147	72	1375	-
22%	22%	22%	24%	24%	24%	22%	30%	17%	22%	32%	18%	22%	24%	21%	16%	8%	24%	18%	21%	24%	22%	16%	8%	23%	13%	90%	-
NET: Had to cut back on essentials to afford any post	968	433	285	646	497	433	37	85	285	52	90	315	410	136	85	19	725	104	399	392	118	39	18	790	57	968	-
16%	18%	13%	16%	15%	15%	18%	23%	11%	13%	24%	9%	16%	17%	17%	15%	8%	16%	13%	19%	17%	15%	11%	10%	18%	11%	64%	-
NET: ANY Affordability challenges when sending any post	1520	597	537	915	855	597	52	142	537	81	201	510	655	202	126	23	1185	149	640	610	176	64	24	1251	88	1520	-
29%	25%	25%	28%	26%	26%	25%	33%	19%	25%	38%	19%	25%	26%	22%	19%	9%	26%	18%	23%	21%	20%	19%	14%	25%	16%	100%	-
None of these	4640	1816	1626	2587	2398	1816	108	622	1626	132	648	1507	1830	598	457	223	3337	680	1966	1693	536	294	153	3658	447	-	4640
75%	75%	75%	74%	74%	74%	75%	67%	62%	75%	62%	61%	75%	74%	75%	76%	23%	61%	74%	75%	73%	74%	74%	61%	75%	75%	-	100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Reduce the number of letters and cards you send so that you can afford essentials?	1142	68	1030	10	421	641	70	1075	33	17	12	1127	4
	19%	29% b	18%	38% b	25% a	15%	23% a	18%	30% g,h	30%	18%	19%	17%
Cut back on essentials so that you can afford to send the same number of letters and cards?	775	66	701	8	264	450	61	715	35	15	8	766	2
	13%	26% b	12%	20%	18% a	11%	26% a	12%	39% g,h	27% g,h	12%	13%	7%
Reduce the number of parcels you send so that you can afford essentials?	1082	93	973	17	403	597	82	1010	41	16	12	1068	2
	16%	28% b	17%	46% b	24% b	14%	26% a	17%	39% g,h	29%	18%	18%	10%
Cut back on essentials so that you can afford to send the same number of parcels?	728	63	663	12	259	405	67	681	29	10	5	729	5
	12%	19% b	11%	22% b	19% a	10%	27% a	12%	34% g,h	32% g,h	7%	12%	23%
NET: Affordability challenges when sending letters and cards	1317	109	1192	16	470	751	96	1225	54	21	15	1299	4
	21%	33% b	21%	36% b	28% a	18%	37% a	21%	44% g,h	36% g,h	22%	21%	17%
NET: Affordability challenges when sending parcels	1240	108	1114	18	453	687	100	1148	51	21	14	1221	6
	20%	32% b	19%	43% b	27% a	16%	32% a	19%	44% g,h	37% g,h	21%	20%	25%
NET: Had to cut back on post to afford essentials	1375	113	1242	21	500	770	105	1282	55	19	13	1357	5
	22%	34% b	21%	50% b	30% a	18%	34% a	22%	47% g,h	34%	19%	22%	24%
NET: Had to cut back on essentials to afford any post	968	88	865	15	344	543	81	890	43	22	8	955	5
	16%	28% b	15%	36% b	21% a	13%	26% a	15%	37% g,h	39% g,h	12%	16%	23%
NET: ANY Affordability challenges when sending any post	1520	126	1373	21	542	862	117	1410	63	24	16	1497	7
	25%	31% b	24%	52% b	32% a	21%	36% a	24%	54% g,h	42% g,h	24%	29%	32%
None of these	4640	210	4410	20	1134	3311	194	4488	54	33	50	4575	10
	75%	63%	76% a,c	49%	68%	79% a,d	62%	74% a,h	48%	58%	74% a	76% a	68%

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghijkl
 * small base, ** very small base (under 30) ineligible for sig testing

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	8160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	8160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Reduce the number of letters and cards you send so that you can afford essentials?	1142	253	343	279	267	80	85	87	110	111	122	85	92	101	92	104	72
19%		16%	22% add	18%	17%	16%	16%	17%	21% up	22% up	23% up	16%	18%	20% up	18%	20% up	14%
Cut back on essentials so that you can afford to send the same number of letters and cards?	775	176	229	200	171	49	62	64	82	76	71	54	71	74	48	62	61
13%		11%	16% add	13%	11%	10%	12%	12%	19% add	18% add	14%	10%	14%	16%	9%	12%	12%
Reduce the number of parcels you send so that you can afford essentials?	1082	242	317	277	247	76	79	87	109	98	110	87	93	97	78	88	80
16%		16%	23% add	18%	16%	16%	15%	16%	20%	19%	22% add	17%	18%	19%	16%	17%	15%
Cut back on essentials so that you can afford to send the same number of parcels?	738	176	227	177	159	56	59	61	83	74	70	50	65	63	53	51	55
12%		11%	16% add	12%	10%	11%	11%	12%	16% add	15%	14%	10%	12%	12%	10%	10%	11%
NET: Affordability challenges when sending letters and cards	1317	294	385	322	316	91	99	104	130	122	133	101	106	115	105	113	98
21%		19%	26% add	21%	21%	19%	19%	20%	24%	24%	27% add	19%	21%	23%	21%	22%	19%
NET: Affordability challenges when sending parcels	1240	287	362	312	279	90	100	97	129	110	122	93	104	115	92	91	96
20%		19%	24% add	20%	18%	18%	19%	18%	24% up	22%	23% add	18%	20%	23%	18%	18%	18%
NET: Had to cut back on post to afford essentials	1375	305	400	337	333	91	107	107	135	127	138	105	111	121	105	122	106
22%		20%	26% add	22%	22%	18%	20%	20%	28% up	25%	28% add	20%	21%	24%	21%	24%	20%
NET: Had to cut back on essentials to afford any post	968	231	283	236	218	68	80	83	104	95	85	68	85	84	69	72	77
16%		15%	19% add	15%	14%	14%	15%	16%	19% add	19%	17%	13%	16%	17%	14%	14%	15%
NET: ANY Affordability challenges when sending any post	1520	340	439	369	372	102	117	121	150	140	148	112	122	135	122	130	120
25%		22%	29% add	24%	24%	21%	22%	23%	28% up	26% up	27% add	22%	23%	27%	24%	25%	23%
None of these	4640	1210	1096	1170	1154	389	415	406	382	367	347	406	397	367	381	382	401
75%		76% add	71%	76% add	76% add	79% add	76%	77%	72%	72%	70%	76% add	77%	73%	76%	75%	77%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Table 184

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Yes	1380	105	1275	304	1076	641	736	203	245	229	193	226	161	124	447	422	511	285	1128	239
	22%	9%	26% ^{ab}	30% ^{cd}	20%	21%	23%	25%	29% ^{ghlm}	20%	23%	20%	21%	20%	26% ^{opqr}	22%	20%	21%	22%	25%
No	4621	1118	3504	462	4159	2290	2325	570	603	855	616	881	586	499	1173	1471	1077	1060	3634	646
	75%	31% ^{ab}	71%	59%	62% ^{cd}	70%	74%	69%	70%	81% ^{ghlm}	74%	81% ^{ghlm}	81% ^{ghlm}	81% ^{ghlm}	69%	81% ^{ghlm}	81% ^{ghlm}	81% ^{ghlm}	81% ^{ghlm}	69%
I don't know	158	9	149	23	136	79	80	49	19	38	23	23	1	4	69	61	26	6	96	51
	3%	1%	3% ^{ab}	3%	3%	3%	3%	6% ^{ghlm}	2% ^d	3% ^{ghlm}	3% ^{ghlm}	2% ^d	*	1%	4% ^{opqr}	2% ^{opqr}	1%	*	2%	6% st

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Table 184

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Yes	230	436	300	414	667	714	899	489	156	190	354	354	192	904	160	1125	370	957	53
22%	30%	23%	22%	24%	22%	23%	54%	20%	5% <i>ablm</i>	2% <i>lm</i>	2% <i>lm</i>	2% <i>lm</i>	17%	2% <i>lm</i>	30%	22%	2% <i>lm</i>	21%	19%
No	879	1432	1060	1249	2311	2309	2698	1862	335	621	1107	1201	888	2829	348	3039	877	3536	209
75%	77%	75%	77%	72%	76%	74%	74%	78%	65%	71%	74%	76%	81%	74%	65%	78%	68%	77%	73%
I don't know	28	44	25	62	72	86	102	47	24	16	40	30	20	86	25	111	37	96	25
3%	2%	2%	2%	4%	2%	3%	3%	2%	1% <i>lm</i>	2%	3%	2%	2%	2%	7%	2%	3%	2%	7%

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Table 184

Base : All participants

	Rurality			Nation					Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Yes	1380	1192	188	35	1211	78	62	30	69	188	122	87	128	157	184	186	101	11	67	
No	4821	3963	658	126	3828	430	229	134	182	484	373	354	399	404	598	634	410	56	375	
75%	75%	75%	76%	76%	74%	83%	78%	76%	73%	72%	73%	79%	74%	70%	73%	72%	78%	83%	83%	
I don't know	158	142	16	6	138	9	4	7	9	3	13	7	15	13	38	22	18	1	9	
	3%	3%	2%	4%	3%	2%	1%	4%	3%	1%	3%	2%	3%	3%	3%	3%	5%	1%	2%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Table 184

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Yes	1380	446	438	697	695	446	47	102	638	77	294	626	664	163	109	22	1080	478	609	549	137	71	23	1142	94	1004	377		
No	22%	18%	30%	20%	27%	18%	29%	13%	30%	36%	28%	29%	22%	20%	18%	9%	24%	18%	23%	24%	20%	20%	13%	23%	17%	68%	8%		
I don't know	4621	1910	1485	2719	2295	1910	105	651	1485	131	741	1476	1852	599	457	215	3328	673	1959	1691	520	279	148	3650	427	465	4157		
	75%	74%	69%	74%	71%	72%	66%	69%	69%	62%	71%	73%	74%	75%	78%	47%	74%	31%	75%	73%	76%	78%	29%	74%	69%	31%	60%		
	158	57	40	86	69	57	5	10	40	5	15	36	50	33	20	9	80	23	48	64	25	8	7	113	15	52	108		
	3%	2%	2%	2%	2%	2%	9%	1%	2%	2%	1%	2%	2%	9%	3%	4%	2%	4%	2%	3%	3%	2%	4%	2%	3%	3%	2%		

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Table 184

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Yes	1390	114	1252	14	513	769	69	1287	51	22	15	1339	6
	22%	54% 	22%	35%	31% 	18%	32% 	25%	43% 	38% 	23%	22%	27%
No	4621	214	4388	19	1104	3327	190	4471	58	35	50	4563	8
	75%	64%	76% 	47%	66%	80% 	61%	76% 	49%	61%	76% 	75% 	36%
I don't know	148	8	143	7	53	77	23	140	9	1	7	130	8
	3%	2%	2%	18% 	3% 	2%	3% 	2%	8% 	1%	1%	2%	37%

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	318	307	292	317	312
Yes	1380	333	386	318	343	102	113	118	135	120	131	98	100	120	115	132	91
	22%	21%	25%	21%	22%	21%	21%	22%	24%	24%	26%	19%	19%	24%	23%	27%	17%
No	4621	1171	1112	1180	1159	376	406	390	383	376	353	405	406	370	382	363	414
	75%	76%	72%	77%	76%	77%	76%	74%	72%	74%	71%	78%	78%	74%	76%	77%	78%
I don't know	158	46	37	41	34	13	14	19	15	11	12	15	12	13	6	12	16
	3%	3%	2%	3%	2%	3%	3%	4%	3%	2%	2%	3%	2%	3%	1%	2%	3%

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

		QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?		
		Yes	No	I don't know
Total	Eff. Base			
Unweighted Base	6160	6160	806	5188
Weighted Base	6160	3716	866	5136
Effective Base	3716	10210	512	3110
Yes	1380	823	697	661
	22%		81%	73%
No	4621	2795	150	4436
	75%		77%	86%
I don't know	168	99	18	39
	3%		2%	1%

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Table 185

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Yes	866	61	804	235	630	483	381	144	203	157	128	122	74	37	347	285	233	111	671	185
	14%	5%	16%	30%	12%	19%	12%	18% <i>atm</i>	23% <i>gldtm</i>	14% <i>tm</i>	16% <i>atm</i>	11% <i>tm</i>	9% <i>tm</i>	6%	21% <i>supg</i>	16% <i>sup</i>	9%	8%	13%	20% <i>r</i>
No	5136	1159	3977	539	4937	2480	2669	648	646	922	680	987	675	576	1294	1602	2240	1253	4362	711
	84%	54% <i>ab</i>	81%	69%	90% <i>ab</i>	82%	83% <i>ab</i>	79%	74%	82% <i>ab</i>	83% <i>ab</i>	81% <i>ghl</i>	81% <i>ghl</i>	82% <i>ghl</i>	77%	81% <i>tm</i>	83% <i>tm</i>	82% <i>tm</i>	81% <i>ab</i>	79%
I don't know	158	12	146	15	143	67	91	30	18	42	24	21	11	12	48	67	43	22	105	48
	3%	1%	3% <i>ab</i>	2%	3%	2%	3%	4% <i>ab</i>	2%	4% <i>ab</i>	3%	2%	1%	2%	3% <i>p</i>	3% <i>p</i>	2%	2%	2%	8% <i>r</i>

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Yes	866	180	254	194	434	431	620	232	88	122	214	227	139	563	91	714	237	596	33
14%	16%	13%	14%	14%	14%	14%	15%	10%	17%	17%	14%	14%	13%	15%	17%	14%	15%	13%	12%
No	5136	935	1613	1163	1424	2548	2587	2103	408	580	1238	1336	947	3163	423	4348	1011	3893	232
83%	82%	84%	84%	83%	84%	83%	81%	88%	79%	80%	82%	84%	86%	83%	79%	84%	79%	85%	81%
I don't know	158	21	46	27	64	91	89	62	19	22	49	22	15	92	19	113	35	100	23
3%	2%	2%	2%	2%	2%	3%	2%	3%	4%	3%	3%	1%	1%	2%	4%	2%	3%	2%	3%

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Rurality			Nation					Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ s (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/ Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	369	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	670	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Yes	866	757	108	17	761	49	37	19	33	131	62	47	67	66	133	106	53	6	44	
14%		14%	13%	10%	87%	10%	12%	17%	13%	87%	12%	11%	87%	87%	87%	13%	10%	8%	10%	
No	8136	4411	726	146	4296	454	252	144	210	531	433	395	423	464	646	723	461	58	396	
83%		83%	84%	87%	83%	85%	85%	85%	84%	79%	85%	86%	78%	81%	80%	86%	87%	87%	88%	
I don't know	158	130	28	4	131	14	7	6	7	12	12	6	23	10	32	14	14	3	11	
3%		2%	3%	2%	3%	3%	2%	4%	3%	2%	2%	1%	4%	2%	4%	2%	3%	5%	2%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Table 185

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2806	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Yes	866	357	306	536	479	357	10	69	300	43	116	269	378	125	62	15	664	77	356	303	103	30	12	719	42	715	150		
No	8144	15%	14%	15%	15%	15%	1%	13%	14%	20%	17%	16%	15%	15%	17%	6%	18%	8%	14%	15%	16%	8%	7%	10%	4%	47%	3%		
I don't know	8136	2010	1808	2893	2691	2010	126	684	1808	163	901	1694	2058	638	501	223	3752	725	2196	1891	553	320	150	4086	471	768	4369		
	83%	83%	84%	83%	83%	83%	79%	69%	84%	77%	80%	84%	83%	80%	80%	13%	83%	83%	84%	82%	81%	89%	85%	83%	89%	50%	64%		
	158	46	55	73	82	46	2	11	55	7	33	37	50	30	20	9	87	28	55	50	25	7	15	104	23	37	121		
		3%	2%	3%	2%	3%	2%	3%	2%	3%	3%	2%	2%	4%	3%	3%	2%	3%	2%	2%	3%	2%	1%	2%	4%	2%	3%		

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Table 185

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
Yes	866	87	770	14	324	503	69	796	34	23	7	853	6
	44%	24% ab	70%	35% b	18% a	72%	19% a	73%	29% ab	41% ab	10%	14%	26%
No	8136	245	4869	22	1323	3585	228	4959	77	31	58	5067	11
	83%	72% cd	84% abc	54%	79%	86% cd	73%	84% bc	66%	54%	89% cd	83% abc	49%
I don't know	168	10	143	5	49	85	24	143	6	3	1	152	5
	3%	3%	2%	13% de	3%	2%	8% de	2%	5%	6%	1%	3%	25%

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Table 185

Base : All participants

	Total	Quarter				Month													
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024		
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)		
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501		
Weighted Base	6160	1550	1535	1539	1536	491	532	507	532	507	496	518	518	503	503	512	521		
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312		
Yes	865	219	221	208	218	67	70	82	80	73	68	45	75	89	66	83	69		
	14%	14%	14%	13%	14%	14%	13%	16%	16%	16%	14%	9%	16%	17%	13%	16%	13%		
No	5136	1287	1279	1289	1282	408	449	431	439	422	418	457	429	403	431	418	433		
	83%	83%	83%	84%	83%	83%	84%	82%	82%	83%	84%	84%	83%	80%	86%	82%	83%		
I don't know	158	44	35	42	36	17	14	14	13	12	10	16	14	12	7	11	19		
	3%	3%	2%	3%	2%	3%	3%	3%	2%	2%	2%	3%	3%	2%	1%	2%	4%		

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 186

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2013	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less (1)	907	232	675	111	796	402	503	97	102	171	140	200	123	73	199	312	306	196	737	157
15%		17%ab	14%	14%	15%	13%	16%bc		12%	15%cd	12%efgh	16%gh	10%hi	12%	12%	16%de	16%de	14%	14%	17%
Slightly less (2)	1044	223	820	128	916	461	523	133	133	143	151	204	129	110	267	294	413	279	894	146
17%		18%	17%	16%	17%	15%	19%de	16%	15%	13%	18%cd	18%cd	13%ef	14%efgh	16%	15%	19%no	20%no	17%	15%
No change (3)	3554	713	2841	347	3207	1789	1758	425	475	660	474	661	475	384	900	1134	1520	859	3064	459
58%		58%	58%	44%	58%	52%	56%	52%	55%	57%	57%	56%	56%	53%	53%	56%de	60%de	53%	53%	49%
Slightly more (4)	447	47	400	123	324	250	196	112	121	80	41	57	21	14	223	134	80	35	333	109
7%		4%	6%a	16%ef	6%	5%bcf	6%	14%ghlm	14%ghlm	9%klm	9%lm	4%	3%	2%		14%opqs	9%rst	3%	6%	12%v
Much more (5)	137	7	129	78	59	75	62	38	25	37	14	10	10	3	63	51	22	13	88	49
2%		1%	2%a	10%ef	1%	2%	2%	7%ghlm	5%lm	5%lm	2%	1%	1%	1%		7%opqs	5%rst	1%	2%	5%v
Don't know	71	5	62	4	66	33	39	17	10	20	10	10	2	3	27	20	16	6	42	23
1%		1%	1%	*	1%	1%	1%	2%l	1%	2%l	1%	1%	*	*		2%opq	1%rst	1%	1%	2%v
NET Much/Slightly more	584	54	520	200	384	325	258	150	146	127	58	55	31	17	208	185	102	48	421	158
9%		4%	10%a	25%ef	7%	6%bcf	8%	15%ghlm	15%ghlm	10%klm	9%lm	5%	4%	3%		15%opqs	10%rst	4%	3%	8%v
NET Much/Slightly less	1950	456	1495	238	1712	862	1086	230	236	315	291	404	251	223	466	609	879	475	1631	303
32%		37%ab	30%	30%	32%	29%	30%a	28%	27%	28%	30%ghl	30%ghl	23%h	26%hlm	28%	31%	35%no	34%no	32%	32%
Mean	2.65	2.49	2.66a	2.61a	2.61	2.71f	2.59	2.43ghlm	2.43ghlm	2.71lm	2.56	2.52	2.56	2.56	2.50aopqs	2.46aop	2.54	2.56	2.64	2.72v
Std Dev.	0.90	0.86	0.90	1.13	0.85	0.89	0.90	0.97	0.92	0.94	0.89	0.86	0.84	0.75	0.95	0.92	0.83	0.80	0.87	1.05
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 186

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179	
Much less	(1)	907	137	304	199	267	441	466	561	335	71	126	222	222	160	571	75	767	196	691	20
		15%	12%	16%	14%	13%	14%	15%	15%	14%	17%	17%	15%	14%	15%	14%	15%	15%	16%	13%	7%
Slightly less	(2)	1044	206	357	220	259	563	479	588	440	90	103	259	261	181	622	96	853	169	800	55
		17%	18%	19%	18%	15%	18%	15%	16%	18%	17%	14%	17%	16%	16%	16%	18%	16%	15%	17%	19%
No change	(3)	3554	619	1056	831	1049	1675	1879	2019	1463	301	434	860	907	625	2201	308	2966	707	2664	183
		58%	54%	55%	67%	63%	50%	65%	59%	58%	58%	59%	57%	57%	57%	58%	58%	58%	55%	58%	41%
Slightly more	(4)	447	114	155	86	92	269	178	343	95	27	48	97	149	94	294	27	397	111	315	20
		7%	10%	8%	6%	5%	9%	6%	9%	4%	5%	7%	6%	9%	8%	5%	8%	9%	7%	7%	7%
Much more	(5)	137	50	22	35	30	72	85	116	21	17	12	44	34	27	91	17	118	59	73	5
		2%	4%	1%	3%	2%	2%	2%	3%	1%	3%	2%	3%	2%	2%	3%	2%	3%	2%	2%	2%
Don't know		71	10	20	14	28	30	42	43	23	9	9	20	11	13	40	9	55	22	45	5
		1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%
NET Much/Slightly more		584	104	177	121	122	341	243	432	116	45	61	141	183	122	385	45	515	171	386	25
		9%	14%	14%	9%	7%	11%	8%	12%	4%	8%	8%	9%	12%	11%	10%	8%	10%	13%	8%	8%
NET Much/Slightly less		1960	343	661	419	526	1004	945	1149	775	180	229	481	484	340	1194	171	1619	384	1491	75
		32%	30%	35%	30%	31%	33%	30%	31%	32%	31%	31%	32%	31%	31%	32%	31%	31%	30%	32%	26%
Mean		2.65	2.16	2.59	2.86	2.62	2.86	2.64	2.59	2.67	2.61	2.65	2.66	2.66	2.66	2.65	2.66	2.65	2.62	2.62	2.57
Std Dev.		0.90	0.85	0.89	0.89	0.87	0.92	0.88	0.95	0.81	0.90	0.91	0.92	0.90	0.92	0.91	0.90	0.89	0.88	0.75	
Std Error		0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.04

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 186

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Much less	(1) 907	787	120	19	758	69	35	45	36	124	72	61	63	83	118	138	64	10	58		
		19%	14%	12%	15%	13%	12%	23% ^{ab}	14%	15%	14%	14%	12%	14%	19%	16%	12%	19%	13%		
Slightly less	(2) 1044	877	167	38	876	91	53	23	33	100	76	95	92	89	123	168	100	14	78		
	17%	17%	19%	23% ^{ab}	17%	18%	18%	14%	13%	15%	15%	21% ^{ab}	17%	16%	15%	20% ^{ab}	19% ^{ab}	20%	17%		
No change	(3) 3554	3059	496	88	2983	305	179	86	163	381	329	251	318	337	443	448	316	35	270		
	58%	58%	69%	53%	57% ^{ab}	57% ^{ab}	43% ^{ab}	51%	52% ^{ab}	56%	47% ^{ab}	50%	59%	59%	55%	53%	60%	52%	60%		
Slightly more	(4) 447	367	50	17	383	37	17	10	10	56	24	31	37	45	87	58	35	8	29		
	7%	7%	6%	10% ^{ab}	7%	7%	6%	6%	4%	6% ^{ab}	5%	7%	7%	6% ^{ab}	11% ^{ab}	7%	7%	12% ^{ab}	6%		
Much more	(5) 137	118	19	4	115	10	8	4	5	5	4	6	6	21	11	32	25	6	10		
	2%	2%	2%	2%	2%	2%	3%	2%	2%	1%	1%	1%	1%	4% ^{ab}	2%	4% ^{ab}	3%	1%	2%		
Don't know	71	61	10	1	63	5	3	1	4	9	6	3	11	7	8	7	8	-	5		
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	-	1%		
NET Much/Slightly more	584	515	69	21	497	47	25	14	14	60	28	37	53	65	110	82	41	8	39		
	9%	10%	8%	12%	10%	8%	8%	8%	6%	9%	6%	8%	15% ^{ab}	10% ^{ab}	13% ^{ab}	10% ^{ab}	8%	12%	8%		
NET Much/Slightly less	1960	1664	287	57	1634	160	87	69	68	224	147	157	155	172	241	306	164	24	136		
	32%	31%	34%	34% ^{ab}	32%	31%	30%	24% ^{ab}	27%	33%	29%	28% ^{ab}	29%	30%	30%	26% ^{ab}	31%	36%	30%		
Mean	2.65	2.65	2.63	2.69	2.65	2.63	2.61	2.43	2.65	2.57	2.63	2.61	2.67	2.67	2.67	2.60	2.65	2.61	2.67		
Std Dev.	0.90	0.90	0.88	0.90	0.90	0.87	0.86	1.02	0.84	0.91	0.82	0.86	0.90	0.89	0.97	0.94	0.82	0.90	0.87		
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.05	0.04	0.07	0.03		

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 186

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2969	323	901	2816		
Much less	907	332	237	459	471	332	14	89	347	43	166	243	344	116	139	63	587	201	362	324	92	95	30	687	126	320	607		
(1)	15%	14%	10%	13%	14%	14%	9%	12%	16%	20%	16%	12%	14%	14%	14%	13%	24%	24%	14%	14%	14%	17%	14%	23%	20%	13%			
Slightly less	1044	367	446	559	639	367	26	120	446	41	226	377	419	124	102	18	798	120	458	365	112	74	26	623	100	307	736		
(2)	17%	15%	21%	16%	19%	15%	16%	16%	21%	19%	22%	11%	14%	10%	7%	7%	16%	16%	16%	16%	21%	15%	17%	19%	19%	16%			
No change	3554	1369	1218	2009	1858	1369	91	496	1218	118	608	1131	1474	477	304	151	2655	455	1488	1351	420	170	110	2839	280	525	3030		
(3)	58%	57%	56%	57%	57%	57%	57%	57%	56%	55%	58%	56%	59%	60%	52%	61%	58%	55%	57%	59%	62%	48%	62%	59%	52%	35%	65%		
Slightly more	447	220	116	323	219	220	14	42	116	4	33	153	194	65	30	3	348	34	192	188	42	16	7	380	23	273	174		
(4)	7%	4%	5%	5%	7%	7%	9%	5%	7%	2%	3%	8%	10%	4%	1%	1%	9%	4%	7%	10%	6%	4%	1%	12%	4%	57	40		
Much more	137	36	22	115	40	36	10	11	36	6	7	95	32	4	3	3	127	6	85	43	5	3	1	128	4	57	40		
(5)	2%	4%	7%	5%	1%	4%	6%	1%	1%	0%	1%	6%	10%	1%	1%	1%	9%	1%	9%	10%	2%	1%	1%	1%	1%	1%	1%		
Don't know	71	28	14	40	25	28	5	5	14	1	9	17	23	14	5	8	39	13	21	32	10	*	4	53	4	18	54		
(6)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
NET Much/Slightly more	884	316	137	438	290	316	24	53	137	10	40	248	226	69	34	6	475	40	277	231	48	19	8	508	27	370	213		
(7)	9%	13%	6%	13%	8%	13%	19%	7%	9%	5%	4%	12%	10%	9%	3%	3%	11%	5%	11%	10%	7%	5%	4%	10%	5%	2%	1343		
NET Much/Slightly less	1950	699	794	1015	1110	699	40	209	794	84	392	620	763	240	240	81	1383	321	820	690	204	169	98	1510	225	607	1343		
(8)	32%	29%	31%	29%	32%	29%	25%	27%	37%	39%	37%	31%	31%	30%	31%	31%	31%	31%	31%	30%	30%	30%	30%	31%	31%	29%	29%		
Mean	2.65	2.16	2.54	2.73	2.60	2.74	2.86	2.69	2.54	2.47	2.51	2.16	2.66	2.44	2.43	2.42	2.66	2.42	2.66	2.54	2.32	2.36	2.40	2.71	2.63	2.63	2.63		
Std Dev.	0.90	0.95	0.86	0.92	0.86	0.95	0.93	0.80	0.86	0.93	0.82	0.94	0.86	0.85	0.93	0.94	0.90	0.93	0.92	0.89	0.82	0.94	0.84	0.90	0.92	1.17	0.79		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.08	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01		

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 186

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Much less	(1) 907	48	850	9	262	595	50	1778	8	11	10	895	2
	16%	74%	15%	22%	16%	14%	16%	155%	5%	50%	15%	15%	7%
Slightly less	(2) 1044	49	988	6	282	716	45	992	26	14	7	1033	4
	17%	15%	17%	15%	17%	17%	14%	17%	22%	25%	11%	17%	16%
No change	(3) 3554	194	3345	16	922	2469	164	3419	55	23	46	3467	12
	58%	58%	58%	39%	55%	59%	53%	55%	47%	40%	65%	58%	54%
Slightly more	(4) 447	33	408	6	134	284	28	415	25	6	1	446	*
	7%	10%	7%	14%	8%	7%	9%	7%	23%	17%	*	7%	1%
Much more	(5) 137	11	124	2	53	72	11	129	5	3	*	137	*
	2%	3%	2%	5%	3%	2%	4%	2%	4%	5%	*	2%	*
Don't know	71	2	67	2	22	36	14	64	1	-	1	65	5
	1%	1%	1%	3%	1%	1%	4%	1%	1%	-	2%	1%	22%
NET Much/Slightly more	584	43	532	8	188	357	39	544	29	9	1	582	*
	9%	13%	9%	19%	11%	9%	13%	9%	25%	16%	2%	10%	1%
NET Much/Slightly less	1950	97	1838	15	544	1311	95	1871	31	26	18	1828	5
	32%	29%	32%	36%	32%	31%	30%	32%	27%	45%	27%	32%	24%
Mean	2.65	2.73	2.64	2.65	2.66	2.64	2.68	2.64	2.61	2.56	2.59	2.65	2.62
Std Dev	0.90	0.94	0.89	1.16	0.95	0.87	0.98	0.90	0.89	1.07	0.79	0.90	0.70
Std Error	0.01	0.05	0.01	0.17	0.02	0.01	0.06	0.01	0.08	0.14	0.10	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Table 186

Base : All participants

		Quarter					Month															
Total		Q3 2023	Q4 2023	Q1 2024	Q2 2024		Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)		(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base		6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Much less		(1) 907	205	243	206	252	61	60	84	80	87	76	63	67	75	90	93	69				
		16%	13%	16%	13%	16%	12%	11%	16%	15%	17%	15%	12%	13%	15%	18%	1%	13%				
Slightly less		(2) 1044	247	264	285	248	79	77	90	85	60	119	87	110	87	87	87	74				
		17%	16%	17%	19%	16%	16%	14%	17%	16%	12%	35%	24%	33%	17%	17%	17%	14%				
No change		(3) 3554	937	836	893	888	313	330	294	304	302	230	317	288	288	277	284	326				
		58%	60%	54%	58%	58%	64%	61%	62%	60%	67%	69%	46%	61%	66%	67%	66%	63%				
Slightly more		(4) 447	117	120	101	108	30	49	38	29	34	67	38	36	28	33	35	40				
		7%	8%	8%	7%	7%	6%	8%	7%	6%	7%	11%	10%	7%	6%	7%	7%	8%				
Much more		(5) 137	27	56	34	20	3	12	12	27	17	12	8	11	15	6	11	2				
		2%	2%	4%	2%	1%	1%	2%	2%	3%	3%	2%	1%	2%	3%	1%	2%	*				
Don't know		71	17	16	19	20	5	3	9	6	8	2	5	5	9	9	2	9				
		1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	*	1%	1%	2%	2%	*	2%				
NET Much/Slightly more		584	144	176	136	128	34	61	49	57	51	68	46	47	43	40	46	42				
		9%	9%	11%	9%	8%	7%	11%	9%	11%	10%	14%	9%	9%	9%	8%	9%	8%				
NET Much/Slightly less		1950	452	507	491	500	140	137	173	165	147	159	151	179	163	177	180	143				
		32%	29%	33%	32%	33%	29%	26%	32%	31%	29%	33%	29%	34%	32%	33%	33%	28%				
Mean		2.65	2.65	2.65	2.65	2.60	2.66	2.70	2.62	2.69	2.67	2.61	2.69	2.64	2.64	2.55	2.58	2.67				
Std Dev.		0.90	0.86	0.96	0.88	0.89	0.80	0.85	0.92	0.97	0.96	0.96	0.84	0.88	0.91	0.91	0.94	0.82				
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Table 187

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1698	1939	2613	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1) 1079	249	830	134	945	465	612	107	124	183	157	241	158	110	230	340	509	268	890	178
		24%	16%	17%	17%	15%	18%	13%	14%	18%	16%	21%	21%	18%	14%	17%	20%	17%	17%	19%
Slightly less	(2) 918	193	725	115	802	411	525	115	96	138	142	184	135	109	210	279	428	244	794	117
		19%	15%	15%	15%	14%	16%	14%	11%	12%	17%	18%	18%	17%	12%	14%	17%	18%	15%	12%
No change	(3) 3517	724	2794	331	3187	1784	1727	411	475	668	475	661	435	393	886	1143	1489	828	3030	456
		59%	57%	42%	56%	55%	55%	50%	55%	52%	57%	57%	54%	53%	52%	55%	55%	55%	55%	48%
Slightly more	(4) 395	48	347	122	273	209	186	125	108	71	31	28	18	14	233	102	60	32	287	105
		4%	7%	12%	7%	6%	6%	15%	12%	9%	4%	3%	2%	2%	14%	6%	2%	2%	6%	11%
Much more	(5) 166	9	158	78	90	96	70	45	49	39	19	8	4	1	94	58	14	6	96	67
		1%	3%	2%	2%	3%	2%	7%	7%	7%	7%	7%	1%	*	6%	3%	1%	*	2%	7%
Don't know	84	10	74	10	74	44	40	20	15	22	8	7	10	1	36	30	18	10	61	19
		1%	1%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	1	2%	2%	1%	1%	1%	2%
NET Much/Slightly more	562	57	505	199	363	308	256	170	157	110	60	36	22	15	327	161	74	37	383	173
		6%	10%	15%	7%	8%	8%	11%	10%	10%	6%	3%	3%	2%	19%	8%	3%	3%	7%	10%
NET Much/Slightly less	1997	442	1555	249	1748	876	1117	221	219	321	299	425	293	219	441	620	937	512	1684	295
		32%	39%	32%	33%	29%	35%	27%	25%	29%	36%	39%	39%	36%	26%	32%	37%	37%	33%	31%
Mean	2.61	2.49	2.64	2.66	2.58	2.60	2.55	2.60	2.64	2.60	2.53	2.45	2.43	2.50	2.60	2.64	2.46	2.47	2.59	2.70
Std Dev.	0.94	0.88	0.95	1.17	0.90	0.93	0.95	1.02	1.01	0.95	0.92	0.88	0.87	0.81	1.02	0.94	0.86	0.84	0.90	1.11
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Table 187

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	1079	159	303	211	316	552	527	638	425	80	146	254	277	188	677	84	912	244	808	27
(1)	18%	14%	16%	15%	19%	16%	17%	17%	16%	16%	20%	17%	17%	17%	16%	16%	16%	18%	18%	9%
Slightly less	918	180	274	221	242	454	463	540	368	67	90	236	244	157	570	69	771	159	707	52
(2)	15%	16%	14%	16%	14%	15%	15%	15%	15%	13%	12%	16%	15%	14%	15%	13%	15%	12%	19%	18%
No change	3517	613	1072	814	1018	1685	1832	1990	1471	310	440	840	877	630	2157	322	2937	702	2646	169
(3)	57%	54%	56%	59%	57%	55%	57%	54%	58%	60%	60%	55%	53%	57%	56%	60%	57%	55%	58%	59%
Slightly more	395	114	112	81	87	226	169	308	84	37	35	94	125	69	255	37	338	106	262	27
(4)	6%	10%	6%	6%	5%	7%	5%	6%	3%	7%	5%	6%	8%	6%	7%	7%	7%	6%	6%	10%
Much more	166	60	38	35	33	88	88	141	23	12	11	57	45	35	114	12	150	51	112	3
(5)	3%	3%	2%	3%	2%	3%	2%	3%	1%	2%	2%	4%	3%	3%	2%	2%	3%	4%	2%	1%
Don't know	84	10	23	22	29	33	51	53	23	10	11	20	16	19	48	11	68	22	53	9
(6)	1%	1%	1%	2%	2%	1%	2%	1%	1%	2%	2%	1%	1%	2%	1%	2%	1%	2%	1%	3%
NET Much/Slightly more	862	171	151	116	121	325	237	443	107	48	47	133	170	106	359	48	488	159	375	31
(7)	8%	10%	8%	8%	7%	11%	8%	12%	4%	6%	6%	10%	11%	10%	10%	8%	9%	12%	8%	21%
NET Much/Slightly less	1997	339	607	432	558	1006	990	1178	794	147	236	490	521	345	1246	153	1682	403	1514	79
(8)	32%	30%	32%	31%	32%	33%	32%	32%	33%	29%	32%	33%	33%	31%	33%	29%	33%	31%	33%	27%
Mean	2.61	2.59	2.54	2.56	2.56	2.62	2.60	2.67	2.64	2.67	2.55	2.64	2.63	2.64	2.62	2.66	2.62	2.65	2.60	2.57
Std Dev.	0.94	0.99	0.95	0.90	0.92	0.97	0.91	0.99	0.86	0.91	0.92	0.97	0.96	0.95	0.95	0.90	0.95	1.01	0.93	0.81
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Table 187

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1) 1079	921	159	32	907	75	49	48	46	144	81	71	94	101	139	159	73	8	67	
	18%	17%	16%	19%	18%	14%	17%	23% ^{ab}	19%	15%	16%	16%	17%	18%	17%	19%	14%	12%	15%	
Slightly less	(2) 918	770	147	29	771	83	42	23	32	96	78	71	77	97	98	143	79	14	68	
	15%	15%	17%	17%	15%	16%	14%	14%	13%	15%	14%	15%	14%	17%	12%	17%	15%	21%	15%	
No change	(3) 3517	3042	475	91	2946	309	179	83	152	378	312	272	297	309	456	444	339	40	269	
	57%	57%	55%	54%	57%	57%	49%	49%	41%	56%	57%	53%	55%	54%	56%	53%	57%	60%	60%	
Slightly more	(4) 395	352	43	10	339	32	16	9	9	35	20	24	39	41	82	56	32	4	28	
	6%	7%	5%	6%	7%	6%	5%	5%	4%	5%	4%	5%	7%	7%	10% ^{lmnp}	7%	6%	6%	6%	
Much more	(5) 166	141	25	4	143	13	7	4	3	14	8	8	8	24	13	29	33	10	13	
	3%	3%	3%	2%	3%	3%	2%	2%	1%	2%	1%	2%	2%	6% ^{lm}	2%	4%	4%	2%	3%	
Don't know	84	71	13	1	72	5	3	3	8	7	9	2	12	10	6	8	9	-	5	
	1%	1%	1%	*	1%	1%	1%	2%	2% ^{lmnpqr}	1%	2%	*	2% ^{lm}	2%	1%	1%	2%	-	1%	
NET Much/Slightly more	562	493	68	15	481	45	23	13	13	50	28	32	63	65	111	89	42	4	41	
	9%	9%	8%	9%	9%	8%	8%	7%	5%	7%	5%	7%	12% ^{lm}	10% ^{lm}	14% ^{lmnpqr}	11% ^{lm}	8%	7%	24% ^{lm}	
NET Much/Slightly less	1997	1691	306	62	1678	157	91	71	78	240	159	142	171	198	237	301	151	22	135	
	32%	32%	36%	37%	32%	30%	31%	23% ^{ab}	31%	36%	31%	32%	32%	35%	29%	26% ^{lm}	29%	33%	30%	
Mean	2.61	2.62	2.56	2.55	2.62	2.60	2.57	2.38	2.55	2.52	2.59	2.61	2.60	2.55	2.52	2.59	2.63	2.63	2.57	
Std Dev.	0.94	0.94	0.95	0.96	0.94	0.99	0.91	1.03	0.89	0.96	0.86	0.88	1.00	0.94	0.99	1.00	0.89	0.81	0.91	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Table 187

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Much less	1079	425	393	580	549	425	19	119	393	43	210	303	430	136	129	75	733	204	446	408	105	89	25	853	114	347	733		
	18%	18%	18%	17%	17%	18%	12%	18%	18%	18%	20%	15%	17%	17%	22%slp	30%nmw	16%	29%nmw	17%	18%	15%	23%relw	14%	17%	21%l	23%l	16%		
Slightly less	918	336	374	519	557	336	23	119	374	25	179	319	388	108	92	11	707	103	408	354	89	47	19	762	66	263	655		
	15%	14%	16%l	15%	16%relw	14%	14%	16%	17%	12%	17%	11%relw	13%relw	10%relw	4%	1%relw	1%relw	16%	16%	15%	13%	13%	10%	16%	12%	19%l	14%		
No change	3517	1309	1252	1937	1851	1309	92	474	1252	133	619	1155	1415	473	314	143	2570	458	1473	1292	415	199	121	2765	320	509	3209		
	57%	54%	58%	55%	58%l	54%	58%	62%	58%	62%	59%	57%	57%	59%	54%	58%	57%	55%	57%	56%	61%	56%	56%	68%relw	56%	60%	33%	65%y	
Slightly more	395	204	87	294	178	204	18	40	87	5	25	129	181	55	25	6	310	31	171	165	39	16	4	336	21	242	154		
	6%	8%relw	4%	8%relw	5%	6%l	5%	5%	4%l	2%	2%	6%relw	6%relw	6%relw	4%	2%	3%relw	4%	7%	6%relw	6%	5%	2%	9%l	4%	13%l	3%		
Much more	166	111	37	129	55	111	5	12	37	5	9	94	49	11	10	2	143	12	86	59	12	3	5	144	8	135	30		
	3%	8%relw	2%	6%relw	2%	6%l	3%	2%	2%	2%	1%	6%relw	2%	1%	2%	1%	3%relw	1%	3%	3%	2%	1%	3%	3%	1%	6%l	1%		
Don't know	84	29	19	42	32	29	2	6	19	1	8	17	23	18	13	9	39	22	23	26	22	3	4	49	7	25	59		
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%slp	2%slp	1%relw	1%	1%	1%	2%relw	1%	2%	1%	1%	2%	1%		
NET Much/Slightly more	862	314	125	423	234	314	23	52	125	10	34	223	230	65	36	8	454	43	257	223	50	19	9	480	28	378	184		
	8%	13%relw	6%	12%relw	7%	13%l	18%relw	7%	8%l	5%	3%	11%relw	9%relw	6%l	3%	3%	10%relw	5%	10%relw	10%relw	7%	5%	5%	10%relw	5%	28%l	4%		
NET Much/Slightly less	1997	761	767	1100	1106	761	42	231	767	68	388	622	818	244	221	86	1440	307	853	762	194	137	43	1615	180	609	1388		
	32%	32%	32%relw	31%	34%	32%	26%	30%	31%	32%	37%	31%	33%	31%	31%	32%	32%	32%relw	33%	33%	28%	24%	24%	33%	34%	62%l	30%		
Mean	2.61	2.68%relw	2.53	2.67%relw	2.58	2.68	2.79	2.63	2.53	2.54	2.47	5.76%relw	2.61%relw	2.61%relw	2.46	2.37	2.65%relw	2.43	2.63%l	2.61%	2.64%	2.43	2.68%	2.62%l	2.51	2.75%	2.58		
Std Dev.	0.94	1.01	0.90	0.97	0.89	1.01	0.92	0.85	0.90	0.93	0.87	0.96	0.92	0.90	0.95	0.99	0.94	0.96	0.95	0.95	0.88	0.94	0.85	0.95	0.92	1.24	0.82		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.05	0.07	0.01	0.04	0.03	0.01		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Table 187

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Much less	(1) 1079 18%	55 16%	1018 18%	9 21%	300 16%	735 18%	44 14%	1052 18%	8 6%	8 14%	11 17%	1053 18%	*
Slightly less	(2) 918 15%	51 15%	860 15%	7 18%	253 15%	604 14%	61 19%	872 15%	17 15%	15 25%	5 7%	804 13%	9
No change	(3) 3517 57%	168 50%	3333 58%	16 40%	898 53%	2463 59%	158 51%	3388 57%	55 47%	24 42%	49 74%	3464 57%	4
Slightly more	(4) 395 6%	48 14%	344 6%	4 10%	134 8%	234 5%	27 9%	368 6%	20 17%	7 12%	1 2%	353 6%	1
Much more	(5) 166 3%	11 3%	153 3%	2 5%	61 4%	98 2%	8 3%	148 3%	14 12%	2 4%	*	164 3%	2
Don't know	84 1%	4 1%	77 1%	3 7%	32 2%	38 1%	13 4%	74 1%	4 3%	2 3%	*	79 1%	5
NET Much/Slightly more	562 9%	59 17%	497 9%	6 15%	195 12%	332 8%	35 11%	514 9%	34 29%	9 16%	1 2%	557 9%	3
NET Much/Slightly less	1997 32%	106 32%	1875 32%	15 37%	553 33%	1339 32%	105 34%	1924 33%	25 21%	23 42%	16 24%	1872 31%	9
Mean	2.61	2.72	2.61	2.59	2.64	2.60	2.64	2.60	3.15	2.65	2.60	2.61	2.72
Std Dev.	0.94	1.01	0.94	1.13	0.99	0.92	0.93	0.94	1.04	1.00	0.79	0.94	1.06
Std Error	0.01	0.05	0.01	0.17	0.02	0.01	0.05	0.01	0.10	0.14	0.10	0.01	0.26

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Table 187

Base : All participants

		Quarter				Month											
Total		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base		6160	1550	1535	1539	1538	521	524	505	512	502	520	520	499	519	516	501
Weighted Base		6160	1550	1535	1539	1538	491	532	527	532	507	496	518	518	503	503	512
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317
(1)	Much less	1079	238	281	260	300	72	77	90	96	86	100	77	89	93	103	97
		18%	15%	18%	17%	19%	14%	14%	17%	18%	17%	15%	17%	18%	21%	19%	19%
(2)	Slightly less	918	250	225	222	222	81	63	103	73	75	77	61	89	72	78	84
		15%	16%	15%	14%	14%	5.1%	7%	15.5%	14%	15%	16%	12%	17%	14%	16%	17%
(3)	No change	3517	903	858	895	861	294	337	273	299	284	276	325	288	282	275	274
		57%	58%	56%	58%	56%	60%	63.5%	52%	56%	56%	56%	63.5%	56%	56%	55%	54%
(4)	Slightly more	385	96	100	98	101	27	34	36	38	33	29	38	28	33	30	38
		6%	6%	7%	6%	7%	2%	6%	7%	7%	7%	6%	7%	5%	6%	6%	6%
(5)	Much more	166	36	55	47	28	7	14	16	23	20	12	7	22	17	8	10
		3%	2%	4%	3%	2%	1%	3%	3%	4.5%	4.5%	2%	1%	4.5%	3%	2%	2%
	Don't know	84	25	16	18	24	8	7	11	4	9	2	9	3	6	10	6
		1%	2%	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%
	NET Much/Slightly more	562	133	155	145	129	33	48	51	61	54	40	45	49	50	37	48
		9%	9%	10%	9%	8%	7%	9%	10%	11%	11%	8%	9%	10%	10%	7%	9%
	NET Much/Slightly less	1997	489	506	481	522	155	140	192	168	161	177	139	179	165	152	154
		32%	31%	33%	31%	34%	32%	26%	37.5%	32%	32%	36.5%	27%	34.5%	33%	30.5%	30.5%
Mean		2.61	2.63	2.62	2.64	2.56	2.61	2.70	2.58	2.66	2.65	2.54	2.60	2.62	2.62	2.51	2.55
Std Dev.		0.94	0.90	0.98	0.94	0.94	0.85	0.89	0.95	1.00	0.98	0.96	0.87	0.97	0.98	0.94	0.95
Std Error		0.01	0.02	0.03	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Table 188

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	3353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1)	947	203	745	121	826	401	544	88	78	149	138	239	144	112	166	287	494	256	812
	15%	16%	15%	15%	13%	17%	17%	17%	9%	8%	13%	14%	14%	10%	10%	10%	16%	20%	16%	14%
Slightly less	(2)	845	194	651	102	743	381	463	96	114	136	108	172	139	79	210	243	301	218	718
	14%	16%	13%	13%	14%	13%	15%	12%	13%	12%	13%	15%	13%	12%	12%	12%	16%	16%	14%	12%
No change	(3)	3639	760	2879	355	3284	1843	1792	438	507	694	505	654	446	396	945	1199	1496	842	3137
	62%	62%	58%	45%	45%	57%	53%	53%	58%	62%	61%	58%	59%	55%	55%	56%	56%	59%	56%	50%
Slightly more	(4)	452	53	399	124	328	240	211	124	116	84	51	32	17	27	241	135	76	44	312
	7%	4%	6%	16%	6%	7%	7%	7%	15%	13%	13%	13%	9%	3%	4%	14%	10%	9%	3%	6%
Much more	(5)	147	10	137	75	72	90	54	47	27	40	18	11	2	2	74	58	15	4	82
	2%	1%	2%	1%	1%	2%	2%	2%	5%	3%	5%	3%	1%	*	*	6%	6%	1%	*	2%
Don't know		130	13	118	13	118	54	76	29	25	19	12	22	11	12	54	31	45	23	97
	2%	1%	2%	2%	2%	2%	2%	2%	4%	3%	2%	1%	2%	2%	2%	3%	3%	2%	2%	3%
NET Much/Slightly more		598	63	535	199	399	330	266	171	143	124	69	42	19	29	314	194	90	48	393
	10%	5%	10%	15%	7%	8%	8%	8%	10%	10%	10%	10%	8%	4%	3%	14%	10%	4%	3%	8%
NET Much/Slightly less		1792	366	1396	223	1569	792	1007	184	192	285	245	411	283	181	376	531	885	474	1531
	29%	32%	26%	28%	29%	26%	32%	22%	22%	25%	20%	20%	27%	20%	27%	22%	27%	19%	14%	30%
Mean		2.67	2.57	2.66%	2.61%	2.63	2.74%	2.60	2.63	2.60	2.60	2.64%	2.46	2.46	2.56	2.64%	2.74%	2.48	2.50	2.63
Std Dev.		0.91	0.85	0.93	1.14	0.87	0.90	0.92	0.98	0.87	0.91	0.91	0.89	0.83	0.85	0.92	0.91	0.86	0.84	0.88
Std Error		0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
 Formal letters to organisations or individuals

Table 188

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	(1) 947	129	327	194	297	496	492	551	390	71	136	266	234	137	625	74	797	211	710	27
	13%	11%	18%	14%	18%	15%	16%	18%	16%	14%	18%	17%	15%	12%	17%	14%	15%	15%	13%	9%
Slightly less	(2) 845	166	281	191	207	447	397	508	322	50	80	209	221	185	510	52	735	130	666	49
	14%	15%	15%	14%	12%	15%	13%	14%	13%	10%	11%	14%	14%	17%	13%	10%	14%	10%	19%	17%
No change	(3) 3639	631	988	856	1040	1742	1896	2063	1620	321	447	848	930	650	2225	331	3043	731	2738	171
	59%	56%	58%	57%	57%	57%	58%	56%	62%	62%	61%	56%	59%	59%	58%	62%	59%	57%	60%	59%
Slightly more	(4) 462	141	121	88	102	262	190	347	98	41	44	105	151	75	300	44	382	133	293	26
	7%	12%	6%	6%	6%	9%	6%	6%	4%	8%	6%	7%	10%	7%	8%	8%	7%	9%	6%	9%
Much more	(5) 147	55	36	26	30	91	56	126	20	9	14	50	29	34	94	10	130	51	82	4
	2%	4%	2%	2%	2%	3%	2%	3%	1%	2%	2%	3%	2%	3%	2%	2%	3%	4%	2%	1%
Don't know	130	15	37	28	50	52	78	75	47	23	12	34	20	19	66	23	88	29	90	11
	2%	1%	2%	2%	3%	2%	3%	2%	2%	3%	2%	3%	1%	2%	2%	4%	2%	2%	2%	4%
NET Much/Slightly more	898	152	157	114	132	352	246	472	118	51	58	155	180	109	394	54	512	164	385	30
	15%	13%	8%	8%	8%	11%	8%	11%	5%	10%	8%	10%	11%	10%	10%	10%	10%	14%	8%	11%
NET Much/Slightly less	1792	295	608	385	504	903	889	1059	712	120	215	465	455	322	1135	126	1533	340	1376	76
	29%	26%	32%	28%	29%	30%	29%	29%	30%	23%	29%	26%	29%	29%	29%	24%	29%	26%	30%	26%
Mean	2.67	2.16	2.60	2.88	2.62	2.69	2.64	2.59	2.73	2.73	2.62	2.65	2.69	2.71	2.66	2.73	2.67	2.57	2.64	2.75
Std Dev.	0.91	0.95	0.91	0.87	0.91	0.93	0.89	0.84	0.88	0.92	0.92	0.96	0.90	0.89	0.93	0.88	0.92	0.99	0.89	0.81
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
 Formal letters to organisations or individuals

Table 188

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Much less	(1) 947	824	123	23	785	74	45	43	41	134	77	59	77	76	104	150	65	9	65		
	15%	16%	14%	14%	12%	14%	15%	23% ab	17%	25% ab	19%	13%	14%	14%	13%	13%	12%	13%	15%		
Slightly less	(2) 845	711	133	25	708	77	39	21	32	67	66	73	89	99	122	100	59	16	61		
	14%	13%	15%	15%	14%	15%	13%	12%	13%	10%	13%	16%	16% up	17% up	16% u	12%	11%	24% hijopqr	13%		
No change	(3) 3639	3139	500	99	3054	310	188	87	149	397	318	267	301	322	446	498	355	32	278		
	59%	59%	58%	59%	57% ab	57% ab	54% ab	51%	60%	59%	57% ab	60%	55%	56%	55%	59%	57% ab	46%	47% ab		
Slightly more	(4) 462	401	50	12	389	37	14	12	12	46	34	34	37	48	91	57	31	10	27		
	7%	6%	6%	7%	8% u	7%	5%	7%	5%	7%	7%	8%	7%	8%	11% hijopqr	7%	6%	14% hijopqr	6%		
Much more	(5) 147	122	25	4	125	11	6	4	7	12	5	9	20	12	33	22	6	*	11		
	2%	2%	3%	2%	2%	2%	2%	3%	3%	2%	1%	2%	6% up	2%	6% up	3%	1%	*	3%		
Don't know	130	101	30	4	117	8	2	3	9	19	9	6	19	14	14	15	13	*	7		
	2%	2%	3% ab	3%	2% u	1%	1%	2%	2% ab	3%	2%	1%	3%	2%	2%	2%	2%	*	2%		
NET Much/Slightly more	988	823	76	16	514	48	20	16	16	58	38	43	57	60	124	79	37	10	38		
	16%	10%	7%	10%	16% u	8%	7%	10%	7%	9%	8%	10%	10%	10%	13% hijopqr	8%	7%	19% u	8%		
NET Much/Slightly less	1792	1535	256	48	1493	151	84	64	73	201	143	132	168	177	226	251	124	25	126		
	29%	29%	30%	29%	29%	29%	29%	24% ab	29%	30%	28%	29%	24% up	24% up	28%	30%	23%	17% up	26%		
Mean	2.67	2.67	2.67	2.69	2.69	2.69	2.69	2.48	2.63	2.60	2.64	2.69	2.68	2.67	2.69	2.64	2.72	2.64	2.68		
Std Dev.	0.91	0.91	0.91	0.90	0.91	0.89	0.87	1.03	0.92	0.95	0.85	0.87	0.94	0.89	0.95	0.94	0.80	0.90	0.89		
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.07	0.03		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
 * small base

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
 Formal letters to organisations or individuals

Table 188

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Much less	947	335	375	469	609	335	15	101	375	40	201	295	334	116	135	64	629	209	373	399	92	81	24	733	115	307	641
(1)	15%	14%	17%	13%	18%	14%	9%	13%	17%	19%	19%	15%	13%	15%	15%	23%	24%	14%	14%	16%	13%	23%	14%	15%	21%	20%	14%
Slightly less	845	331	315	505	490	331	15	98	315	16	151	261	383	101	82	16	644	98	370	319	84	53	15	689	68	247	598
(2)	14%	14%	15%	14%	15%	14%	9%	13%	14%	7%	14%	13%	15%	15%	15%	15%	15%	15%	14%	14%	12%	15%	9%	14%	13%	12%	13%
No change	3639	1363	1314	1999	1947	1363	99	495	1314	139	641	1206	1455	495	319	150	2691	469	1567	1312	439	184	124	2880	307	553	3086
(3)	59%	57%	61%	57%	60%	57%	62%	60%	61%	65%	61%	60%	59%	55%	61%	59%	57%	60%	57%	64%	51%	76%	59%	57%	36%	67%	5%
Slightly more	452	236	96	345	206	236	16	39	96	11	33	133	223	58	29	6	357	36	169	209	42	19	10	378	29	270	182
(4)	7%	4%	4%	4%	4%	4%	6%	5%	4%	5%	3%	4%	4%	5%	5%	3%	4%	4%	6%	4%	6%	5%	6%	8%	5%	11%	4%
Much more	147	100	24	121	45	100	6	13	24	3	5	94	35	9	7	2	129	9	84	51	5	6	2	134	8	112	35
(5)	2%	4%	1%	5%	1%	4%	4%	2%	1%	2%	1%	6%	1%	1%	1%	1%	1%	1%	3%	2%	1%	2%	1%	3%	1%	7%	1%
Don't know	130	48	39	67	57	48	9	19	39	4	17	28	55	19	11	9	83	19	42	53	20	5	3	96	8	33	97
(6)	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	3%	2%	2%	2%	2%	3%	1%	2%	2%	1%	2%	2%
NET Much/Slightly more	898	336	120	469	250	336	22	51	120	14	39	227	259	67	36	8	486	45	253	259	46	25	12	513	37	381	217
(7)	10%	14%	6%	13%	8%	14%	14%	7%	6%	7%	4%	11%	10%	8%	6%	3%	11%	5%	10%	11%	7%	7%	7%	10%	7%	20%	5%
NET Much/Slightly less	1792	665	690	973	998	665	30	198	690	56	352	958	717	218	217	80	1273	297	743	678	176	144	39	1421	183	553	1239
(8)	29%	28%	29%	29%	29%	29%	19%	20%	32%	26%	34%	28%	29%	27%	32%	29%	29%	29%	29%	29%	26%	25%	22%	29%	27%	15%	27%
Mean	2.67	2.76	2.57	2.76	2.62	2.76	2.66	2.68	2.57	2.62	2.51	2.76	2.69	2.67	2.46	2.43	2.76	2.45	2.76	2.69	2.67	2.43	2.76	2.69	2.52	2.76	2.64
Std Dev.	0.91	0.96	0.87	0.93	0.88	0.96	0.86	0.83	0.87	0.91	0.86	0.95	0.87	0.86	0.95	0.94	0.91	0.95	0.91	0.93	0.82	0.99	0.81	0.92	0.94	1.19	0.80
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.06	0.01	0.04	0.03	0.01

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
 Formal letters to organisations or individuals

Table 188

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3591	69	38	46	3657	15
Much less	(1) 847	55	884	9	296	619	33	916	13	8	8	937	2
	16%	16%	15%	21%	16%	15%	10%	16%	11%	14%	13%	15%	11%
Slightly less	(2) 845	46	793	6	204	590	50	812	15	7	5	834	5
	14%	14%	14%	15%	12%	14%	16%	14%	13%	12%	8%	14%	21%
No change	(3) 3639	174	3450	15	920	2554	165	3498	56	32	47	3587	6
	59%	52%	60%	36%	55%	61%	53%	59%	48%	56%	71%	59%	29%
Slightly more	(4) 452	50	396	6	159	269	24	417	18	11	2	446	3
	7%	15%	7%	15%	9%	6%	8%	7%	16%	19%	4%	7%	15%
Much more	(5) 147	6	136	3	55	72	19	130	15	-	2	145	-
	2%	2%	2%	6%	3%	2%	6%	2%	13%	-	3%	2%	-
Don't know	130	3	124	3	40	70	20	124	-	*	1	124	5
	2%	1%	2%	6%	2%	2%	6%	2%	-	*	2%	2%	24%
NET Much/Slightly more	598	58	532	9	214	341	43	548	33	11	4	591	3
	10%	17%	9%	21%	12%	8%	14%	9%	28%	19%	6%	10%	15%
NET Much/Slightly less	1792	101	1676	15	501	1209	83	1728	28	15	14	1771	7
	29%	30%	29%	30%	30%	29%	27%	29%	24%	26%	21%	29%	32%
Mean	2.67	2.73	2.67	2.69	2.68	2.66	2.66	2.66	3.06	2.79	2.75	2.67	2.63
Std Dev.	0.91	0.99	0.91	1.20	0.99	0.87	0.97	0.91	1.11	0.91	0.84	0.91	1.00
Std Error	0.01	0.05	0.01	0.18	0.02	0.01	0.06	0.01	0.10	0.12	0.10	0.01	0.25

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Table 188

Base : All participants

		Quarter				Month															
Total		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base		6160	1550	1535	1539	1536	521	524	505	512	502	520	520	499	519	516	501				
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512				
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317				
Much less	(1)	947	232	249	225	241	76	70	86	89	80	81	68	83	74	88	81				
		15%	15%	16%	15%	16%	16%	13%	16%	17%	16%	13%	16%	18%	15%	18%	16%				
Slightly less	(2)	845	218	198	216	213	55	80	83	65	60	74	54	61	71	76	83				
		14%	14%	13%	14%	14%	11%	15%	16%	12%	12%	15%	10%	12%	14%	15%	16%				
No change	(3)	3639	919	881	922	917	301	329	289	306	295	281	338	296	287	300	284				
		59%	59%	57%	60%	60%	61%	62%	55%	58%	57%	57%	65%	57%	57%	60%	55%				
Slightly more	(4)	482	117	121	102	111	43	37	38	39	37	45	30	33	39	25	39				
		7%	8%	8%	7%	7%	8%	7%	7%	7%	7%	7%	6%	6%	6%	6%	8%				
Much more	(5)	147	34	53	39	21	5	13	16	19	27	7	8	12	19	5	11				
		2%	2%	3%	3%	1%	1%	2%	3%	4%	5%	2%	2%	2%	4%	1%	2%				
Don't know		130	31	31	36	32	12	4	15	15	9	8	19	4	13	9	13				
		2%	2%	2%	2%	2%	2%	1%	4%	3%	2%	2%	5%	1%	3%	2%	3%				
NET Much/Slightly more		598	151	174	141	132	48	50	54	58	64	53	39	44	58	30	50				
		10%	10%	11%	9%	9%	10%	9%	10%	11%	12%	11%	7%	9%	11%	6%	10%				
NET Much/Slightly less		1792	449	446	440	455	131	150	159	154	140	154	122	124	144	164	165				
		29%	29%	29%	29%	30%	27%	28%	27%	28%	28%	31%	24%	33%	29%	33%	34%				
Mean		2.67	2.67	2.69	2.68	2.64	2.68	2.70	2.64	2.68	2.74	2.64	2.71	2.61	2.71	2.66	2.63				
Std Dev.		0.91	0.90	0.96	0.90	0.89	0.88	0.87	0.95	0.97	0.99	0.92	0.84	0.91	0.95	0.88	0.92				
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Table 189

Base : All participants

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1698	1939	2013	1461	5468	544
Weighted Base		6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base		3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1)	1063	262	791	135	917	432	620	90	87	156	153	245	184	137	177	310	506	321	917	127
77%		216%	16%	17%	17%	14%	26%	17%	10%	10%	14%	14%	22%	22%	22%	10%	16%	22%	22%	16%	13%
Slightly less	(2)	778	163	615	87	691	374	404	98	104	128	125	147	108	67	202	253	323	176	636	132
13%		13%	12%	11%	13%	12%	13%	12%	12%	11%	15%	13%	14%	11%	11%	12%	13%	13%	13%	12%	14%
No change	(3)	3622	731	2891	340	3282	1827	1787	441	509	669	480	666	448	409	949	1149	1523	857	3137	460
59%		59%	59%	43%	43%	57%	57%	57%	54%	59%	54%	58%	59%	59%	59%	56%	59%	59%	59%	59%	49%
Slightly more	(4)	461	82	399	146	315	250	210	120	114	158	84	36	9	10	243	102	55	19	307	143
7%		7%	6%	6%	19%	6%	8%	7%	16%	13%	19%	19%	7%	3%	1%	14%	10%	6%	2%	6%	19%
Much more	(5)	143	5	138	71	72	86	57	42	35	44	12	6	3	1	77	56	10	4	82	61
2%		2%	1%	1%	1%	2%	2%	2%	7%	6%	7%	1%	1%	1%	1%	7%	6%	1%	1%	2%	6%
Don't know		104	10	94	10	94	41	63	22	20	16	6	28	7	3	41	24	39	10	76	21
2%		2%	1%	1%	2%	2%	2%	2%	3%	3%	2%	1%	3%	1%	1%	2%	2%	2%	1%	2%	2%
NET Much/Slightly more		604	67	536	217	387	338	267	171	149	153	66	42	12	11	320	218	65	23	389	204
10%		10%	6%	6%	19%	7%	10%	9%	16%	13%	19%	19%	7%	3%	1%	14%	10%	6%	2%	6%	19%
NET Much/Slightly less		1830	426	1406	222	1606	806	1023	189	190	284	278	353	253	204	379	552	889	497	1553	258
30%		30%	29%	28%	30%	30%	27%	33%	23%	22%	25%	33%	33%	33%	33%	22%	29%	39%	39%	30%	27%
Mean		2.65	2.50	2.68%	2.61%	2.61	2.73%	2.57	2.62%	2.68%	2.73%	2.67%	2.47	2.39	2.47	2.60%	2.68%	2.44	2.43	2.61	2.67%
Std Dev.		0.93	0.90	0.94	1.16	0.89	0.91	0.95	0.97	0.90	0.94	0.91	0.89	0.88	0.86	0.94	0.94	0.88	0.87	0.90	1.05
Std Error		0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Table 189

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	1063	179	370	209	295	549	503	607	435	78	126	253	267	184	646	81	891	217	813	23
(1)	17%	16%	19%	15%	17%	16%	16%	17%	16%	15%	17%	17%	17%	17%	17%	15%	17%	16%	16%	8%
Slightly less	778	170	267	159	181	437	341	475	293	54	76	201	215	142	491	55	663	131	602	45
(2)	13%	15%	14%	12%	11%	14%	11%	13%	12%	11%	10%	13%	14%	13%	13%	10%	13%	10%	13%	16%
No change	3622	580	1096	852	1093	1676	1944	2041	1526	337	455	866	904	633	2226	349	3008	749	2690	182
(3)	59%	51%	57%	57%	57%	55%	57%	56%	56%	62%	58%	58%	57%	58%	58%	58%	58%	58%	58%	63%
Slightly more	461	148	118	105	90	266	195	373	78	20	49	101	139	102	290	22	405	106	329	26
(4)	7%	13%	6%	8%	5%	9%	6%	10%	3%	4%	7%	7%	9%	6%	9%	4%	8%	6%	7%	9%
Much more	143	43	33	36	31	76	67	125	18	14	16	46	39	25	100	14	127	53	85	3
(5)	2%	6%	2%	3%	2%	3%	2%	5%	1%	3%	2%	3%	2%	2%	3%	2%	3%	4%	2%	1%
Don't know	104	16	30	23	36	45	59	49	48	12	11	34	21	13	65	13	81	26	69	9
(6)	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%	1%	2%	2%	2%	2%	2%	3%
NET Much/Slightly more	664	191	151	141	121	342	262	488	95	34	65	147	178	122	390	36	532	161	414	29
(7)	10%	13%	8%	10%	7%	11%	8%	14%	4%	7%	9%	10%	11%	10%	10%	7%	10%	13%	8%	10%
NET Much/Slightly less	1830	349	637	368	476	886	844	1082	729	132	202	454	482	326	1138	137	1554	348	1415	68
(8)	30%	31%	33%	27%	28%	32%	27%	29%	30%	26%	28%	28%	30%	30%	30%	26%	30%	27%	28%	24%
Mean	2.65	2.58	2.59	2.63	2.63	2.63	2.67	2.55	2.68	2.66	2.65	2.66	2.67	2.67	2.66	2.65	2.65	2.62	2.62	2.57
Std Dev.	0.93	1.01	0.93	0.91	0.89	0.96	0.90	0.88	0.85	0.88	0.92	0.95	0.94	0.94	0.94	0.88	0.94	0.89	0.92	0.76
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Table 189

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	157	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Much less	(1) 1063	901	152	31	873	81	52	46	46	108	84	81	89	91	126	163	89	6	75		
		17%	16%	16%	17%	16%	16%	23% ^{ab}	19%	16%	16%	16%	16%	16%	16%	19%	16%	9%	17%		
Slightly less	(2) 778	648	130	34	651	80	31	17	38	73	64	65	63	120	108	87	52	13	66		
	13%	12%	15%	29% ^{ab}	13%	19% ^{ab}	11%	10%	16% ^{ab}	11%	13%	15%	12%	16% ^{ab}	13%	10%	10%	29% ^{ab}	19% ^{ab}		
No change	(3) 3622	3129	492	84	3040	307	185	89	145	417	315	271	316	300	431	494	354	39	269		
		59%	57%	50%	50% ^{ab}	53% ^{ab}	53% ^{ab}	52%	58%	54% ^{ab}	54% ^{ab}	52% ^{ab}	58%	53%	53%	59%	51% ^{ab}	57%	40% ^{ab}		
Slightly more	(4) 461	414	47	12	398	33	19	11	9	53	28	21	32	68	105	58	34	8	25		
	7%	8%	5%	7%	8%	6%	6%	7%	4%	9% ^{ab}	5%	5%	6%	12% ^{ab}	12% ^{ab}	7%	4%	12% ^{ab}	6%		
Much more	(5) 143	125	18	2	123	11	5	3	6	13	6	7	27	7	31	22	4	*	11		
		2%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	9% ^{ab}	1%	4% ^{ab}	3%	1%	*	2%		
Don't know	104	81	23	5	93	6	2	3	6	11	12	4	16	7	9	19	9	1	5		
	2%	2%	3%	3%	2%	1%	1%	2%	2%	2%	2%	1%	3%	1%	1%	2%	2%	1%	1%		
NET Much/Slightly more	664	539	65	14	521	44	24	15	15	66	33	28	59	73	132	80	26	8	36		
	16%	15%	7%	8%	15%	9%	8%	9%	6%	15% ^{ab}	7%	8%	15% ^{ab}	13% ^{ab}	17% ^{ab}	19% ^{ab}	5%	12% ^{ab}	8%		
NET Much/Slightly less	1830	1549	281	64	1524	160	83	63	84	181	148	146	152	191	233	250	138	20	141		
	30%	29%	33%	8% ^{ab}	29%	31%	28%	24% ^{ab}	14% ^{ab}	27%	29%	33%	15% ^{ab}	28%	29%	30%	26%	29%	31%		
Mean	2.66	2.52 ^{ab}	2.56	2.51	2.59	2.53 ^{ab}	2.49 ^{ab}	2.45	2.56	2.68	2.61	2.57	2.57	2.66	2.69	2.62	2.63	2.74	2.62		
Std Dev.	0.93	0.93	0.92	0.92	0.93	0.90	0.91	1.03	0.93	0.90	0.87	0.89	0.99	0.93	1.00	0.97	0.84	0.81	0.91		
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.06	0.03		

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Table 189

Base : All participants

	Total	Stamp usage		1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Much less	1063	400	422	530	551	400	21	127	422	44	220	329	391	114	138	75	720	213	436	388	99	89	31	824	120	273	779
(1)	17%	17%	19%	15%	17%	17%	13%	17%	19%	21%	21%	16%	16%	14%	13%	32%	30%	16%	17%	17%	15%	23%	17%	17%	22%	18%	
Slightly less	778	322	285	464	428	322	23	99	285	17	132	251	354	94	70	8	605	78	347	289	79	46	15	638	61	223	555
(2)	13%	13%	13%	13%	13%	13%	14%	13%	13%	8%	13%	1207	1408	510	335	146	2615	451	135	13%	12%	13%	8%	13%	11%	12%	
No change	3622	1307	1329	1970	1992	1307	101	472	1329	142	684	1207	1408	510	335	146	2615	451	1517	1331	435	198	124	2849	322	599	3023
(3)	59%	54%	61%	56%	64%	54%	63%	62%	61%	67%	63%	60%	57%	58%	58%	59%	58%	58%	58%	58%	55%	55%	58%	58%	60%	39%	65%
Slightly more	461	254	75	367	187	254	9	39	75	3	12	116	253	56	28	7	369	35	179	214	49	13	4	393	17	282	179
(4)	7%	14%	3%	9%	4%	7%	5%	5%	4%	1%	1%	6%	10%	7%	5%	3%	9%	4%	7%	12%	4%	2%	1%	9%	3%	4%	
Much more	143	52	27	114	49	52	7	10	27	5	5	86	42	8	5	3	127	8	84	50	6	2	1	134	3	115	27
(5)	2%	4%	1%	5%	1%	4%	4%	1%	1%	2%	1%	4%	2%	1%	1%	1%	3%	1%	4%	2%	1%	2%	1%	3%	1%	6%	
Don't know	104	37	26	58	46	37	*	17	29	38	17	29	38	18	6	8	66	14	44	31	14	10	3	75	12	28	76
(6)	2%	2%	1%	2%	1%	2%	*	2%	1%	1%	2%	1%	2%	2%	1%	3%	1%	2%	2%	1%	2%	3%	1%	2%	2%	2%	
NET Much/Slightly more	604	346	102	480	236	346	16	49	102	8	17	202	295	64	33	10	457	43	282	264	55	15	6	527	20	369	206
(7)	10%	14%	5%	14%	7%	14%	10%	6%	8%	4%	2%	10%	12%	6%	4%	4%	11%	5%	10%	11%	8%	4%	3%	11%	4%	59%	
NET Much/Slightly less	1830	723	707	994	978	723	44	226	707	61	352	580	745	208	208	83	1325	291	783	677	178	135	46	1459	181	486	1335
(8)	30%	30%	23%	28%	30%	30%	27%	30%	33%	28%	34%	29%	30%	26%	26%	34%	29%	29%	30%	29%	26%	26%	26%	30%	26%	33%	29%
Mean	2.65	2.71	2.53	2.73	2.61	2.74	2.74	2.60	2.53	2.56	2.47	2.68	2.67	2.68	2.47	2.40	2.68	2.44	2.66	2.65	2.68	2.40	2.60	2.66	2.47	2.53	2.59
Std Dev.	0.93	0.99	0.89	0.96	0.89	0.99	0.91	0.87	0.89	0.92	0.85	0.96	0.92	0.84	0.94	1.01	0.94	0.96	0.95	0.94	0.85	0.93	0.83	0.94	0.90	1.16	0.84
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Table 189

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Much less	(1) 1053	54	990	9	302	708	45	1033	6	5	8	1053	2	
	17%	16%	17%	22%	16%	17%	14%	18.5%h	5%	9%	17%	17%h	7%	
Slightly less	(2) 778	33	740	6	191	538	48	748	15	10	3	771	3	
	13%	10%	13%	14%	11%	13%	15%	13%	13%	18%	5%	13%	15%	
No change	(3) 3622	204	3402	16	957	2504	161	3471	7	31	52	3562	7	
	59%	61%h	59%h	39%	57%	60%h	52%	59%	51%	54%	73%g,h,i,k	59%	33%	
Slightly more	(4) 461	36	421	4	138	291	32	418	29	9	1	455	4	
	7%	11%	7%	9%	8%	7%	10%	7%	25%g,h	6%h	1%	7%	20%	
Much more	(5) 143	6	134	3	57	75	11	136	6	2	*	143	-	
	2%	2%	2%	6%ab	3%a	2%	3%	2%	5%	3%	*	2%	-	
Don't know	104	3	98	3	31	58	15	95	2	*	2	97	5	
	2%	1%	2%	6%ab	2%	1%	5%ab	2%	2%	*	3%	2%	24%	
NET Much/Slightly more	604	42	554	7	195	366	43	554	34	11	1	598	4	
	10%	13%	10%	17%	12%a	9%	14%a	9%	29%g,h,k	18%h	7%	10%	20%	
NET Much/Slightly less	1830	86	1729	15	493	1244	93	1778	21	16	11	1815	5	
	30%	26%	30%	36%	29%	30%	30%	30%h	19%	28%	16%	30%h	23%	
Mean	2.65	2.72	2.64	2.64	2.67	2.63	2.71	2.63	3.11g,h	2.85	2.73	2.65	2.88	
Std Dev.	0.93	0.92	0.93	1.22	0.98	0.91	0.97	0.93	0.88	0.91	0.69	0.94	0.94	
Std Error	0.01	0.05	0.01	0.18	0.02	0.01	0.06	0.01	0.08	0.12	0.09	0.01	0.24	

Proportions/Mean: Columns Tested (5% risk level) - a,b,c - d,e,f - g,h,i,j,k,l
* small base, ** very small base (under 30) ineligible for sig testing

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Table 189

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Much less	(1) 1063	240	270	242	300	80	79	80	101	83	87	69	86	86	104	107	89
	17%	15%	18%	16%	19%	16%	15%	15%	19%	16%	18%	13%	17%	17%	21%	21%	17%
Slightly less	(2) 778	200	227	172	180	60	69	71	70	70	67	57	63	52	64	72	43
	13%	13%	15%	11%	12%	12%	13%	13%	13%	13%	13%	11%	12%	10%	13%	15%	8%
No change	(3) 3622	931	855	938	898	300	333	297	295	299	261	344	310	284	291	280	327
	59%	60%	56%	61%	58%	61%	63%	56%	56%	59%	53%	66%	60%	56%	58%	55%	63%
Slightly more	(4) 461	124	114	108	115	39	32	63	38	35	41	23	33	52	32	36	47
	7%	8%	7%	7%	7%	8%	6%	12%	7%	7%	8%	4%	6%	10%	6%	7%	10%
Much more	(5) 143	37	46	43	18	6	15	15	21	18	8	7	20	15	5	8	4
	2%	2%	3%	3%	1%	1%	3%	3%	4%	4%	2%	1%	4%	3%	1%	2%	1%
Don't know	104	19	22	37	26	5	3	11	7	4	12	18	6	13	7	8	10
	2%	1%	1%	2%	2%	1%	1%	2%	1%	1%	2%	3%	1%	3%	1%	2%	2%
NET Much/Slightly more	604	160	161	150	132	45	48	68	59	53	49	30	53	67	37	45	51
	10%	10%	10%	9%	9%	9%	9%	13%	11%	10%	10%	6%	10%	13%	7%	9%	10%
NET Much/Slightly less	1830	440	497	414	450	140	148	151	171	152	124	126	149	138	166	179	132
	30%	28%	32%	27%	30%	29%	28%	29%	32%	30%	25%	24%	29%	27%	32%	35%	25%
Mean	2.65	2.68	2.63	2.68	2.58	2.65	2.68	2.71	2.63	2.67	2.58	2.68	2.68	2.71	2.54	2.54	2.67
Std Dev.	0.93	0.91	0.96	0.92	0.93	0.89	0.90	0.95	1.00	0.95	0.93	0.82	0.96	0.98	0.93	0.96	0.90
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Table 190

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1698	1939	2613	1461	5468	544	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Much less	(1)	629	102	526	48	580	256	371	47	49	91	79	153	112	98	96	170	363	210	536	84
		10%	8%	11%	6%	11%	8%	12%	6%	6%	8%	9%	12%	10%	8%	5%	9%	12%	10%	9%	10%
Slightly less	(2)	649	112	537	86	562	310	338	91	100	129	93	112	73	51	190	222	237	125	527	113
		11%	9%	11%	11%	10%	10%	11%	11%	11%	12%	11%	10%	10%	8%	11%	11%	9%	9%	10%	12%
No change	(3)	3778	792	2989	334	3444	1864	1910	399	472	674	521	730	526	456	871	1195	1712	982	3276	471
		61%	64%	61%	42%	61%	62%	61%	48%	54%	62%	62%	62%	62%	56%	52%	62%	62%	62%	62%	50%
Slightly more	(4)	758	177	581	105	683	399	357	188	184	147	94	100	33	12	372	241	145	45	575	179
		12%	14%	12%	23%	10%	13%	11%	23%	21%	13%	11%	9%	4%	2%	22%	10%	12%	6%	11%	19%
Much more	(5)	246	38	208	122	124	135	111	78	51	63	29	18	6	3	128	62	28	8	165	76
		4%	3%	4%	16%	2%	4%	4%	7%	5%	5%	3%	2%	1%	*	8%	3%	3%	1%	3%	8%
Don't know		101	12	89	4	97	47	53	20	12	18	16	17	10	8	32	34	35	17	79	20
		2%	1%	2%	*	2%	2%	2%	2%	1%	2%	2%	1%	1%		2%	2%	1%	1%	2%	2%
NET Much/Slightly more		1004	215	789	317	687	533	468	266	234	210	123	117	39	14	500	333	170	53	740	255
		16%	17%	16%	24%	13%	15%	15%	23%	21%	13%	11%	9%	3%	2%	26%	14%	10%	4%	14%	23%
NET Much/Slightly less		1277	214	1063	135	1143	590	709	137	149	220	172	265	185	149	286	392	599	334	1063	197
		21%	17%	22%	17%	21%	19%	23%	17%	17%	20%	21%	23%	14%	17%	17%	20%	24%	21%	21%	21%
Mean		2.89	2.95	2.88	3.33	2.83	2.90	2.84	3.20	3.10	2.67	2.68	2.78	2.66	2.63	3.16	2.93	2.69	2.65	2.86	3.09
Std Dev.		0.89	0.83	0.91	1.06	0.85	0.87	0.91	0.96	0.89	0.90	0.86	0.86	0.81	0.78	0.93	0.88	0.83	0.80	0.87	1.00
Std Error		0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Table 190

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	(1) 629	75	202	130	221	278	351	346	274	53	83	165	154	101	402	57	526	138	471	20
	10%	7%	11%	9%	13%	9%	11%	9%	11%	10%	11%	11%	10%	9%	11%	11%	10%	11%	10%	7%
Slightly less	(2) 649	133	192	143	181	325	324	405	233	54	77	154	182	114	412	56	545	140	468	41
	11%	12%	10%	10%	10%	11%	10%	11%	10%	11%	11%	11%	10%	10%	11%	11%	11%	11%	10%	14%
No change	(3) 3778	652	1176	879	1070	1828	1949	2095	1638	339	470	903	931	677	2304	350	3148	747	2852	169
	61%	57%	61%	63%	62%	60%	63%	57%	61%	64%	64%	60%	62%	62%	60%	66%	61%	58%	61%	59%
Slightly more	(4) 758	182	251	161	164	433	325	576	176	46	73	182	213	152	468	47	654	154	565	39
	12%	16%	13%	12%	10%	14%	10%	16%	7%	9%	10%	12%	13%	14%	12%	9%	13%	12%	12%	14%
Much more	(5) 246	82	69	45	49	151	95	202	38	13	23	68	82	42	173	13	222	85	149	11
	4%	7%	4%	3%	3%	4%	3%	6%	2%	3%	3%	5%	4%	4%	5%	2%	4%	7%	3%	4%
Don't know	101	11	24	26	40	35	66	57	38	10	7	29	23	15	59	10	81	20	73	8
	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%	1%	2%	2%	2%	2%	2%	3%
NET Much/Slightly more	1064	262	320	206	213	584	419	772	214	59	96	260	255	164	641	60	876	239	714	50
	16%	23%	17%	15%	12%	18%	13%	23%	9%	11%	13%	17%	16%	14%	17%	11%	17%	16%	16%	17%
NET Much/Slightly less	1277	209	394	272	402	603	675	751	507	107	160	319	336	215	815	113	1070	277	940	60
	21%	18%	21%	20%	23%	20%	22%	20%	21%	21%	22%	21%	21%	20%	21%	21%	21%	22%	20%	21%
Mean	2.89	1.19	1.14	1.10	1.13	1.19	1.14	1.19	1.14	1.03	1.03	1.03	1.03	1.03	1.03	1.03	1.03	1.03	1.03	1.03
Std Dev.	0.89	0.92	0.89	0.85	0.90	0.90	0.88	0.94	0.81	0.83	0.87	0.92	0.92	0.88	0.91	0.84	0.90	0.97	0.87	0.85
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Table 190

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1) 629	554	74	13	552	35	22	20	27	83	47	40	49	54	92	114	46	5	30	
	10%	10%	9%	6%	19% ^{ab}	7%	7%	11% ^{def}	8% ^{def}	15% ^{def}	9%	9%	9%	9%	11% ^{def}	13% ^{def}	9%	6%	7%	
Slightly less	(2) 649	562	87	20	551	51	32	14	18	79	52	43	48	84	83	98	47	5	46	
	11%	11%	10%	12%	11%	10%	11%	9%	7%	12%	10%	10%	9%	10% ^{def}	10%	12%	9%	7%	10%	
No change	(3) 3778	3230	548	103	3147	344	197	90	152	401	329	294	332	326	454	503	359	43	301	
	61%	61%	64%	61%	81% ^{ab}	73% ^{def}	71% ^{def}	53%	61%	59%	61% ^{def}	61% ^{def}	61%	57%	55%	60%	61% ^{def}	64%	61% ^{def}	
Slightly more	(4) 758	668	90	21	627	66	31	34	35	88	50	51	66	71	118	84	64	13	53	
	12%	13%	10%	12%	12%	13%	10%	14%	13%	10%	11%	12%	11%	12%	15%	10%	12%	19% ^{def}	12%	
Much more	(5) 246	204	41	6	211	13	11	11	8	14	19	16	34	22	51	38	9	*	13	
	4%	4%	3%	4%	4%	3%	4%	6% ^{def}	3%	2%	4%	4%	4%	4%	6% ^{def}	9% ^{def}	2%	*	3%	
Don't know	101	80	20	5	88	8	3	2	10	9	11	3	14	16	12	7	6	1	7	
	2%	2%	2%	3%	2%	2%	1%	1%	2% ^{def}	1%	2%	1%	3%	3%	2%	1%	1%	2%	1%	
NET Much/Slightly more	1064	872	132	27	838	79	42	44	43	103	69	87	100	93	102	122	73	13	66	
	16%	16%	15%	16%	16%	15%	14%	23% ^{def}	17%	15%	14%	15%	19%	16%	17% ^{def}	14%	14%	19%	15%	
NET Much/Slightly less	1277	1116	162	33	1103	86	54	34	45	163	99	83	96	139	175	211	93	10	76	
	21%	21%	19%	20%	21% ^{def}	17%	18%	20%	18%	24% ^{def}	20%	19%	18%	24% ^{def}	22%	26% ^{def}	18%	15%	17%	
Mean	2.89	2.89	2.92	2.92	2.88	2.94	2.92	2.91	2.81	2.88	2.91	2.88	2.92	2.86	2.94	2.80	2.89	2.97	2.89	
Std Dev.	0.89	0.90	0.87	0.85	0.90	0.78	0.81	1.01	0.89	0.90	0.85	0.84	0.92	0.90	0.98	0.95	0.79	0.77	0.78	
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.06	0.05	0.04	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Table 190

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)			
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Much less	629	216	205	298	349	216	11	71	266	37	151	181	247	70	79	45	428	254	206	223	87	81	23	429	104	220	408	
(1)	16%	9%	12% ad	9%	11% ac	9%	7%	9%	12%	17%	14%	8%	10%	9%	14% amap	18% amap	10%	19% amap	8%	10%	13% amw	23% amw	13%	9%	19% amw	18% az	9%	
Slightly less	649	262	235	387	361	262	25	74	235	14	102	188	288	88	66	19	476	85	270	268	69	29	11	538	40	249	399	
(2)	11%	11%	11%	11%	11%	11%	16%	10%	9%	12%	10%	9%	12%	11%	8%	11%	10%	10%	10%	10%	10%	8%	8%	11%	8%	12% az	9%	
No change	3778	1387	1393	2051	2057	1387	98	511	1393	143	710	1248	1493	528	343	152	2741	495	1565	1410	447	214	125	2975	339	579	3201	
(3)	61%	58%	64% ad	59%	63% ac	58%	60%	67% az	62%	60%	67% az	62%	60%	66% amap	59%	61%	61%	60%	60%	60%	61%	60%	60%	61%	63%	38%	69% ay	
Slightly more	768	369	194	525	353	369	17	75	194	11	63	248	346	76	71	17	594	88	388	276	53	28	11	664	39	299	459	
(4)	12%	15% ad	9%	19% ad	11%	15% ad	17%	10%	12%	5%	6%	14% amap	14% amw	9%	12%	7%	15% amw	11%	14% amw	14% amw	14% amw	8%	8%	8%	11% amw	7%	10%	
Much more	246	136	43	189	94	136	7	17	43	5	10	122	75	20	22	5	158	27	146	83	11	2	4	229	6	155	91	
(5)	4%	6% ad	2%	6% ad	3%	6% ad	4%	2%	1%	2%	1%	6% amap	3%	3%	4%	2%	4% az	3%	6% amw	4% amw	2%	2	2%	6% amw	1%	10% az	2%	
Don't know	101	45	33	53	40	45	5	16	33	2	13	30	36	19	2	9	66	11	32	43	15	3	4	75	7	19	82	
(6)	2%	2%	2%	1%	1%	2%	3%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	2%	
NET Much/Slightly more	1004	502	236	713	447	502	24	92	236	17	73	320	421	95	93	21	791	115	534	359	64	30	15	893	45	454	550	
(7)	16%	21% ad	11%	20% ad	14% ad	21% ad	12%	12%	11%	8%	7%	18% amap	17% amw	12%	16% az	8%	18% amw	14%	20% amw	16% amw	9%	8%	8%	18% amw	8%	30% az	12%	
NET Much/Slightly less	1277	478	501	685	709	478	36	145	501	51	253	368	535	158	145	65	904	209	476	491	155	110	34	966	145	470	808	
(8)	21%	20%	6% ad	20%	22%	20%	22%	19%	18%	23%	24%	18%	6% ad	20%	6% ad	20%	6% ad	6% ad	18%	6% ad	6% ad	19%	20%	6% ad	19%	11% az	17%	
Mean	2.89	2.989 ad	2.77	2.989 ad	2.646	2.989	2.90	2.86	2.72	2.69	2.69	2.979 amap	2.888	2.86	2.81	2.65	2.829 amw	2.77	3.069 amw	2.888	2.79	2.55	2.79	2.949 amw	2.63	2.95	2.87	
Std Dev.	0.89	0.93	0.85	0.91	0.86	0.93	0.85	0.81	0.85	0.91	0.83	0.91	0.88	0.81	0.95	0.94	0.89	0.95	0.90	0.88	0.84	0.95	0.84	0.89	0.92	1.17	0.78	
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.06	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Table 190

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	6160	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Much less	(1) 609	37	581	10	206	394	29	607	4	7	9	618	2	
	16%	71%	10%	24%ab	12%a	9%	9%	10%	3%	12%	14%h	10%	7%	
Slightly less	(2) 649	47	601	2	214	394	40	623	14	8	1	645	3	
	11%	14%	10%	4%	12%a	9%	13%	11%j	12%j	12%j	1%	11%j	12%	
No change	(3) 3778	195	3559	15	948	2656	173	3618	63	32	53	3713	13	
	61%	52%a	62%a	35%	57%	64%cd	55%	61%	54%	57%	80%ghik	61%	58%	
Slightly more	(4) 768	44	703	10	185	531	42	722	30	6	*	758	-	
	12%	13%	12%	25%b	17%	13%	14%	12%j	23%ghk	11%j	*	12%j	-	
Much more	(5) 246	11	233	3	92	132	17	233	7	4	2	244	-	
	4%	3%	4%	6%	5%	3%	5%	4%	7%	6%	3%	4%	-	
Don't know	101	2	96	2	26	64	11	94	-	-	2	94	5	
	2%	1%	2%	2%a	2%	2%	2%	2%	-	-	2%	2%	22%	
NET Much/Slightly more	1004	55	936	13	282	663	59	955	37	10	2	1002	-	
	16%	16%	16%	32%ab	17%	16%	19%	16%j	32%ghk	17%j	3%	16%j	-	
NET Much/Slightly less	1277	84	1182	11	420	788	69	1231	18	15	10	1263	4	
	21%	23%	20%	28%	23%a	19%	22%	21%	15%	26%	15%	21%	20%	
Mean	2.89	2.83	2.90	2.86	2.85	2.91	2.93	2.89	3.15gh	2.86	2.76	2.89	2.65	
Std Dev.	0.89	0.91	0.89	1.27	0.98	0.85	0.94	0.89	0.84	0.99	0.80	0.89	0.67	
Std Error	0.01	0.05	0.01	0.18	0.02	0.01	0.06	0.01	0.08	0.13	0.10	0.01	0.17	

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghijkl
* small base, ** very small base (under 30) ineligible for sig testing

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Table 190

Base : All participants

		Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
Total		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Much less	(1) 629	151	162	154	160	44	49	58	52	51	59	49	51	55	54	55	51				
	10%	10%	11%	10%	10%	9%	9%	11%	10%	10%	12%	9%	10%	11%	11%	11%	10%				
Slightly less	(2) 649	159	170	175	145	61	48	67	60	69	66	51	72	52	62	51	31				
	11%	10%	11%	11%	9%	11%	9%	11%	11%	11%	11%	10%	10%	10%	10%	10%	6%				
No change	(3) 3778	956	939	957	926	325	334	297	339	298	302	343	312	302	292	305	328				
	61%	62%	61%	62%	60%	60%	63%	56%	64%	59%	61%	66%	60%	60%	58%	60%	63%				
Slightly more	(4) 788	205	159	182	213	48	71	85	42	64	53	53	61	68	66	71	76				
	12%	13%	10%	12%	14%	10%	11%	11%	8%	13%	11%	10%	12%	13%	13%	14%	12%				
Much more	(5) 246	55	87	44	60	10	26	19	37	29	20	9	19	16	18	22	20				
	4%	4%	6%	3%	4%	2%	5%	4%	7%	6%	4%	2%	4%	3%	4%	4%	4%				
Don't know	101	24	19	26	32	10	4	10	7	7	5	12	3	11	11	7	14				
	2%	2%	1%	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%	2%	2%	1%	3%				
NET Much/Slightly more	1004	259	245	226	273	58	98	104	79	93	73	63	80	83	84	93	96				
	16%	17%	16%	15%	18%	12%	19%	20%	15%	19%	15%	12%	15%	17%	17%	19%	19%				
NET Much/Slightly less	1277	310	332	329	305	98	97	115	108	109	115	100	123	107	117	106	82				
	21%	20%	22%	21%	20%	20%	16%	22%	20%	22%	23%	19%	24%	21%	22%	21%	16%				
Mean	2.89	2.90	2.89	2.86	2.91	2.84	2.96	2.90	2.92	2.93	2.83	2.85	2.86	2.87	2.86	2.91	2.97				
Std Dev.	0.89	0.88	0.93	0.86	0.90	0.80	0.89	0.93	0.93	0.94	0.92	0.80	0.88	0.90	0.91	0.92	0.88				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Table 191

Base : All participants

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base		6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2013	1461	5468	944
Weighted Base		6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base		3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1)	706	107	599	51	655	303	401	49	59	103	97	175	118	105	108	200	308	223	606	91
	71%		9%	21%	0%	20%	10%	10%	6%	7%	11%	12%	13%	12%	10%	6%	10%	13%	16%	72%	10%
Slightly less	(2)	662	117	545	93	556	314	346	87	105	119	90	122	74	65	192	209	261	139	518	140
	71%		9%	17%	12%	17%	10%	17%	71%	12%	11%	11%	10%	10%	10%	17%	17%	10%	10%	10%	19%
No change	(3)	3726	814	2912	322	3454	1858	1864	415	486	679	509	702	509	426	901	1188	1636	934	3222	471
	86%		79%	59%	41%	59%	62%	59%	51%	56%	52%	51%	52%	50%	42%	53%	52%	55%	45%	50%	50%
Slightly more	(4)	704	136	567	212	491	354	349	151	157	140	84	74	42	16	348	224	133	59	541	154
	71%		13%	17%	27%	9%	12%	17%	22%	16%	19%	19%	19%	15%	3%	21%	10%	11%	5%	10%	16%
Much more	(5)	289	50	209	105	153	130	126	66	42	65	37	37	6	4	108	103	47	11	189	67
	4%		4%	7%	15%	4%	4%	4%	10%	5%	6%	5%	5%	1%	1%	10%	9%	3%	1%	4%	6%
Don't know		104	9	95	6	99	52	53	24	9	16	14	20	10	11	33	30	41	21	81	20
	2%		1%	2%	1%	2%	2%	2%	3%	1%	1%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%
NET Much/Slightly more		962	186	776	318	645	484	476	247	209	205	121	111	49	21	456	326	180	69	730	220
	16%		15%	16%	20%	15%	15%	15%	20%	16%	16%	15%	15%	10%	3%	20%	14%	10%	5%	14%	21%
NET Much/Slightly less		1368	224	1144	144	1223	617	748	136	163	222	167	297	153	169	299	409	659	362	1125	231
	22%		18%	23%	18%	21%	21%	24%	17%	19%	20%	22%	26%	25%	27%	18%	21%	26%	26%	22%	24%
Mean		2.86	2.82%	2.84	2.86	2.80	2.80	2.82	3.16	3.03	2.84	2.84	2.71	2.66	2.60	3.06	2.84	2.66	2.63	2.84	2.86
Std Dev.		0.92	0.84	0.94	1.05	0.88	0.89	0.94	0.94	0.89	0.92	0.92	0.92	0.84	0.82	0.92	0.92	0.88	0.83	0.90	1.00
Std Error		0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Table 101

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	(1) 706	100	219	157	231	318	388	379	314	64	86	182	161	102	448	69	580	170	513	23
	11%	9%	11%	11%	13%	10%	12%	10%	11%	12%	13%	13%	10%	9%	12%	13%	11%	13%	11%	8%
Slightly less	(2) 662	125	210	125	201	335	326	394	258	59	95	150	165	114	411	61	545	129	498	34
	11%	11%	11%	9%	12%	11%	10%	11%	11%	12%	13%	10%	10%	10%	11%	12%	11%	10%	11%	12%
No change	(3) 3726	641	1142	891	1051	1783	1942	2103	1572	326	447	896	944	670	2287	337	3127	726	2826	174
	60%	56%	60%	74%	61%	58%	73%	57%	57%	63%	61%	60%	60%	61%	60%	63%	60%	57%	73%	60%
Slightly more	(4) 704	172	236	152	144	408	296	544	153	38	68	164	220	140	452	38	617	157	506	41
	11%	15%	12%	11%	8%	13%	10%	15%	6%	7%	9%	11%	14%	12%	12%	7%	12%	12%	11%	14%
Much more	(5) 259	82	75	38	61	159	99	165	56	17	20	74	63	55	157	17	224	83	172	7
	4%	7%	4%	3%	4%	4%	3%	4%	2%	3%	3%	4%	4%	3%	4%	3%	4%	4%	4%	2%
Don't know	104	17	29	22	37	46	58	54	44	10	8	26	31	15	65	11	83	21	73	9
	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	2%	3%
NET Much/Slightly more	962	253	314	190	285	597	395	720	209	55	87	235	294	182	609	55	841	259	678	48
	16%	22%	15%	14%	12%	13%	13%	13%	9%	11%	12%	15%	18%	16%	16%	10%	16%	15%	15%	17%
NET Much/Slightly less	1368	225	429	281	433	654	714	773	572	123	191	341	326	216	859	130	1125	299	1011	57
	22%	20%	22%	20%	23%	21%	23%	21%	24%	24%	26%	23%	21%	20%	22%	24%	22%	23%	22%	20%
Mean	2.86	1.16	1.46	1.16	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46
Std Dev.	0.92	0.96	0.92	0.87	0.92	0.94	0.90	0.94	0.86	0.89	0.89	0.95	0.90	0.91	0.92	0.89	0.92	1.00	0.90	0.83
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Table 101

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1) 706	613	93	17	606	48	29	22	30	103	52	59	58	65	80	116	43	6	42	
	11%	12%	11%	10%	12%	9%	10%	13%	12%	13%	10%	13%	11%	11%	10%	13%	8%	9%	9%	
Slightly less	(2) 662	575	86	16	564	51	30	18	25	73	53	47	46	93	90	90	46	5	46	
	11%	11%	10%	10%	11%	10%	10%	10%	10%	11%	10%	10%	8%	16% ^{hi} /13% ^{lo}	11%	11%	9%	7%	10%	
No change	(3) 3726	3197	529	104	3105	339	196	85	153	384	330	267	339	308	465	501	358	46	293	
	60%	60%	61%	62%	60% ^{ab}	62% ^{ab}	63% ^{ab}	50%	61%	57%	63% ^{ab}	60%	60%	54%	57%	59%	61% ^{ab} /60% ^{lo}	63% ^{ab}	61% ^{ab}	
Slightly more	(4) 704	619	84	19	601	50	29	24	21	84	42	52	57	77	133	80	56	9	42	
	11%	12%	10%	11%	12%	10%	10%	14% ^{ab}	8%	12%	10%	12%	10%	12% ^{ab}	16% ^{hi} /10% ^{lo}	9%	11%	13%	9%	
Much more	(5) 259	211	48	7	211	21	8	18	12	17	25	14	30	24	32	43	15	2	19	
	4%	4%	6%	4%	4%	4%	3%	11% ^{ab}	5%	3%	6%	3%	9% ^{ab}	4%	4%	5%	3%	3%	4%	
Don't know	104	83	21	4	90	8	3	3	10	13	5	10	13	6	11	14	9	-	8	
	2%	2%	2%	2%	2%	2%	1%	2%	2% ^{ab} /10% ^{lo}	2%	1%	2%	2%	1%	1%	2%	2%	-	2%	
NET Much/Slightly more	962	830	132	26	812	71	37	42	32	102	67	65	87	100	164	122	72	11	61	
	16%	16%	15%	16%	16%	14%	13%	23% ^{ab}	13%	15%	13%	15%	16%	16%	33% ^{hi} /10% ^{lo}	15%	14%	16%	13%	
NET Much/Slightly less	1368	1188	179	33	1170	99	59	40	56	178	105	106	104	159	170	205	90	10	88	
	22%	22%	21%	20%	23%	19%	20%	23%	22%	24% ^{ab}	21%	24% ^{ab}	19%	24% ^{ab} /16% ^{lo}	21%	24% ^{ab}	17%	15%	20%	
Mean	2.06	2.05	2.09	2.00	2.05	2.09	2.05	2.07	2.02	2.16	2.07	2.01	2.02	2.02	2.02	2.01	2.00	2.06	2.06	
Std Dev.	0.92	0.92	0.93	0.90	0.92	0.86	0.83	1.10	0.93	0.95	0.89	0.92	0.92	0.96	0.91	0.97	0.80	0.83	0.86	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Table 101

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Much less	706	229	340	296	409	229	60	68	296	177	235	235	265	81	77	42	500	262	219	262	75	78	20	524	88	263	444		
11%	9%	16% ad	10%	13% ad	9%	7%	9%	14%	19%	17%	12%	12%	11%	10%	13%	17% imp	11%	14% imp	10%	11%	11%	22% new	11%	11%	18% new	17% z	10%		
Slightly less	662	235	257	367	388	235	20	69	257	21	124	191	208	89	65	18	489	83	287	247	82	33	8	534	41	254	408		
11%	10%	12%	10%	12% z	10%	13%	9%	12%	10%	12%	9%	12%	11%	11%	7%	11%	10%	15% z	15% z	12% z	9%	5%	1%	8%	1%	9%	10%		
No change	3726	1457	1323	2091	1957	1457	102	520	1323	130	656	1208	1511	506	335	151	2719	486	1550	1374	450	212	126	2924	337	559	3168		
60%	60%	61%	60%	60%	60%	60%	64%	68% z	61%	61%	63%	60%	61%	63%	57%	61%	60%	59%	59%	60%	60%	59%	71% new	60%	63%	37%	68% z		
Slightly more	704	311	196	462	347	311	14	58	196	10	58	227	302	80	73	21	529	94	326	299	46	24	9	625	33	268	436		
11%	15% ad	9%	15% ad	11%	15% z	9%	8%	15%	11%	5%	6%	11%	12%	10%	12%	9%	12%	11%	12% z	15% z	15% z	7%	7%	5%	15% z	6%	15% z		
Much more	299	138	57	195	106	138	6	29	57	6	20	122	80	21	26	9	202	35	151	81	18	2	5	232	8	155	104		
4%	6% ad	3%	6% z	3%	4%	4%	4%	4%	3%	4%	2%	6% imp	3%	3%	4%	4%	4%	4%	6% ad	4%	1%	3%	3%	6% z	1%	10% z	2%		
Don't know	104	43	34	56	47	43	6	20	34	3	14	33	30	22	7	5	63	12	29	41	10	9	70	19	23	81			
2%	2%	2%	2%	2%	1%	2%	4%	3%	2%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	3%	6% new	1%	6% z	2%			
NET Much/Slightly more	962	448	253	648	453	448	20	86	253	16	78	349	382	101	96	31	732	129	477	380	64	26	14	857	40	423	540		
16%	19% ad	12%	19% ad	14%	19% z	14%	12%	11%	12% z	8%	7%	19% ad	15%	13%	17%	12%	16% z	16%	19% z	19% z	9%	7%	8%	17% new	8%	29% z	12%		
NET Much/Slightly less	1368	464	553	707	796	464	32	137	553	61	301	426	562	170	142	60	989	202	550	508	157	111	28	1058	139	517	851		
22%	19%	25% ad	20%	25% ad	19%	20%	18%	26%	29%	29%	29%	21%	23%	21%	24%	24%	22%	24%	21%	22%	23%	13% new	16%	22%	15% z	18% z			
Mean	2.86	2.59% ad	2.75	2.54% ad	2.80	2.95	2.88	2.88	2.76	2.64	2.63	2.90	2.85	2.83	2.84	2.75	2.88	2.81	2.83% ad	2.86% ad	2.76% z	2.54	2.53% z	2.90% ad	2.63	2.87	2.86		
Std Dev.	0.92	0.92	0.90	0.92	0.91	0.92	0.82	0.82	0.90	0.97	0.90	0.96	0.89	0.85	0.96	0.98	0.92	0.97	0.94	0.91	0.84	0.94	0.82	0.92	0.91	1.20	0.80		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.06	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01		

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Table 191

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Much less	(1) 706 11%	36 11%	661 11%	8 20%	232 13%	431 10%	38 12%	681 12%	7 6%	6 11%	10 15%	695 11%	2 7%	
Slightly less	(2) 662 11%	48 14%	608 11%	5 13%	203 12%	413 10%	46 15%	629 11%	16 14%	8 14%	1 2%	654 11%	7 31%	
No change	(3) 3726 60%	206 61%	3505 61%	14 34%	525 63%	2630 63%	160 51%	3571 61%	64 55%	28 49%	53 91%	3654 60%	9 39%	
Slightly more	(4) 704 11%	25 7%	669 12%	10 23%	191 11%	481 12%	32 10%	673 11%	23 19%	8 14%	-	704 12%	-	
Much more	(5) 259 4%	16 5%	239 4%	1 3%	85 5%	147 4%	22 7%	250 4%	7 6%	2 3%	-	259 4%	-	
Don't know	104 2%	2 1%	99 2%	3 7%	30 2%	62 1%	13 4%	93 2%	-	5 9%	1 2%	98 2%	5 22%	
NET Much/Slightly more	962 16%	43 13%	908 16%	11 26%	280 28%	628 15%	54 17%	922 16%	30 25%	10 17%	-	962 16%	-	
NET Much/Slightly less	1368 22%	84 25%	1270 22%	14 33%	439 27%	844 20%	84 26%	1310 22%	23 20%	15 26%	11 17%	1348 22%	8 39%	
Mean	2.86	2.82	2.86	2.75	2.81	2.88	2.84	2.86	3.06	2.82	2.68	2.86	2.42	
Std Dev.	0.92	0.92	0.92	1.16	1.00	0.87	1.02	0.92	0.90	0.95	0.74	0.92	0.68	
Std Error	0.01	0.05	0.01	0.17	0.02	0.01	0.06	0.01	0.09	0.13	0.09	0.01	0.17	

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Table 101

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Much less	(1) 706	165	200	158	183	51	51	63	63	67	70	46	56	56	57	69	58
	11%	11%	13%	10%	12%	10%	10%	12%	12%	13%	14%	9%	11%	11%	11%	13%	11%
Slightly less	(2) 662	167	140	186	198	58	52	56	59	40	41	51	83	53	61	62	46
	11%	11%	9%	15%	11%	12%	10%	11%	11%	8%	8%	10%	15%	10%	12%	12%	9%
No change	(3) 3726	946	915	954	910	310	331	305	326	296	294	340	303	312	280	296	334
	60%	61%	60%	62%	59%	63%	62%	58%	61%	58%	59%	66%	58%	62%	56%	58%	64%
Slightly more	(4) 704	182	180	149	193	43	69	70	43	66	71	59	52	39	83	56	54
	11%	12%	12%	10%	15%	8%	15%	15%	8%	15%	15%	11%	10%	8%	15%	11%	10%
Much more	(5) 299	83	75	60	60	13	27	22	31	32	13	15	18	28	14	25	21
	4%	4%	5%	4%	4%	3%	5%	4%	6%	6%	3%	3%	4%	6%	3%	5%	4%
Don't know	104	27	23	31	22	16	1	10	9	7	7	8	7	16	9	4	9
	2%	2%	2%	2%	1%	3%	0%	3%	2%	1%	1%	2%	1%	3%	2%	1%	2%
NET Much/Slightly more	862	245	256	209	253	56	97	92	74	98	84	73	70	66	96	82	75
	16%	16%	17%	14%	16%	11%	19%	17%	14%	19%	17%	14%	13%	13%	19%	16%	14%
NET Much/Slightly less	1368	332	340	344	352	109	103	119	123	107	111	97	138	109	117	131	103
	22%	21%	22%	22%	23%	22%	19%	23%	23%	21%	22%	19%	27%	22%	23%	26%	20%
Mean	2.86	2.88	2.86	2.85	2.85	2.81	2.94	2.87	2.85	2.91	2.83	2.89	2.79	2.86	2.87	2.82	2.87
Std Dev.	0.92	0.90	0.96	0.88	0.93	0.85	0.91	0.94	0.95	1.00	0.94	0.83	0.89	0.92	0.92	0.97	0.89
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Table 192

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1) 764	129	636	88	676	319	443	76	77	109	104	172	118	109	153	212	309	227	636	117
	12%	10%	13%	11%	13%	11%	14%	9%	9%	10%	12%	13%	10%	10%	9%	11%	13%	10%	12%	12%
Slightly less	(2) 623	110	513	87	536	295	328	86	102	114	92	117	60	43	107	209	220	102	497	120
	10%	9%	10%	11%	10%	10%	10%	12%	12%	10%	11%	10%	8%	7%	12%	11%	9%	7%	10%	13%
No change	(3) 3898	849	3049	350	3549	1921	1970	448	521	704	517	751	530	437	969	1221	1708	957	3383	484
	63%	69%	62%	44%	64%	64%	63%	54%	60%	62%	62%	63%	63%	63%	57%	62%	64%	63%	63%	51%
Slightly more	(4) 848	110	438	158	390	330	239	130	103	124	83	48	33	19	242	207	100	52	405	137
	9%	9%	9%	20%	7%	10%	8%	17%	10%	12%	11%	10%	4%	3%	14%	10%	11%	4%	8%	19%
Much more	(5) 172	19	153	94	76	101	71	38	48	48	14	21	1	4	85	61	28	5	114	56
	3%	2%	3%	12%	1%	5%	2%	7%	10%	10%	7%	7%	*	1%	6%	5%	1%	*	2%	5%
Don't know	154	15	139	12	142	63	90	27	16	23	23	21	28	16	43	46	65	44	122	29
	2%	1%	3%	1%	3%	2%	3%	3%	2%	2%	3%	2%	4%	3%	3%	2%	3%	3%	2%	3%
NET Much/Slightly more	721	130	591	253	468	411	309	176	151	171	97	68	34	23	327	268	125	57	519	193
	12%	11%	12%	8%	10%	10%	10%	14%	13%	13%	8%	6%	4%	4%	16%	14%	5%	4%	10%	20%
NET Much/Slightly less	1387	239	1149	175	1212	613	771	171	179	223	196	289	178	151	351	418	618	328	1134	237
	23%	19%	23%	22%	23%	20%	20%	21%	21%	20%	23%	26%	23%	24%	21%	21%	23%	24%	22%	25%
Mean	2.79	2.82	2.78	3.11	2.74	2.86	2.73	2.56	2.53	2.50	2.74	2.66	2.64	2.62	2.84	2.84	2.65	2.63	2.77	2.69
Std Dev.	0.88	0.80	0.90	1.11	0.83	0.87	0.89	0.93	0.91	0.88	0.86	0.86	0.81	0.83	0.92	0.88	0.84	0.82	0.85	1.01
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Table 192

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	(1) 764	94	247	165	258	342	423	439	314	65	104	206	190	109	501	69	639	109	587	18
	12%	6%	13%	15%	16%	11%	15%	12%	13%	13%	14%	14%	12%	10%	13%	13%	12%	6%	13%	6%
Slightly less	(2) 623	121	201	156	144	322	301	392	224	49	67	153	153	119	373	50	505	114	469	40
	10%	11%	11%	11%	8%	11%	10%	11%	9%	9%	9%	10%	10%	11%	10%	9%	10%	9%	10%	14%
No change	(3) 3898	696	1199	870	1132	1895	2002	2197	1642	338	483	918	988	694	2390	350	3266	767	2918	192
	63%	61%	63%	63%	66%	62%	64%	60%	61%	60%	60%	61%	62%	63%	60%	60%	63%	61%	64%	67%
Slightly more	(4) 548	141	182	125	100	324	225	429	115	33	54	128	168	121	350	34	491	126	407	15
	9%	12%	9%	9%	6%	11%	7%	12%	5%	6%	7%	9%	11%	11%	9%	6%	9%	10%	9%	5%
Much more	(5) 172	63	43	37	29	107	86	145	25	12	10	50	52	38	112	12	156	59	104	9
	3%	6%	2%	3%	2%	3%	2%	4%	1%	2%	1%	3%	3%	3%	3%	2%	3%	3%	2%	3%
Don't know	164	20	40	31	63	60	94	68	78	18	15	45	34	19	94	18	119	38	104	13
	2%	2%	2%	2%	4%	2%	3%	2%	3%	4%	2%	3%	2%	2%	2%	3%	2%	3%	2%	4%
NET Much/Slightly more	721	205	229	162	128	430	296	574	139	45	64	178	220	162	461	45	646	185	511	24
	12%	18%	12%	12%	7%	13%	9%	16%	5%	8%	9%	12%	14%	14%	12%	8%	12%	14%	11%	8%
NET Much/Slightly less	1387	216	448	322	402	664	724	831	538	114	171	360	343	228	874	119	1144	273	1056	59
	23%	19%	23%	23%	23%	22%	23%	23%	22%	22%	23%	24%	22%	21%	23%	22%	22%	21%	23%	20%
Mean	2.79	2.16	2.74	2.66	2.70	2.74	2.74	2.70	2.70	2.75	2.72	2.77	2.75	2.77	2.78	2.75	2.81	2.77	2.77	2.84
Std Dev.	0.88	0.89	0.88	0.87	0.86	0.89	0.87	0.92	0.89	0.85	0.85	0.92	0.90	0.87	0.90	0.85	0.89	0.93	0.87	0.76
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Table 162

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1) 764	649	115	21	638	47	34	45	33	112	53	57	58	73	87	115	51	6	41	
	12%	12%	13%	13%	12%	9%	12%	12%	12%	15% ^{ab}	11%	13%	11%	13%	11%	14%	10%	9%	9%	
Slightly less	(2) 623	534	89	16	533	46	26	18	25	57	59	45	47	80	87	88	45	7	39	
	10%	10%	10%	10%	10%	9%	9%	11%	10%	10%	12%	9%	10%	14% ^{ab}	11%	10%	8%	10%	9%	
No change	(3) 3898	3359	539	104	3259	355	198	86	162	415	343	279	328	328	484	533	387	46	309	
	63%	63%	63%	62%	61% ^{ab}	63% ^{ab}	61% ^{ab}	50%	62% ^{ab}	61%	61% ^{ab}	62%	60%	57%	60%	63%	61% ^{ab}	69%	61% ^{ab}	
Slightly more	(4) 548	487	61	13	474	41	22	12	10	67	34	45	65	60	103	62	28	7	34	
	9%	9%	7%	8%	9%	8%	7%	7%	4%	16% ^{ab}	7%	10% ^{ab}	12% ^{ab}	10% ^{ab}	12% ^{ab}	7%	5%	19% ^{ab}	8%	
Much more	(5) 172	146	26	4	143	17	7	5	6	7	13	12	21	14	33	33	7	*	17	
	3%	3%	3%	3%	3%	3%	2%	3%	2%	1%	3%	3%	4% ^{ab}	2%	4% ^{ab}	4% ^{ab}	1%	*	4% ^{ab}	
Don't know	164	123	31	8	132	11	7	4	13	18	6	11	24	18	17	14	11	1	10	
	2%	2%	4%	9% ^{ab}	3%	2%	2%	2%	6% ^{ab}	3%	1%	2%	4% ^{ab}	3%	2%	2%	2%	1%	2%	
NET Much/Slightly more	721	634	87	17	616	58	29	18	16	73	47	57	89	74	136	93	34	7	51	
	12%	12%	10%	10%	12%	11%	10%	10%	7%	15% ^{ab}	9%	12% ^{ab}	10% ^{ab}	10% ^{ab}	13% ^{ab}	11% ^{ab}	7%	11%	11% ^{ab}	
NET Much/Slightly less	1387	1183	204	38	1171	93	61	63	58	169	112	102	105	153	173	203	95	13	80	
	23%	22%	24%	23%	22% ^{ab}	18%	21%	21% ^{ab}	23%	23% ^{ab}	22%	23%	19%	21% ^{ab}	21%	24% ^{ab}	18%	19%	18%	
Mean	2.79	2.80	2.75	2.76	2.79	2.80	2.79	2.79	2.71	2.69	2.79	2.80	2.75	2.75	2.76	2.76	2.80	2.83	2.79	
Std Dev.	0.88	0.88	0.89	0.88	0.88	0.81	0.84	1.07	0.86	0.90	0.82	0.89	0.90	0.90	0.91	0.91	0.74	0.75	0.82	
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.04	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.05	0.04	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Table 162

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2424	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Much less	(1) 764	280	315	372	427	280	14	67	315	36	179	229	266	108	104	62	495	156	296	269	87	82	20	565	102	292	504	
		12%	11%	15%	17%	12%	8%	10%	11%	17%	17%	11%	11%	13%	10%	11%	19%	19%	11%	12%	13%	23%	11%	12%	19%	17%	11%	
Slightly less	(2) 623	216	223	361	368	216	18	65	223	16	100	179	291	88	60	5	470	65	247	251	86	32	5	498	36	220	403	
	10%	9%	10%	10%	11%	9%	11%	9%	10%	8%	10%	12%	15%	11%	10%	2%	10%	10%	10%	11%	11%	10%	3%	10%	7%	10%	9%	
No change	(3) 3898	1477	1408	2155	2087	1477	105	542	1408	138	689	1261	1591	504	365	162	2852	527	1627	1454	452	211	137	3081	348	609	3289	
	63%	61%	60%	62%	64%	61%	66%	66%	65%	65%	66%	63%	64%	63%	63%	66%	63%	62%	63%	66%	66%	59%	63%	77%	63%	65%	40%	115%
Slightly more	(4) 848	284	123	403	241	284	10	45	123	12	40	207	222	65	39	15	429	54	262	231	32	17	7	492	24	270	279	
	9%	12%	5%	10%	7%	12%	6%	6%	5%	4%	4%	16%	16%	9%	7%	6%	16%	16%	10%	10%	5%	5%	4%	19%	4%	12%	6%	
Much more	(5) 172	116	32	137	52	116	10	16	32	1	6	81	68	13	5	5	149	10	110	44	7	8	4	153	12	120	53	
	3%	5%	7%	6%	2%	5%	8%	2%	1%	1%	1%	4%	3%	2%	1%	2%	3%	1%	4%	2%	1%	2%	2%	3%	2%	6%	1%	
Don't know	154	60	63	75	79	60	4	30	63	9	35	59	49	22	9	9	108	18	65	55	19	8	5	120	13	42	112	
	2%	2%	3%	2%	2%	2%	3%	4%	3%	4%	3%	3%	2%	3%	2%	3%	2%	2%	2%	2%	3%	2%	3%	2%	2%	3%	2%	
NET Much/Slightly more	721	401	155	539	293	401	20	61	155	13	46	288	289	79	45	20	578	64	371	275	38	25	11	646	36	389	332	
	12%	17%	7%	16%	9%	17%	12%	8%	10%	6%	4%	14%	12%	10%	8%	8%	13%	8%	14%	12%	6%	7%	6%	13%	7%	10%	7%	
NET Much/Slightly less	1387	475	537	733	794	475	32	132	537	53	279	408	557	195	164	57	965	221	543	520	172	114	25	1062	138	480	908	
	23%	20%	23%	21%	24%	20%	20%	17%	20%	20%	27%	20%	22%	24%	19%	21%	23%	21%	21%	20%	17%	14%	14%	22%	20%	13%	20%	
Mean	2.79	2.69	2.68	2.67	2.72	2.91	2.90	2.83	2.68	2.63	2.60	2.73	2.62	2.64	2.63	2.64	2.63	2.66	2.70	2.68	2.54	2.53	2.53	2.53	2.63	2.54	2.77	
Std Dev.	0.88	0.92	0.85	0.85	0.85	0.92	0.88	0.76	0.85	0.86	0.84	0.90	0.85	0.86	0.89	0.96	0.87	0.91	0.90	0.85	0.80	0.98	0.77	0.88	0.93	1.16	0.77	
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.06	0.01	0.04	0.03	0.01	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Table 192

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Much less	(1) 764	39	717	8	233	499	32	738	7	10	8	755	2	
	12%	12%	12%	14%	12%	12%	10%	13%	6%	17%	12%	12%	8%	
Slightly less	(2) 623	41	577	6	177	395	51	587	20	9	2	617	5	
	10%	12%	10%	14%	11%	9%	15%	10%	16%	15%	3%	10%	22%	
No change	(3) 3898	205	3674	19	1018	2715	165	3743	65	28	52	3836	10	
	63%	61%	64%	45%	61% ^f	65% ^{d,f}	53%	63%	55%	49%	82% ^{g,h,i,k}	63%	44%	
Slightly more	(4) 548	36	509	4	140	377	32	521	20	7	-	548	1	
	9%	11%	9%	9%	8%	9%	10%	14% ^f	18% ^{g,h}	12% ^f	-	10% ^f	4%	
Much more	(5) 172	10	161	2	73	93	7	164	4	2	2	170	-	
	3%	3%	3%	4%	4% ^g	2%	2%	3%	4%	3%	3%	3%	-	
Don't know	164	6	145	3	35	94	25	145	1	1	2	147	5	
	2%	2%	3%	6% ^{g,h}	2%	2%	8% ^{g,h}	2%	1%	2%	3%	2%	22%	
NET Much/Slightly more	721	46	670	5	213	470	38	685	24	9	2	718	1	
	12%	14%	12%	13%	13%	11%	12%	12%	21% ^{g,h,k}	16% ^f	3%	12%	4%	
NET Much/Slightly less	1387	80	1294	14	410	894	83	1325	27	19	10	1371	6	
	23%	24%	22%	34%	24% ^g	21%	27%	22%	23%	33%	15%	23%	30%	
Mean	2.81	2.81	2.79	2.80	2.78	2.80	2.75	2.79	2.95	2.68	2.79	2.79	2.58	
Std Dev.	0.88	0.89	0.88	1.07	0.94	0.85	0.88	0.88	0.87	1.01	0.77	0.88	0.76	
Std Error	0.01	0.05	0.01	0.16	0.02	0.01	0.05	0.01	0.08	0.14	0.10	0.01	0.19	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Table 192

Base : All participants

		Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
Total		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base		6160	1550	1535	1539	1536	521	524	505	512	502	520	520	499	519	516	501				
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512				
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317				
Much less	(1)	764	165	199	193	207	50	57	59	78	60	61	57	73	63	70	72				
		12%	11%	13%	13%	13%	10%	11%	11%	15%	12%	11%	12%	14%	12%	14%	14%				
Slightly less	(2)	623	155	161	143	164	62	51	42	48	43	70	35	61	47	59	58				
		10%	10%	10%	9%	11%	4.1%	10%	8%	9%	9%	4.6%	3%	5.2%	9%	12.5%	11.3%				
No change	(3)	3898	977	955	993	974	312	333	332	327	327	301	362	312	319	331	305				
		63%	63%	62%	64%	63%	64%	62%	63%	61%	64%	61%	76%	60%	64%	66%	60%				
Slightly more	(4)	548	174	134	124	117	44	72	69	39	42	63	41	50	33	22	46				
		9%	11.5%	9%	8%	8%	7.2%	14.5%	11.5%	7%	7.5%	11.5%	8%	8.2%	6%	4%	7.3%				
Much more	(5)	172	44	44	51	33	10	13	21	19	21	3	12	17	22	8	17				
		3%	3%	3%	3%	2%	2%	2%	4%	4%	4%	1%	2%	3%	4%	2%	3%				
Don't know	(6)	164	35	42	35	41	13	6	16	21	14	8	11	5	19	13	14				
		2%	2%	3%	2%	3%	2%	1%	3%	4%	3%	2%	2%	1%	4.3%	3%	3%				
NET Much/Slightly more		721	217	178	175	150	54	85	79	58	64	56	52	68	55	30	63				
		12%	14%	12%	11%	10%	11%	16%	15%	11%	12%	11%	10%	12%	11%	6%	12%				
NET Much/Slightly less		1367	321	360	336	371	112	106	100	126	103	131	93	134	109	129	130				
		23%	21%	23%	22%	24%	23%	20%	19%	24%	20%	25%	18%	26%	22%	25%	23%				
Mean		2.79	2.65	2.77	2.80	2.74	2.79	2.67	2.60	2.75	2.66	2.73	2.63	2.76	2.80	2.67	2.75				
Std Dev.		0.88	0.86	0.89	0.89	0.87	0.83	0.87	0.90	0.93	0.90	0.84	0.82	0.93	0.91	0.83	0.93				
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Table 193

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	8353	2982	3185	791	817	1134	805	1152	852	609	1698	1939	2013	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Much less	(1) 609	115	494	50	558	256	352	54	44	97	74	166	104	70	98	170	340	174	530	69
10%	10%	9%	10%	6%	12% ab	9%	11% ab	7%	5%	12% ab	12% ab	12% ab	12% ab	11% ab	6%	12% ab	12% ab	12% ab	12% ab	12% ab
Slightly less	(2) 623	96	526	73	550	293	328	81	93	108	100	110	76	56	174	208	242	132	521	99
10%	10%	8%	11% ab	9%	10%	10%	10%	10%	11%	10%	12%	10%	10%	9%	10%	11%	10%	10%	10%	11%
No change	(3) 3692	817	2876	315	3377	1847	1841	384	497	658	519	715	488	433	881	1175	1636	920	3190	467
60%	60%	12% ab	58%	40%	12% ab	47%	59%	47%	52% ab	52% ab	52% ab	52% ab	52% ab	52% ab	52%	52% ab	52% ab	52% ab	52% ab	49%
Slightly more	(4) 898	157	701	241	617	431	425	220	155	151	102	84	65	41	374	283	201	107	647	208
14%	14%	13%	14%	31% ab	11%	14%	14%	25% ab	19% ab	19% ab	12% ab	8%	9%	7%	22% ab	14% ab	8%	8%	13%	22% ab
Much more	(5) 265	30	224	102	152	130	124	68	58	59	27	29	8	6	128	86	43	14	171	78
4%	4%	2%	12% ab	15% ab	3%	4%	4%	12% ab	12% ab	12% ab	12% ab	3%	1%	1%	12% ab	12% ab	2%	1%	3%	12% ab
Don't know	123	16	107	7	116	53	70	26	11	20	11	16	18	22	37	31	55	40	99	22
2%	2%	1%	2%	1%	2%	2%	2%	3% ab	1%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%
NET Much/Slightly more	1112	187	925	343	769	561	549	277	223	241	129	123	73	47	500	369	244	120	817	286
18%	18%	15% ab	14% ab	14%	14%	17%	17%	12% ab	12% ab	12% ab	12% ab	11%	10%	8%	12% ab	12% ab	10%	9%	16%	12% ab
NET Much/Slightly less	1232	213	1019	123	1109	549	680	135	136	205	173	276	180	128	272	378	582	306	1061	168
20%	20%	17% ab	21% ab	16%	21% ab	18%	22% ab	16%	16%	18%	21% ab	24% ab	24% ab	20%	16%	19% ab	23% ab	22% ab	20%	18%
Mean	2.92	2.91	2.92	3.36 ab	2.86	2.96 f	2.88	3.18 ab	3.12 ab	3.00 ab	2.68 ab	2.74	2.73	2.76	3.16 ab	2.84 ab	2.74	2.74	2.88	3.14 ab
Std Dev.	0.90	0.82	0.92	1.03	0.86	0.88	0.92	0.97	0.87	0.91	0.85	0.90	0.85	0.78	0.92	0.89	0.86	0.82	0.88	0.98
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. Items that you can track where they are in the delivery process

Table 103

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Much less	(1) 609	70	104	144	201	264	337	337	262	53	69	175	145	86	388	56	501	130	464	15
	10%	4%	5%	10%	12%	9%	11%	9%	11%	10%	9%	12%	9%	6%	10%	10%	10%	8%	10%	5%
Slightly less	(2) 623	109	191	161	162	300	323	384	226	45	78	141	172	121	391	47	526	128	455	40
	10%	10%	10%	12%	9%	10%	10%	10%	9%	9%	11%	9%	11%	11%	10%	9%	10%	10%	10%	14%
No change	(3) 3892	642	1142	833	1074	1784	1908	2070	1572	319	469	881	920	672	2289	327	3111	717	2800	175
	60%	56%	60%	60%	61%	58%	61%	56%	61%	62%	62%	59%	58%	61%	59%	61%	60%	56%	61%	61%
Slightly more	(4) 858	231	278	178	172	508	349	623	227	63	77	212	238	171	526	63	730	184	632	41
	14%	20%	19%	13%	10%	17%	17%	17%	9%	12%	10%	14%	19%	16%	14%	12%	14%	14%	14%	14%
Much more	(5) 255	73	69	43	69	143	112	195	53	21	26	64	79	40	165	23	215	89	159	6
	4%	5%	4%	3%	4%	5%	4%	5%	2%	4%	4%	4%	3%	4%	4%	4%	4%	7%	3%	2%
Don't know	123	11	39	26	47	50	73	59	58	13	16	29	32	11	76	18	93	35	77	10
	2%	1%	2%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	1%	2%	3%	2%	3%	2%	4%
NET Much/Slightly more	1112	304	347	220	241	651	481	819	280	85	102	276	316	211	694	87	944	273	792	47
	18%	21%	19%	16%	14%	21%	19%	22%	12%	16%	14%	19%	20%	17%	18%	16%	18%	21%	17%	16%
NET Much/Slightly less	1232	179	386	304	363	565	667	722	488	98	147	316	316	206	779	102	1027	258	919	55
	20%	16%	20%	22%	21%	19%	21%	20%	20%	19%	20%	21%	20%	19%	20%	19%	20%	20%	20%	19%
Mean	2.92	2.91	2.91	2.86	2.85	2.87	2.86	2.82	2.82	2.91	2.88	2.90	2.96	2.96	2.92	2.91	2.93	2.90	2.90	2.94
Std Dev.	0.90	0.89	0.90	0.88	0.91	0.90	0.90	0.93	0.84	0.89	0.85	0.94	0.92	0.85	0.91	0.90	0.89	0.89	0.89	0.77
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.05

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. Items that you can track where they are in the delivery process

Table 193

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Much less	(1) 609	539	70	14	512	38	23	35	23	89	45	49	48	57	63	87	40	6	32	
	10%	10%	8%	6%	10%	7%	8%	21% <i>down</i>	9%	15% <i>down</i>	9%	11%	9%	10%	8%	15% <i>down</i>	7%	9%	7%	
Slightly less	(2) 623	545	79	14	529	48	29	18	23	87	54	52	45	66	58	88	55	9	39	
	10%	10%	9%	8%	10%	9%	10%	10%	9%	12% <i>down</i>	11%	12% <i>down</i>	8%	12% <i>down</i>	7%	10%	10%	13%	9%	
No change	(3) 3692	3167	525	108	3087	324	199	83	151	364	329	270	317	327	485	498	347	39	285	
	60%	60%	61%	60%	60% <i>down</i>	63% <i>down</i>	63% <i>down</i>	48%	60%	54%	62% <i>down</i>	60%	58%	57%	60%	59%	62% <i>down</i>	58%	61% <i>down</i>	
Slightly more	(4) 858	737	121	22	719	82	29	28	30	103	50	48	82	90	148	105	63	12	70	
	14%	14%	14%	13%	14% <i>down</i>	16% <i>down</i>	10%	16% <i>down</i>	12%	16% <i>down</i>	10%	11%	16% <i>down</i>	16% <i>down</i>	16% <i>down</i>	12%	18%	16% <i>down</i>	19% <i>down</i>	
Much more	(5) 255	212	43	4	223	18	10	4	13	15	25	22	34	18	35	43	11	2	16	
	4%	4%	5%	3%	4%	3%	3%	2%	6% <i>down</i>	2%	6% <i>down</i>	6% <i>down</i>	6% <i>down</i>	3%	4%	6% <i>down</i>	2%	2%	4%	
Don't know	123	99	24	4	109	8	4	3	9	16	4	7	17	15	20	7	12	*	8	
	2%	2%	3%	3%	2%	2%	1%	2%	2% <i>down</i>	2%	1%	2%	3% <i>down</i>	3%	2%	1%	2%	*	2%	
NET Much/Slightly more	1112	948	164	27	942	99	39	32	44	118	76	70	110	107	133	153	74	14	86	
	18%	18%	19%	16%	18% <i>down</i>	19% <i>down</i>	13%	11% <i>down</i>	17%	16%	15%	16%	21% <i>down</i>	19%	23% <i>down</i>	18%	14%	21%	19%	
NET Much/Slightly less	1232	1084	148	28	1040	86	53	53	46	178	100	101	92	123	122	185	95	15	72	
	20%	20%	17%	17%	20%	17%	18%	11% <i>down</i>	16%	24% <i>down</i>	20%	23% <i>down</i>	17%	21% <i>down</i>	15%	22% <i>down</i>	18%	22%	16%	
Mean	2.92	2.91	2.99	2.93	2.92	2.90	2.91	2.89	2.92	2.90	2.91	2.87	2.92	2.90	2.90	2.87	2.91	2.92	2.89	
Std Dev.	0.90	0.90	0.88	0.82	0.91	0.83	0.81	1.06	0.91	0.84	0.88	0.83	0.93	0.90	0.87	0.96	0.78	0.88	0.83	
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.04	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1318	1429	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Much less	609	204	255	284	305	204	10	51	255	30	153	184	228	70	78	45	412	223	234	209	64	72	22	442	84	225	383
(1)	16%	8%	12%	8%	10%	8%	6%	7%	12%	14%	15%	9%	9%	9%	13%	10%	9%	10%	9%	9%	20%	12%	9%	10%	10%	8%	
Slightly less	623	230	250	339	359	230	19	78	250	14	103	180	275	87	70	12	455	81	238	262	76	37	7	500	44	210	413
(2)	10%	10%	12%	10%	11%	10%	12%	10%	12%	7%	10%	9%	14%	11%	12%	5%	14%	10%	9%	11%	11%	10%	4%	10%	8%	14%	9%
No change	3692	1382	1320	2056	1994	1382	94	500	1320	127	657	1187	1489	499	347	156	2575	503	1494	1404	455	197	127	2899	324	541	3152
(3)	60%	57%	61%	59%	61%	57%	58%	60%	61%	60%	63%	59%	60%	62%	60%	63%	59%	61%	57%	61%	67%	55%	72%	59%	61%	36%	65%
Slightly more	868	416	236	578	397	416	25	90	236	24	90	292	377	104	64	21	669	84	433	325	53	35	10	758	45	362	496
(4)	14%	17%	11%	19%	12%	16%	15%	12%	11%	12%	9%	14%	14%	13%	11%	8%	14%	10%	17%	14%	8%	10%	6%	19%	8%	14%	11%
Much more	255	136	59	186	110	136	8	27	59	9	18	134	76	17	20	8	210	27	163	70	11	6	4	233	10	152	102
(5)	4%	6%	3%	6%	3%	6%	5%	4%	3%	4%	2%	7%	3%	2%	3%	3%	9%	3%	6%	3%	2%	2%	2%	6%	2%	10%	2%
Don't know	123	44	44	58	58	44	4	18	44	9	29	41	41	23	5	6	81	11	44	34	22	10	8	78	18	30	93
(6)	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	4%	2%	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%
NET Much/Slightly more	1112	552	295	764	507	552	33	117	295	33	108	426	453	121	83	28	879	112	596	395	94	41	14	901	55	514	598
(7)	18%	23%	14%	22%	16%	23%	21%	15%	14%	15%	10%	21%	19%	15%	14%	12%	20%	13%	23%	17%	9%	8%	2%	20%	10%	34%	13%
NET Much/Slightly less	1232	434	505	624	694	434	29	129	505	44	256	364	503	156	147	57	867	204	472	470	140	109	28	942	137	435	797
(8)	20%	18%	21%	19%	21%	18%	18%	17%	23%	21%	24%	18%	20%	20%	19%	23%	19%	20%	18%	20%	21%	16%	19%	10%	19%	17%	17%
Mean	2.92	3.02	2.81	3.01	2.87	3.02	3.02	2.95	2.81	2.84	2.72	3.01	2.92	2.89	2.79	2.73	2.96	2.77	3.02	2.91	2.86	2.82	2.81	2.97	2.86	3.05	2.86
Std Dev.	0.90	0.92	0.89	0.90	0.88	0.92	0.87	0.80	0.89	0.96	0.88	0.94	0.87	0.83	0.93	0.97	0.90	0.94	0.94	0.86	0.79	0.98	0.82	0.90	0.94	1.18	0.79
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.06	0.07	0.01	0.04	0.03	0.01

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Table 193

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Much less	(1) 609	37	565	7	195	383	29	585	7	9	7	600	2
	16%	11%	10%	17%	12% ^a	9%	9%	10%	6%	15%	10%	10%	7%
Slightly less	(2) 623	24	595	5	174	399	50	598	11	12	1	620	3
	16%	7%	10%	11%	10%	10%	16% ^{a,b}	10%	10%	21% ^{a,b}	2%	10%	12%
No change	(3) 3692	212	3457	13	945	2586	160	3540	65	24	53	3620	11
	60%	53% ^a	60% ^a	32%	56%	62% ^{a,d}	51%	60% ^a	55%	42%	82% ^{a,b,k}	60% ^a	50%
Slightly more	(4) 858	46	800	12	227	592	39	821	25	8	1	855	1
	14%	14%	14%	23% ^{a,b}	14%	14%	12%	14% ^a	21% ^{a,b}	12% ^a	2%	14% ^a	7%
Much more	(5) 255	12	242	1	95	140	19	244	5	4	2	253	-
	4%	3%	4%	3%	6% ^a	3%	6%	4%	4%	6%	3%	4%	-
Don't know	123	6	114	3	36	72	15	111	3	2	2	115	5
	2%	2%	2%	6% ^{a,b}	2%	2%	5% ^{a,b}	2%	2%	3%	4%	2%	24%
NET Much/Slightly more	1112	57	1042	13	323	732	57	1066	31	11	3	1108	1
	18%	17%	18%	32% ^{a,b}	19%	18%	18%	18% ^a	27% ^a	20% ^a	5%	18% ^a	7%
NET Much/Slightly less	1232	60	1160	11	370	782	79	1181	18	21	8	1220	4
	20%	16%	20%	28%	21% ^a	19%	25% ^a	20%	16%	33% ^{a,b}	12%	20%	19%
Mean	2.92	2.91	2.92	2.90	2.91	2.93	2.89	2.92	3.09	2.74	2.85	2.92	2.74
Std Dev.	0.90	0.89	0.90	1.15	0.97	0.86	0.97	0.90	0.86	1.09	0.74	0.90	0.78
Std Error	0.01	0.05	0.01	0.17	0.02	0.01	0.06	0.01	0.08	0.15	0.09	0.01	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k
* small base, ** very small base (under 30) ineligible for sig testing

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. Items that you can track where they are in the delivery process

Table 193

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1538	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1538	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Much less	(1) 609	127	165	161	156	37	46	44	62	49	55	42	61	58	50	54	51
	10%	8%	11%	10%	10%	7%	9%	8%	12%	10%	11%	8%	12%	12%	10%	11%	10%
Slightly less	(2) 623	149	160	149	165	69	42	50	71	39	49	35	65	49	62	61	42
	10%	10%	10%	10%	11%	15%	8%	9%	15%	8%	10%	7%	15%	10%	15%	15%	8%
No change	(3) 3692	951	904	909	928	308	324	319	294	314	296	324	295	290	294	296	338
	60%	61%	59%	59%	60%	63%	61%	61%	55%	62%	60%	63%	57%	58%	58%	58%	66%
Slightly more	(4) 888	232	206	219	202	62	84	75	62	66	77	83	69	68	70	73	59
	14%	15%	13%	14%	13%	13%	15%	14%	12%	13%	16%	16%	13%	13%	14%	14%	11%
Much more	(5) 255	55	68	72	60	13	17	25	25	29	13	22	23	27	17	22	21
	4%	4%	4%	5%	4%	3%	3%	5%	5%	6%	3%	4%	4%	5%	3%	4%	4%
Don't know	123	35	32	29	26	13	9	14	18	10	5	12	6	12	10	7	9
	2%	2%	2%	2%	2%	3%	2%	3%	3%	2%	1%	2%	1%	2%	2%	1%	2%
NET Much/Slightly more	1112	286	274	291	262	75	111	101	87	96	91	105	91	94	86	95	80
	18%	18%	18%	19%	17%	15%	21%	19%	16%	19%	18%	20%	18%	19%	17%	19%	15%
NET Much/Slightly less	1232	276	325	310	321	94	89	94	133	88	104	77	125	106	112	115	93
	20%	18%	21%	20%	21%	19%	17%	18%	25%	17%	21%	15%	24%	21%	22%	22%	16%
Mean	2.92	2.96	2.90	2.93	2.90	2.91	2.98	2.84	2.98	2.89	2.98	3.02	2.86	2.91	2.88	2.90	2.92
Std Dev.	0.90	0.85	0.92	0.92	0.90	0.81	0.86	0.88	0.95	0.92	0.90	0.86	0.95	0.96	0.89	0.93	0.87
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Table 195

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	731	817	1134	805	1152	852	699	1608	1939	2013	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	884	54	529	200	384	325	258	150	146	127	58	55	31	17	206	185	102	48	421	158
9%	4%	14%	28%	7%	11%	8%	8%	16% _g	17% _h	11% _i	7% _j	5%	4%	3%	18% _n	16% _o	4%	3%	8%	11% _r
Personal letters (e.g. to a friend or relative)	862	57	505	199	363	336	256	120	157	110	50	36	22	15	327	111	74	37	383	173
9%	5%	16%	33%	7%	10%	8%	8%	21% _g	18% _h	10% _i	6% _j	3%	3%	2%	19% _n	6% _o	3%	3%	7%	18% _r
Formal letters to organisations or individuals	598	63	535	199	399	330	266	171	143	124	69	42	19	29	314	194	90	48	393	194
10%	5%	17%	29%	7%	11%	8%	8%	21% _g	17% _h	11% _i	6% _j	4%	3%	5%	19% _n	16% _o	4%	3%	8%	21% _r
Payments for bills/ invoices/ statements	604	67	536	217	387	336	267	171	149	153	66	42	12	11	320	218	65	23	389	204
10%	5%	16%	27%	7%	11%	9%	9%	21% _g	17% _h	14% _i	6% _j	4%	2%	2%	18% _n	11% _o	3%	2%	8%	22% _r
Smaller parcels - that will fit through a letterbox	1004	215	789	317	687	533	468	266	234	210	123	117	29	14	500	333	170	53	740	255
16%	17%	16%	46%	12%	19%	15%	15%	32% _g	27% _h	19% _i	13% _j	10% _k	5%	2%	38% _n	17% _o	7% _p	4%	14%	27% _r
Larger parcels - that will not fit through a letterbox	962	186	776	315	645	484	476	247	209	205	121	111	45	21	456	326	180	69	730	220
16%	15%	16%	40%	12%	16%	15%	15%	30% _g	24% _h	19% _i	13% _j	10% _k	5%	3%	27% _n	17% _o	7% _p	5%	14%	23% _r
Items requiring a signature	721	130	591	253	468	411	309	126	151	171	97	68	34	23	327	259	125	57	519	193
12%	11%	12%	32%	9%	14%	10%	10%	21% _g	17% _h	15% _i	12% _j	8%	4%	4%	19% _n	14% _o	8%	4%	10%	20% _r
Tracked post, e.g. items that you can track where they are in the delivery process	1112	187	925	343	769	561	549	277	223	241	129	123	73	47	500	369	244	120	817	286
18%	15%	19%	44%	14%	19%	17%	17%	34% _g	26% _h	21% _i	14% _j	11%	10%	8%	39% _n	19% _o	10%	9%	16%	39% _r
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Table 195

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Invitations, greetings cards and postcards	884	164	177	121	122	341	243	458	116	45	61	141	183	122	385	45	515	171	388	25
9%	14% med	9%	9%	7%		11% f	8%	12% h	9%	9%	8%	9%	12%	11%	10%	8%	10%	13% f	8%	9%
Personal letters (e.g. to a friend or relative)	862	174	151	116	121	325	237	449	107	48	47	151	170	106	368	48	488	159	375	31
9%	11% med	8%	8%	7%		11% f	8%	12% h	4%	9%	6%	16% f	11% f	10%	19% f	9%	9%	12% f	8%	11%
Formal letters to organisations or individuals	898	185	157	114	132	352	246	473	118	51	58	155	180	106	394	54	512	184	385	30
10%	11% med	8%	8%	8%		11% f	8%	12% h	9%	10%	8%	10%	11%	10%	10%	10%	10%	12% f	8%	11%
Payments for bills/ invoices/statements	604	191	151	141	121	342	262	498	95	34	66	147	178	129	390	36	532	161	414	29
10%	11% med	9%	10% f	7%		11% f	9%	12% h	4%	7%	9%	10%	11% f	10%	11% f	7%	10% med	13% f	9%	10%
Smaller parcels - that will fit through a letterbox	1004	265	320	206	213	584	419	777	214	59	96	250	295	194	641	60	876	239	714	50
16%	21% med	17% f	15%	12%		19% f	13%	21% h	9%	11%	13%	17% f	19% f	16% f	17% h	11%	17% med	19% f	16%	17%
Larger parcels - that will not fit through a letterbox	962	253	314	190	205	567	395	739	208	55	87	238	284	199	608	55	841	236	678	48
16%	22% med	18% f	14%	12%		19% f	13%	20% h	9%	11%	12%	16% f	19% f	16% f	18% f	10%	18% med	18% f	15%	17%
Items requiring a signature	721	205	226	162	128	430	290	574	139	45	64	178	220	159	451	45	646	185	511	24
12%	18% med	12% f	12% f	7%		14% f	9%	16% h	8%	9%	12%	14% f	14% f	12% f	12% f	9%	12% med	14% f	11%	8%
Tracked post, e.g. items that you can track where they are in the delivery process	1112	304	347	220	241	651	461	819	280	85	102	276	316	211	694	87	944	273	792	47
18%	21% med	18% f	16%	14%		21% f	19%	22% h	12%	16%	14%	19% f	20% f	19% f	19% f	16%	18%	21% f	17%	16%
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Table 195

Base : All participants

	Total	Rurality			Nation				Region											Highlands & Islands of Scotland (g)	Rest of Scotland (r)
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)				
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Invitations, greetings cards and postcards	884	515	69	21	497	47	25	14	14	60	28	37	68	86	119	82	41	8	39		
9%	10%	8%	12%	10%	9%	9%	8%	7%	6%	9%	6%	8%	11%	10%	11%	10%	8%	12%	9%		
Personal letters (e.g. to a friend or relative)	862	493	68	15	481	45	23	13	13	50	28	32	63	55	111	89	42	4	41		
9%	9%	9%	8%	9%	9%	9%	8%	7%	5%	7%	5%	7%	12%	10%	14%	11%	8%	7%	9%		
Formal letters to organisations or individuals	898	523	76	16	614	48	20	16	16	58	38	43	57	60	124	79	37	10	38		
10%	10%	9%	10%	10%	10%	9%	7%	10%	7%	8%	8%	10%	10%	10%	11%	10%	9%	7%	9%		
Payments for bills/ invoices/statements	604	539	65	14	521	44	24	15	15	66	33	28	69	75	137	80	28	8	36		
10%	10%	7%	8%	10%	10%	9%	8%	9%	6%	10%	7%	6%	11%	10%	11%	10%	5%	10%	9%		
Smaller parcels - that will fit through a letterbox	1004	872	132	27	838	79	42	44	43	103	69	67	100	93	169	122	73	13	66		
16%	16%	15%	16%	16%	16%	15%	14%	16%	17%	15%	14%	15%	15%	16%	16%	14%	14%	19%	15%		
Larger parcels - that will not fit through a letterbox	962	830	132	26	812	71	37	42	32	102	67	65	87	100	164	122	72	11	61		
16%	16%	15%	16%	16%	16%	14%	13%	16%	13%	15%	13%	15%	16%	16%	16%	15%	14%	16%	13%		
Items requiring a signature	721	634	87	17	616	58	29	18	16	73	47	57	86	74	136	93	34	7	51		
12%	12%	10%	10%	10%	12%	11%	10%	10%	7%	11%	9%	11%	10%	10%	11%	11%	7%	11%	11%		
Tracked post, e.g. items that you can track where they are in the delivery process	1112	948	164	27	942	99	39	32	44	118	76	70	116	107	183	153	74	14	86		
18%	18%	19%	16%	16%	18%	17%	13%	16%	17%	18%	15%	16%	17%	19%	17%	18%	14%	21%	19%		
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Table 195

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Invitations, greetings cards and postcards	884	316	137	439	280	316	24	53	218	226	69	34	69	34	6	475	40	277	231	48	19	8	508	27	370	213		
Personal letters (e.g. to a friend or relative)	962	314	125	423	234	314	23	52	125	10	34	223	230	65	35	8	454	43	257	223	50	19	9	480	28	378	184	
Formal letters to organisations or individuals	998	336	120	465	250	336	22	51	120	14	39	227	259	67	36	8	486	45	253	259	46	25	12	513	37	381	217	
Payments for bills/ invoices/ statements	1004	346	102	490	295	346	16	49	102	8	17	292	295	64	33	10	497	43	262	264	55	15	6	527	20	398	206	
Smaller parcels - that will fit through a letterbox	769	502	236	713	447	502	24	92	236	17	73	370	421	96	93	21	791	115	534	359	64	30	15	893	45	454	550	
Larger parcels - that will not fit through a letterbox	962	448	253	648	453	448	20	86	253	18	78	349	382	101	98	31	732	129	477	380	64	28	14	857	40	423	540	
Items requiring a signature	721	401	155	539	293	401	20	61	155	13	46	288	289	79	45	20	578	64	371	275	38	25	11	646	36	389	332	
Tracked post, e.g. items that you can track where they are in the delivery process	1112	652	295	764	507	652	33	117	295	33	108	426	453	121	83	28	679	112	596	395	64	41	14	991	55	514	598	
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Table 195

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Invitations, greetings cards and postcards	884	43	532	8	188	357	39	544	20	9	1	582	1	
	9%	13%	9%	19%	11%	9%	13%	9%	2%	1%	2%	10%	1%	
Personal letters (e.g. to a friend or relative)	862	58	497	6	195	332	35	514	34	9	1	557	3	
	9%	17%	9%	1%	12%	8%	11%	9%	2%	1%	2%	9%	15%	
Formal letters to organisations or individuals	598	55	532	9	214	341	43	548	33	11	4	591	3	
	10%	17%	9%	1%	12%	8%	14%	9%	2%	1%	6%	10%	15%	
Payments for bills/ invoices/statements	604	42	554	7	155	366	43	554	34	11	1	598	4	
	10%	13%	10%	1%	12%	9%	14%	9%	2%	1%	1%	10%	20%	
Smaller parcels - that will fit through a letterbox	1004	55	936	13	282	663	59	955	37	10	2	1002	-	
	16%	16%	16%	1%	17%	16%	19%	16%	2%	1%	3%	16%	-	
Larger parcels - that will not fit through a letterbox	962	43	908	11	280	628	54	922	30	10	*	962	*	
	16%	13%	16%	1%	17%	15%	17%	16%	2%	1%	*	16%	*	
Items requiring a signature	721	46	670	5	213	470	38	685	24	9	2	718	1	
	12%	14%	12%	1%	13%	11%	12%	12%	2%	1%	3%	12%	4%	
Tracked post, e.g. items that you can track where they are in the delivery process	1112	57	1042	13	323	732	57	1066	31	11	3	1108	1	
	18%	17%	18%	1%	19%	18%	18%	17%	2%	2%	6%	18%	7%	
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Table 195

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Invitations, greetings cards and postcards	884	144	176	136	128	34	61	49	57	51	68	46	47	43	40	46	42				
9%		9%	11% ^{sd}	9%	8%	7%	11%	9%	11%	10%	14% ^{sd}	9%	9%	9%	8%	9%	8%				
Personal letters (e.g. to a friend or relative)	962	133	155	145	129	33	48	51	61	54	40	45	49	50	37	48	44				
9%		9%	10%	9%	8%	7%	9%	10%	11%	7%	8%	9%	10%	10%	7%	9%	8%				
Formal letters to organisations or individuals	898	151	174	141	132	48	50	54	58	64	53	39	44	58	30	50	52				
10%		10%	11% ^{sd}	9%	9%	10%	9%	10%	11%	13% ^{sd}	11%	7%	9%	11%	6%	10%	10%				
Payments for bills/ invoices/ statements	604	160	161	150	132	45	48	68	59	53	49	30	53	67	37	45	51				
10%		10%	10%	10%	9%	9%	9%	13% ^{sd}	11%	10%	6%	6%	10% ^{sd}	13% ^{sd}	7%	9%	10%				
Smaller parcels - that will fit through a letterbox	1004	259	245	226	273	58	88	104	79	93	73	63	80	83	84	93	96				
16%		17%	16%	15%	18%	12%	13% ^{sd}	15% ^{sd}	15%	13% ^{sd}	15%	12%	15%	17%	17%	19% ^{sd}	19% ^{sd}				
Larger parcels - that will not fit through a letterbox	962	245	256	209	253	56	97	92	74	98	84	73	70	66	96	82	75				
16%		16%	17%	14%	16%	11%	13% ^{sd}	11% ^{sd}	14%	13% ^{sd}	17%	14%	13%	13%	19% ^{sd}	16%	14%				
Items requiring a signature	721	217	178	175	150	54	85	79	58	64	59	52	68	55	30	63	58				
12%		14% ^{sd}	12%	11%	10%	8% ^{sd}	11% ^{sd}	10% ^{sd}	8% ^{sd}	9% ^{sd}	10%	10%	12% ^{sd}	11% ^{sd}	6%	12% ^{sd}	11% ^{sd}				
Tracked post, e.g. items that you can track where they are in the delivery process	1112	286	274	291	262	75	111	101	87	96	91	105	91	94	98	95	80				
18%		18%	18%	19%	17%	15%	21%	19%	16%	19%	18%	20%	18%	19%	17%	19%	15%				
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Table 196

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5263	2982	3185	791	817	1134	805	1152	852	699	1608	1939	2613	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcard	3564	713	2841	347	3207	1789	1758	425	475	660	474	661	475	384	900	1134	1520	859	3064	459
Personal letters (e.g. to a friend or relative)	3517	724	2794	331	3187	1761	1727	411	475	669	475	661	435	303	886	1143	1489	828	3030	456
Formal letters to organisations or individuals	3639	760	2879	355	3284	1843	1792	438	507	694	505	654	446	396	945	1199	1496	842	3137	476
Payments for bills/ invoices/ statements	3622	731	2891	340	3282	1827	1787	441	509	689	480	666	448	409	949	1149	1523	857	3137	460
Smaller parcels – that will fit through a letterbox	3778	792	2986	334	3444	1864	1910	399	472	674	521	720	526	459	871	1155	1712	962	3279	471
Larger parcels – that will not fit through a letterbox	3726	814	2912	322	3404	1858	1864	415	486	679	509	702	509	426	901	1188	1636	934	3222	471
Items requiring a signature	3898	869	3049	350	3548	1921	1970	448	521	704	517	751	520	437	969	1221	1708	957	3383	484
Tracked post, e.g. items that you can track where they are in the delivery process	3692	817	2876	315	3377	1847	1841	384	497	696	519	715	488	433	881	1175	1636	920	3190	467
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

No change Summary

Table 196

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	628	2713	179
Invitations, greetings cards and postcards	3854	619	1056	831	1049	1676	1876	2019	1483	301	434	860	907	625	2201	308	2986	707	2664	183
58%	54%	55%	57%	58%	57%	59%	60%	59%	57%	58%	59%	57%	57%	57%	58%	58%	58%	58%	58%	57%
Personal letters (e.g. to a friend or relative)	3817	613	1072	814	1018	1685	1832	1990	1474	310	440	840	877	630	2157	322	2937	702	2646	169
57%	54%	56%	59%	59%	59%	55%	59%	54%	61%	60%	60%	56%	55%	57%	56%	60%	57%	55%	58%	59%
Formal letters to organisations or individuals	3639	631	1110	856	1040	1742	1896	2063	1520	321	447	848	930	650	2225	331	3043	731	2738	171
59%	56%	58%	60%	60%	57%	57%	60%	56%	60%	62%	61%	56%	58%	59%	58%	62%	59%	57%	60%	59%
Payments for bills/ invoices/statements	3622	580	1096	852	1093	1676	1944	2041	1526	337	455	866	904	633	2226	349	3008	749	2690	182
59%	51%	58%	60%	60%	55%	55%	60%	56%	60%	62%	60%	58%	57%	58%	58%	60%	58%	58%	59%	63%
Smaller parcels - that will fit through a letterbox	3778	652	1176	879	1070	1828	1949	2085	1638	339	470	903	931	677	2304	350	3148	747	2862	169
61%	57%	61%	61%	62%	60%	60%	63%	57%	60%	64%	60%	59%	62%	60%	66%	61%	58%	62%	59%	59%
Larger parcels - that will not fit through a letterbox	3726	641	1142	881	1051	1783	1942	2103	1572	326	447	896	944	670	2287	337	3127	726	2826	174
60%	56%	60%	64%	61%	58%	60%	62%	57%	60%	63%	61%	60%	60%	61%	60%	63%	60%	57%	62%	60%
Items requiring a signature	3898	696	1199	870	1132	1895	2002	2197	1642	338	483	918	988	694	2390	350	3266	787	2918	192
63%	61%	63%	63%	66%	62%	64%	66%	60%	60%	66%	68%	61%	62%	63%	63%	66%	63%	61%	64%	67%
Tracked post, e.g. items that you can track where they are in the delivery process	3692	642	1142	833	1074	1784	1908	2070	1572	319	468	881	920	672	2269	327	3111	717	2800	175
60%	56%	60%	60%	62%	58%	61%	60%	56%	60%	62%	62%	59%	58%	61%	59%	61%	60%	56%	61%	61%
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Table 196

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901		3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167		5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187		2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Invitations, greetings cards and postcards	3854	3059	496	88		2983	305	179	86	163	381	326	251	318	337	443	448	316	35	270
80%		60%	60%	53%		60%g	60%g	63%g	51%	65%lm	56%	65%lm	60%	59%	59%	59%	53%	60%	52%	60%
Personal letters (e.g. to a friend or relative)	3817	3042	475	91		2946	309	179	83	152	378	312	272	297	309	456	444	326	40	269
57%		57%	55%	54%		60%g	60%g	61%g	49%	61%se	56%	62%mo	61%se	55%	54%	56%	53%	62%mo	60%	60%
Formal letters to organisations or individuals	3639	3139	500	99		3054	310	188	87	149	397	318	267	301	322	446	498	355	32	278
89%		59%	58%	59%		60%g	60%g	64%de	51%	60%	59%	65%lm	60%	55%	56%	55%	59%	61%lm	46%	65%g
Payments for bills/ invoices/statements	3622	3129	492	84		3040	307	185	89	145	417	315	271	316	300	431	494	354	39	269
89%		60%g	57%	50%		60%g	60%g	63%g	52%	58%	65%mo	65%mo	60%mo	58%	52%	53%	59%	61%mo	57%	60%de
Smaller parcels - that will fit through a letterbox	3778	3230	548	103		3147	344	197	90	152	401	329	294	332	326	454	503	356	43	301
61%		61%	64%	61%		61%g	61%dg	67%de	53%	61%	59%	65%lm	66%mo	61%	57%	56%	60%	67%mo	64%	67%mo
Larger parcels - that will not fit through a letterbox	3726	3197	529	104		3105	339	196	85	153	384	330	267	339	308	465	501	358	46	293
60%		60%	61%	62%		60%g	60%dg	66%de	50%	61%	57%	65%lm	60%	63%lm	54%	57%	59%	66%mo	66%lm	66%mo
Items requiring a signature	3898	3359	539	104		3259	355	198	86	162	415	343	279	328	328	484	533	387	46	309
63%		63%	63%	62%		63%g	63%dg	67%g	50%	62%lm	61%	67%lm	62%	60%	57%	60%	63%	72%lm	69%	69%mo
Tracked post, e.g. items that you can track where they are in the delivery process	3692	3167	525	108		3087	324	199	83	151	364	328	270	317	327	485	498	347	39	285
60%		60%	61%	65%		60%g	63%g	66%de	48%	60%	54%	65%lm	60%	58%	57%	60%	59%	66%mo	58%	63%g
Other types of mail	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Table 196

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Effective Base	3716	1429	1318	2075	1964	1429	110	538	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Invitations, greetings cards and postcards	3854	1218	1218	2009	1856	1218	91	499	1218	118	608	1131	1474	477	304	161	2695	455	1488	1351	420	170	110	2839	280	525	3030	
Personal letters (e.g. to a friend or relative)	3817	1309	1252	1937	1881	1309	92	474	1252	133	619	1155	1415	473	314	143	2570	458	1473	1292	415	199	121	2765	320	509	3009	
Formal letters to organisations or individuals	3639	1363	1314	1996	1947	1363	99	495	1314	138	641	1206	1455	495	319	150	2661	469	1587	1312	439	184	124	2880	307	553	3085	
Payments for bills/ invoices/ statements	3622	1307	1329	1970	1992	1307	101	472	1329	142	664	1207	1498	510	336	146	2615	481	1517	1331	435	198	124	2849	322	599	3023	
Smaller parcels - that will fit through a letterbox	3778	1387	1393	2051	2057	1387	96	511	1393	143	710	1248	1493	528	343	152	2741	495	1565	1410	447	214	125	2975	339	578	3201	
Larger parcels - that will not fit through a letterbox	3726	1457	1323	2091	1957	1457	102	520	1323	130	656	1208	1511	506	335	151	2719	486	1550	1374	450	212	126	2924	337	558	3168	
Items requiring a signature	3898	1477	1408	2155	2087	1477	105	542	1408	138	689	1261	1591	504	365	162	2852	527	1627	1454	452	211	137	3081	348	609	3289	
Tracked post, e.g. items that you can track where they are in the delivery process	3692	1382	1320	2056	1994	1382	94	500	1320	127	637	1197	1489	499	347	156	2675	503	1494	1404	455	197	127	2888	324	541	3152	
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

No change Summary

Table 196

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Invitations, greetings cards and postcards	3584	194	3345	16	922	2463	164	3419	55	23	45	3497	19	
58%		58%	58%	39%	55%	59%	53%	55%	47%	40%	60%	58%	54%	
Personal letters (e.g. to a friend or relative)	3617	168	3333	16	896	2461	158	3386	55	24	49	3464	4	
57%		50%	52%	40%	53%	59%	51%	57%	47%	42%	62%	57%	20%	
Formal letters to organisations or individuals	3639	171	3450	15	920	2554	165	3498	56	32	47	3587	6	
59%		52%	60%	36%	55%	61%	53%	59%	48%	56%	71%	59%	29%	
Payments for bills/ invoices/statements	3622	204	3402	16	957	2504	161	3471	60	31	52	3552	7	
59%		61%	59%	39%	57%	60%	52%	59%	51%	54%	79%	59%	33%	
Smaller parcels - that will fit through a letterbox	3778	195	3569	15	948	2658	173	3618	63	32	53	3713	13	
61%		60%	62%	35%	57%	64%	55%	61%	54%	57%	66%	61%	58%	
Larger parcels - that will not fit through a letterbox	3726	206	3506	14	926	2639	180	3571	64	28	53	3664	9	
60%		61%	61%	34%	55%	63%	51%	61%	55%	49%	61%	60%	39%	
Items requiring a signature	3698	205	3674	19	1018	2715	165	3743	65	28	52	3836	10	
63%		61%	64%	45%	57%	67%	53%	63%	55%	49%	66%	63%	44%	
Tracked post, e.g. items that you can track where they are in the delivery process	3692	212	3487	13	946	2686	180	3540	65	24	53	3629	11	
60%		61%	60%	32%	56%	65%	51%	60%	55%	45%	65%	60%	50%	
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Invitations, greetings cards and postcards	3654 58%	937 60%	836 54%	893 58%	888 58%	313 64%	330 62%	294 56%	304 67%	302 59%	230 46%	317 61%	288 56%	288 57%	277 56%	284 56%	326 63%
Personal letters (e.g. to a friend or relative)	3917 63%	903 58%	858 56%	895 58%	861 56%	294 61%	337 62%	273 52%	299 56%	284 56%	276 56%	325 66%	288 55%	282 56%	275 55%	274 54%	312 60%
Formal letters to organisations or individuals	3639 59%	919 59%	881 57%	922 60%	917 60%	301 61%	329 62%	289 55%	306 58%	295 58%	281 57%	338 65%	296 57%	287 57%	300 60%	284 55%	334 64%
Payments for bills/ invoices/ statements	3622 59%	931 60%	855 56%	938 61%	868 58%	300 61%	333 63%	297 56%	295 56%	299 59%	261 53%	344 66%	310 60%	284 56%	291 58%	280 55%	327 63%
Smaller parcels - that will fit through a letterbox	3778 61%	956 62%	939 61%	957 62%	926 60%	325 65%	334 63%	297 56%	339 64%	298 59%	302 61%	343 65%	312 60%	302 60%	292 58%	305 60%	328 63%
Larger parcels - that will not fit through a letterbox	3726 60%	946 61%	915 60%	954 62%	910 59%	310 63%	331 62%	305 56%	326 61%	296 58%	294 59%	340 65%	303 58%	312 62%	280 56%	296 58%	334 64%
Items requiring a signature	3998 63%	977 63%	955 62%	993 64%	974 63%	312 64%	333 62%	332 63%	327 61%	327 64%	301 61%	362 67%	312 60%	319 64%	331 66%	305 60%	338 65%
Tracked post, e.g. items that you can track where they are in the delivery process	3692 60%	951 61%	904 59%	909 59%	929 60%	309 63%	324 61%	319 61%	294 55%	314 62%	296 60%	334 63%	295 57%	290 58%	294 58%	296 58%	338 64%
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Table 197

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2952	3185	791	817	1134	805	1152	852	609	1608	1939	2013	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	1960	456	1495	238	1712	862	1098	230	236	315	291	404	251	223	466	606	879	475	1631	303
32%		29%	30%	30%	32%	29%	29%	28%	27%	28%	28%	30%	33%	30%	28%	31%	35%	24%	32%	32%
Personal letters (e.g. to a friend or relative)	1997	442	1555	249	1748	876	1117	221	219	321	299	425	293	219	441	620	1017	512	1684	295
32%		36%	32%	32%	33%	29%	29%	27%	25%	29%	36%	38%	38%	38%	26%	32%	37%	37%	33%	31%
Formal letters to organisations or individuals	1792	395	1396	223	1569	782	1007	184	192	285	245	411	283	191	376	531	885	474	1531	244
29%		32%	28%	28%	29%	26%	27%	22%	22%	25%	29%	36%	37%	36%	22%	27%	35%	34%	30%	28%
Payments for bills/ invoices/ statements	1830	424	1406	222	1608	806	1023	189	190	284	278	393	293	204	379	562	889	497	1553	258
30%		24%	29%	28%	30%	27%	27%	22%	22%	25%	32%	38%	38%	32%	22%	28%	33%	33%	30%	27%
Smaller parcels - that will fit through a letterbox	1277	214	1063	135	1143	566	709	137	149	220	172	265	185	149	236	392	599	324	1063	197
21%		17%	23%	17%	21%	19%	19%	17%	17%	20%	21%	33%	34%	34%	17%	20%	34%	34%	21%	21%
Larger parcels - that will not fit through a letterbox	1368	224	1144	144	1223	617	748	136	163	222	187	297	193	169	298	498	659	362	1125	231
22%		18%	23%	18%	23%	21%	21%	17%	19%	20%	22%	36%	35%	27%	18%	21%	35%	35%	22%	24%
Items requiring a signature	1367	239	1149	175	1212	613	771	171	179	223	196	299	178	151	351	418	618	329	1134	237
23%		19%	23%	22%	23%	20%	20%	21%	21%	20%	23%	33%	33%	23%	21%	21%	33%	34%	22%	25%
Tracked post, e.g. items that you can track where they are in the delivery process	1232	213	1019	123	1109	549	680	135	136	205	173	276	180	126	272	378	582	306	1051	168
20%		17%	21%	16%	21%	18%	18%	16%	16%	18%	21%	34%	34%	20%	16%	19%	23%	22%	20%	18%
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Table 197

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Invitations, greetings cards and postcards	1960	343	661	419	526	1004	945	1149	775	160	229	481	484	340	1194	171	1619	384	1491	75
32%	30%	25%	30%	31%	33%	30%	31%	32%	31%	31%	31%	32%	31%	31%	32%	31%	31%	30%	32%	26%
Personal letters (e.g. to a friend or relative)	1997	339	667	432	558	1006	990	1178	794	147	236	490	521	345	1246	153	1682	403	1514	79
32%	30%	25%	31%	32%	33%	32%	32%	32%	29%	29%	32%	33%	33%	31%	33%	29%	33%	31%	33%	27%
Formal letters to organisations or individuals	1792	295	608	385	504	903	889	1059	712	120	215	465	455	322	1135	126	1533	340	1376	76
29%	26%	21%	28%	29%	29%	29%	29%	29%	23%	23%	25%	21%	25%	23%	27%	24%	27%	26%	30%	26%
Payments for bills/ invoices/statements	1830	349	637	368	476	986	844	1082	729	132	202	454	482	326	1138	137	1554	348	1415	68
30%	31%	25%	27%	28%	29%	27%	27%	29%	30%	26%	28%	30%	30%	30%	29%	29%	30%	27%	31%	24%
Smaller parcels - that will fit through a letterbox	1277	209	394	272	402	603	675	751	507	107	160	319	336	215	815	113	1070	277	940	60
21%	18%	21%	20%	23%	20%	22%	20%	21%	21%	21%	22%	21%	21%	20%	21%	21%	21%	22%	20%	21%
Larger parcels - that will not fit through a letterbox	1368	225	429	281	433	654	714	773	572	123	191	341	326	216	859	130	1125	299	1011	57
22%	20%	22%	20%	23%	21%	23%	21%	21%	21%	24%	26%	23%	21%	20%	22%	24%	22%	23%	22%	20%
Items requiring a signature	1387	216	448	322	402	664	724	831	538	114	171	380	343	228	874	119	1144	273	1056	59
19%	19%	23%	23%	23%	22%	23%	23%	23%	22%	22%	23%	24%	22%	21%	23%	22%	22%	21%	23%	20%
Tracked post, e.g. items that you can track where they are in the delivery process	1232	179	386	304	363	565	667	722	488	98	147	316	316	206	779	102	1027	258	919	55
20%	16%	20%	20%	21%	19%	21%	20%	20%	19%	19%	20%	27%	20%	19%	20%	19%	20%	20%	20%	19%
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Table 187

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/Lancashire (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Invitations, greetings cards and postcards	1860	1664	287	57	1634	160	87	89	68	224	147	157	155	172	241	305	164	24	136	
32%	31%	31%	33%	34%	32%	31%	30%	46% 46%	27%	33%	29%	33%	29%	30%	30%	36% 36%	31%	36%	30%	
Personal letters (e.g. to a friend or relative)	1997	1691	306	62	1678	157	91	71	73	240	159	142	171	198	237	301	151	22	135	
32%	32%	32%	36%	37%	32%	30%	31%	43% 43%	31%	36%	31%	32%	32%	35%	29%	36% 37%	29%	33%	30%	
Formal letters to organisations or individuals	1792	1535	256	48	1493	151	84	64	74	201	143	132	166	177	226	251	124	25	126	
29%	29%	30%	29%	29%	29%	29%	29%	33% 33%	29%	30%	28%	29%	31% 31%	31% 31%	28%	30%	23%	27% 27%	28%	
Payments for bills/ invoices/ statements	1830	1549	281	64	1524	160	83	83	84	181	148	146	152	191	233	250	138	20	141	
30%	29%	33%	33% 33%	29%	31%	28%	29%	33% 33%	27%	29%	33%	28%	28%	33% 33%	29%	30%	26%	29%	31%	
Smaller parcels - that will fit through a letterbox	1277	1116	162	33	1103	86	54	34	45	163	99	83	96	138	175	211	83	10	76	
21%	21%	19%	20%	24% 24%	17%	16%	20%	18%	18%	24% 24%	20%	19%	18%	24% 24%	22%	23% 23%	18%	15%	17%	
Larger parcels - that will not fit through a letterbox	1368	1198	179	33	1170	99	59	40	56	176	105	106	104	158	170	205	90	10	88	
22%	22%	21%	20%	23%	19%	20%	23%	23%	22%	26% 26%	21%	24% 24%	19%	26% 26%	21%	24% 24%	17%	15%	20%	
Items requiring a signature	1387	1183	204	38	1171	93	61	63	58	169	112	102	105	153	173	203	95	13	80	
23%	22%	24%	23%	23% 23%	18%	21%	37% 37%	23%	23%	26% 26%	22%	23%	19%	27% 27%	21%	24% 24%	18%	19%	18%	
Tracked post, e.g. items that you can track where they are in the delivery process	1232	1084	148	28	1040	86	53	53	46	176	100	101	92	123	122	165	95	15	72	
20%	20%	17%	17%	20%	17%	18%	31% 31%	18%	18%	26% 26%	20%	23% 23%	17%	21% 21%	19%	22% 22%	18%	22%	16%	
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Table 197

Base : All participants

	Total	Stamp usage		1st class usage		2nd class usage		Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges							
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (j)	Fairly reliant (k)	Neither reliant nor not reliant (l)	Not very reliant (m)	Not at all reliant (n)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2424	2424	2363	2363	183	885	2214	819	1144	2100	2393	819	565	259	4493	824	2745	2269	628	328	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Invitations, greetings cards and postcards	1950	699	784	1015	1110	699	29	209	794	84	362	620	763	240	240	81	1383	321	620	690	204	169	56	1510	225	607	1343
Personal letters (e.g. to a friend or relative)	32%	29%	37%	29%	54%	29%	25%	23%	37%	39%	37%	31%	31%	30%	30%	33%	31%	30%	30%	30%	30%	30%	31%	30%	42%	37%	29%
Formal letters to organisations or individuals	1997	761	767	1100	1106	761	42	231	767	68	388	622	818	244	221	86	1440	307	853	762	194	137	43	1615	180	609	1388
Payments for bills/ invoices/ statements	32%	32%	32%	34%	34%	32%	26%	30%	37%	35%	32%	34%	33%	33%	35%	32%	32%	33%	33%	28%	28%	24%	33%	33%	34%	40%	30%
Smaller parcels - that will fit through a letterbox	1792	665	690	973	968	665	30	198	690	56	352	556	717	218	208	80	1273	297	743	678	178	144	39	1421	183	553	1239
Larger parcels - that will not fit through a letterbox	28%	28%	32%	29%	31%	28%	19%	20%	34%	28%	34%	28%	34%	28%	34%	28%	28%	29%	28%	28%	28%	28%	28%	29%	33%	27%	20%
Items requiring a signature	1030	723	707	984	978	723	44	226	707	61	352	61	745	208	208	83	1325	281	783	677	178	155	46	1459	161	496	1335
Tracked post, e.g. items that you can track where they are in the delivery process	30%	30%	33%	30%	30%	30%	27%	30%	33%	28%	34%	29%	30%	29%	30%	34%	29%	30%	30%	29%	26%	26%	30%	26%	34%	33%	29%
Other types of mail	1277	478	501	685	709	478	36	145	501	51	253	368	535	158	145	65	904	209	476	491	155	110	34	966	145	470	808
Other types of mail	21%	20%	22%	20%	22%	19%	20%	22%	19%	23%	24%	18%	22%	20%	26%	20%	20%	18%	21%	20%	19%	19%	20%	16%	21%	17%	17%
Other types of mail	1368	464	553	707	796	464	19	137	553	31	291	426	582	170	142	60	989	202	510	508	157	111	28	1068	139	517	851
Other types of mail	22%	19%	20%	19%	20%	19%	19%	20%	19%	20%	20%	21%	23%	21%	24%	24%	22%	24%	22%	23%	23%	23%	18%	22%	23%	21%	18%
Other types of mail	1387	475	537	733	794	475	32	132	537	53	279	408	557	195	164	67	965	221	543	520	172	114	25	1002	138	480	908
Other types of mail	23%	22%	25%	21%	24%	23%	17%	17%	25%	20%	27%	21%	23%	20%	23%	21%	21%	21%	21%	23%	23%	23%	23%	20%	27%	23%	20%
Other types of mail	1232	434	505	624	684	434	29	129	505	44	256	364	503	156	147	57	867	204	472	470	140	109	28	942	137	435	797
Other types of mail	20%	18%	20%	18%	21%	17%	17%	17%	23%	21%	24%	18%	20%	20%	24%	23%	19%	19%	18%	21%	21%	16%	19%	16%	20%	20%	17%
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Table 197

Base : All participants

	Housebound			Disability			Internet access						
Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	1860	87	1838	15	544	1311	95	1871	31	26	18	1928	5
	32%	29%	32%	36%	32%	31%	30%	27%	27%	45%	27%	32%	24%
Personal letters (e.g. to a friend or relative)	1997	106	1875	15	553	1339	105	1924	25	23	16	1872	9
	32%	32%	32%	37%	33%	32%	34%	32%	21%	32%	24%	32%	43%
Formal letters to organisations or individuals	1792	101	1676	15	501	1209	83	1728	28	15	14	1771	7
	29%	30%	29%	35%	30%	29%	27%	29%	24%	26%	21%	29%	32%
Payments for bills/ invoices/ statements	1830	86	1729	15	493	1244	93	1778	21	16	11	1815	5
	30%	26%	30%	36%	29%	30%	30%	30%	18%	28%	16%	30%	23%
Smaller parcels - that will fit through a letterbox	1277	84	1182	11	420	788	69	1231	18	15	10	1263	4
	21%	25%	20%	28%	32%	19%	22%	21%	15%	26%	15%	21%	20%
Larger parcels - that will not fit through a letterbox	1368	84	1270	14	439	844	84	1310	23	15	11	1348	8
	22%	25%	22%	33%	32%	20%	29%	22%	20%	26%	17%	22%	39%
Items requiring a signature	1387	80	1294	14	410	894	83	1325	27	19	10	1371	6
	23%	24%	22%	34%	30%	21%	27%	22%	23%	33%	15%	23%	30%
Tracked post, e.g. items that you can track where they are in the delivery process	1232	60	1160	11	310	782	79	1181	18	21	8	1220	4
	20%	18%	20%	28%	25%	19%	25%	20%	16%	38%	12%	20%	19%
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Table 197

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	518	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Invitations, greetings cards and postcards	1660	452	507	491	500	140	137	175	165	147	195	151	178	163	177	180	143				
32%	29%	33%	32%	33%	29%	26%	53%	31%	29%	58%	29%	34%	32%	35%	35%	35%	28%				
Personal letters (e.g. to a friend or relative)	1997	488	506	481	522	155	140	192	168	161	177	139	178	165	182	184	156				
32%	31%	33%	31%	34%	32%	26%	57%	32%	32%	55%	27%	50%	33%	52%	52%	52%	30%				
Formal letters to organisations or individuals	1792	449	448	440	455	131	150	169	154	140	154	122	174	144	164	165	126				
29%	29%	29%	29%	30%	27%	28%	52%	29%	28%	51%	24%	53%	29%	33%	33%	32%	24%				
Payments for bills/ invoices/ statements	1630	440	497	414	480	140	148	151	171	152	174	126	149	138	168	179	132				
30%	28%	52%	27%	51%	29%	28%	29%	52%	30%	55%	24%	29%	27%	33%	35%	35%	25%				
Smaller parcels - that will fit through a letterbox	1277	310	332	329	305	98	97	115	108	109	115	100	123	107	117	106	82				
21%	20%	22%	21%	20%	20%	18%	22%	20%	22%	23%	19%	24%	21%	23%	21%	16%	29%				
Larger parcels - that will not fit through a letterbox	1368	332	340	344	352	109	103	119	123	107	111	97	138	109	117	131	103				
22%	21%	22%	22%	23%	22%	19%	23%	23%	23%	21%	22%	19%	21%	22%	23%	25%	20%				
Items requiring a signature	1387	321	360	336	371	112	108	100	126	103	131	93	134	109	129	130	112				
23%	21%	23%	22%	24%	23%	20%	19%	19%	24%	20%	23%	18%	23%	22%	25%	25%	21%				
Tracked post, e.g. items that you can track where they are in the delivery process	1232	276	325	310	321	94	89	94	133	88	104	77	126	106	112	115	93				
20%	18%	21%	20%	21%	19%	17%	18%	18%	25%	17%	21%	15%	24%	21%	22%	22%	18%				
Other types of mail																					

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Table 198

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2952	3185	791	817	1134	805	1152	852	609	1008	1939	2013	1461	5468	644
Weighted Base	6160	1233	4927	799	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Invitations, greetings cards and postcards	2.65	2.49	2.68a	2.91d	2.61	2.71f	2.59	2.53ijkm	2.81ijkm	2.71ikm	2.56	2.52	2.56	2.56	2.55opq	2.86q	2.54	2.56	2.64	2.72r
Personal letters (e.g. to a friend or relative)	2.61	2.49	2.64a	2.88d	2.58	2.60f	2.55	2.50ijkm	2.64ijkm	2.60ijkm	2.53kl	2.45	2.43	2.50	2.88opq	2.81pq	2.46	2.47	2.59	2.78r
Formal letters to organisations or individuals	2.67	2.57	2.69a	2.91d	2.63	2.74f	2.60	2.53ijkm	2.80ijkm	2.76ijkm	2.64kl	2.46	2.46	2.56	2.91opq	2.71pq	2.48	2.50	2.63	2.86r
Payments for bills/ invoices/ statements	2.65	2.50	2.68a	2.91d	2.61	2.73f	2.57	2.52ijkm	2.89ijkm	2.73ijkm	2.67l	2.47	2.39	2.47	2.90opq	2.86q	2.44	2.43	2.61	2.87r
Smaller parcels - that will fit through a letterbox	2.89	2.95	2.88	3.33d	2.83	2.90f	2.84	3.20ijkm	3.10ijkm	2.97ikm	2.88klm	2.79m	2.86	2.63	3.18opq	2.86q	2.69	2.65	2.86	3.08r
Larger parcels - that will not fit through a letterbox	2.86	2.82a	2.84	3.28d	2.80	2.90f	2.82	3.16ijkm	3.03ijkm	2.95ikm	2.85klm	2.71	2.66	2.80	3.08opq	2.81pq	2.66	2.63	2.84	2.98r
Items requiring a signature	2.79	2.82	2.78	3.11d	2.74	2.86f	2.73	2.66ijkm	2.83ijkm	2.80ijkm	2.77klm	2.66	2.64	2.62	2.84opq	2.84q	2.65	2.63	2.77	2.89r
Tracked post, e.g. items that you can track where they are in the delivery process	2.92	2.91	2.92	3.35d	2.86	2.96f	2.88	3.19ijkm	3.12ijkm	3.00ijkm	2.89klm	2.74	2.73	2.76	3.18opq	2.86q	2.74	2.74	2.88	3.14r
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Invitations, greetings cards and postcards	2.65	2.76bcd	2.59	2.66cd	2.62	2.66	2.64	2.69bc	2.59	2.67	2.61	2.65	2.69	2.69	2.66	2.65	2.66	2.72c	2.62	2.77c
Personal letters (e.g. to a friend or relative)	2.61	2.78bcd	2.54	2.66cd	2.58	2.62	2.60	2.69bc	2.54	2.67	2.55	2.64	2.63	2.64	2.63	2.66	2.62	2.69c	2.60	2.74c
Formal letters to organisations or individuals	2.67	2.64bcd	2.60	2.68	2.62	2.69	2.64	2.72bc	2.59	2.73	2.62	2.65	2.69	2.71	2.66	2.73	2.67	2.70c	2.64	2.75
Payments for bills/ invoices/ statements	2.65	2.74bcd	2.56	2.74bc	2.63	2.63	2.67	2.74bc	2.55	2.68	2.66	2.65	2.66	2.67	2.66	2.68	2.65	2.72c	2.62	2.79c
Smaller parcels - that will fit through a letterbox	2.89	3.08bcd	2.88cd	2.88cd	2.79	2.89	2.83	2.93bc	2.78	2.83	2.83	2.89	2.93	2.93	2.89	2.81	2.90	2.93	2.88	2.93
Larger parcels - that will not fit through a letterbox	2.86	3.01bcd	2.86cd	2.85	2.77	2.92	2.80	2.94bc	2.74	2.77	2.75	2.85	2.91cd	2.95bcd	2.89	2.76	2.87c	2.88	2.85	2.91
Items requiring a signature	2.79	2.96bcd	2.77cd	2.79cd	2.70	2.84c	2.74	2.89bc	2.70	2.75	2.72	2.77	2.83	2.87bcd	2.78	2.75	2.81	2.85c	2.77	2.84
Tracked post, e.g. items that you can track where they are in the delivery process	2.92	3.11bcd	2.91	2.86	2.85	2.99	2.86	2.99bc	2.82	2.91	2.88	2.90	2.96	2.96	2.92	2.91	2.93	2.98c	2.90	2.94
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Invitations, greetings cards and postcards	2.65	2.65	2.63	2.69	2.65	2.67	2.70	2.43	2.65	2.57	2.63	2.61	2.74bdeop	2.67ia	2.74bdeop	2.60	2.68a	2.61	2.67i
Personal letters (e.g. to a friend or relative)	2.61	2.63b	2.56	2.55	2.62	2.66a	2.62	2.38	2.55	2.52	2.59	2.61i	2.68i	2.59	2.71bdeop	2.68i	2.67i	2.63	2.67i
Formal letters to organisations or individuals	2.67	2.67	2.67	2.69	2.65a	2.67a	2.65a	2.48	2.63	2.60	2.64	2.69	2.68	2.67	2.78bde	2.64	2.72	2.64	2.68
Payments for bills/ invoices/ statements	2.65	2.66c	2.58	2.51	2.65a	2.64a	2.64a	2.45	2.55	2.68	2.61	2.57	2.71a	2.65	2.76bde	2.62	2.63	2.74	2.62
Smaller parcels - that will fit through a letterbox	2.89	2.89	2.92	2.92	2.88	2.94	2.92	3.61d	2.91	2.81	2.88	2.91	2.98bde	2.86	2.94	2.80	2.89	2.97	2.94b
Larger parcels - that will not fit through a letterbox	2.86	2.85	2.89	2.90	2.85	2.89	2.85	3.99d	2.82	2.76	2.87	2.81	2.93i	2.82	1.93	2.81	2.91i	2.96	2.88
Items requiring a signature	2.79	2.80	2.75	2.76	2.75a	2.87a	2.75a	2.49	2.71	2.69	2.79	2.80	2.88bde	2.75	2.89b	2.76	2.80	2.83	2.88bde
Tracked post, e.g. items that you can track where they are in the delivery process	2.92	2.91	2.99	2.93	2.92a	2.95a	2.91a	2.69	2.95	2.80	2.91	2.87	3.02b	2.90	3.04bdeop	2.90	2.91	2.92	3.00b
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Table 108

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2424	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Invitations, greetings cards and postcards	2.65	2.74bcd	2.54	2.73bcd	2.69b	2.74	2.66b	2.69	2.54	2.47	2.51	2.74mnoq	2.68noq	2.66noq	2.41	2.43	2.66mnoq	2.42	2.68uvwx	2.67uvx	2.64ux	2.32	2.56ux	2.64uvwx	2.40	2.74z	2.63
Personal letters (e.g. to a friend or relative)	2.61	2.66bcd	2.53	2.67bcd	2.58b	2.68	2.79b	2.63	2.63	2.54	2.47	2.76mnoq	2.61noq	2.61noq	2.46	2.37	2.66mnoq	2.43	2.63ux	2.61ux	2.64ux	2.43	2.68ux	2.62ux	2.51	2.78y	2.58
Formal letters to organisations or individuals	2.67	2.70bcd	2.57	2.70bcd	2.62	2.76	2.89b	2.68	2.57	2.62	2.51	2.73noq	2.68noq	2.67noq	2.46	2.43	2.71noq	2.45	2.70ux	2.68ux	2.67ux	2.43	2.74y	2.69ux	2.52	2.78z	2.64
Payments for bills/ invoices/ statements	2.65	2.71bcd	2.53	2.72bcd	2.61b	2.74g	2.74	2.60	2.53	2.56	2.47	2.68noq	2.67noq	2.66noq	2.47	2.40	2.68noq	2.44	2.68ux	2.67ux	2.68ux	2.40	2.60	2.68ux	2.47	2.62z	2.59
Smaller parcels - that will fit through a letterbox	2.89	2.98bcd	2.77	2.98bcd	2.84b	2.95g	2.90	2.86	2.77	2.69	2.69	2.97mnoq	2.88q	2.86a	2.81	2.65	2.92noq	2.77	3.00stuvwx	2.98ux	2.79z	2.55	2.76z	2.96stuv	2.83	2.95z	2.87
Larger parcels - that will not fit through a letterbox	2.86	2.95bcd	2.75	2.94bcd	2.80	2.95	2.88	2.88	2.75	2.64	2.63	2.90	2.85	2.83	2.84	2.75	2.88	2.81	2.93lux	2.96ux	2.78ux	2.54	2.63ux	2.90ux	2.63	2.87	2.86
Items requiring a signature	2.79	2.91bcd	2.68	2.87bcd	2.72	2.91	2.90	2.83	2.86	2.63	2.60	2.88mnoq	2.81noq	2.73	2.62	2.64	2.83mnoq	2.63	2.86stux	2.78ux	2.68	2.54	2.63z	2.83lux	2.63	2.94z	2.77
Tracked post, e.g. items that you can track where they are in the delivery process	2.92	3.02bcd	2.81	3.01bcd	2.87b	3.02	3.02	2.95	2.89	2.84	2.72	3.01mnoq	2.92noq	2.89q	2.79	2.73	2.96noq	2.77	3.02stuvx	2.91ux	2.80z	2.62	2.81	2.97stuv	2.68	3.00z	2.89
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Table 108

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Invitations, greetings cards and postcards	2.65	2.74b	2.64	2.65	2.66	2.64	2.68	2.64	3.17gys	2.56	2.59	2.65	2.62
Personal letters (e.g. to a friend or relative)	2.61	2.72b	2.61	2.59	2.64	2.60	2.64	2.60	3.15gys	2.65	2.60	2.61	2.72
Formal letters to organisations or individuals	2.67	2.73	2.67	2.69	2.68	2.66	2.69b	2.66	3.06gys	2.79	2.75	2.67	2.63
Payments for bills/ invoices/ statements	2.65	2.72	2.64	2.64	2.67	2.63	2.71	2.63	3.11gys	2.85	2.73	2.65	2.88
Smaller parcels - that will fit through a letterbox	2.89	2.83	2.90	2.86	2.85	2.91	2.93	2.89	3.19gys	2.86	2.76	2.89	2.65
Larger parcels - that will not fit through a letterbox	2.86	2.82	2.86	2.75	2.81	2.88	2.84	2.86	3.06g	2.82	2.68	2.86	2.42
Items requiring a signature	2.79	2.81	2.79	2.60	2.78	2.80	2.75	2.79	2.95	2.68	2.79	2.79	2.56
Tracked post, e.g. items that you can track where they are in the delivery process	2.92	2.91	2.92	2.90	2.91	2.93	2.89	2.92	3.09	2.74	2.85	2.92	2.74
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Invitations, greetings cards and postcards	2.65	2.63a	2.63a	2.63a	2.60	2.60n	2.74gghjlmnop	2.62	2.69no	2.67n	2.61	2.69no	2.64	2.64	2.55	2.58	2.67no				
Personal letters (e.g. to a friend or relative)	2.61	2.63a	2.63a	2.64a	2.56	2.61n	2.70gghjlmnop	2.58	2.66no	2.69no	2.54	2.68gghno	2.62n	2.62n	2.51	2.55	2.61n				
Formal letters to organisations or individuals	2.67	2.67	2.69	2.68	2.64	2.68	2.78n	2.64	2.68	2.74n	2.64	2.71n	2.61	2.71n	2.56	2.63	2.73n				
Payments for bills/ invoices/ statements	2.65	2.68a	2.63	2.68a	2.58	2.65	2.68no	2.71no	2.63	2.67	2.58	2.68no	2.68	2.71no	2.54	2.54	2.67				
Smaller parcels - that will fit through a letterbox	2.89	2.90	2.89	2.86	2.91	2.84	2.96	2.90	2.92	2.93	2.83	2.85	2.86	2.87	2.86	2.91	2.97				
Larger parcels - that will not fit through a letterbox	2.86	2.88	2.86	2.85	2.85	2.81	2.94	2.87	2.85	2.91	2.83	2.89	2.79	2.86	2.87	2.82	2.87				
Items requiring a signature	2.79	2.85a	2.77	2.80	2.74	2.79	2.87n	2.88n	2.75	2.84n	2.73	2.83n	2.76	2.80	2.67	2.75	2.78				
Tracked post, e.g. items that you can track where they are in the delivery process	2.92	2.96	2.90	2.93	2.90	2.91	2.99n	2.98	2.84	2.98	2.89	3.02n	2.86	2.91	2.88	2.90	2.92				
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Table 199

Base : Sent any letters in the last month

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	3729	585	3140	582	3147	1760	1964	375	457	627	488	751	583	448	632	1115	1782	1031	3320	380	
Weighted Base	3787	771	3026	585	3212	1787	2004	407	493	656	504	738	526	473	900	1160	1737	999	3201	562	
Effective Base	2235	441	1793	336	1899	1047	1184	244	280	383	290	450	324	265	524	673	1038	588	1920	301	
I haven't spent anything on postage for Letters and Cards in the last month: (0)	332	70	262	39	293	144	184	53	43	42	57	67	33	35	96	100	136	69	292	40	
	9%	9%	9%	7%	9%	8%	9%	15%	9%	6%	11%	9%	6%	7%	14%	9%	8%	7%	9%	7%	
Up to £1.00 (0.5)	139	18	123	10	128	40	38	15	8	26	14	23	27	26	23	40	75	52	129	10	
	4%	2%	4%	1%	4%	4%	3%	4%	2%	4%	3%	3%	4%	4%	3%	4%	3%	4%	4%	1%	
£1.01 to £2.00 (1.5)	500	73	427	69	431	225	275	52	53	85	72	122	63	53	105	157	238	116	429	69	
	13%	9%	14%	12%	13%	14%	13%	13%	11%	13%	14%	17%	12%	11%	12%	14%	14%	12%	13%	12%	
£2.01 to £4.00 (3)	738	169	570	102	637	345	393	74	87	134	102	129	94	118	162	236	340	211	632	102	
	19%	22%	19%	20%	20%	19%	19%	16%	17%	20%	17%	20%	17%	19%	20%	20%	20%	20%	18%	20%	
£4.01 to £6.00 (5)	534	118	416	88	446	259	275	52	84	101	57	97	81	61	136	159	239	142	448	75	
	14%	15%	14%	15%	14%	15%	14%	13%	17%	12%	11%	13%	15%	14%	13%	15%	14%	14%	14%	13%	
£6.01 to £10.00 (8)	563	124	438	84	479	250	311	65	76	98	85	80	89	50	141	153	229	148	446	112	
	15%	16%	14%	15%	15%	14%	15%	16%	15%	15%	15%	15%	15%	16%	15%	15%	13%	15%	14%	15%	
£10.01 to £20.00 (15)	397	75	322	81	316	208	189	37	49	75	52	87	47	51	85	126	185	98	330	60	
	10%	11%	10%	10%	10%	9%	9%	9%	10%	11%	10%	12%	9%	11%	9%	11%	11%	10%	10%	10%	
£20.01 to £30.00 (25)	189	32	157	20	139	100	90	23	35	37	23	47	19	6	55	62	72	25	143	46	
	5%	4%	5%	4%	4%	6%	4%	4%	5%	5%	4%	5%	4%	1%	5%	5%	5%	4%	5%	4%	
£30.01 to £40.00 (35)	90	18	72	28	62	45	45	11	13	20	11	20	4	11	24	30	35	15	78	12	
	2%	2%	2%	2%	2%	3%	2%	3%	3%	2%	2%	3%	1%	3%	3%	3%	2%	2%	2%	2%	
£40.01 to £50.00 (45)	41	10	31	11	31	30	12	10	7	6	1	11	4	3	10	7	18	7	30	12	
	1%	1%	1%	1%	1%	2%	1%	2%	1%	-	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	
Over £50 (55)	36	12	24	13	22	13	22	3	12	3	5	6	3	4	14	8	13	7	29	4	
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
I don't know	214	49	165	12	201	88	125	7	20	26	11	42	40	55	34	39	143	101	159	14	
	6%	5%	5%	2%	6%	5%	5%	1%	2%	3%	4%	2%	3%	3%	3%	3%	3%	3%	3%	2%	
I prefer not to say	27	4	22	1	26	11	16	6	3	4	1	6	6	1	9	5	13	6	18	6	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET: Up to £10 (excluding not spending anything)	2473	490	1974	352	2121	1148	1322	258	308	444	341	452	363	306	566	785	1121	670	2083	368	
	65%	65%	65%	60%	66%	64%	66%	63%	63%	68%	66%	65%	61%	65%	63%	68%	65%	67%	66%	65%	
NET: Up to £20 (excluding not spending anything)	2869	574	2295	432	2437	1356	1511	294	357	519	393	539	411	357	651	912	1307	768	2413	428	
	76%	75%	76%	74%	76%	76%	75%	72%	72%	72%	76%	73%	76%	76%	72%	72%	75%	77%	75%	76%	
NET: Over £10	752	148	604	152	570	390	357	83	112	140	93	170	77	76	106	234	323	153	610	134	
	20%	19%	20%	20%	18%	20%	18%	20%	20%	19%	19%	20%	15%	19%	15%	19%	19%	15%	19%	14%	
NET: Over £20	355	73	283	101	254	188	168	47	64	66	42	83	30	25	110	107	138	55	280	74	
	9%	8%	9%	9%	8%	9%	8%	9%	9%	9%	8%	9%	6%	9%	9%	9%	9%	9%	9%	8%	
Mean	7.82	8.20	7.72	7.26	7.99	8.26	7.43	8.09	8.20	7.99	7.19	8.24	6.83	6.84	8.40	7.64	7.45	6.83	7.57	8.00	
Std Dev.	9.88	10.54	9.70	12.30	9.24	10.19	9.58	10.65	11.76	9.46	8.89	10.40	8.09	9.28	11.27	9.22	9.48	8.86	9.73	10.47	
Std Error	0.17	0.45	0.18	0.52	0.17	0.25	0.22	0.57	0.57	0.39	0.41	0.39	0.35	0.46	0.40	0.28	0.23	0.28	0.17	0.55	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	3729	955	1103	741	890	2088	1631	2050	1646	289	424	905	1048	690	2377	288	3206	798	2780	151
Weighted Base	3797	775	1207	854	961	1982	1615	2286	1479	293	425	956	1055	658	2435	302	3256	743	2894	159*
Effective Base	2235	465	685	508	578	1149	1086	1254	977	179	256	573	609	375	1438	185	1907	466	1676	95
I haven't spent anything on postage for Letters and Cards in the last month	332	52	92	84	104	144	188	171	150	44	41	79	77	42	197	45	261	86	235	10
(0)	9%	7%	8%	10%	11%	7%	10%	7%	1%	15%	10%	8%	7%	6%	8%	15%	8%	15%	8%	6%
Up to £1.00	139	23	46	26	43	70	89	68	69	17	14	40	28	29	82	17	116	30	106	3
(0.5)	4%	3%	4%	3%	5%	4%	4%	6%	6%	6%	3%	4%	3%	4%	3%	5%	4%	4%	4%	2%
£1.01 to £2.00	500	78	168	88	165	247	253	297	200	57	77	129	109	85	315	58	424	122	372	5
(1.5)	13%	10%	14%	10%	12%	12%	14%	13%	13%	15%	10%	13%	10%	13%	13%	10%	13%	10%	12%	3%
£2.01 to £4.00	738	145	242	167	183	388	350	438	294	58	65	205	219	110	489	58	637	127	580	32
(3)	18%	19%	20%	20%	19%	20%	19%	19%	20%	20%	15%	21%	21%	17%	20%	19%	20%	17%	20%	20%
£4.01 to £6.00	534	122	163	127	121	285	248	355	174	33	51	150	161	99	363	36	478	83	431	20
(5)	14%	15%	14%	15%	13%	14%	14%	14%	12%	11%	12%	16%	15%	15%	15%	12%	15%	11%	15%	12%
£6.01 to £10.00	563	123	179	140	121	301	261	340	208	37	73	151	163	93	389	39	503	112	434	16
(8)	16%	16%	15%	16%	13%	16%	14%	15%	14%	13%	17%	16%	15%	14%	16%	13%	15%	15%	15%	10%
£10.01 to £20.00	397	97	126	91	83	223	174	269	124	12	50	103	106	91	260	12	366	81	295	21
(15)	10%	10%	10%	11%	9%	11%	10%	11%	8%	4%	15%	11%	10%	10%	10%	12%	10%	11%	10%	13%
£20.01 to £30.00	189	45	65	42	37	110	79	134	55	10	8	33	71	52	112	12	166	31	152	6
(25)	5%	6%	5%	5%	4%	6%	4%	6%	4%	4%	2%	3%	7%	6%	6%	4%	5%	4%	5%	4%
£30.01 to £40.00	90	27	24	20	18	51	38	68	22	6	5	11	42	16	57	6	79	19	66	5
(35)	2%	4%	2%	2%	2%	3%	2%	3%	1%	2%	1%	1%	2%	2%	2%	2%	2%	3%	2%	3%
£40.01 to £50.00	41	18	10	11	2	28	13	31	10	-	6	6	18	9	30	-	40	4	35	2
(45)	1%	1%	1%	1%	*	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	-	1%	1%	1%	1%
Over £50	38	7	15	7	7	22	13	20	14	3	4	6	11	8	22	3	30	10	25	*
(55)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*
I don't know	214	29	76	45	63	105	109	72	141	15	31	41	49	24	120	15	152	38	147	31
	6%	4%	6%	5%	7%	5%	6%	3%	10%	5%	7%	4%	5%	4%	5%	5%	5%	5%	5%	10%
I prefer not to say	27	7	1	5	14	8	19	13	9	1	*	2	*	*	3	3	1	17	8	9
	1%	1%	*	1%	1%	*	1%	1%	1%	1%	*	*	*	*	1%	1%	*	1%	1%	1%
NET: Up to £10 (excluding not spending anything)	2473	493	798	548	633	1291	1181	1508	945	202	280	675	681	415	1635	207	2158	474	1923	75
	66%	64%	66%	64%	66%	65%	65%	66%	64%	69%	66%	71%	65%	63%	67%	69%	66%	64%	69%	47%
NET: Up to £20 (excluding not spending anything)	2869	590	924	639	716	1514	1356	1777	1069	214	330	778	787	507	1894	219	2524	556	2218	96
	76%	76%	77%	75%	75%	76%	75%	76%	72%	73%	78%	81%	75%	77%	78%	72%	78%	76%	77%	60%
NET: Over £10	782	194	240	171	147	434	318	522	225	31	73	160	248	177	481	32	682	147	572	34
	20%	20%	20%	20%	15%	22%	18%	23%	16%	11%	17%	17%	23%	17%	20%	11%	21%	20%	20%	21%
NET: Over £20	365	97	114	80	64	211	144	254	101	19	23	57	142	86	221	21	316	65	277	13
	9%	10%	9%	8%	7%	10%	8%	10%	7%	7%	6%	6%	10%	6%	9%	7%	10%	9%	10%	8%
Mean	7.82	9.33	7.88	7.86	6.40	8.43	7.14	8.45	6.76	5.59	7.05	6.76	9.16	9.18	7.88	5.64	8.53	7.55	7.84	8.93
Std Dev	9.88	10.95	10.00	9.79	8.58	10.41	9.20	10.23	9.21	8.74	9.30	8.29	11.04	10.75	9.80	8.74	9.95	10.12	9.82	9.76
Std Error	0.17	0.35	0.31	0.37	0.30	0.23	0.24	0.23	0.24	0.53	0.47	0.28	0.35	0.42	0.21	0.52	0.18	0.37	0.19	0.90

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	3729	2453	1276	589	2004	667	614	444	193	224	212	222	234	242	232	221	234	109	558	
Weighted Base	3797	3252	545	114	3236	290	177	94	141	411	294	280	333	388	530	515	343	42*	248	
Effective Base	2235	1937	299	123	1745	264	300	297	182	211	200	209	210	224	222	209	219	36	228	
I haven't spent anything on postage for Letters and Cards in the last month	332	295	37	8	265	39	17	11	17	21	24	29	24	27	29	43	51	3	36	
(0)	9%	9%	7%	7%	8%	15%	10%	12%	12%	5%	8%	12%	7%	7%	5%	8%	15%	8%	14%	
Up to £1.00	139	114	24	3	117	13	6	3	4	14	10	18	9	10	12	24	16	2	11	
(0.5)	4%	4%	4%	3%	4%	5%	3%	3%	3	3%	3	6%	3	3%	2%	5%	5%	6%	4%	
£1.01 to £2.00	500	411	88	19	440	24	24	11	26	50	32	32	52	40	74	98	36	4	21	
(1.5)	13%	13%	16%	16%	13%	8%	14%	12%	15%	12%	11%	11%	16%	10%	14%	14%	10%	9%	8%	
£2.01 to £4.00	738	650	88	16	628	60	34	16	25	76	65	64	65	78	96	102	57	10	50	
(3)	19%	20%	16%	14%	19%	21%	19%	17%	16%	19%	22%	23%	20%	20%	16%	20%	17%	24%	20%	
£4.01 to £6.00	534	457	77	18	471	29	21	12	19	66	49	42	43	64	74	58	56	3	26	
(5)	14%	14%	14%	16%	13%	10%	12%	13%	14%	16%	17%	15%	13%	17%	14%	11%	16%	6%	11%	
£6.01 to £10.00	563	495	67	16	483	42	26	12	19	57	42	42	55	64	96	63	45	7	35	
(8)	15%	15%	12%	14%	15%	14%	15%	13%	13%	14%	14%	15%	16%	17%	16%	12%	13%	15%	14%	
£10.01 to £20.00	397	331	66	12	331	32	23	10	15	38	30	26	28	36	68	53	37	6	26	
(15)	10%	10%	12%	17%	11%	11%	13%	10%	11%	9%	10%	9%	8%	9%	13%	10%	11%	15%	11%	
£20.01 to £30.00	189	165	25	11	156	18	8	8	4	24	12	9	23	21	33	14	14	2	15	
(25)	5%	5%	5%	9%	5%	6%	4%	9%	2%	6%	4%	3%	7%	5%	6%	3%	4%	5%	6%	
£30.01 to £40.00	90	74	16	2	77	7	4	2	2	11	3	3	10	7	10	18	11	6	2	
(35)	2%	2%	3%	2%	2%	2%	2%	2%	1%	3%	1%	3%	2%	3%	3%	2%	5%	2%	3%	
£40.01 to £50.00	41	36	6	1	34	4	2	1	1	3	5	1	7	4	4	5	4	1	3	
(45)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	*	2%	1%	1%	1%	1%	2%	1%	
Over £50	35	32	3	2	28	4	2	2	1	1	-	2	1	3	8	11	1	1	3	
(55)	1%	1%	1%	2%	1%	1%	1%	2%	*	*	-	1%	*	1%	1%	2%	*	1%	1%	
I don't know	214	170	43	5	186	17	7	4	9	41	21	6	13	28	18	32	19	1	15	
(6)	6%	5%	8%	4%	6%	6%	4%	4%	6%	10%	7%	2%	4%	7%	3%	6%	5%	3%	6%	
I prefer not to say	27	22	5	1	20	1	3	3	1	7	2	-	7	1	-	-	1	-	1	
(7)	1%	1%	1%	*	1%	*	2%	3%	1%	2%	1%	-	2%	*	-	-	*	*	*	
NET: Up to £10 (excluding not spending anything)	2473	2129	344	72	2139	168	111	54	93	263	197	197	223	256	352	347	210	25	143	
(65%)	65%	65%	63%	63%	65%	58%	63%	58%	66%	64%	67%	70%	67%	66%	66%	67%	61%	60%	58%	
NET: Up to £20 (excluding not spending anything)	2689	2459	410	84	2470	201	134	64	109	302	227	223	252	292	420	400	247	32	189	
(76%)	76%	76%	75%	74%	76%	69%	76%	68%	77%	73%	77%	68%	75%	75%	76%	76%	72%	75%	68%	
NET: Over £10	782	637	115	29	626	65	39	22	22	78	51	48	66	75	131	93	62	12	53	
(20%)	20%	20%	21%	25%	19%	22%	22%	24%	15%	19%	17%	17%	20%	19%	25%	18%	18%	29%	21%	
NET: Over £20	368	306	49	16	295	32	16	13	6	40	21	22	36	39	64	40	26	6	27	
(9%)	9%	9%	9%	14%	9%	11%	9%	13%	5%	10%	7%	8%	10%	10%	12%	8%	7%	12%	11%	
Mean	7.82	7.81	7.90	9.29	7.74	8.29	7.93	8.76	6.08	7.92	7.12	7.02	8.57%	8.16%	8.08%	7.44	6.93	9.63%	9.68%	
Std Dev	9.88	9.90	9.74	11.44	9.75	10.80	9.89	11.13	7.74	9.23	8.56	9.24	9.96	9.81	10.61	10.77	8.90	11.71	10.65	
Std Error	0.17	0.21	0.28	0.48	0.23	0.43	0.41	0.55	0.58	0.65	0.61	0.63	0.69	0.66	0.71	0.75	0.60	1.16	0.47	

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	3729	1513	1429	2223	2139	1513	104	566	1429	122	771	1516	1507	393	245	61	3023	306	1797	1324	335	177	78	3121	255	1035	2694	
Weighted Base	3797	1583	1400	2321	2138	1583	97	484	1400	126	722	1477	1598	401	258	54	3075	311	1725	1376	310	108	103	3101	301	1113	2688	
Effective Base	2235	909	844	1342	1277	909	63	332	844	80	466	874	918	248	152	40	1792	191	1032	801	213	116	62	1832	178	647	1587	
I haven't spent anything on postage for Letters and Cards in the last month	332	119	113	184	178	119	20	46	113	14	71	127	116	39	27	10	244	46	151	114	38	14	11	265	25	63	209	
(0)	9%	8%	8%	8%	8%	8%	21% ns	10%	8%	17%	10%	9%	7%	10%	10%	14% ns	10% ns	8%	15% ns	9%	8%	10%	7%	17%	9%	6%	14% ns	
Up to £1.00 (0.5)	139	32	83	53	104	32	-	12	83	11	44	52	64	18	2	2	116	4	49	47	22	8	12	96	20	33	105	
(1.5)	4%	2%	6% ns	2%	6% ns	2%	-	3%	6%	8%	6%	4%	4%	6%	1%	4%	4%	1%	3%	3%	6% ns	4%	12% ns	3%	1% ns	3%	4%	
£1.01 to £2.00 (1.5)	600	196	218	273	253	196	13	59	216	31	118	201	209	54	27	8	410	34	209	176	52	47	12	386	59	145	355	
(3)	13%	12%	12% ns	12%	14%	12%	12%	12%	15%	12%	16%	14%	13%	14%	10%	10%	15%	13%	12%	13%	14%	10%	11%	12%	10%	13%	13%	
£2.01 to £4.00 (3)	738	340	267	467	393	340	20	103	267	22	141	251	338	84	55	9	589	64	286	304	80	38	24	590	62	195	543	
(5)	19%	22%	19%	20%	18%	22%	21%	21%	19%	18%	19%	17%	21% ns	21%	21%	16%	19%	21%	17%	22% ns	21%	19%	23%	19%	21%	18%	20%	
£4.01 to £5.00 (5)	534	231	157	372	299	231	12	58	157	14	73	204	233	58	37	1	437	39	238	195	61	35	5	433	40	164	370	
(8)	14%	15% ns	11%	14% ns	14%	15%	12%	12%	11%	11%	10%	14% ns	13% ns	15% ns	14% ns	3%	14% ns	12%	11% ns	11% ns	13% ns	6%	10% ns	13%	14%	14%		
£5.01 to £10.00 (8)	563	261	199	358	297	261	19	77	199	18	100	240	222	55	38	7	462	44	285	205	43	22	6	490	29	201	362	
(15)	15%	16%	14%	15%	14%	16%	16%	16%	14%	14%	14%	16%	14%	14%	13%	12%	15%	14%	17% ns	15%	11%	11%	6%	16% ns	9%	18% ns	13%	
£10.01 to £20.00 (15)	397	162	146	247	231	162	6	37	146	2	62	159	171	39	20	7	331	27	211	131	32	10	11	341	22	148	250	
(25)	10%	10%	10%	11%	10%	10%	6%	6%	11%	11%	10%	11%	11%	10%	8%	13%	11%	9%	12% ns	9%	9%	5%	11%	7%	10% ns	9%	9%	
£20.01 to £30.00 (25)	189	84	61	126	104	84	3	18	61	3	25	86	73	13	14	3	159	17	110	59	13	5	-	169	5	68	122	
(35)	5%	5%	4%	5%	5%	4%	3%	4%	5%	3%	3%	6%	5%	3%	5%	6%	5%	5%	6% ns	4%	4%	2%	-	6%	2%	6%	5%	
£30.01 to £40.00 (35)	90	43	26	64	46	43	3	10	26	3	10	29	43	12	4	2	72	6	40	32	4	5	-	62	5	33	52	
(45)	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	4%	2%	3%	3%	2%	1%	2%	-	3%	2%	3%	2%	
£40.01 to £50.00 (45)	41	20	9	32	21	20	-	2	9	-	5	26	13	-	-	-	38	2	26	10	3	1	1	36	3	15	26	
(55)	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	2% ns	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Over £50	35	12	15	20	23	12	-	2	15	1	7	26	5	2	3	-	30	3	5	15	-	4	-	31	4	13	22	
I don't know	214	76	84	114	131	76	5	56	94	7	60	74	96	23	16	5	170	21	84	80	23	9	16	164	25	23	190	
(65)	6%	5%	7%	5%	6%	5%	5%	11% ns	7%	6%	8%	5%	6%	6%	6%	9%	6%	7%	5%	5%	6%	4%	6% ns	5%	5%	6%	2%	14% ns
I prefer not to say	27	6	12	11	17	6	3	3	12	-	6	3	13	4	-	17	4	4	5	15	-	-	-	3	19	3	9	18
(75)	1%	-	1%	-	1%	-	-	1%	1%	-	1%	-	1%	1%	1%	-	1%	1%	-	1% ns	1%	-	6% ns	1%	1%	1%	1%	1%
NET: Up to £10 (excluding not spending anything)	2473	1060	923	1523	1386	1060	60	309	923	96	475	947	1067	270	159	27	2014	185	1067	927	259	151	59	1995	209	738	1734	
(65%)	67%	66%	66%	65%	65%	67%	62%	64%	66%	76%	66%	64%	67%	67%	62%	49%	65% ns	60%	62%	67%	69%	57%	64%	64%	67%	66%	65%	65%
NET: Up to £20 (excluding not spending anything)	2869	1222	1069	1770	1617	1222	66	346	1069	98	537	1106	1238	309	178	34	2344	212	1278	1058	291	161	70	2336	231	885	1985	
(76%)	77%	77%	76%	76%	76%	77%	68%	71%	76%	77%	74%	75%	76%	76%	69%	63%	76% ns	68%	74%	77%	77%	81%	69%	75%	77%	77%	74%	74%
NET: Over £10	752	321	258	488	425	321	12	70	258	9	109	325	306	66	42	13	631	55	418	240	52	25	13	658	37	280	473	
(20%)	20%	18%	18%	21%	20%	20%	13%	14%	19%	7%	15%	22%	19%	16%	16%	23%	21%	18%	24% ns	17%	14%	12%	12%	21% ns	12%	29%	16%	
NET: Over £20	365	159	112	242	195	159	6	33	112	7	47	100	134	27	23	5	300	28	207	110	20	14	1	317	16	133	222	
(9%)	10%	8%	10%	9%	9%	10%	6%	7%	8%	6%	7%	11% ns	8%	7%	9%	10%	9%	8%	12% ns	8%	5%	7%	1%	10% ns	5%	10% ns	8%	
Mean	7.82	8.11	7.30	8.28	7.77	8.11	5.83	6.84	7.30	5.04	6.58	8.68	7.43	6.69	7.28	7.48	8.03	7.31	8.97	7.26	5.92	6.58	4.83	8.22	6.05	8.19	7.26	
Std Dev	9.88	9.85	9.59	10.09	9.97	9.85	7.76	8.62	9.59	8.36	9.20	11.10	8.95	8.42	9.73	9.40	10.07	9.66	10.81	9.10	7.50	10.25	7.09	10.13	9.42	10.55	9.52	
Std Error	0.17	0.26	0.26	0.22	0.22	0.26	0.78	0.38	0.26	0.78	0.35	0.29	0.24	0.44	0.65	1.26	0.19	0.58	0.26	0.26	0.42	0.79	0.67	0.19	0.61	0.33	0.19	

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3729	266	3437	26	1149	2424	156	3552	87	36	47	3675	7
Weighted Base	3797	252	3522	23**	1073	2566	158*	3609	91*	38**	49*	3739	10**
Effective Base	2235	153	2066	16	670	1472	96	2120	53	25	31	2198	6
I haven't spent anything on postage for Letters and Cards in the last month (0)	332	17	314	1	119	201	13	314	7	2	8	326	2
	9%	7%	9%	4%	11% ^{ab}	8%	8%	9%	8%	6%	12%	9%	24%
Up to £1.00 (0.5)	139	6	131	2	39	93	7	132	-	5	-	137	2
	4%	2%	4%	7%	4%	4%	4%	4%	-	13%	-	4%	16%
£1.01 to £2.00 (1.5)	800	39	457	4	126	359	17	473	14	6	7	462	-
	12%	16%	13%	16%	12%	14%	11%	13%	14%	16%	15%	13%	-
£2.01 to £4.00 (3)	738	47	689	3	212	490	36	699	15	7	15	721	2
	19%	19%	20%	12%	20%	19%	23%	19%	16%	19%	31%	19%	21%
£4.01 to £5.00 (5)	534	34	499	-	144	364	26	507	13	6	7	527	-
	14%	14%	14%	-	13%	14%	16%	14%	14%	14%	14%	14%	-
£5.01 to £10.00 (8)	563	32	524	6	149	396	17	537	17	4	5	557	1
	15%	13%	15%	26%	14%	15%	11%	15%	19%	9%	9%	15%	8%
£10.01 to £20.00 (15)	397	33	360	3	121	263	13	363	10	4	-	397	-
	10%	13%	10%	13%	11%	10%	8%	11%	11%	11%	-	11%	-
£20.01 to £30.00 (25)	189	12	178	-	45	134	10	182	5	2	-	189	-
	5%	5%	5%	-	4%	5%	6%	5%	6%	5%	-	5%	-
£30.01 to £40.00 (35)	90	11	79	-	32	54	-	87	-	1	-	88	-
	2%	4%	2%	-	3%	2%	2%	2%	-	3%	-	2%	-
£40.01 to £50.00 (45)	41	2	39	1	8	33	1	38	3	-	-	41	-
	1%	1%	1%	2%	1%	1%	-	1%	3%	-	-	1%	-
Over £50 (55)	35	5	30	-	13	20	2	29	3	-	-	32	-
	1%	2%	1%	-	1%	1%	1%	1%	3%	-	-	1%	-
I don't know	214	12	198	4	62	142	10	206	3	-	5	209	-
	6%	5%	6%	16%	6%	6%	6%	6%	3%	-	9%	6%	-
I prefer not to say	27	1	25	-	5	19	3	22	1	-	-	24	3
	1%	1%	1%	2%	*	1%	2%	1%	1%	-	-	1%	32%
NET: Up to £10 (excluding not spending anything)	2473	159	2300	14	669	1700	104	2348	58	28	34	2434	4
	65%	63%	65%	61%	62%	66%	65%	65%	64%	74%	70%	65%	45%
NET: Up to £20 (excluding not spending anything)	2869	192	2660	17	790	1963	117	2730	68	32	34	2831	4
	76%	76%	76%	74%	74%	76%	74%	76%	75%	85%	70%	76%	-
NET: Over £10	782	63	686	3	219	505	28	719	22	8	4	748	-
	20%	23%	19%	15%	20%	20%	16%	20%	24%	8	4	20%	-
NET: Over £20	365	29	326	1	98	242	15	336	12	3	4	351	-
	9%	12%	9%	2%	9%	9%	10%	9%	12%	9%	9%	9%	-
Mean	7.82	9.03	7.74	7.09	7.85	7.83	7.46	7.80	9.89	6.68	7.48	7.84	1.94
Std Dev.	9.88	11.30	9.77	8.35	10.16	9.77	9.66	9.74	12.94	8.43	13.72	9.83	2.71
Std Error	0.17	0.72	0.17	1.87	0.31	0.20	0.82	0.17	1.44	1.41	2.07	0.17	1.21

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	3729	942	946	921	920	303	342	297	307	297	342	325	304	292	312	320	288
Weighted Base	3787	946	1009	934	908	283	352	312	329	327	354	314	312	308	303	318	287
Effective Base	3235	562	577	550	545	172	204	186	183	186	208	191	182	178	176	195	175
I haven't spent anything on postage for Letters and Cards in the last month	332	93	80	75	83	28	42	23	30	29	21	23	26	23	28	28	27
(0)	9%	10%	8%	8%	9%	10%	12%	7%	9%	9%	6%	7%	9%	8%	9%	9%	10%
Up to £1.00 (0.5)	139	53	29	22	35	20	18	15	15	10	4	2	10	10	10	15	10
(1.5)	4%	7%	3%	2%	4%	7%	6%	5%	5%	3%	1%	*	9%	3%	3%	5%	3%
£1.01 to £2.00 (1.5)	560	144	116	116	124	42	59	43	58	37	20	30	38	42	56	34	34
(2.5)	13%	12%	11%	12%	14%	15%	17%	14%	14%	11%	6%	12%	12%	14%	18%	11%	12%
£2.01 to £4.00 (3)	738	185	165	201	187	53	74	58	58	54	53	62	69	70	58	72	57
(5)	19%	16%	19%	22%	21%	19%	21%	19%	19%	17%	15%	20%	22%	22%	19%	23%	20%
£4.01 to £6.00 (5)	534	130	139	129	136	36	48	45	52	46	45	45	51	34	39	49	48
(6)	14%	14%	14%	14%	15%	13%	14%	14%	14%	14%	11%	14%	16%	11%	13%	15%	17%
£6.01 to £10.00 (8)	563	123	175	132	132	35	42	46	41	61	74	42	44	47	51	35	46
(15)	15%	13%	17%	14%	15%	12%	12%	15%	12%	15%	17%	12%	14%	15%	17%	11%	16%
£10.01 to £20.00 (15)	397	85	128	96	90	24	29	32	27	38	62	31	30	35	17	39	35
(25)	10%	9%	12%	10%	10%	8%	8%	10%	8%	12%	17%	10%	10%	11%	6%	12%	12%
£20.01 to £30.00 (25)	189	53	53	44	40	13	21	19	9	15	29	18	13	12	16	17	7
(35)	5%	5%	5%	5%	4%	5%	6%	6%	3%	5%	10%	6%	4%	4%	5%	5%	2%
£30.01 to £40.00 (35)	90	15	32	24	19	3	7	5	7	7	18	13	8	2	6	7	6
(45)	2%	2%	3%	3%	2%	1%	2%	2%	2%	2%	6%	4%	3%	1%	2%	2%	2%
£40.01 to £50.00 (45)	41	8	14	14	6	*	3	4	6	1	7	8	1	5	1	5	*
(55)	1%	1%	1%	2%	1%	*	1%	1%	2%	*	2%	3%	*	2%	*	1%	*
Over £50 (55)	35	7	15	12	1	2	2	3	4	4	7	3	2	6	*	*	*
(65)	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	2%	1%	1%	1%	*	*	*
I don't know	214	47	56	64	48	20	5	15	18	20	17	30	14	20	16	16	16
(75)	4%	5%	6%	7%	5%	4%	1%	5%	5%	5%	4%	8%	4%	5%	5%	5%	4%
I prefer not to say	27	3	10	6	8	1	*	2	4	4	2	2	3	1	4	3	1
(85)	1%	*	1%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	*	1%	1%	*
NET: Up to £10 (excluding not spending anything)	2473	635	624	600	614	186	242	207	224	209	190	186	211	203	215	204	195
(95)	65%	67%	62%	64%	67%	63%	67%	62%	63%	64%	54%	59%	63%	63%	64%	64%	63%
NET: Up to £20 (excluding not spending anything)	2889	719	750	696	704	209	271	239	250	247	252	217	241	238	232	242	230
(105)	76%	76%	74%	75%	76%	74%	77%	77%	76%	76%	71%	69%	77%	77%	77%	76%	76%
NET: Over £10	762	168	240	189	155	42	62	64	53	64	122	74	55	60	41	67	48
(115)	20%	18%	26%	20%	17%	15%	18%	16%	16%	20%	33%	23%	18%	20%	13%	21%	17%
NET: Over £20	355	84	114	93	65	19	33	32	26	27	61	43	25	25	23	29	13
(125)	9%	8%	11%	10%	7%	7%	9%	8%	8%	8%	17%	14%	8%	8%	8%	9%	4%
Mean	7.82	7.04	8.07	8.34	6.82	6.32	6.78	7.98	7.22	7.88	11.84	8.64	7.20	7.97	6.35	7.58	6.49
Std Dev.	9.88	9.30	10.95	10.59	8.15	8.45	9.16	10.07	10.32	9.53	12.13	11.72	9.08	10.74	7.85	9.21	7.13
Std Error	0.17	0.31	0.37	0.36	0.28	0.50	0.51	0.60	0.61	0.57	0.67	0.67	0.54	0.65	0.46	0.53	0.43

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	2353	2862	3185	791	817	1134	805	1152	822	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I haven't spent anything on postage for Letters and Cards in the last month	2695	532	2163	243	2452	1367	1320	468	418	508	386	459	267	190	885	893	916	457	2249	421
(0)	44%	43%	44%	31%	46%	45%	42%	57%	41%	45%	45%	41%	35%	30%	52%	46%	36%	33%	44%	49%
Up to £1.00	139	16	123	10	128	70	68	15	8	26	14	23	27	25	23	40	75	52	129	10
(0.5)	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%
£1.01 to £2.00	600	73	527	69	431	225	275	52	53	85	72	122	63	53	105	157	238	116	429	69
(1.5)	8%	6%	8%	9%	8%	7%	7%	6%	6%	8%	9%	11%	8%	8%	6%	8%	9%	8%	8%	7%
£2.01 to £4.00	738	169	570	102	637	345	393	74	87	134	102	129	94	118	162	236	340	211	632	102
(3)	12%	14%	12%	13%	12%	11%	13%	9%	10%	12%	12%	11%	10%	11%	10%	12%	13%	13%	12%	11%
£4.01 to £6.00	534	118	416	88	446	259	275	52	84	101	57	97	81	61	136	159	239	142	448	75
(5)	9%	10%	8%	11%	8%	9%	9%	6%	10%	9%	7%	9%	11%	10%	8%	9%	9%	10%	9%	8%
£6.01 to £10.00	563	126	438	84	479	250	311	65	76	96	65	80	89	50	141	193	229	148	446	112
(8)	9%	10%	8%	11%	8%	9%	10%	6%	9%	11%	8%	7%	12%	8%	8%	10%	9%	11%	9%	12%
£10.01 to £20.00	397	75	322	81	316	208	189	37	49	75	52	87	47	51	85	126	185	98	330	60
(15)	6%	6%	7%	10%	6%	7%	6%	4%	6%	7%	6%	8%	6%	8%	5%	6%	7%	7%	6%	6%
£20.01 to £30.00	189	32	157	20	139	100	90	23	32	37	28	47	19	6	25	62	72	25	143	46
(25)	3%	3%	3%	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
£30.01 to £40.00	90	18	72	28	62	45	45	11	13	20	11	20	4	11	24	30	35	15	78	12
(35)	1%	1%	1%	4%	1%	1%	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%
£40.01 to £50.00	41	10	31	11	31	30	12	10	7	6	1	11	4	3	16	7	18	7	30	12
(45)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Over £50	36	12	24	13	22	13	22	3	12	3	5	6	3	4	14	8	13	7	29	4
(55)	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	214	49	165	12	201	88	125	7	26	26	11	42	46	55	34	36	143	101	159	14
(35)	3%	4%	3%	2%	4%	3%	4%	1%	3%	2%	1%	4%	5%	5%	2%	3%	14%	10%	15%	1%
I prefer not to say	27	4	22	1	26	11	16	1	3	4	1	6	6	1	9	5	13	6	18	6
(5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET: Up to £10 (excluding not spending anything)	2473	489	1974	352	2121	1148	1322	259	308	444	341	452	323	306	566	705	1121	670	2083	368
(40%)	40%	40%	40%	35%	39%	38%	42%	31%	36%	40%	41%	40%	36%	40%	34%	40%	40%	40%	40%	39%
NET: Up to £20 (excluding not spending anything)	2869	574	2295	432	2437	1356	1511	294	357	519	393	639	411	357	651	912	1307	788	2413	428
(47%)	47%	47%	47%	36%	45%	45%	48%	36%	41%	46%	47%	46%	36%	47%	39%	47%	47%	47%	47%	45%
NET: Over £10	762	148	604	152	570	396	357	83	112	140	93	170	77	76	196	234	323	153	610	134
(12%)	12%	12%	12%	11%	11%	13%	11%	10%	10%	10%	11%	10%	10%	12%	12%	12%	13%	11%	12%	14%
NET: Over £20	358	73	283	101	254	188	168	47	64	66	42	83	30	25	110	107	138	55	280	74
(6%)	6%	6%	6%	12%	5%	6%	5%	6%	7%	6%	5%	7%	4%	4%	7%	5%	5%	4%	5%	6%
Mean	4.70	4.99	4.83	4.20	4.22	4.79	4.62	3.94	4.09	4.31	4.20	4.37	4.09	4.09	4.55	4.47	4.99	4.76	4.57	5.33
Std Dev.	8.86	9.14	8.41	11.57	7.90	8.77	8.36	8.46	9.89	8.18	7.73	9.20	7.36	8.48	9.23	7.99	8.51	7.88	8.42	9.19
Std Error	0.11	0.29	0.12	0.41	0.11	0.16	0.15	0.30	0.35	0.25	0.28	0.28	0.26	0.36	0.23	0.18	0.17	0.21	0.12	0.37

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I haven't spent anything on postage for Letters and Cards in the last month	2695	413	799	614	808	1212	1482	1555	1077	266	349	625	606	484	1580	276	2180	626	1930	139
(0)	44%	38%	47%	47%	49%	40%	48%	42%	48%	12% <i>ab</i>	41% <i>gh</i>	42%	38%	46% <i>kl</i>	41%	42%	42%	42%	48%	
Up to £1.00	139	23	46	26	43	70	69	68	69	17	14	40	28	29	82	17	116	30	106	3
(0.5)	2%	2%	2%	2%	3%	2%	2%	2%	2%	3%	2%	3%	2%	3%	2%	3%	2%	2%	2%	1%
£1.01 to £2.00	500	78	168	88	165	247	253	297	200	57	77	129	109	85	315	58	424	122	372	5
(1.5)	8%	7%	9%	6%	10%	8%	8%	8%	8%	11% <i>cd</i>	11% <i>kl</i>	9%	7%	8%	17%	8%	12%	10%	8%	2%
£2.01 to £4.00	738	146	242	167	183	388	350	438	294	58	65	205	219	110	489	58	637	127	580	32
(3)	12%	13%	13%	12%	11%	13%	11%	12%	12%	11%	9%	14% <i>lm</i>	14% <i>lm</i>	10%	11%	11%	12%	11%	11%	11%
£4.01 to £6.00	534	122	163	127	121	285	248	355	174	33	51	150	161	99	363	36	478	83	431	20
(5)	9%	10% <i>cd</i>	9%	9%	7%	9%	8%	10% <i>gh</i>	7%	5%	7%	10%	10%	9%	9%	7%	9%	8%	8%	7%
£6.01 to £10.00	563	123	178	140	121	301	261	349	208	37	73	151	163	93	386	39	503	112	434	16
(8)	9%	11% <i>cd</i>	9% <i>d</i>	10% <i>d</i>	7%	10%	8%	10%	9%	7%	10%	10%	10%	8%	10%	7%	10%	9%	9%	6%
£10.01 to £20.00	397	97	126	91	83	223	174	269	124	12	50	103	106	91	260	12	366	81	295	21
(15)	6%	6% <i>d</i>	7%	7%	5%	6% <i>cd</i>	6%	7%	5%	2%	10% <i>gh</i>	9% <i>kl</i>	9% <i>kl</i>	9% <i>kl</i>	10% <i>lm</i>	12%	10%	8%	6%	7%
£20.01 to £30.00	189	45	65	42	37	110	79	134	55	10	8	33	71	52	112	12	166	31	152	6
(25)	3%	4% <i>d</i>	3%	3%	2%	4%	3%	4% <i>gh</i>	2%	2%	1%	2%	4% <i>lm</i>	4% <i>lm</i>	2%	2%	3%	2%	3%	2%
£30.01 to £40.00	90	27	24	20	18	51	38	68	22	6	5	11	42	16	57	6	79	19	66	5
(35)	1%	2% <i>d</i>	1%	1%	1%	2%	1%	2% <i>gh</i>	1%	1%	1%	1%	2% <i>lm</i>	1%	1%	1%	2%	1%	1%	2%
£40.01 to £50.00	41	18	10	11	2	28	13	31	10	-	6	6	18	9	30	-	40	4	35	2
(45)	1%	2% <i>cd</i>	1%	1% <i>d</i>	*	1%	*	1%	*	-	1%	*	1%	1%	1%	-	1%	*	1%	1%
Over £50	38	7	15	7	7	22	13	20	14	3	4	6	11	8	22	3	30	10	25	*
(55)	1%	1%	1%	*	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*
I don't know	214	29	76	45	63	105	109	72	141	15	31	41	49	24	120	15	152	36	147	31
(3)	3%	3%	4%	3%	4%	3%	3%	2%	6% <i>gh</i>	3%	4%	3%	3%	2%	3%	3%	3%	3%	3%	11% <i>cd</i>
I prefer not to say	27	7	1	5	14	8	19	13	9	1	*	2	*	3	3	3	1	1	17	8
	*	1% <i>cd</i>	*	*	1% <i>d</i>	*	1%	1%	1%	*	*	*	*	*	1% <i>cd</i>	*	*	*	*	6% <i>gh</i>
NET: Up to £10 (excluding not spending anything)	2473	453	798	548	633	1291	1181	1508	945	202	280	675	681	415	1635	207	2158	474	1923	75
(40%)	40%	42% <i>cd</i>	42% <i>cd</i>	40%	37%	42% <i>gh</i>	38%	41%	39%	39%	38%	46% <i>lm</i>	43% <i>lm</i>	38%	43% <i>lm</i>	39%	42%	37% <i>cd</i>	42% <i>cd</i>	26%
NET: Up to £20 (excluding not spending anything)	2869	500	924	639	716	1514	1356	1777	1069	214	330	778	787	507	1894	219	2524	556	2218	96
(47%)	47%	52% <i>cd</i>	49% <i>cd</i>	46% <i>cd</i>	42%	50% <i>gh</i>	44%	46% <i>gh</i>	45%	42%	45%	52% <i>lm</i>	50% <i>lm</i>	46%	50% <i>lm</i>	41%	49% <i>cd</i>	43% <i>cd</i>	49% <i>cd</i>	33%
NET: Over £10	782	194	240	171	147	434	318	522	225	31	73	160	248	177	481	32	682	147	572	34
(12%)	12%	17% <i>cd</i>	13% <i>cd</i>	12% <i>cd</i>	9%	14% <i>gh</i>	10%	14% <i>gh</i>	9%	6%	10% <i>kl</i>	11% <i>kl</i>	16% <i>lm</i>	13% <i>lm</i>	6%	13% <i>cd</i>	11%	12%	12%	12%
NET: Over £20	368	97	114	80	64	211	144	254	101	19	23	57	142	86	221	21	316	65	277	13
(9%)	9%	13% <i>cd</i>	10% <i>cd</i>	9% <i>cd</i>	4%	9% <i>gh</i>	5%	9% <i>gh</i>	4%	4%	4%	6% <i>lm</i>	6% <i>lm</i>	4%	9%	4%	9%	6%	6%	9%
Mean	4.70	8.58 <i>cd</i>	8.84 <i>cd</i>	8.60 <i>cd</i>	3.43	5.37 <i>gh</i>	4.04	5.26 <i>gh</i>	4.00	3.10	3.96	4.23	5.38 <i>lm</i>	5.41 <i>lm</i>	3.11	4.96 <i>cd</i>	4.28	4.84	4.84	4.30
Std Dev.	8.86	9.99	8.73	8.54	7.04	9.24	7.78	9.01	7.82	7.07	7.80	7.33	9.94	9.41	8.63	7.07	8.74	8.49	8.60	8.10
Std Error	0.11	0.26	0.21	0.25	0.18	0.16	0.15	0.16	0.15	0.31	0.29	0.19	0.25	0.28	0.14	0.30	0.12	0.23	0.13	0.51

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
I haven't spent anything on postage for Letters and Cards in the last month (0)	2695	2341	354	62	2206	266	135	87	120	285	237	197	234	212	309	371	236	28	238
	44%	44%	41%	37%	43%	21%	46%	11%	36%	42%	33%	44%	43%	37%	38%	44%	20%	42%	53%
Up to £1.00 (0.5)	139	114	24	3	117	13	6	3	4	14	10	18	9	10	12	24	16	2	11
	2%	2%	3%	2%	2%	3%	2%	2%	2%	2%	2%	4%	2%	2%	2%	3%	3%	4%	2%
£1.01 to £2.00 (1.5)	500	411	88	19	440	24	24	11	26	50	32	32	52	40	74	98	36	4	21
	8%	8%	10%	11%	7%	5%	8%	6%	10%	7%	6%	7%	10%	7%	14%	12%	7%	5%	5%
£2.01 to £4.00 (3)	738	650	88	16	628	60	34	16	25	78	65	64	65	78	99	102	57	10	50
	12%	12%	10%	10%	12%	12%	12%	9%	10%	11%	13%	14%	12%	14%	12%	12%	11%	15%	11%
£4.01 to £6.00 (5)	534	457	77	18	471	29	21	12	19	66	49	42	43	64	74	58	56	3	26
	9%	9%	9%	11%	8%	8%	7%	7%	8%	10%	9%	8%	8%	11%	9%	7%	11%	4%	6%
£6.01 to £10.00 (8)	563	495	67	16	483	42	26	12	19	57	42	42	55	64	96	63	45	7	35
	9%	9%	8%	9%	8%	8%	8%	7%	8%	8%	8%	9%	10%	11%	12%	8%	9%	10%	8%
£10.01 to £20.00 (15)	397	331	66	12	331	32	23	10	15	38	30	28	28	36	68	53	37	6	26
	6%	6%	8%	7%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	8%	6%	7%	9%	6%
£20.01 to £30.00 (25)	189	165	25	11	156	18	8	8	4	24	12	9	23	21	33	14	14	2	15
	3%	3%	3%	6%	3%	3%	3%	6%	1%	4%	2%	2%	6%	4%	4%	2%	3%	3%	3%
£30.01 to £40.00 (35)	90	74	16	2	77	7	4	2	2	11	3	10	7	10	18	11	6	2	4
	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	2%	1%	1%	3%	1%
£40.01 to £50.00 (45)	41	36	6	1	34	4	2	1	1	3	5	1	7	4	4	5	4	1	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Over £50 (55)	35	32	3	2	28	4	2	2	1	1	-	2	1	3	8	11	1	1	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	214	170	43	5	186	17	7	4	9	41	21	6	13	28	18	32	19	1	15
	3%	3%	6%	3%	4%	3%	2%	2%	3%	6%	4%	1%	2%	6%	2%	4%	4%	2%	3%
I prefer not to say	27	22	5	1	20	1	3	3	1	7	2	-	2	1	-	-	1	-	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET: Up to £10 (excluding not spending anything)	2473	2129	344	72	2139	168	111	54	93	263	197	197	223	256	352	347	210	25	143
	40%	40%	40%	43%	41%	33%	38%	32%	37%	39%	39%	44%	41%	40%	42%	41%	40%	38%	32%
NET: Up to £20 (excluding not spending anything)	2869	2459	410	84	2470	201	134	64	109	302	227	223	252	292	420	400	247	32	189
	47%	46%	48%	50%	46%	39%	46%	38%	43%	40%	40%	40%	40%	41%	42%	40%	40%	47%	38%
NET: Over £10	752	637	115	29	626	65	39	22	22	78	51	48	66	75	131	93	62	12	53
	12%	12%	13%	17%	12%	13%	13%	13%	9%	12%	10%	11%	12%	13%	16%	11%	12%	18%	12%
NET: Over £20	368	306	62	16	295	32	16	13	6	40	21	22	36	39	64	40	26	6	27
	6%	6%	6%	10%	6%	6%	6%	7%	3%	6%	4%	5%	6%	6%	9%	5%	5%	6%	6%
Mean	4.70	4.68	4.82	6.25	4.72	4.52	4.65	4.69	3.33	4.98	3.99	4.35	4.58	4.38	4.43	4.40	5.08	4.30	4.30
Std Dev	8.66	8.56	8.53	10.31	8.50	8.98	8.52	9.23	6.47	8.03	7.32	8.03	8.66	8.85	9.57	9.07	7.84	10.32	8.75
Std Error	0.11	0.14	0.19	0.35	0.15	0.27	0.28	0.34	0.36	0.43	0.39	0.43	0.46	0.47	0.51	0.48	0.42	0.81	0.29

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Table 200

Base : All Participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	59	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I haven't spent anything on postage for Letters and Cards in the last month	2666	949	876	1366	1293	949	83	326	876	101	398	867	1004	438	362	203	1072	665	1032	1041	342	173	86	2073	260	470	2224
44%		39%	40%	39%	40%		52%	42%	40%	48%	38%	33%	40%	53%	52%	52%	43%	58%	40%	49%	50%	48%	49%	42%	49%	47%	45%
Up to £1.00 (0.5)	139	32	83	53	104	32	-	12	83	11	44	52	64	18	2	2	116	4	49	47	22	8	12	96	20	33	105
2%		1%	4%	2%	3%	1%	-	2%	4%	5%	4%	2%	3%	2%	-	1%	3%	-	2%	2%	3%	2%	7%	2%	4%	2%	2%
£1.01 to £2.00 (1.5)	600	196	218	273	293	196	13	69	216	31	119	201	209	54	27	8	410	34	209	176	52	47	12	386	59	145	355
8%		8%	10%	8%	9%	8%	8%	8%	10%	15%	11%	10%	10%	7%	5%	3%	4%	4%	8%	8%	8%	6%	6%	11%	10%	8%	10%
£2.01 to £4.00 (3)	738	340	267	467	393	340	20	103	267	22	141	251	338	84	55	9	589	64	286	304	80	38	24	590	62	195	543
12%		14%	12%	13%	12%	14%	12%	13%	12%	10%	13%	12%	14%	11%	9%	3%	12%	8%	11%	13%	12%	11%	13%	12%	12%	13%	12%
£4.01 to £6.00 (5)	534	231	157	372	299	231	12	78	157	14	73	204	233	58	37	1	437	39	238	195	61	35	5	433	40	164	370
8%		10%	7%	11%	9%	10%	7%	8%	7%	7%	7%	10%	8%	10%	10%	1%	10%	10%	10%	10%	10%	10%	3%	10%	4%	8%	10%
£6.01 to £10.00 (8)	563	261	199	358	297	261	15	77	199	18	100	240	222	55	38	7	462	44	285	205	43	22	6	490	29	201	362
9%		11%	9%	10%	9%	11%	9%	10%	9%	10%	9%	12%	10%	7%	6%	3%	10%	5%	11%	9%	6%	6%	3%	10%	5%	13%	8%
£10.01 to £20.00 (15)	397	162	146	247	231	162	6	37	146	2	62	159	171	39	20	7	331	27	211	131	32	10	11	341	22	160	290
6%		7%	7%	7%	7%	6%	4%	5%	6%	2%	6%	10%	8%	5%	3%	3%	4%	3%	6%	6%	6%	5%	4%	6%	4%	10%	5%
£20.01 to £30.00 (25)	189	84	61	126	104	84	3	18	61	3	25	86	73	13	14	3	159	17	110	59	13	5	-	169	5	68	122
3%		3%	3%	4%	3%	3%	2%	2%	3%	1%	2%	4%	3%	2%	2%	1%	4%	2%	4%	3%	3%	2%	-	4%	1%	4%	3%
£30.01 to £40.00 (35)	90	43	26	64	46	43	3	10	29	3	10	29	43	12	4	2	72	6	40	32	4	5	-	62	5	38	52
1%		2%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	-	2%	1%	2%	1%
£40.01 to £50.00 (45)	41	20	9	32	21	20	-	2	9	-	5	26	13	-	2	-	38	2	26	10	3	1	1	36	3	15	26
1%		1%	-	1%	1%	1%	-	-	1%	-	-	1%	1%	-	-	-	1%	-	1%	-	-	-	1%	1%	1%	1%	1%
Over £50 (55)	35	12	15	20	23	12	-	2	15	1	7	25	5	2	3	-	30	3	22	9	-	4	-	31	4	13	22
1%		-	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	-	-	1%	1%	1%	-	-	1%	-	1%	1%	1%	1%
I don't know	214	76	84	114	131	76	5	56	94	7	60	74	96	23	16	5	170	21	84	80	23	9	16	164	25	23	190
3%		3%	4%	3%	4%	3%	3%	3%	4%	3%	6%	4%	4%	3%	3%	2%	4%	3%	3%	3%	3%	2%	3%	3%	3%	2%	3%
I prefer not to say	27	6	12	11	17	6	3	12	6	-	3	3	13	4	4	-	17	4	5	15	4	-	3	19	3	9	18
-		-	1%	-	1%	-	-	-	1%	-	1%	-	1%	-	-	-	-	-	-	1%	1%	-	-	1%	-	1%	-
NET: Up to £10 (excluding not spending anything)	2473	1060	923	1523	1386	1060	60	309	923	96	475	947	1067	270	159	27	2014	185	1087	927	259	151	59	1995	209	738	1734
40%		44%	43%	43%	43%	44%	37%	40%	43%	45%	45%	47%	45%	34%	27%	11%	45%	22%	41%	40%	38%	42%	33%	41%	39%	42%	37%
NET: Up to £20 (excluding not spending anything)	2869	1222	1069	1770	1617	1222	66	346	1069	98	537	1106	1238	309	178	34	2344	212	1278	1058	291	161	70	2336	231	885	1985
47%		51%	49%	51%	50%	47%	47%	45%	49%	48%	57%	50%	48%	39%	27%	14%	50%	26%	42%	40%	43%	45%	40%	43%	43%	43%	43%
NET: Over £10	752	321	258	488	425	321	12	70	258	9	109	325	306	66	42	13	631	55	418	240	52	25	13	658	37	280	473
12%		13%	12%	14%	13%	12%	8%	9%	12%	4%	10%	10%	10%	8%	7%	5%	14%	7%	16%	10%	8%	7%	7%	12%	7%	19%	10%
NET: Over £20	356	159	112	242	195	159	6	33	112	7	47	106	134	27	23	5	300	28	207	110	20	14	1	317	16	133	222
6%		7%	5%	7%	6%	6%	4%	4%	5%	3%	5%	5%	5%	2%	4%	2%	5%	3%	6%	5%	5%	4%	1%	6%	3%	13%	5%
Mean	4.70	5.22	4.59	6.38	4.98	5.20	3.47	4.13	4.99	2.92	4.39	6.28	6.69	3.26	3.67	1.51	5.37	2.60	5.53	4.21	3.16	3.57	2.53	5.07	3.25	6.61	4.06
Std Dev.	8.56	8.81	8.39	9.04	8.81	8.81	6.62	7.49	8.39	6.82	8.12	10.20	7.94	6.75	7.27	5.15	9.06	6.74	9.71	7.81	6.22	8.22	5.66	8.90	7.53	9.86	7.97
Std Error	0.11	0.18	0.18	0.16	0.16	0.18	0.50	0.26	0.18	0.48	0.25	0.23	0.17	0.24	0.31	0.32	0.14	0.24	0.19	0.17	0.25	0.46	0.47	0.13	0.35	0.26	0.12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I haven't spent anything on postage for Letters and Cards in the last month	2695	101	2594	19	721	1808	169	2003	33	22	23	2052	14
(0)	44%	30%	43% a	47%	40%	43%	53% ab	44% b	28%	38%	35%	44% b	66%
Up to £1.00	(0.5)	139	6	131	2	39	93	7	132	-	5	137	2
2%	2%	2%	2%	4%	2%	2%	2%	2%	2%	9% ghij	-	2%	7%
£1.01 to £2.00	(1.5)	800	39	457	4	126	356	17	473	14	6	482	-
8%	11% b	8%	8%	2%	8%	9%	6%	8%	12%	11%	11%	8%	-
£2.01 to £4.00	(3)	738	47	689	3	212	490	36	699	15	7	721	2
12%	14%	12%	6%	13%	12%	12%	12%	12%	12%	12%	23% gh	12%	10%
£4.01 to £5.00	(5)	554	34	499	-	144	364	26	507	13	6	527	-
9%	10%	9%	-	9%	9%	9%	8%	9%	11%	11%	11%	9%	-
£5.01 to £10.00	(8)	563	32	524	6	149	396	17	537	17	4	557	1
9%	10%	9%	14%	9%	9%	9%	6%	9%	14%	6%	7%	9%	3%
£10.01 to £20.00	(15)	397	33	360	3	121	263	13	363	10	4	387	-
6%	10% a	6%	7%	7%	7%	6%	4%	6%	6%	7%	-	7%	-
£20.01 to £30.00	(25)	189	12	178	-	45	134	10	182	5	2	189	-
3%	4%	3%	-	3%	3%	3%	3%	3%	3%	5%	4%	3%	-
£30.01 to £40.00	(35)	90	11	79	-	32	54	4	87	-	1	88	-
1%	1% b	1%	-	2%	1%	1%	1%	1%	-	2%	2%	1%	-
£40.01 to £50.00	(45)	41	2	39	1	8	33	1	38	3	-	41	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	-	-	1%	-
Over £50	(55)	35	5	30	-	13	20	2	29	3	-	32	-
1%	1%	1%	-	1%	1%	1%	1%	1%	3%	-	4% gh	1%	-
I don't know	214	12	198	4	62	142	10	206	3	-	5	209	-
3%	4%	3%	10%	4%	3%	3%	3%	3%	3%	-	7%	3%	-
I prefer not to say	27	1	25	-	5	19	3	22	1	-	-	24	3
1%	-	-	1%	1%	1%	1%	1%	1%	1%	-	-	1%	14%
NET: Up to £10 (excluding not spending anything)	2473	159	2300	14	669	1700	104	2348	58	28	34	2434	4
40%	47% b	40%	33%	40%	40%	43% f	33%	40%	50%	49%	52%	40%	20%
NET: Up to £20 (excluding not spending anything)	2869	192	2660	17	780	1963	117	2730	68	32	34	2831	4
47%	49% b	46%	41%	47% f	47% f	37%	46%	58%	58%	56%	52%	47%	20%
NET: Over £10	782	63	686	3	219	505	28	719	22	8	4	748	-
12%	19% b	12%	8%	13%	12%	9%	12%	18%	18%	13%	7%	12%	-
NET: Over £20	355	29	326	1	98	242	15	336	12	3	4	351	-
6%	9%	6%	1%	6%	6%	5%	6%	10%	6%	6%	6%	6%	-
Mean	4.70	4.68% a	4.59	3.51	4.91	4.69	3.63	4.65	7.62% a	4.43	5.37	4.70	0.69
Std Dev.	8.66	10.50	8.43	6.81	8.89	8.48	7.69	8.44	12.09	7.54	12.08	8.53	1.81
Std Error	0.11	0.55	0.11	1.03	0.21	0.14	0.46	0.11	1.17	1.01	1.51	0.11	0.40

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghijkl
* small base, ** very small base (under 30) ineligible for sig testing

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6100	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6100	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
I haven't spent anything on postage for Letters and Cards in the last month	2695	692	606	680	711	236	223	238	233	210	163	227	236	218	228	222	261				
(0)	44%	45% b	39%	44% b	46% b	45%	42%	45%	44%	41%	33%	44%	46%	43%	45%	43%	50% b				
Up to £1.00 (0.5)	139	53	29	22	35	20	18	15	15	10	4	2	10	10	10	15	10				
(0.5)	2%	3% b	2%	1%	2%	2% b	2% b	2% b	2% b	2% b	1%	*	2% a	2% a	2% a	3% a	2%				
£1.01 to £2.00 (1.5)	560	144	116	116	128	42	59	43	58	37	20	36	36	42	56	34	54				
(1.5)	8%	9%	8%	8%	8%	6%	11% op	6%	11% o	7%	4%	7%	7%	9%	11% op	7%	7%				
£2.01 to £4.00 (3)	738	185	165	201	187	53	74	58	58	54	53	62	69	70	58	72	57				
(3)	12%	12%	11%	13%	12%	11%	14%	11%	11%	11%	11%	12%	12%	14%	12%	14%	11%				
£4.01 to £6.00 (5)	534	130	139	129	136	36	49	45	52	46	40	45	51	34	39	49	48				
(5)	8%	8%	9%	8%	9%	7%	9%	8%	10%	9%	8%	10%	10%	7%	8%	10%	9%				
£6.01 to £10.00 (8)	563	123	175	132	132	35	42	46	41	61	74	42	44	47	51	35	46				
(8)	9%	8%	11% op	9%	9%	7%	8%	9%	8%	12% op	12% op	8%	8%	9%	10%	7%	9%				
£10.01 to £20.00 (15)	397	85	125	86	90	24	29	32	27	38	62	31	30	35	17	39	35				
(15)	6%	5%	8% ad	6%	6%	5%	5%	6%	5%	7% a	12% op	6%	6%	7%	3%	7% a	7%				
£20.01 to £30.00 (25)	189	53	53	44	40	13	21	19	9	15	29	18	13	12	16	17	7				
(25)	3%	3%	3%	3%	3%	3%	4% b	4%	2%	3%	4% op	3%	3%	2%	3%	3%	1%				
£30.01 to £40.00 (35)	90	15	32	24	19	3	7	5	7	13	13	8	2	7	1	7	6				
(35)	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	4% op	3% op	2%	*	1%	1%	1%				
£40.01 to £50.00 (45)	41	8	14	14	6	*	3	4	6	1	7	8	1	5	1	5	*				
(45)	1%	*	1%	1%	*	*	1%	1%	1%	*	1% op	2% op	*	1%	*	1%	*				
Over £50 (55)	35	7	15	12	1	2	2	3	4	4	7	3	2	6	*	*	*				
(55)	1%	*	1% ad	1% ad	*	1%	*	1%	1%	1%	1% op	1%	2	1%	*	*	*				
I don't know	214	47	56	64	48	26	5	15	16	20	17	30	14	20	16	16	16				
(16)	3%	3%	4%	4%	3%	3% b	1%	3%	3%	4% b	4% b	5% b	3%	4% b	3%	4% b	3%				
I prefer not to say	27	3	10	6	8	1	*	2	4	4	2	2	3	1	4	3	1				
(17)	*	*	1%	*	1%	*	*	*	1%	1%	*	*	1%	*	1%	1%	*				
NET: Up to £10 (excluding not spending anything)	2473	635	624	600	614	186	242	207	224	209	190	186	211	203	215	204	195				
(19)	40%	41%	41%	39%	40%	38%	42% a	39%	42%	41%	38%	36%	41%	40%	43%	40%	37%				
NET: Up to £20 (excluding not spending anything)	2889	719	750	696	704	209	271	239	250	247	252	217	241	238	232	242	230				
(20)	47%	46%	49%	45%	46%	43%	51% a	45%	47%	45%	51% a	42%	46%	47%	46%	47%	44%				
NET: Over £10	762	168	240	189	155	42	62	64	53	64	122	74	55	60	41	67	48				
(21)	12%	11%	15% op	12%	10%	9%	12%	12%	10%	13%	22% op	14% op	11%	12%	8%	13%	9%				
NET: Over £20	365	84	114	93	65	19	33	32	26	27	61	43	25	25	23	29	13				
(22)	6%	5%	7% ad	6%	4%	4%	6% a	6% a	5%	5%	12% op	8% op	5%	5%	5%	6% a	2%				
Mean	4.70	4.21	4.62 ^{ad}	4.69 ^a	3.93	3.48	4.46	4.61	4.34	4.86 ^{op}	6.32 ^{op}	6.56 ^{op}	4.24	4.79 ^{op}	3.72	4.59	3.48				
Std Dev	8.96	7.97	9.79	9.08	7.04	7.01	8.10	8.61	8.75	8.45	11.51	10.11	7.81	9.17	6.77	8.07	6.14				
Std Error	0.11	0.21	0.25	0.24	0.18	0.31	0.36	0.39	0.39	0.38	0.52	0.45	0.35	0.42	0.30	0.36	0.28				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Table 201

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2862	3185	791	817	1134	805	1152	852	608		1608	1938	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Not at all important	(1)	63	11	42	12	41	38	15	6	20	7	4	8	2		25	12	16	8	48	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%	1%	1%	1%	1%	1%
Not very important	(2)	134	27	87	10	114	70	54	18	19	28	12	20	17		38	41	46	26	98	25
	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%		2%	2%	2%	2%	2%	3%
Neither important nor unimportant	(3)	692	94	598	91	601	387	305	91	108	144	74	117	87		197	218	277	159	573	113
	11%	8%	12%	12%	11%	11%	10%	11%	12%	12%	9%	10%	11%	11%		12%	11%	11%	11%	11%	12%
Important	(4)	2983	618	2370	359	2629	1439	1546	419	421	544	415	529	367		839	959	1190	661	2495	458
	49%	50%	46%	46%	49%	48%	49%	51%	49%	48%	50%	47%	48%	47%		50%	49%	47%	48%	48%	49%
Very important	(5)	2281	472	1789	314	1947	1058	1196	276	299	386	324	450	277		574	710	977	528	1914	332
	37%	36%	36%	40%	36%	35%	38%	34%	34%	34%	39%	36%	36%	40%		34%	36%	36%	36%	37%	35%
Don't know		42	10	32	3	39	17	24	12	3	12	3	5	1		16	15	11	6	30	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important		177	38	139	22	155	108	69	24	39	36	17	28	23		63	52	62	34	146	30
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	2%		4%	3%	2%	2%	3%	3%
NET Important / Very important		5249	1080	4159	673	4576	2497	2742	694	719	930	738	979	644		1414	1668	2167	1188	4409	790
	85%	86%	84%	85%	85%	83%	84%	83%	83%	83%	83%	87%	85%	87%		84%	85%	86%	86%	85%	84%
Mean		4.19	4.24	4.16	4.21	4.19	4.14	4.11	4.11	4.15	4.15	4.18	4.18	4.19		4.13	4.19	4.25	4.25	4.20	4.16
Std Dev.		0.78	0.76	0.78	0.81	0.77	0.82	0.73	0.76	0.87	0.79	0.72	0.77	0.79		0.82	0.76	0.78	0.76	0.78	0.78
Std Error		0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03		0.02	0.02	0.01	0.02	0.01	0.03

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Table 201

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 83	14	16	9	14	29	24	32	21	6	2	18	5	14	25	6	40	12	39	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	0.2%	*	0.3%	1%	1%	1%	1%	1%	*
Not very important	(2) 124	30	36	24	34	66	58	67	52	15	12	34	25	27	72	15	101	27	87	10
	2%	3%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%
Neither important nor	692	139	201	169	186	341	352	409	265	52	75	151	194	159	421	54	596	144	519	30
unimportant	(3) 11%	12%	11%	12%	11%	11%	11%	11%	11%	10%	10%	10%	12%	10%	11%	10%	12%	11%	11%	10%
Important	(4) 2988	583	942	638	822	1525	1461	1756	1156	230	333	724	810	570	1866	238	2569	594	2242	152
	49%	61%	49%	46%	48%	50%	47%	49%	48%	45%	45%	48%	44%	52%	49%	45%	50%	46%	49%	53%
Very important	(5) 2281	366	707	536	653	1073	1188	1341	893	209	304	565	542	327	1411	217	1842	490	1681	91
	37%	32%	37%	33%	39%	35%	39%	37%	37%	43%	43%	43%	34%	30%	41%	41%	36%	36%	37%	31%
Don't know	42	5	11	11	15	15	26	24	11	4	7	9	9	4	24	4	28	16	21	4
	1%	*	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	*	1%
NET Not at all	177	44	52	33	49	96	82	99	72	21	14	53	30	40	97	21	141	40	127	11
important/ Not very	3%	4%	3%	2%	3%	3%	3%	3%	3%	2%	2%	4%	2%	2%	3%	4%	3%	3%	3%	4%
NET Important / Very	5249	949	1649	1174	1475	2598	2649	3137	2048	439	637	1289	1361	897	3278	455	4411	1084	3923	243
important	85%	84%	86%	85%	86%	85%	85%	85%	85%	85%	85%	85%	85%	82%	85%	85%	84%	85%	85%	84%
Mean	4.19	4.11	4.26a	4.21a	4.21a	4.17	4.21	4.19	4.19	4.21a	4.28a	4.19a	4.19a	4.07	4.28a	4.22	4.18	4.20	4.19	4.13
Std Dev.	0.78	0.81	0.77	0.77	0.78	0.78	0.77	0.77	0.78	0.83	0.73	0.80	0.73	0.81	0.76	0.82	0.76	0.80	0.77	0.77
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Table 201

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432		
Not at all important	(1)	83	41	12	*	49	3	1	2	4	3	1	8	7	9	10	6	-	3		
	3%	1%	1%	*	1%	1%	*	*	1%	1%	1%	*	1%	1%	1%	1%	1%	-	1%		
Not very important	(2)	124	101	23	8	106	8	7	8	13	6	5	8	10	14	18	23	-	8		
	2%	2%	3%	6%	2%	2%	3%	2%	3%	2%	1%	1%	1%	2%	2%	2%	4%	-	2%		
Neither important nor unimportant	(3)	692	603	90	14	559	83	33	20	26	61	63	53	43	60	83	100	67	76		
	11%	11%	10%	6%	11%	11%	11%	12%	8%	9%	12%	12%	8%	10%	10%	12%	13%	10%	12%		
Important	(4)	2988	2572	416	86	2503	290	148	98	303	231	216	284	299	443	359	269	42	217		
	49%	49%	48%	52%	48%	50%	50%	45%	39%	45%	45%	48%	62%	62%	65%	43%	61%	63%	48%		
Very important	(5)	2281	1946	315	58	1930	160	103	114	290	204	172	195	196	254	348	159	18	142		
	37%	37%	37%	33%	37%	31%	33%	35%	4%	4%	4%	4%	34%	34%	31%	4%	30%	27%	32%		
Don't know		42	35	7	1	34	4	2	2	4	1	1	6	2	7	7	4	-	4		
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	*	1%	*	1%	1%	1%	-	1%		
NET Not at all important/ Not very important		177	143	34	9	155	11	8	4	10	16	9	6	16	17	23	23	29	11		
	3%	3%	4%	3%	3%	2%	3%	2%	4%	2%	2%	1%	3%	3%	3%	3%	4%	-	2%		
NET Important / Very important		5249	4518	731	144	4433	420	251	212	593	435	388	479	495	697	707	428	60	360		
	85%	85%	85%	86%	85%	81%	83%	85%	85%	85%	85%	85%	85%	85%	85%	84%	81%	90%	80%		
Mean	4.19	4.19	4.17	4.16	4.20%	4.10	4.18	4.24%	4.27%	4.28%	4.24%	4.24%	4.21%	4.17	4.14	4.22%	4.05	4.16	4.09		
Std Dev.	0.78	0.77	0.82	0.79	0.78	0.76	0.75	0.75	0.83	0.75	0.76	0.72	0.77	0.77	0.76	0.83	0.84	0.59	0.78		
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03		

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Table 201

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Not at all important	63	22	12	32	22	2	6	12	22	2	6	12	20	3	3	12	35	15	11	16	12	7	7	27	14	22	31
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	-	5%	1%	2%	1%	-	2%	2%	4%	1%	3%	1%	1%
Not very important	124	52	39	79	66	10	19	36	52	1	18	19	62	21	20	3	81	23	33	50	21	15	5	83	19	33	92
2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	1%	1%	1%	2%	2%	1%	2%	1%	1%	3%	2%	2%	2%	2%
Neither important nor unimportant	602	312	175	441	305	15	83	175	312	15	82	171	277	168	57	38	447	95	243	247	142	37	19	490	55	108	524
17%	13%	8%	13%	9%	13%	10%	12%	8%	17%	11%	8%	17%	21%	16%	10%	10%	12%	9%	9%	17%	11%	10%	10%	10%	10%	17%	11%
Important	2968	1192	1023	1743	1575	1130	60	382	1023	101	492	872	1309	412	283	106	2181	368	1183	1218	321	179	72	2401	251	612	2376
49%	49%	47%	50%	47%	49%	49%	38%	47%	43%	47%	47%	43%	53%	47%	48%	43%	47%	45%	45%	45%	47%	47%	41%	47%	47%	40%	43%
Very important	2261	822	605	1190	1274	822	73	261	908	99	448	935	105	212	83	1740	300	1125	729	181	119	20	1884	165	620	1583	
37%	34%	34%	34%	34%	34%	34%	40%	34%	42%	46%	43%	40%	40%	32%	17%	34%	39%	43%	43%	27%	33%	27%	3%	39%	38%	49%	34%
Don't know	42	14	8	17	11	14	-	2	8	-	-	5	13	6	3	5	18	9	12	13	4	2	5	25	7	7	34
1%	1%	-	-	-	-	1%	-	-	-	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	-	1%
NET Not at all important/ Not very important	177	74	51	111	89	74	12	25	51	1	27	34	82	24	23	15	116	37	44	66	33	21	12	110	33	55	123
3%	3%	2%	3%	3%	3%	3%	1%	3%	2%	1%	3%	2%	3%	3%	3%	3%	3%	3%	2%	3%	3%	3%	2%	3%	3%	4%	3%
NET Important / Very important	5249	2013	1929	2933	2849	2013	133	643	1929	200	940	1902	2114	624	520	188	3921	698	2307	1977	502	208	142	4295	440	1290	3958
85%	83%	89%	84%	85%	85%	83%	83%	84%	89%	84%	80%	89%	95%	78%	80%	76%	87%	83%	89%	89%	80%	74%	80%	87%	82%	85%	85%
Mean	4.19	4.14	4.28	4.14	4.28	4.14	4.19	4.15	4.29	4.40	4.29	4.38	4.38	4.02	4.19	4.01	4.28	4.14	4.30	4.16	3.94	4.06	4.12	4.23	4.10	4.28	4.17
Std Dev	0.78	0.79	0.74	0.79	0.76	0.79	0.95	0.78	0.74	0.82	0.75	0.74	0.77	0.77	0.79	1.00	0.76	0.86	0.72	0.75	0.87	0.87	0.99	0.74	0.91	0.85	0.75
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.07	0.03	0.02	0.04	0.02	0.02	0.02	0.03	0.03	0.06	0.01	0.03	0.01	0.02	0.04	0.05	0.08	0.01	0.04	0.02	0.01

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Table 201

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 53	10	43	-	15	31	8	48	3	1	1	52	-
	1%	3%	1%	-	1%	1%	3%	1%	3%	1%	2%	1%	-
Not very important	(2) 124	5	116	3	37	80	7	107	6	9	*	122	2
	2%	1%	2%	3%	2%	2%	2%	3%	5%	10%	*	2%	7%
Neither important nor unimportant	(3) 692	42	647	4	191	452	50	634	21	18	10	672	10
	11%	12%	11%	10%	11%	11%	11%	11%	18%	18%	16%	11%	46%
Important	(4) 2988	158	2817	12	767	2090	131	2908	42	14	20	2964	4
	49%	47%	49%	30%	46%	50%	42%	49%	36%	24%	30%	49%	17%
Very important	(5) 2261	121	2121	20	648	1507	106	2162	45	17	32	2224	4
	37%	36%	37%	48%	39%	36%	34%	37%	38%	30%	49%	37%	20%
Don't know	42	1	38	2	18	13	11	38	-	-	1	38	2
	1%	-	1%	3%	1%	1%	3%	1%	-	-	2%	1%	1%
NET Not at all important/ Not very important	177	14	160	3	52	111	15	155	9	10	2	174	2
	3%	4%	3%	8%	3%	3%	5%	3%	8%	17%	3%	3%	7%
NET Important / Very important	5349	279	4938	32	1415	3592	236	5070	87	31	52	5199	8
	85%	83%	85%	77%	84%	85%	78%	85%	74%	54%	80%	85%	36%
Mean	4.19	4.12	4.19	4.23	4.20	4.18	4.06	4.20	4.02	3.66	4.27	4.18	3.55
Std Dev.	0.78	0.89	0.77	0.95	0.80	0.76	0.92	0.76	1.01	1.12	0.91	0.78	0.94
Std Error	0.01	0.05	0.01	0.14	0.02	0.01	0.05	0.01	0.10	0.15	0.11	0.01	0.22

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghi/jkl
* small base, ** very small base (under 30) ineligible for sig testing

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

		Quarter				Month												
Total		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)	
Unweighted Base		6160	1550	1535	1539	521	524	505	521	512	502	520	520	499	519	516	501	
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
(1)	Not at all important	53	29	6	15	13	8	8	4	-	2	4	4	4	7	-	4	8
	1%	1%	1%	*	1%	1%	2%	2%	1%	-	*	1%	1%	1%	1%	*	1%	2%
(2)	Not very important	124	32	34	23	36	12	13	7	2	10	22	8	6	9	6	15	14
	2%	2%	2%	1%	2%	2%	2%	2%	1%	*	2%	2%	2%	1%	2%	1%	2%	2%
(3)	Neither important nor unimportant	682	170	189	176	157	68	52	51	72	47	71	53	55	68	49	45	51
	11%	11%	12%	11%	10%	14%	10%	10%	14%	9%	14%	10%	11%	14%	10%	9%	12%	11%
(4)	Important	2988	782	705	756	742	251	256	274	243	234	228	267	269	223	263	233	246
	49%	50%	46%	49%	48%	51%	49%	52%	49%	46%	46%	52%	52%	44%	52%	46%	47%	47%
(5)	Very important	2261	536	596	550	578	150	199	188	214	212	171	181	179	190	180	211	187
	37%	35%	39%	36%	38%	31%	37%	36%	40%	42%	34%	35%	34%	38%	36%	41%	36%	36%
(6)	Don't know	42	10	5	16	11	2	4	4	1	3	1	5	6	5	5	1	5
	1%	1%	*	1%	1%	*	1%	1%	1%	*	1%	*	1%	1%	1%	*	1%	1%
NET Not at all important/ Not very important		177	52	39	38	48	20	21	11	2	12	25	12	10	16	7	19	22
3%		3%	3%	3%	2%	3%	4%	4%	2%	2%	5%	2%	2%	3%	1%	4%	4%	4%
NET Important / Very important		5249	1318	1301	1310	1320	401	455	452	457	446	399	449	448	414	443	444	433
85%		85%	85%	85%	86%	82%	86%	89%	86%	89%	80%	87%	86%	82%	88%	87%	83%	83%
Mean		4.19	4.16	4.21	4.19	4.20	4.07	4.18	4.21	4.20	4.20	4.09	4.20	4.20	4.17	4.24	4.22	4.14
Std Dev.		0.78	0.80	0.77	0.77	0.78	0.83	0.82	0.73	0.70	0.74	0.85	0.74	0.73	0.84	0.68	0.80	0.84
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.03	0.03	0.04	0.03	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Table 202

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Not at all important	(1)	82	4	78	9	73	49	33	12	5	8	8	18	19	13	17	16	50	32	74	
		1%	*	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	2%	2%	1%	1%	
Not very important	(2)	263	47	216	27	236	147	116	28	44	25	30	52	42	42	73	54	136	84	224	
	4%	4%	4%	3%	4%	5%	4%	3%	5%	2%	4%	5%	4%	4%	4%	3%	5%	5%	4%	4%	
Neither important nor unimportant	(3)	899	79	780	84	775	485	374	87	102	155	115	182	99	119	189	269	400	218	739	
	14%	6%	10%	11%	8%	12%	12%	17%	12%	14%	14%	14%	13%	13%	17%	14%	10%	10%	14%	12%	
Important	(4)	2963	541	2362	362	2541	1300	1597	354	408	524	400	538	398	281	762	923	1217	679	2486	
	47%	44%	46%	46%	47%	43%	51%	43%	47%	47%	48%	48%	52%	45%	45%	47%	48%	49%	45%	41%	
Very important	(5)	2011	552	1458	307	1704	1011	995	323	306	403	277	332	198	171	629	680	701	369	1606	
	33%	23%	30%	30%	32%	34%	32%	29%	29%	29%	29%	29%	26%	27%	34%	33%	26%	27%	31%	31%	
Don't know	(6)	43	9	34	2	41	18	25	13	1	8	4	7	5	1	20	11	12	5	29	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET Not at all important/ Not very important	(7)	345	51	294	35	310	195	150	40	50	33	37	70	61	55	89	70	186	116	298	
	6%	4%	6%	4%	6%	5%	5%	5%	6%	3%	4%	6%	5%	5%	5%	4%	6%	6%	6%	5%	
NET Important / Very important	(8)	4913	1094	3820	669	4245	2312	2592	677	715	927	677	870	596	452	1392	1603	1918	1048	4092	
	80%	69%	78%	69%	79%	77%	77%	69%	69%	69%	69%	69%	77%	77%	72%	69%	69%	76%	76%	79%	
Mean	4.06	4.03	4.03	4.03	4.04	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.04	4.03	
Std Dev.	0.87	0.79	0.88	0.83	0.87	0.92	0.82	0.86	0.85	0.79	0.83	0.89	0.92	0.95	0.86	0.81	0.91	0.93	0.87	0.86	
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Table 202

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 82	9	29	32	13	37	45	41	39	8	2	23	25	14	49	8	69	17	64	1
	1%	1%	1%	1%	1%	1%	1%	1%	2%	0.2%	0.1%	0.3%	0.3%	0.1%	0.1%	1%	1%	1%	1%	0%
Not very important	(2) 263	40	101	51	71	141	122	137	120	21	29	68	67	48	154	26	217	51	195	17
	4%	3%	5%	4%	4%	5%	4%	4%	5%	0.4%	0.4%	0.5%	0.4%	0.4%	0.4%	5%	4%	4%	4%	6%
Neither important nor	899	142	248	198	269	390	467	462	376	76	126	189	217	155	532	78	717	163	664	32
unimportant	(3) 14%	12%	13%	14%	16%	13%	15%	13%	15%	15%	13%	15%	14%	14%	14%	10%	14%	13%	14%	11%
Important	(4) 2903	522	919	628	834	1440	1463	1695	1167	230	354	724	759	534	1837	237	2497	618	2143	144
	47%	46%	49%	45%	48%	47%	47%	45%	49%	45%	48%	48%	48%	49%	48%	44%	48%	48%	47%	50%
Very important	(5) 2011	420	605	464	521	1026	985	1312	678	177	214	487	505	346	1207	181	1644	421	1504	86
	33%	35%	32%	34%	30%	34%	32%	38%	28%	34%	29%	32%	32%	31%	32%	34%	32%	33%	33%	30%
Don't know	43	4	11	12	16	15	28	22	17	3	8	10	11	3	30	3	33	17	19	7
	1%	0%	1%	1%	1%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	2%
NET Not at all	345	48	130	82	84	178	167	178	159	29	31	91	92	62	213	34	285	67	259	19
important / Not very	6%	4%	7%	6%	5%	6%	5%	5%	6%	0.4%	0.4%	0.6%	0.6%	0.5%	0.6%	0.5%	0.6%	0.5%	0.6%	7%
important																				
NET Important / Very	4913	942	1524	1092	1358	2466	2448	3007	1846	408	568	1212	1264	880	3044	418	4141	1037	3647	230
important	80%	79%	80%	79%	79%	81%	79%	77%	77%	79%	79%	81%	80%	80%	80%	79%	80%	81%	79%	80%
Mean	4.06	4.18	4.04	4.05	4.04	4.08	4.05	4.12	3.98	4.07	4.04	4.06	4.05	4.05	4.05	4.05	4.06	4.08	4.06	4.05
Std Dev.	0.87	0.83	0.89	0.91	0.83	0.87	0.87	0.85	0.89	0.89	0.81	0.88	0.88	0.86	0.86	0.90	0.86	0.86	0.88	0.84
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Table 202

Base : All participants

	Total	Rurality			Nation				Region													Highlands & Islands of Scotland (g)	Rest of Scotland (r)
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)						
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975				
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450				
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432				
Not at all important	(1) 82	73	9	1	70	5	6	1	2	2	0	4	10	5	13	15	10	*	5				
		1%	1%	*	1%	1%	2%	1%	1%	*	0%	1%	3%	1%	2%	2%	3%	*	1%				
Not very important	(2) 263	223	40	7	228	17	14	4	11	31	28	21	12	26	21	49	28	2	16				
	4%	4%	5%	4%	4%	3%	5%	3%	5%	8%	8%	5%	3%	5%	3%	13%	8%	3%	3%				
Neither important nor unimportant	(3) 899	741	118	22	710	85	44	21	28	79	82	70	70	96	99	88	89	11	74				
	14%	14%	14%	13%	14%	16%	15%	12%	11%	12%	10%	10%	13%	16%	12%	10%	10%	16%	10%				
Important	(4) 2903	2462	441	89	2447	237	136	82	121	327	234	215	231	281	372	422	244	34	204				
	47%	46%	51%	53%	47%	46%	46%	48%	48%	48%	46%	48%	43%	49%	46%	50%	46%	50%	45%				
Very important	(5) 2011	1763	248	49	1687	170	92	60	85	230	143	139	213	163	299	265	151	21	149				
	33%	33%	29%	29%	33%	33%	31%	36%	34%	34%	28%	31%	30%	28%	31%	31%	29%	31%	33%				
Don't know	43	36	7	*	36	3	3	1	3	6	2	*	*	2	6	5	5	*	3				
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	*	1%	*	1%	1%	1%	*	1%				
NET Not at all important/ Not very important	348	296	49	8	297	22	20	6	14	33	37	25	22	31	34	63	39	2	21				
	6%	6%	6%	5%	5%	4%	4%	3%	6%	8%	7%	5%	4%	5%	4%	8%	7%	3%	5%				
NET Important / Very important	4913	4225	688	138	4135	408	229	143	206	556	377	354	444	444	671	687	395	55	353				
	80%	80%	80%	82%	80%	79%	78%	81%	81%	81%	74%	79%	81%	78%	81%	81%	75%	81%	79%				
Mean	4.06	4.07	4.03	4.07	4.06	4.08	4.01	4.16	4.11	4.11	3.94	4.04	4.17	4.00	4.05	4.04	3.95	4.10	4.07				
Std Dev.	0.87	0.87	0.84	0.79	0.87	0.84	0.92	0.79	0.85	0.81	0.82	0.85	0.87	0.84	0.85	0.80	0.92	0.76	0.86				
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.04	0.05	0.05	0.05	0.04	0.04	0.05	0.05	0.06	0.03				

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Table 202

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Not at all important	(1)	62	13	51	19	13	-	4	51	3	28	30	22	8	8	8	58	16	27	30	17	5	3	58	8	20	62
	1%	7%	2%	1%	2%	1%	-	1%	2%	1%	3%	2%	1%	1%	1%	1%	2%	2%	1%	2%	1%	1%	2%	1%	1%	1%	1%
Not very important	(2)	263	79	133	121	79	13	23	133	13	82	60	116	43	28	16	176	45	77	85	56	33	12	162	45	77	186
	4%	3%	3%	3%	3%	3%	3%	3%	6%	6%	8%	3%	5%	5%	5%	5%	4%	4%	3%	4%	3%	3%	3%	3%	3%	5%	4%
Neither important nor unimportant	(3)	89	252	311	420	252	20	100	341	34	168	228	328	157	87	41	555	139	280	307	170	62	30	587	63	221	638
	14%	10%	18%	12%	16%	10%	12%	13%	16%	16%	16%	11%	13%	13%	17%	17%	17%	17%	11%	13%	25%	17%	17%	12%	15%	15%	14%
Important	(4)	2903	1139	1067	1624	1139	63	370	1067	103	517	855	1299	401	258	85	2154	341	1140	1215	310	158	67	2354	225	662	2241
	47%	47%	49%	46%	48%	47%	39%	49%	42%	42%	49%	42%	52%	44%	28%	34%	46%	47%	44%	45%	46%	44%	36%	42%	44%	44%	44%
Very important	(5)	2011	919	558	1206	919	64	264	558	60	253	831	715	180	120	91	1540	270	1070	681	120	95	68	1721	153	532	1478
	33%	33%	26%	37%	25%	38%	40%	35%	26%	28%	24%	41%	39%	23%	32%	37%	34%	34%	41%	35%	27%	16%	33%	35%	39%	32%	32%
Don't know	43	9	12	13	15	9	-	2	12	-	1	7	6	11	5	5	13	10	12	5	8	5	7	17	12	8	35
	1%	-	1%	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Not at all important/ Not very important	345	92	154	139	231	92	13	27	184	16	109	96	138	50	39	25	234	61	104	116	73	38	15	220	53	99	247
	6%	4%	9%	4%	7%	4%	6%	4%	9%	7%	10%	5%	6%	6%	6%	6%	7%	7%	4%	5%	11%	10%	6%	4%	10%	6%	5%
NET Important / Very important	4913	2059	1606	2920	2497	2059	127	634	1606	163	770	1695	2014	581	444	176	3700	620	2210	1826	431	253	126	4085	379	1194	3720
	80%	80%	75%	84%	77%	85%	79%	83%	75%	77%	73%	84%	80%	73%	76%	71%	82%	75%	85%	81%	63%	71%	71%	83%	71%	79%	80%
Mean	4.06	4.20	3.91	4.17	3.97	4.20	4.11	4.14	3.91	3.96	3.85	4.18	4.04	3.89	4.00	3.97	4.18	4.00	4.21	4.04	3.68	3.87	3.87	4.13	3.90	4.06	4.06
Std Dev	0.87	0.79	0.93	0.81	0.91	0.79	0.92	0.79	0.93	0.90	0.96	0.88	0.83	0.85	0.90	1.07	0.85	0.95	0.83	0.83	0.94	0.96	0.97	0.83	0.97	0.91	0.86
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.04	0.05	0.08	0.01	0.04	0.02	0.01

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Table 202

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important (1)	82	9	72	1	27	51	3	74	5	3	-	82	-
	5%	3%	1%	2%	2%	1%	1%	1%	4%	5%	-	1%	-
Not very important (2)	263	13	248	2	77	164	22	238	13	8	2	260	1
	4%	4%	4%	5%	5%	4%	6%	4%	11%	15%	3%	4%	3%
Neither important nor unimportant (3)	89	52	800	6	226	576	57	788	17	18	11	834	14
	14%	16%	14%	15%	13%	14%	18%	14%	15%	32%	16%	14%	63%
Important (4)	2903	159	2734	9	778	1995	130	2708	53	15	34	2869	3
	47%	47%	47%	23%	46%	48%	42%	47%	45%	26%	33%	47%	14%
Very important (5)	2011	102	1889	20	547	1372	92	1949	29	11	19	1989	3
	33%	30%	33%	33%	33%	33%	30%	33%	25%	19%	29%	33%	12%
Don't know	43	1	40	2	21	15	8	39	-	2	-	41	2
	1%	-	1%	3%	1%	1%	2%	1%	-	3%	-	1%	8%
NET Not at all important/ Not very important	345	21	321	3	104	216	25	313	18	11	2	342	1
	6%	6%	6%	8%	6%	5%	8%	5%	15%	20%	3%	6%	3%
NET Important / Very important	4913	262	4622	30	1325	3366	222	4747	82	26	53	4855	6
	80%	78%	80%	73%	75%	81%	77%	80%	79%	46%	80%	80%	26%
Mean	4.06	4.00	4.07	4.18	4.05	4.08	3.94	4.08	3.76	3.41	4.05	4.08	3.38
Std Dev.	0.87	0.92	0.87	1.06	0.89	0.86	0.93	0.86	1.08	1.13	0.77	0.87	0.77
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.05	0.01	0.10	0.15	0.09	0.01	0.17

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghi/jkl
* small base, ** very small base (under 30) ineligible for sig testing

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 82	20	18	16	28	12	4	5	5	5	8	9	*	6	6	5	16				
	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	2%	*	1%	1%	1%	1%				
Not very important	(2) 263	70	57	67	69	22	27	21	16	18	23	23	29	15	18	29	22				
	4%	5%	4%	4%	4%	4%	5%	4%	3%	4%	5%	4%	6%	3%	4%	6%	4%				
Neither important nor unimportant	(3) 859	230	219	204	206	65	62	104	89	49	80	75	59	69	76	68	62				
	14%	15%	14%	13%	13%	13%	12%	20% ^{est}	17%	10%	16%	15%	11%	14%	15%	13%	12%				
Important	(4) 2993	736	697	741	729	247	253	236	232	238	227	250	260	231	265	210	254				
	47%	47%	45%	48%	47%	45%	45%	45%	44%	47%	45%	45%	45%	45%	45%	41%	49%				
Very important	(5) 2011	483	535	500	483	142	183	158	189	191	155	156	167	177	134	157	161				
	33%	31%	35%	32%	32%	29%	34%	30%	36%	36%	31%	30%	32%	32%	27%	30%	31%				
Don't know	43	10	11	11	11	3	3	4	1	6	3	4	3	4	4	2	5				
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
NET Not at all important/ Not very important	345	91	75	83	96	34	31	26	21	24	31	32	29	21	24	34	38				
	6%	6%	5%	5%	6%	7%	6%	5%	4%	5%	6%	6%	6%	4%	5%	7%	7%				
NET Important / Very important	4913	1219	1231	1241	1222	389	436	394	420	429	382	406	427	408	399	408	416				
	80%	79%	80%	81%	80%	79%	82%	75%	79%	80%	77%	78%	82%	81%	79%	80%	80%				
Mean	4.06	4.03	4.10	4.06	4.04	3.99	4.11	4.00	4.10	4.01	4.01	4.01	4.10	4.12	4.01	4.11	4.01				
Std Dev.	0.87	0.87	0.86	0.85	0.89	0.91	0.85	0.86	0.85	0.83	0.90	0.89	0.81	0.84	0.82	0.91	0.94				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Table 203

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2862	3185	791	817	1134	805	1152	852	608		1608	1938	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Not at all important	237	13	224	31	206	124	113	12	13	30	36	65	49	32		25	65	146	81	228	8
4%		1%	2%	4%	4%	4%	4%	2%	1%	3%	4%	6%	6%	6%		1%	3%	6%	6%	4%	1%
Not very important	485	68	416	48	437	229	255	35	57	67	64	63	60	67		93	132	261	168	429	53
8%		6%	7%	6%	8%	8%	8%	4%	7%	6%	6%	6%	6%	6%		5%	7%	10%	12%	8%	6%
Neither important nor unimportant	1373	108	1265	154	1219	717	655	138	177	237	172	302	207	139		315	410	648	347	1183	174
(3)	22%	9%	23%	19%	23%	24%	21%	17%	20%	21%	21%	24%	24%	22%		19%	21%	30%	25%	23%	18%
Important	2388	508	1889	289	2108	1132	1259	349	389	450	333	404	252	221		728	783	877	472	1989	387
(4)	39%	47%	38%	37%	39%	38%	40%	42%	40%	40%	40%	36%	33%	35%		44%	40%	35%	34%	39%	41%
Very important	1616	519	1097	264	1352	789	825	274	229	327	223	257	163	142		503	550	563	306	1289	312
(5)	26%	14%	22%	25%	26%	26%	26%	27%	26%	27%	27%	23%	22%	23%		30%	30%	22%	22%	25%	32%
Don't know	62	14	38	4	48	19	32	14	2	10	4	9	9	5		16	14	22	14	40	10
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	722	83	639	79	643	353	368	48	70	97	100	159	129	120		118	197	407	249	656	61
72%		7%	15%	10%	12%	12%	12%	6%	8%	9%	12%	14%	13%	12%		7%	10%	16%	16%	12%	6%
NET Important / Very important	4014	1028	2986	553	3460	1921	2084	623	619	777	556	662	415	363		1241	1333	1440	778	3278	699
(65%)		13%	61%	10%	64%	64%	66%	72%	71%	69%	69%	69%	59%	58%		72%	69%	67%	56%	64%	74%
Mean	3.16	3.66	3.74	3.74	3.75	3.75	3.75	3.62	3.62	3.62	3.62	3.53	3.57	3.57		3.56	3.56	3.56	3.55	3.72	3.67
Std Dev.	1.05	0.90	1.06	1.06	1.05	1.06	1.04	0.91	0.93	0.99	1.06	1.10	1.14	1.14		0.92	1.02	1.12	1.14	1.07	0.91
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.04	0.03	0.04	0.05		0.02	0.02	0.02	0.03	0.01	0.04

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Table 203

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1585	1100	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 237	24	83	64	95	107	130	129	106	19	36	67	61	42	164	19	212	59	173	5
	4%	2%	5%	5%	6%	4%	4%	4%	4%	4%	5%	4%	4%	4%	4%	3%	4%	5%	4%	2%
Not very important	(2) 485	77	163	91	154	240	245	227	253	46	60	110	138	87	307	46	412	97	375	14
	8%	7%	9%	7%	9%	8%	8%	7%	11%	9%	8%	7%	9%	8%	8%	9%	8%	8%	8%	5%
Neither important nor	1373	176	435	321	439	611	760	716	620	131	167	345	345	248	857	135	1142	269	1046	58
unimportant	(3) 22%	15%	23%	23%	25%	20%	24%	20%	26%	20%	23%	23%	22%	22%	29%	20%	22%	21%	23%	20%
Important	(4) 2398	469	757	532	640	1226	1172	1487	880	166	270	585	644	459	1499	173	2053	480	1790	127
	39%	41%	40%	38%	37%	40%	38%	37%	41%	32%	37%	39%	41%	42%	39%	32%	40%	37%	39%	44%
Very important	(5) 1616	382	467	366	401	849	767	1091	509	148	192	383	390	261	965	151	1326	355	1183	78
	26%	29%	24%	28%	23%	23%	25%	21%	28%	28%	26%	29%	29%	24%	29%	29%	26%	26%	26%	27%
Don't know	82	8	7	10	26	16	36	20	23	8	8	12	7	3	27	9	30	24	22	6
	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	*	*	1%	1%	1%	2%	*	2%
NET Not at all	722	101	248	155	220	347	375	356	350	65	95	177	199	126	471	65	624	155	548	19
important / Not very	12%	9%	15%	11%	13%	11%	12%	10%	12%	13%	13%	12%	13%	12%	12%	12%	12%	12%	12%	7%
important																				
NET Important / Very	4014	851	1224	898	1041	2075	1938	2578	1389	312	463	968	1034	720	2464	324	3379	836	2973	205
important	65%	65%	64%	62%	60%	60%	62%	58%	68%	67%	63%	64%	65%	65%	65%	61%	65%	63%	63%	71%
Mean	3.76	3.58	3.71	3.76	3.68	3.67	3.72	3.60	3.74	3.74	3.72	3.74	3.74	3.74	3.74	3.75	3.75	3.78	3.75	3.82
Std Dev.	1.05	0.98	1.06	1.06	1.05	1.04	1.06	1.02	1.07	1.08	1.09	1.06	1.05	1.03	1.06	1.08	1.05	1.08	1.05	0.92
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01	0.03	0.02	0.05

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Table 203

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4181	1999	901	3209	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Not at all important	(1) 237	205	32	6	205	16	12	4	9	17	21	18	21	21	28	45	25	2	14	
	4%	4%	4%	3%	4%	3%	4%	2%	3%	2%	4%	4%	4%	4%	3%	5%	5%	4%	3%	
Not very important	(2) 485	409	76	18	397	54	23	11	30	52	47	37	28	56	33	65	49	5	49	
	8%	8%	9%	11%	8%	10% ^{ab}	8%	7%	12% ^{ab}	8%	8%	8%	8%	10% ^{ab}	4%	8%	8%	8%	11% ^{ab}	
Neither important nor unimportant	(3) 1373	1158	215	39	1159	111	67	36	57	155	122	100	118	123	174	173	137	16	95	
	22%	22%	20%	23%	22%	21%	23%	21%	23%	23%	24%	22%	22%	21%	21%	21%	20%	24%	21%	
Important	(4) 2398	2080	318	64	2000	208	117	73	86	246	198	170	207	234	349	300	210	30	178	
	39%	39%	39%	37%	38%	39%	40%	40%	43%	34%	36%	39%	38%	38%	41%	42% ^{ab}	36%	40%	45%	40%
Very important	(5) 1616	1403	213	40	1373	125	73	46	66	198	112	119	164	136	223	252	104	13	112	
	26%	26%	25%	24%	27%	24%	25%	27%	24%	24%	22%	24%	24%	24%	27%	28%	20%	20%	25%	
Don't know	82	44	7	*	44	3	3	2	3	8	7	3	6	2	4	8	4	*	3	
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	*	1%	
NET Not at all important/ Not very important	722	614	108	24	602	71	34	15	39	68	68	55	49	77	61	110	75	8	63	
	12%	12%	13%	14%	12%	14% ^{ab}	12%	9%	15% ^{ab}	10%	15% ^{ab}	12% ^{ab}	9%	15% ^{ab}	7%	15% ^{ab}	12% ^{ab}	12%	14% ^{ab}	
NET Important / Very important	4014	3482	531	104	3373	333	190	118	152	443	310	289	371	370	572	552	313	43	290	
	65%	65%	62%	62%	65%	65%	64%	69%	61%	66%	61%	63%	63%	65%	61% ^{ab}	66%	65%	63%	64%	
Mean	3.76	3.77	3.71	3.69	3.77	3.72	3.74	3.86 ^{ab}	3.69	3.63 ^{ab}	3.67	3.75	3.57 ^{ab}	3.71	3.58 ^{ab}	3.76 ^{ab}	3.60	3.70	3.72	
Std Dev.	1.05	1.05	1.06	1.06	1.05	1.04	1.04	0.97	1.10	1.02	1.05	1.07	1.03	1.05	0.97	1.12	1.06	1.00	1.05	
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.03	0.08	0.05	0.06	0.06	0.05	0.05	0.06	0.06	0.06	0.08	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Table 203

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1423	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	408	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Not at all important	(1)	237	38	161	56	38	2	18	161	11	76	102	99	24	28	18	166	47	104	54	38	26	12	158	38	56	181
	4%	2%	7%acd	2%	6%ac	2%	2%	2%	7%	2%	7%	6%acd	2%	3%	6%cd	6%imp	6%cd	6%imp	4%	2%	6%ac	2%acw	2%ac	3%	3%acw	4%	4%
Not very important	(2)	485	106	270	188	106	12	53	270	29	157	184	178	53	43	25	362	68	210	144	60	46	24	354	70	90	396
	8%	4%	12%acd	5%	11%ac	4%	7%	7%cd	12%	14%	15%	9%	7%	7%	10%	8%	8%	8%	8%	6%	9%	13%acw	13%acw	7%	13%acw	6%	3%
Neither important nor unimportant	(3)	1373	440	924	676	440	34	174	574	60	304	363	595	238	114	55	958	169	491	512	237	83	40	1003	123	312	1061
	22%	18%	27%acd	19%	32%ac	18%	21%	23%cd	27%	28%	29%	18%	24%acd	30%imp	20%	22%	21%cd	20%	19%	22%cd	38%acw	23%	23%	20%	23%	27%	23%
Important	(4)	2398	1032	730	1488	1032	55	319	730	61	322	700	1059	320	231	84	1760	315	953	1027	254	111	47	1980	158	621	1777
	39%	14%	20%acd	34%	24%cd	13%	35%	42%	34%	29%	37%	35%	42%acd	39%cd	40%	34%	39%cd	38%	32%cd	24%acw	24%acw	31%	26%	24%cd	29%	41%	36%
Very important	(5)	1616	780	409	1092	780	55	196	409	48	184	646	590	156	129	69	1236	219	837	551	86	88	47	1380	125	435	1181
	26%	13%	19%cd	19%	31%cd	22%	33%cd	38%cd	19%	23%	16%	32%acd	24%	20%	22%	24%	27%cd	26%cd	32%cd	24%cd	13%	23%cd	27%cd	26%cd	23%cd	29%	25%
Don't know		82	10	19	12	10	*	4	19	4	7	16	5	9	7	5	21	12	12	15	6	4	8	26	11	7	45
	1%	*	5%cd	*	1%	*	*	*	1%	2%	1%	6%cd	*	6%cd	6%cd	6%cd	6%cd	6%cd	6%cd	6%cd	6%cd	6%cd	6%cd	6%cd	6%cd	6%cd	6%cd
NET Not at all important/ Not very important	722	144	231	244	533	144	14	71	431	40	233	293	236	77	71	43	528	114	314	199	89	72	36	512	108	145	572
	12%	6%	20%acd	7%	16%cd	6%	9%	9%cd	20%	19%	22%	14%acd	10%	10%	12%	17%acd	12%cd	14%cd	12%	9%	14%acw	20%acw	20%acw	10%	20%acw	10%	12%cd
NET Important / Very important	4014	1819	1139	2570	1890	1819	112	515	1139	109	506	1346	1619	476	320	144	2995	534	1790	1528	340	199	94	3368	293	1056	2858
	65%	19%acd	13%cd	23%cd	26%cd	17%cd	70%	67%	53%	51%	49%	67%acd	66%acd	60%	67%acd	58%	67%acd	64%	60%acd	60%acd	50%	56%	53%	69%acd	55%	69%acd	64%
Mean	3.76	4.01bcd	3.45	3.96bcd	3.59c	4.01cd	3.95	3.82	3.45	3.51	3.37	3.67	3.78	3.67	3.59	3.72	3.72	3.67	3.67	3.67	3.43	3.53	3.55	3.64acd	3.54	3.58	3.74
Std Dev.	1.05	0.91	1.15	0.93	1.11	0.91	1.00	0.97	1.15	1.14	1.15	1.15	0.96	0.97	1.08	1.18	1.05	1.12	1.08	0.95	1.01	1.21	1.23	1.02	1.21	1.02	1.08
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.08	0.03	0.03	0.02	0.03	0.05	0.07	0.02	0.04	0.02	0.02	0.04	0.07	0.10	0.01	0.06	0.03	0.02

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Table 203

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 237	15	220	2	80	152	5	224	9	3	1	236	-
	4%	4%	4%	4%	5%	4%	2%	4%	7%	5%	2%	4%	-
Not very important	(2) 485	17	468	2	140	332	14	457	8	11	8	477	-
	8%	5%	8%	4%	8%	8%	4%	8%	7%	11.5% ^{ab}	13%	8%	-
Neither important nor unimportant	(3) 1373	85	1276	11	376	916	81	1269	33	24	17	1345	9
	22%	25%	22%	27%	22%	22%	28%	22%	28%	11.1% ^{ab}	26%	22%	43%
Important	(4) 2398	106	2278	13	616	1653	129	2312	39	16	25	2367	5
	39%	32%	39%	31%	37%	40%	41%	39%	33%	28%	39%	39%	23%
Very important	(5) 1616	100	1496	12	440	1101	75	1570	26	4	11	1551	3
	26%	12.5% ^{ab}	26%	28%	26%	26%	24%	17.1% ^{ab}	14.5% ^{ab}	7%	17%	26% ^{ab}	16%
Don't know	62	4	45	2	25	19	8	45	-	-	2	45	4
	1%	1%	1%	5.5%	1.5% ^{ab}	1%	3.5% ^{ab}	1%	-	-	1.5% ^{ab}	1%	18%
NET Not at all important/ Not very important	722	32	687	4	220	483	19	681	17	14	10	713	-
	12%	9%	12%	9%	13% ^{ab}	12% ^{ab}	6%	12%	15%	18% ^{ab}	14%	12%	-
NET Important / Very important	4014	215	3774	24	1055	2754	204	3902	67	20	37	3908	8
	65%	64%	65%	59%	63%	66%	65%	65% ^{ab}	67% ^{ab}	34%	56%	65% ^{ab}	39%
Mean	3.76	3.84	3.76	3.78	3.72	3.78	3.84	3.76	3.59 ^{ab}	3.11	3.69 ^{ab}	3.73 ^{ab}	3.66
Std Dev.	1.05	1.08	1.05	1.08	1.09	1.04	0.91	1.05	1.14	0.97	0.99	1.05	0.80
Std Error	0.01	0.06	0.01	0.16	0.03	0.02	0.05	0.01	0.11	0.13	0.12	0.01	0.19

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Table 203

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	518	502	520	520	499	519	516	501			
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521	521			
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312	312			
Not at all important	(1) 237	67	42	49	78	25	18	25	12	12	19	21	15	13	30	14	35	35			
	4%	4%	3%	3%	5%	5%	3%	5%	2%	2%	4%	4%	3%	3%	6%	3%	7%	7%			
Not very important	(2) 485	120	113	126	127	28	48	44	27	35	50	42	47	37	49	36	43	43			
	8%	8%	7%	8%	8%	6%	9%	8%	5%	7%	10%	8%	9%	7%	8%	7%	8%	8%			
Neither important nor unimportant	(3) 1373	349	358	336	330	121	108	120	150	98	110	131	99	108	105	131	93	93			
	22%	23%	23%	22%	21%	20%	20%	23%	28%	19%	22%	25%	19%	22%	21%	26%	18%	18%			
Important	(4) 2398	602	583	621	591	196	207	199	184	199	200	197	211	212	203	169	219	219			
	39%	39%	38%	40%	38%	40%	39%	38%	35%	39%	40%	38%	40%	40%	40%	33%	40%	42%			
Very important	(5) 1616	400	428	395	384	118	148	134	158	159	113	124	144	127	111	159	123	123			
	26%	26%	28%	26%	26%	24%	28%	25%	29%	23%	24%	28%	25%	25%	22%	31%	24%	24%			
Don't know	82	11	11	12	17	4	3	5	3	5	3	3	5	4	6	3	8	8			
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%			
NET Not at all important/ Not very important	722	187	155	175	205	53	66	68	39	47	70	63	62	50	77	50	78	78			
	12%	12%	10%	11%	13%	11%	12%	12%	7%	9%	14%	12%	12%	10%	15%	10%	16%	16%			
NET Important / Very important	4014	1002	1011	1016	985	313	355	334	340	357	313	321	355	340	315	338	342	342			
	65%	65%	66%	66%	64%	64%	67%	63%	64%	69%	63%	62%	69%	68%	63%	64%	66%	66%			
Mean	3.76	3.75	3.81	3.78	3.72	3.72	3.79	3.72	3.84	3.91	3.69	3.70	3.81	3.81	3.64	3.69	3.69	3.69			
Std Dev.	1.06	1.06	1.01	1.02	1.09	1.05	1.05	1.08	0.98	1.00	1.06	1.05	1.03	0.99	1.11	1.04	1.13	1.13			
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.05			

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Table 204

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1)	82	11	71	3	79	53	29	2	12	10	19	13	14	14	22	46	27	79	3
	1%	1%	1%	*	1%	2%	1%	*	1%	1%	2%	2%	2%	2%	1%	1%	2%	2%	2%	*
Not very important	(2)	214	39	175	21	194	111	102	35	41	45	31	28	16	70	65	73	42	168	45
	3%	3%	4%	3%	4%	4%	4%	4%	5%	4%	2%	3%	3%	3%	4%	3%	3%	2%	3%	5%
Neither important nor unimportant	(3)	807	65	742	94	713	426	381	117	125	143	110	89	93	242	253	313	182	665	133
	13%	8%	2%	3%	12%	13%	14%	14%	14%	13%	13%	12%	12%	15%	14%	13%	12%	12%	13%	14%
Important	(4)	3033	577	2461	376	2622	1436	1599	383	420	549	438	552	382	814	987	1238	696	2564	425
	49%	47%	50%	48%	50%	48%	51%	48%	48%	49%	53%	49%	52%	47%	48%	50%	49%	49%	50%	45%
Very important	(5)	1960	528	1432	294	1666	963	991	260	265	365	246	391	230	525	611	824	432	1619	325
	32%	4%	2%	3%	31%	32%	32%	31%	32%	31%	30%	35%	30%	32%	31%	31%	33%	31%	31%	34%
Don't know		69	12	47	2	57	20	38	15	4	6	9	6	10	19	17	24	19	43	11
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important		296	49	247	24	272	165	131	37	53	57	30	50	39	90	87	119	69	247	48
	5%	4%	5%	3%	5%	5%	4%	5%	6%	5%	4%	4%	5%	5%	5%	4%	5%	5%	5%	5%
NET Important / Very important		4998	1106	3892	670	4328	2399	2590	653	686	914	683	943	622	1339	1597	2061	1118	4203	751
	81%	6%	7%	6%	87%	80%	84%	79%	79%	81%	82%	83%	82%	79%	79%	82%	82%	81%	81%	80%
Mean		4.03	4.03	4.03	4.06	4.05	4.10	4.08	4.03	4.09	4.08	4.07	4.06	4.07	4.05	4.08	4.09	4.06	4.07	4.10
Std Dev		0.84	0.78	0.85	0.77	0.85	0.88	0.80	0.81	0.88	0.84	0.80	0.84	0.85	0.85	0.82	0.85	0.86	0.84	0.84
Std Error		0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.03	0.02	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Table 204

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1586	1130	3812	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1884	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 82	12	34	14	22	46	36	43	37	10	7	37	14	7	58	10	66	22	57	3
	3%	1%	2%	1%	1%	2%	1%	1%	2%	2%	1%	2.5%	1%	1%	2%	2%	1%	2%	1%	1%
Not very important	(2) 214	32	78	42	62	111	103	111	94	22	21	46	58	38	128	24	171	43	147	25
	3%	3%	4%	3%	4%	4%	3%	3%	4%	4%	3%	4%	4%	3%	3%	4%	3%	3%	3%	4.5%
Neither important nor unimportant	807	125	223	169	209	348	459	458	331	76	96	207	209	131	512	79	669	180	581	46
(3) 13%		11%	12%	14%	15.5%	11%	12.5%	12%	14%	15%	13%	14%	13%	12%	13%	15%	13%	14%	13%	16%
Important	(4) 3038	543	962	685	847	1505	1532	1817	1192	235	354	752	814	573	1920	243	2621	600	2314	124
	49%	48%	50%	50%	49%	49%	49%	50%	50%	46%	48%	50%	51%	52%	50%	46%	51%	47%	50%	43%
Very important	(5) 1960	418	601	439	502	1019	941	719	1215	168	246	445	477	348	1167	170	1612	416	1459	86
	32%	35.5%	31%	32%	29%	27.5%	30%	30%	32.5%	32%	34%	30%	30%	32%	31%	32%	31%	32%	32%	30%
Don't know	89	6	15	15	23	20	38	26	25	8	9	13	13	2	35	8	38	23	31	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1.5%	1.5%	1%	1%	*	1%	1%	1%	2.5%	1%	2%
NET Not at all important/ Not very important	296	44	112	56	84	157	139	154	130	32	29	83	73	46	184	34	236	65	204	27
	5%	4%	6%	4%	5%	5%	4%	4%	5%	6%	4%	6%	5%	4%	6%	6%	5%	5%	4%	4.5%
NET Important / Very important	4998	961	1563	1124	1349	2524	2473	3032	1911	400	599	1197	1291	921	3087	413	4232	1015	3773	210
	81%	85.5%	81.5%	78%	78.5%	78.5%	80%	80%	78.5%	78%	82%	80%	81%	81%	77%	77%	82.5%	79%	82.5%	73%
Mean	4.08	4.178sd	4.06	4.09	4.03	4.10	4.05	4.11%	4.04	4.03	4.12	4.02	4.07	4.11	4.06	4.02	4.08	4.07	4.08%	3.94
Std Dev.	0.84	0.81	0.87	0.82	0.85	0.85	0.83	0.82	0.86	0.91	0.82	0.89	0.81	0.79	0.84	0.91	0.83	0.87	0.83	0.95
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.06

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Table 204

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432		
Not at all important	(1) 82	70	12	1	73	6	2	1	3	11	5	5	8	5	17	16	4	*	5		
	3%	1%	1%	*	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%	*	1%		
Not very important	(2) 214	177	37	7	169	24	17	3	11	26	13	17	13	20	17	35	16	4	20		
	3%	3%	4%	4%	3%	6%	6%	2%	4%	4%	3%	4%	2%	4%	2%	4%	3%	6%	6%		
Neither important nor unimportant	807	700	107	25	672	71	45	19	26	82	74	61	76	78	106	74	85	8	63		
(3) 13%		13%	12%	15%	13%	14%	12%	11%	10%	15%	13%	12%	14%	13%	13%	9%	13%	12%	12%		
Important	(4) 3038	2598	440	84	2570	242	145	81	116	312	276	224	249	285	440	400	268	36	206		
	49%	49%	51%	50%	46%	47%	49%	49%	46%	46%	46%	50%	46%	50%	54%	47%	51%	54%	46%		
Very important	(5) 1960	1706	254	51	1641	172	83	65	91	230	137	137	186	179	227	307	146	18	153		
	32%	32%	29%	30%	32%	33%	28%	33%	28%	33%	27%	31%	31%	31%	29%	33%	28%	27%	27%		
Don't know	89	47	12	1	52	2	3	2	3	4	2	3	10	4	4	12	10	-	2		
	1%	1%	1%	*	1%	*	1%	1%	1%	1%	*	1%	2%	1%	*	1%	2%	-	*		
NET Not at all important/ Not very important	296	246	50	7	242	30	19	5	14	37	18	23	22	26	33	51	20	4	26		
	5%	5%	6%	4%	4%	5%	3%	3%	6%	5%	4%	5%	4%	4%	4%	5%	4%	6%	6%		
NET Important / Very important	4998	4304	694	135	4211	414	228	146	206	542	414	361	435	465	667	706	414	55	359		
	81%	81%	80%	81%	80%	80%	77%	80%	83%	80%	81%	81%	80%	81%	82%	84%	78%	81%	80%		
Mean	4.08	4.08	4.04	4.07	4.08	4.07	3.99	4.21	4.14	4.08	4.04	4.06	4.11	4.08	4.05	4.14	4.03	4.02	4.08		
Std Dev.	0.84	0.84	0.86	0.80	0.84	0.87	0.86	0.77	0.87	0.88	0.78	0.84	0.85	0.82	0.82	0.88	0.80	0.83	0.88		
Std Error	0.01	0.01	0.02	0.03	0.01	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.06	0.03		

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Table 204

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	164	764	2163	213	1041	2017	2486	800	583	247	4503	835	2606	2303	535	681	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Not at all important	(1)	82	20	42	30	20	2	8	42	3	23	30	22	9	6	9	57	15	29	23	21	4	5	52	9	21	61
	1%	1%	2%	1%	2%	1%	7%	1%	2%	3%	2%	42	1%	1%	6%	4%	1%	2%	1%	3%	1%	16	3%	2%	1%	2%	1%
Not very important	(2)	214	80	75	124	80	19	30	75	3	43	42	88	45	28	12	129	39	60	91	33	16	13	151	29	61	154
	3%	3%	3%	3%	3%	3%	13%	4%	3%	2%	4%	2%	4%	4%	4%	4%	3%	3%	2%	4%	3%	4%	4%	3%	3%	4%	3%
Neither important nor unimportant	(3)	807	251	278	413	251	17	87	278	33	133	170	333	182	78	41	503	117	245	300	178	63	16	545	78	232	575
	13%	10%	13%	12%	16%	10%	7%	7%	13%	16%	13%	6%	13%	23%	10%	17%	11%	14%	9%	10%	26%	17%	9%	11%	19%	10%	12%
Important	(4)	3038	1178	1121	1713	1178	61	359	1121	104	545	895	1350	382	292	105	2255	397	1198	1269	307	177	75	2467	252	687	2351
	49%	49%	52%	49%	51%	49%	38%	47%	52%	49%	52%	44%	63%	48%	43%	43%	48%	46%	46%	46%	45%	50%	42%	46%	47%	45%	43%
Very important	(5)	1960	872	623	1204	872	62	275	623	64	298	882	169	171	129	74	1531	252	1058	602	133	96	62	1650	158	513	1447
	32%	32%	36%	34%	29%	36%	38%	36%	29%	30%	26%	42%	30%	27%	21%	30%	34%	30%	41%	31%	28%	20%	27%	30%	34%	30%	31%
Don't know		59	12	24	17	12	*	4	24	5	7	13	14	11	5	5	28	10	17	18	8	2	6	35	8	6	52
	7%	7%	7%	7%	7%	7%	7%	7%	7%	2%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%
NET Not at all important/ Not very important		296	100	118	154	171	21	38	118	6	66	77	110	54	33	23	187	54	89	114	54	20	13	203	38	82	214
	5%	4%	5%	4%	5%	4%	13%	5%	5%	3%	6%	4%	4%	7%	6%	6%	4%	7%	3%	5%	6%	6%	6%	6%	7%	5%	5%
NET Important / Very important		4988	2050	1744	2918	2050	122	634	1744	168	843	1752	2029	553	470	179	3795	649	2256	1871	441	273	137	4127	411	1200	3798
	81%	81%	81%	80%	80%	81%	76%	83%	81%	79%	80%	87%	80%	69%	81%	73%	84%	79%	87%	81%	65%	76%	77%	84%	77%	79%	82%
Mean		4.08	4.17	4.03	4.13	4.04	4.01	4.14	4.03	4.07	4.01	4.28	4.06	3.84	4.06	3.92	4.18	4.01	4.23	4.06	4.02	3.74	3.97	4.05	4.13	3.98	4.06
Std Dev		0.84	0.80	0.86	0.82	0.85	1.04	0.84	0.86	0.82	0.88	0.83	0.79	0.87	0.85	1.00	0.82	0.90	0.80	0.80	0.93	0.85	1.02	0.81	0.91	0.88	0.83
Std Error		0.01	0.02	0.02	0.01	0.01	0.02	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.05	0.08	0.01	0.04	0.02	0.01

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Table 204

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 82	13	63	1	33	43	6	78	3	1	-	82	-
	1%	3%	1%	2%	2%	1%	2%	1%	3%	1%	-	1%	-
Not very important	(2) 214	12	201	2	58	143	13	188	10	12	2	210	2
	3%	3%	3%	5%	3%	3%	4%	3%	9%	12%	3%	3%	10%
Neither important nor unimportant	(3) 807	48	751	8	245	500	62	747	27	15	7	790	11
	13%	14%	13%	20%	15%	12%	30%	13%	23%	26%	10%	13%	48%
Important	(4) 3038	145	2879	14	747	2157	134	2940	38	25	30	3004	4
	49%	43%	50%	33%	45%	50%	43%	50%	33%	44%	46%	50%	19%
Very important	(5) 1969	112	1834	14	574	1302	85	1892	39	4	24	1934	2
	32%	33%	32%	34%	31%	31%	27%	32%	33%	7%	36%	32%	8%
Don't know	89	1	55	2	19	29	12	52	-	-	3	52	3
	1%	-	1%	3%	1%	1%	4%	1%	-	-	3%	1%	16%
NET Not at all important/ Not very important	296	30	263	3	91	186	19	266	13	13	2	282	2
	5%	9%	5%	8%	5%	4%	6%	5%	11%	23%	3%	5%	10%
NET Important / Very important	4998	257	4713	28	1321	3458	219	4832	77	29	54	4938	6
	81%	76%	82%	67%	75%	82%	70%	82%	66%	51%	62%	81%	26%
Mean	4.08	3.96	4.08	3.96	4.07	4.08	3.93	4.08	3.89	3.33	4.20	4.08	3.29
Std Dev.	0.84	1.05	0.83	1.02	0.90	0.81	0.92	0.83	1.06	0.94	0.77	0.84	0.81
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.05	0.01	0.10	0.13	0.10	0.01	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Not at all important	(1) 82	20	20	17	25	11	3	6	6	3	11	4	4	9	3	7	15
	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	3%
Not very important	(2) 214	49	61	51	53	19	9	21	24	14	23	18	20	14	10	24	18
	3%	3%	4%	3%	3%	4%	2%	4%	3%	3%	3%	3%	4%	3%	2%	3%	4%
Neither important nor unimportant	(3) 807	196	212	210	189	56	64	76	76	60	71	76	59	74	67	57	65
	13%	13%	14%	14%	12%	11%	12%	14%	14%	13%	14%	15%	11%	13%	13%	11%	13%
Important	(4) 3038	764	734	764	776	238	250	276	249	230	255	250	273	242	277	235	264
	49%	49%	48%	50%	51%	48%	47%	52%	47%	45%	52%	49%	53%	49%	53%	46%	51%
Very important	(5) 1960	508	491	478	483	162	204	141	172	188	131	165	154	158	143	187	153
	32%	33%	32%	31%	31%	33%	33%	27%	32%	37%	26%	32%	30%	31%	28%	37%	29%
Don't know	89	14	16	19	10	6	2	6	5	7	4	5	8	6	4	2	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
NET Not at all important/ Not very important	296	89	81	68	77	30	13	27	30	17	35	21	24	23	13	31	33
	5%	4%	5%	4%	5%	6%	2%	5%	6%	3%	7%	4%	5%	5%	3%	8%	6%
NET Important / Very important	4988	1271	1225	1242	1259	400	454	418	421	418	386	416	427	400	420	422	417
	81%	82%	80%	81%	82%	81%	89%	79%	79%	82%	78%	80%	82%	80%	83%	82%	80%
Mean	4.08	4.10	4.06	4.06	4.07	4.07	4.27	4.01	4.06	4.17	3.96	4.08	4.08	4.06	4.09	4.12	4.01
Std Dev.	0.84	0.83	0.86	0.83	0.85	0.90	0.77	0.82	0.87	0.80	0.90	0.82	0.80	0.86	0.74	0.88	0.91
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.04	0.04

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Table 205

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Not at all important	(1) 75	8	66	9	66	45	29	7	11	11	14	11	13	8	17	25	32	21	67	7	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Not very important	(2) 191	24	167	16	175	109	81	28	36	34	26	22	30	16	64	60	68	46	154	33	
	3%	2%	3%	2%	3%	3%	3%	3%	3%	3%	2%	2%	3%	2%	4%	3%	3%	3%	3%	3%	
Neither important nor unimportant	(3) 786	71	715	97	689	453	333	130	127	175	90	123	68	72	257	265	263	140	659	119	
	13%	6%	15%	12%	13%	15%	11%	15%	15%	15%	11%	11%	9%	12%	15%	14%	10%	10%	13%	13%	
Important	(4) 2836	546	2290	339	2497	1340	1480	399	397	516	416	524	368	271	756	932	1147	623	2864	446	
	46%	44%	46%	43%	46%	45%	47%	44%	46%	46%	46%	46%	46%	43%	45%	46%	46%	46%	46%	47%	
Very important	(5) 2198	570	1628	322	1876	1037	1158	282	283	373	276	439	289	256	565	649	984	545	1857	326	
	36%	75%	64%	73%	55%	34%	37%	34%	33%	33%	33%	36%	36%	31%	33%	33%	33%	33%	36%	35%	
Don't know	75	13	62	7	68	25	50	16	14	12	10	10	8	4	20	22	22	12	57	15	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	2%	
NET Not at all important/ Not very important	266	32	233	25	241	155	111	35	47	45	40	33	43	23	81	85	99	66	222	40	
	4%	3%	3%	3%	4%	5%	4%	4%	5%	4%	5%	3%	5%	4%	5%	4%	4%	5%	4%	4%	
NET Important / Very important	5034	1116	3917	660	4373	2377	2647	641	680	889	692	963	641	627	1321	1581	2132	1168	4221	769	
	82%	75%	80%	84%	87%	79%	84%	78%	78%	79%	79%	84%	84%	84%	78%	81%	80%	80%	82%	82%	
Mean	4.13	4.08	4.08	4.12	4.08	4.08	4.08	4.09	4.08	4.09	4.11	4.10	4.10	4.09	4.08	4.10	4.09	4.09	4.13	4.13	
Std Dev.	0.84	0.74	0.86	0.82	0.84	0.88	0.85	0.85	0.87	0.84	0.84	0.79	0.87	0.84	0.86	0.84	0.83	0.86	0.85	0.82	
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03	

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Table 205

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1586	1130	3812	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1884	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 75	8	28	20	19	36	39	38	36	5	7	24	22	12	53	5	65	17	55	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important	(2) 191	35	69	36	51	104	87	110	75	14	18	53	52	34	123	14	162	43	131	18
	3%	3%	4%	3%	3%	3%	3%	3%	3%	3%	2%	4%	3%	3%	3%	3%	3%	3%	3%	6%
Neither important nor unimportant	786	139	235	180	232	374	412	467	292	70	97	178	220	134	495	74	650	162	591	33
(3) 13%	12%	12%	12%	13%	12%	12%	13%	13%	12%	14%	13%	12%	14%	12%	13%	14%	13%	13%	13%	11%
Important	(4) 2836	537	883	657	757	1420	1414	1686	1126	231	311	681	774	537	1766	240	2419	539	2161	136
	46%	47%	46%	47%	44%	47%	45%	46%	47%	45%	42%	45%	46%	46%	46%	45%	47%	42%	47%	47%
Very important	(5) 2198	411	679	476	633	1069	1108	1323	849	167	285	546	499	382	1330	193	1825	496	1610	93
	36%	36%	36%	34%	37%	36%	36%	36%	36%	36%	36%	36%	31%	36%	36%	36%	36%	36%	36%	32%
Don't know	75	7	20	14	34	27	48	44	20	7	15	20	18	2	52	7	54	28	41	6
	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	2%	1%	2%
NET Not at all important/ Not very important	266	42	97	56	70	140	128	149	110	19	25	76	74	45	176	19	226	59	188	20
	4%	4%	8%	4%	4%	5%	4%	4%	5%	4%	3%	5%	5%	4%	5%	4%	5%	5%	4%	7%
NET Important / Very important	6034	948	1561	1133	1390	2509	2523	3009	1975	419	596	1227	1273	919	3096	433	4245	1034	3770	229
	82%	81%	82%	82%	81%	82%	81%	82%	82%	81%	81%	82%	80%	84%	81%	81%	82%	81%	82%	80%
Mean	4.13	4.16	4.12	4.12	4.14	4.13	4.13	4.14	4.13	4.14	4.16	4.13	4.07	4.13	4.11	4.14	4.13	4.16	4.13	4.06
Std Dev.	0.84	0.80	0.87	0.84	0.84	0.84	0.84	0.83	0.85	0.83	0.83	0.87	0.84	0.82	0.85	0.83	0.84	0.87	0.83	0.88
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.05

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Table 205

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4181	1999	901	3289	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Not at all important	(1) 75	58	16	3	63	7	2	3	3	4	3	4	10	6	15	18	1	*	6	
	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%	1%	3%	1%	2%	3%	*	1%	1%	
Not very important	(2) 191	160	31	7	156	20	11	4	9	18	13	12	12	12	24	34	22	2	19	
	3%	3%	4%	4%	3%	4%	4%	2%	4%	3%	3%	3%	2%	2%	3%	4%	4%	2%	4%	
Neither important nor unimportant	786	658	128	25	637	80	42	26	32	88	71	60	70	82	88	77	69	8	73	
(3) 13%	12%	15%	15%	12%	15%	15%	14%	15%	13%	13%	13%	13%	13%	13%	11%	9%	13%	11%	13%	
Important	(4) 2838	2431	405	74	2393	243	125	75	105	307	221	206	235	275	423	389	233	40	203	
	46%	46%	47%	44%	46%	47%	42%	44%	42%	46%	43%	46%	43%	48%	62% ^{ab}	46%	44%	69% ^{hij}	45%	
Very important	(5) 2198	1834	263	58	1861	165	111	61	99	251	197	165	207	192	251	305	194	17	148	
	36%	35%	31%	38%	36%	32%	38%	36%	4%	37%	33%	37%	33%	34%	31%	36%	37%	26%	33%	
Don't know	75	57	18	1	67	2	4	1	3	7	4	1	8	6	10	20	9	*	2	
	1%	1%	2%	*	1%	*	1%	1%	1%	1%	1%	*	2%	1%	3%	7%	2%	*	*	
NET Not at all important/ Not very important	268	218	47	10	218	27	13	7	12	22	16	16	22	16	38	52	23	2	25	
	4%	4%	6%	6%	4%	5%	5%	4%	5%	3%	5%	4%	4%	3%	5%	6%	4%	3%	6%	
NET Important / Very important	8034	4365	669	132	4255	408	236	135	204	558	417	371	442	467	674	694	427	57	351	
	82%	82%	78%	79%	82%	79%	80%	79%	82%	83%	82%	83%	81%	81%	83%	82%	81%	86%	78%	
Mean	4.13	4.15 ^{ab}	4.03	4.06	4.14 ^{ab}	4.05	4.14	4.10	4.17	4.17 ^{ab}	4.18 ^{ab}	4.16	4.16	4.12	4.09	4.13	4.15	4.07	4.04	
Std Dev.	0.84	0.83	0.89	0.91	0.84	0.86	0.86	0.88	0.87	0.80	0.81	0.82	0.87	0.81	0.84	0.90	0.82	0.73	0.88	
Std Error	0.01	0.01	0.02	0.03	0.01	0.03	0.03	0.03	0.05	0.04	0.04	0.04	0.05	0.04	0.04	0.05	0.04	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Table 205

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Not at all important	(1)	75	18	29	30	41	18	2	29	-	21	21	25	11	6	18	46	18	30	17	10	3	7	47	10	21	54	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Not very important	(2)	191	78	65	116	102	78	7	22	65	4	35	42	72	45	19	12	115	31	61	74	35	13	8	135	21	60	132
	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%	2%	2%	3%	3%	3%	3%	3%	3%	2%	2%	3%	3%	4%	5%	3%	4%	3%	
Neither important nor unimportant	(3)	766	295	231	454	390	295	17	87	231	30	105	139	340	174	73	55	479	239	237	306	168	49	20	543	70	215	571
	13%	72%	11%	13%	12%	12%	11%	11%	7%	11%	10%	7%	14%	10%	10%	10%	10%	10%	9%	10%	10%	14%	11%	11%	13%	14%	12%	
Important	(4)	2836	1100	1029	1604	1534	1100	67	351	1029	97	493	787	1304	373	281	83	2090	1065	1219	304	171	66	2294	237	637	2199	
	46%	46%	46%	46%	47%	46%	42%	46%	46%	47%	39%	42%	46%	46%	46%	46%	46%	46%	41%	41%	45%	46%	37%	46%	44%	42%	44%	
Very important	(5)	2168	903	787	1272	1155	903	67	289	787	82	394	1011	170	180	121	70	1741	1107	659	146	118	70	1855	185	570	1628	
	36%	37%	36%	36%	36%	37%	42%	38%	36%	36%	36%	35%	35%	35%	35%	35%	35%	35%	21%	21%	21%	21%	21%	21%	21%	37%	35%	
Don't know	75	19	22	26	30	19	-	6	22	-	1	17	14	18	12	7	31	18	16	29	13	3	6	45	10	18	57	
	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET Not at all important/ Not very important	266	97	94	146	143	97	9	30	94	4	55	64	97	55	28	23	161	49	91	91	51	16	15	162	31	80	185	
	4%	4%	4%	4%	4%	4%	5%	4%	4%	2%	5%	3%	4%	4%	4%	4%	4%	4%	3%	4%	4%	4%	4%	4%	4%	6%	5%	4%
NET Important / Very important	5834	2002	1816	2876	2890	2002	135	641	1816	179	887	1709	2034	554	472	162	3632	634	2262	1877	450	289	136	4139	425	1207	3927	
	82%	83%	82%	84%	84%	83%	84%	84%	84%	84%	85%	82%	82%	84%	84%	84%	84%	84%	82%	82%	82%	82%	82%	84%	84%	82%	82%	82%
Mean	4.13	4.17	4.16	4.14	4.14	4.17	4.20	4.18	4.16	4.21	4.15	4.08	4.08	4.07	4.08	4.08	4.08	4.08	4.08	4.08	4.08	4.08	4.08	4.08	4.08	4.12	4.14	
Std Dev	0.84	0.82	0.83	0.83	0.84	0.82	0.87	0.83	0.83	0.75	0.87	0.79	0.80	0.89	0.83	1.08	0.81	0.92	0.82	0.79	0.92	0.83	1.03	0.81	0.90	0.89	0.83	
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.05	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.04	0.05	0.08	0.01	0.04	0.02	0.01	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Table 205

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 75	7	65	2	28	41	5	64	4	3	1	71	2
	1%	2%	1%	4%	2%	1%	2%	1%	4%	8%	1%	1%	17%
Not very important	(2) 191	3	185	4	46	129	16	172	6	10	*	187	3
	3%	1%	3%	1%	3%	3%	5%	3%	8%	17%	1%	3%	15%
Neither important nor	(3) 786	52	729	5	227	504	54	744	20	7	4	771	11
unimportant	13%	15%	13%	11%	14%	12%	17%	13%	17%	12%	6%	13%	50%
Important	(4) 2836	131	2693	12	696	2004	136	2747	42	20	26	2810	1
	46%	39%	46%	30%	42%	49%	43%	47%	36%	36%	39%	46%	3%
Very important	(5) 2199	135	2046	17	555	1459	84	2101	43	16	35	2160	2
	36%	40%	36%	40%	32%	36%	27%	36%	36%	28%	33%	36%	17%
Don't know	75	8	65	2	23	35	15	69	3	1	-	73	2
	1%	2%	1%	5%	1%	1%	8%	1%	2%	2%	-	1%	9%
NET Not at all	266	10	259	5	74	170	22	236	10	13	1	259	6
important/ Not very	4%	3%	4%	13%	4%	4%	7%	4%	9%	22%	2%	4%	26%
important													
NET Important / Very	8034	296	4739	29	1351	3403	219	4849	85	36	61	4970	3
important	82%	79%	82%	71%	81%	82%	70%	82%	72%	64%	82%	82%	15%
Mean	4.13	4.17	4.13	3.98	4.19	4.18	3.94	4.16	3.99	3.65	4.43	4.19	2.88
Std Dev.	0.84	0.88	0.84	1.17	0.88	0.82	0.92	0.83	1.05	1.23	0.76	0.84	1.10
Std Error	0.01	0.05	0.01	0.17	0.02	0.01	0.05	0.01	0.10	0.17	0.09	0.01	0.25

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 75	20	15	13	26	10	8	2	5	4	6	3	4	6	4	6	16				
	1%	1%	1%	1%	2%	2%	2%	*	1%	1%	1%	1%	1%	1%	1%	1%	3%				
Not very important	(2) 191	41	41	66	42	17	15	10	13	10	18	23	22	22	13	15	14				
	3%	3%	3%	4%	3%	3%	3%	2%	2%	2%	4%	4%	4%	4%	3%	3%	3%				
Neither important nor unimportant	(3) 788	211	204	176	195	72	62	77	85	50	70	72	52	52	65	42	88				
	13%	14%	13%	11%	13%	10%	12%	10%	10%	10%	14%	14%	10%	10%	13%	8%	17%				
Important	(4) 2836	700	693	719	724	217	226	257	236	230	227	231	269	219	261	247	216				
	46%	45%	45%	47%	47%	44%	42%	49%	44%	45%	45%	45%	45%	43%	45%	46%	41%				
Very important	(5) 2188	560	565	545	528	172	215	173	189	205	171	184	163	197	152	197	179				
	36%	36%	37%	35%	34%	35%	40%	33%	35%	36%	34%	36%	31%	38%	30%	38%	34%				
Don't know	75	17	17	20	21	3	6	8	4	8	4	4	8	7	7	5	9				
	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	1%	2%				
NET Not at all important/ Not very important	266	82	56	79	69	27	23	11	18	14	24	26	25	28	17	21	30				
	4%	4%	4%	5%	4%	6%	4%	2%	3%	3%	5%	5%	5%	6%	3%	4%	6%				
NET Important / Very important	6034	1260	1258	1264	1251	389	441	431	425	435	398	415	433	416	413	444	394				
	82%	81%	82%	82%	81%	79%	83%	82%	80%	80%	80%	80%	83%	83%	82%	87%	76%				
Mean	4.13	4.13	4.15	4.13	4.11	4.07	4.16	4.14	4.12	4.10	4.11	4.11	4.11	4.17	4.10	4.21	4.03				
Std Dev.	0.84	0.84	0.82	0.84	0.86	0.91	0.87	0.75	0.83	0.78	0.86	0.85	0.80	0.87	0.78	0.81	0.96				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.04	0.04	0.04	0.03	0.04	0.04				

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Table 206

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2862	3185	791	817	1134	805	1152	852	608		1608	1938	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Not at all important	(1)	64	4	50	7	47	39	10	12	15	4	5	7	1		22	19	13	8	41	13
	1%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	*	1%	*		1%	1%	1%	1%	1%	1%
Not very important	(2)	160	37	124	16	144	83	32	40	10	27	23	21	7		73	37	51	26	128	32
	3%	3%	3%	2%	3%	3%	2%	4%	5%	1%	3%	2%	3%	1%		4%	2%	2%	2%	2%	3%
Neither important nor unimportant	(3)	804	108	697	99	705	417	123	142	177	89	127	80	67		264	266	274	147	660	133
	13%	9%	10%	13%	13%	14%	12%	15%	16%	19%	11%	17%	11%	11%		16%	16%	17%	11%	13%	14%
Important	(4)	2766	566	2200	329	2437	1310	373	405	542	382	482	314	257		778	924	1064	572	2279	455
	45%	46%	45%	42%	45%	44%	46%	45%	47%	52%	46%	44%	41%	41%		46%	47%	42%	47%	44%	48%
Very important	(5)	2295	494	1801	334	1961	1128	268	258	358	324	470	326	291		526	682	1087	617	1990	282
	37%	40%	37%	33%	37%	37%	37%	33%	30%	32%	34%	42%	42%	42%		31%	35%	43%	40%	36%	31%
Don't know		61	24	55	4	76	33	17	10	13	6	14	11	3		27	26	28	14	59	19
	1%	2%	1%	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%		2%	1%	1%	1%	1%	2%
NET Not at all important/ Not very important		215	41	174	23	191	121	42	53	25	31	28	28	8		95	56	64	36	169	45
	3%	3%	4%	3%	4%	4%	3%	5%	6%	2%	4%	2%	4%	1%		6%	3%	3%	3%	3%	5%
NET Important / Very important		5061	1060	4001	663	4358	2438	641	663	900	706	952	640	649		1304	1606	2151	1189	4269	746
	82%	86%	87%	84%	82%	81%	83%	78%	78%	80%	84%	84%	84%	87%		77%	82%	80%	86%	83%	79%
Mean		4.17	4.15	4.23	4.16	4.14	4.18	4.06	4.00	4.16	4.10	4.10	4.09	4.10		4.03	4.06	4.06	4.06	4.06	4.06
Std Dev.		0.82	0.77	0.83	0.82	0.85	0.78	0.87	0.89	0.85	0.80	0.77	0.82	0.73		0.88	0.80	0.78	0.78	0.81	0.85
Std Error		0.01	0.02	0.01	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03		0.02	0.02	0.02	0.02	0.01	0.03

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Table 206

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1585	1100	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 54	8	19	17	10	27	28	36	18	5	3	17	12	13	31	5	45	8	44	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important	(2) 160	32	48	45	36	80	80	91	68	18	10	39	40	36	90	18	134	35	116	10
	3%	3%	3%	3%	3%	3%	3%	2%	3%	4%	1%	3%	3%	3%	2%	3%	3%	3%	3%	3%
Neither important nor	804	144	239	190	231	383	421	466	315	62	105	171	212	160	498	65	672	180	573	50
unimportant	(3) 13%	13%	12%	14%	13%	13%	14%	13%	13%	12%	14%	11%	13%	15%	13%	12%	13%	14%	12%	17%
Important	(4) 2766	499	803	612	750	1402	1362	1729	1003	203	294	694	743	523	1730	213	2383	528	2116	122
	45%	44%	47%	44%	43%	46%	44%	47%	42%	39%	40%	46%	47%	45%	45%	40%	46%	47%	46%	42%
Very important	(5) 2295	441	682	508	663	1124	1171	1312	861	216	309	560	559	359	1428	221	1882	500	1695	101
	37%	39%	36%	37%	38%	37%	39%	36%	37%	42%	42%	37%	35%	33%	41%	41%	36%	39%	37%	35%
Don't know	81	12	21	12	36	33	47	36	33	11	12	20	20	7	52	11	60	32	45	3
	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	2%	1%	1%
NET Not at all	215	40	67	62	46	107	108	127	86	23	13	56	51	51	121	23	179	43	160	12
important/ Not very	3%	3%	4%	3%	3%	4%	3%	3%	4%	3%	2%	4%	3%	2%	3%	4%	3%	3%	3%	4%
NET Important / Very	8061	941	1586	1120	1413	2526	2533	3040	1964	419	603	1254	1301	882	3158	434	4265	1028	3810	223
important	62%	63%	63%	61%	62%	63%	61%	63%	62%	67%	62%	64%	62%	60%	62%	61%	62%	60%	62%	77%
Mean	4.17	4.19	4.15	4.13	4.20	4.17	4.17	4.15	4.19	4.20%	4.24%	4.18%	4.15	4.08	4.16%	4.20	4.16	4.18	4.17	4.08
Std Dev.	0.82	0.81	0.81	0.86	0.79	0.81	0.82	0.81	0.83	0.87	0.78	0.82	0.80	0.85	0.80	0.86	0.87	0.83	0.81	0.86
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Table 206

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	347	339	347	59	432	
Not at all important	(1) 64	46	8	*	50	2	1	1	6	7	3	1	7	4	13	4	5	-	2	
1%	1%	1%	1%	*	1%	*	*	1%	2.3% ^{ab}	1%	*	*	1%	2%	2%	1%	1%	-	*	
Not very important	(2) 160	125	36	7	137	14	6	3	7	14	13	10	13	14	15	27	24	*	14	
3%	3%	2%	4% ^{ab}	4%	3%	3%	2%	2%	3%	2%	3%	2%	2%	2%	2%	3%	8% ^{ab}	*	3%	
Neither important nor unimportant	804	705	99	17	682	72	34	16	34	89	73	70	66	84	83	91	90	7	64	
12%	12%	13%	10%	10%	12.6% ^{ab}	13.2% ^{ab}	11%	10%	14%	13%	14%	12.5% ^{ab}	12%	15%	10%	11%	10.2% ^{ab}	11%	14%	
Important	(4) 2766	2394	371	58	2351	214	133	68	98	282	223	211	249	250	423	381	235	23	191	
45%	45%	45% ^{ab}	43%	35%	45% ^{ab}	41%	45%	40%	39%	42%	44%	44% ^{ab}	46%	44%	62% ^{ab} ^{mnop}	45%	44%	34%	42%	
Very important	(5) 2295	1957	338	84	1885	211	119	80	103	274	188	156	198	213	259	327	169	37	175	
37%	37%	37%	39%	5.9% ^{ab}	36%	41%	40%	4.9% ^{ab}	4.1% ^{ab}	4.1% ^{ab}	37%	35%	36%	37%	32%	39%	32%	13.3% ^{ab} ^{mnop}	6.5% ^{ab}	
Don't know	81	70	10	1	72	5	2	1	3	9	8	1	10	7	17	12	5	-	5	
1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2%	*	2% ^{ab}	1%	2% ^{ab}	1%	1%	-	1%	
NET Not at all important/ Not very important	215	171	44	8	187	16	7	5	13	21	16	11	20	16	28	31	29	*	16	
3%	3%	3%	3.3% ^{ab}	6%	4%	3%	2%	3%	5%	3%	3%	2%	4%	3%	3%	3%	4%	4.1% ^{ab}	3%	
NET Important / Very important	5061	4351	709	142	4238	425	252	148	201	555	411	368	447	463	682	708	404	60	368	
82%	82%	82%	82%	89%	82%	82%	85%	8.3% ^{ab}	80%	82%	81%	82%	82%	81%	81% ^{ab}	83% ^{ab}	76%	8.9% ^{ab}	81%	
Mean	4.17	4.17	4.17	4.31% ^{ab}	4.15	4.21	4.24% ^{ab}	4.31% ^{ab}	4.15	4.28% ^{ab}	4.18% ^{ab}	4.14	4.18% ^{ab}	4.18% ^{ab}	4.13	4.30% ^{ab}	4.03	4.43% ^{ab} ^{mnop}	4.17% ^{ab}	
Std Dev.	0.82	0.81	0.86	0.84	0.82	0.81	0.76	0.79	0.93	0.82	0.81	0.77	0.83	0.82	0.80	0.80	0.88	0.70	0.82	
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.05	0.03	

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Table 206

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2496	800	583	247	4503	830	2606	2303	681	358	177	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all important	(1)	64	12	17	23	12	1	2	17	-	9	10	21	6	5	12	31	17	11	13	19	3	9	24	12	16	38		
	1%	-	-	1%	1%	-	1%	-	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Not very important	(2)	160	65	57	93	65	10	26	57	4	26	40	61	21	25	14	101	39	51	62	26	12	8	114	20	53	107		
	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	2%	2%	3%	3%	3%	3%	3%	2%	3%	3%	3%	3%	2%	4%	4%	2%		
Neither important nor unimportant	(3)	804	281	238	458	415	281	19	238	23	107	168	312	181	87	51	479	138	246	312	169	47	21	557	68	207	597		
	13%	72%	71%	73%	73%	72%	72%	72%	71%	71%	70%	8%	13%	23%	10%	21%	11%	17%	9%	14%	22%	13%	12%	11%	13%	14%	13%		
Important	(4)	2766	1135	944	1622	1432	1135	48	944	93	447	778	1265	373	256	89	2043	345	1047	1188	301	161	80	2235	221	662	2104		
	45%	44%	45%	46%	44%	47%	47%	30%	44%	44%	43%	39%	39%	44%	44%	36%	42%	42%	40%	40%	44%	45%	34%	24%	41%	44%	45%		
Very important	(5)	2295	887	821	1270	1274	887	80	891	91	454	1511	800	210	127	71	1811	268	1228	720	162	127	70	1928	157	584	1730		
	37%	37%	37%	36%	39%	37%	37%	32%	47%	43%	43%	35%	35%	32%	26%	29%	46%	32%	47%	30%	24%	15%	16%	39%	37%	37%	37%		
Don't know	81	32	16	37	21	32	2	11	16	1	4	10	27	10	13	9	38	22	23	29	5	8	9	52	17	17	64		
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%		
NET Not at all important/ Not very important	215	77	74	115	112	77	11	28	74	4	37	50	82	26	30	28	131	58	62	75	14	15	17	137	33	70	145		
	3%	3%	3%	3%	3%	3%	3%	4%	3%	2%	4%	2%	3%	3%	3%	3%	3%	3%	2%	3%	3%	4%	16%	3%	6%	3%			
NET Important / Very important	5861	2022	1835	2892	2705	2022	128	635	1835	184	901	1789	2005	583	453	160	3854	614	2275	1898	463	288	130	4163	418	1226	3834		
	82%	82%	83%	83%	83%	82%	83%	83%	86%	86%	86%	85%	85%	73%	79%	65%	86%	74%	87%	82%	68%	38%	28%	72%	85%	78%	87%		
Mean	4.17	4.18	4.23	4.16	4.19	4.18	4.24	4.24	4.23	4.28	4.25	4.28	4.28	3.96	4.06	3.81	4.28	4.06	4.33	4.16	4.10	3.83	4.13	4.04	4.22	4.10	4.13		
Std Dev	0.82	0.78	0.81	0.80	0.82	0.78	0.94	0.81	0.81	0.74	0.81	0.76	0.78	0.81	0.86	1.08	0.78	0.94	0.76	0.77	0.93	0.84	1.10	0.78	0.93	0.86	0.80		
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.07	0.03	0.02	0.05	0.02	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.01	0.02	0.04	0.05	0.09	0.01	0.04	0.02	0.01		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Table 206

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important (1)	54	3	51	-	16	33	5	47	4	3	-	54	-
	1%	7%	1%	-	1%	7%	2%	1%	3% <i>gh</i>	9% <i>gh</i>	-	7%	-
Not very important (2)	160	12	148	-	47	106	8	143	9	9	-	160	*
	3%	4%	3%	-	3%	3%	2%	2%	8% <i>gh</i>	19% <i>gh</i>	-	3%	-
Neither important nor unimportant (3)	864	49	748	7	218	527	53	740	20	18	14	779	11
	13%	15%	13%	18%	13%	13%	19% <i>de</i>	13%	17%	12% <i>gh</i>	22%	13%	50%
Important (4)	2766	143	2612	12	669	1964	133	2675	44	20	20	2738	7
	45%	42%	45%	28%	40%	47% <i>gh</i>	43%	45%	37%	35%	31%	45%	31%
Very important (5)	2295	124	2150	20	599	1501	95	2219	39	7	28	2265	2
	37%	37%	37%	49%	42% <i>de</i>	36%	30%	33% <i>gh</i>	13%	13%	43% <i>gh</i>	37% <i>gh</i>	8%
Don't know	81	4	74	2	27	42	12	74	2	-	3	76	2
	1%	1%	1%	5%	2%	1%	6% <i>de</i>	1%	2%	-	4%	1%	10%
NET Not at all important/ Not very important	215	16	199	-	63	139	13	190	13	12	-	214	*
	3%	5%	3%	-	4%	3%	4%	3%	11% <i>gh</i>	29% <i>gh</i>	-	4%	7%
NET Important / Very important	5061	267	4762	32	1209	3405	228	4994	82	27	49	5003	8
	82%	79%	82%	77%	62% <i>f</i>	82% <i>f</i>	73%	83% <i>gh</i>	70% <i>gh</i>	48%	74% <i>gh</i>	82% <i>gh</i>	39%
Mean	4.17	4.12	4.17	4.33	4.21 ^f	4.18 ^f	4.01	4.18 ^{gh}	3.99 ^{gh}	3.35	4.22 ^{gh}	4.17 ^{gh}	3.51
Std Dev.	0.82	0.87	0.81	0.78	0.85	0.80	0.88	0.80	1.06	1.06	0.80	0.82	0.68
Std Error	0.01	0.04	0.01	0.11	0.02	0.01	0.05	0.01	0.10	0.14	0.10	0.01	0.16

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 54	19	11	11	14	7	4	8	6	2	3	5	5	2	4	2	8				
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	*	2%				
Not very important	(2) 160	40	35	42	43	14	15	12	11	11	14	19	15	8	11	15	17				
	3%	3%	2%	3%	3%	3%	3%	2%	2%	2%	3%	4%	3%	2%	3%	3%	3%				
Neither important nor unimportant	(3) 804	218	173	220	193	65	75	79	62	53	59	74	72	74	56	61	76				
	13%	14%	11%	14%	13%	13%	14%	15%	12%	10%	12%	14%	14%	15%	11%	12%	15%				
Important	(4) 2766	711	682	665	708	226	234	250	234	223	226	222	240	203	251	224	233				
	45%	46%	44%	43%	46%	46%	44%	46%	44%	44%	46%	43%	46%	40%	45%	44%	45%				
Very important	(5) 2285	550	608	575	561	177	200	173	211	208	190	193	178	206	174	205	182				
	37%	36%	40%	37%	37%	36%	38%	33%	40%	41%	38%	37%	34%	41%	35%	40%	35%				
Don't know	81	12	25	26	18	2	4	5	8	12	5	6	11	10	8	5	5				
	1%	1%	2%	2%	1%	*	1%	1%	2%	2%	1%	1%	2%	2%	2%	1%	1%				
NET Not at all important/ Not very important	215	59	46	53	57	21	18	20	17	12	17	24	20	10	15	17	25				
	3%	4%	3%	3%	4%	4%	3%	4%	3%	2%	3%	5%	4%	2%	3%	3%	5%				
NET Important / Very important	6061	1261	1291	1240	1269	403	435	423	445	431	415	415	416	409	424	429	415				
	82%	81%	84%	81%	83%	82%	82%	80%	84%	85%	84%	80%	80%	81%	84%	84%	80%				
Mean	4.17	4.13	4.22%	4.16	4.16	4.13	4.16	4.09	4.21	4.25	4.19	4.13	4.12	4.22%	4.17	4.22	4.09				
Std Dev.	0.82	0.84	0.79	0.82	0.82	0.85	0.82	0.84	0.81	0.76	0.80	0.86	0.82	0.79	0.77	0.79	0.87				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.04	0.04	0.03	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Table 207

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	608		1608	1938	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Not at all important	42	7	35	7	35	28	14	4	7	9	2	6	12	1		11	12	19	13	37	6
(1)	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	2%	*		1%	1%	1%	1%	1%	1%
Not very important	138	27	101	8	120	73	55	20	28	33	4	13	17	13		40	37	42	29	105	23
(2)	2%	2%	2%	1%	2%	2%	2%	2%	3%	3%	*	1%	2%	2%		2%	2%	2%	2%	2%	2%
Neither important nor unimportant	492	42	449	65	427	280	210	101	99	116	61	58	25	32		200	177	115	66	396	89
(3)	8%	3%	5%	8%	8%	5%	7%	12%	11%	10%	7%	5%	3%	5%		12%	10%	5%	4%	8%	9%
Important	2564	473	2092	311	2243	1189	1352	352	379	465	353	440	322	242		731	818	1005	564	2114	407
(4)	41%	38%	42%	39%	42%	40%	43%	43%	44%	41%	42%	39%	42%	39%		43%	42%	40%	41%	41%	43%
Very important	2889	572	2217	398	2491	1408	1475	333	348	489	405	605	379	332		679	894	1316	711	2487	407
(5)	47%	53%	45%	50%	46%	47%	47%	41%	40%	44%	44%	44%	44%	44%		40%	40%	40%	40%	40%	43%
Don't know	65	12	43	-	55	22	33	12	8	10	6	7	5	8		19	16	19	12	39	12
(6)	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	170	33	136	15	155	100	70	24	35	42	7	20	28	14		80	49	62	42	142	28
(7)	3%	3%	3%	2%	3%	3%	2%	2%	4%	4%	1%	2%	4%	2%		4%	2%	2%	3%	3%	3%
NET Important / Very important	5444	1145	4299	710	4734	2607	2828	685	725	954	758	1045	702	574		1411	1712	2321	1276	4581	814
(8)	86%	83%	87%	90%	88%	87%	89%	83%	84%	85%	83%	83%	82%	82%		83%	83%	82%	82%	89%	86%
Mean	4.33	4.30	4.36	4.32	4.30	4.30	4.22	4.22	4.20	4.25	4.25	4.25	4.25	4.25		4.21	4.25	4.25	4.25	4.34	4.27
Std Dev	0.77	0.72	0.78	0.75	0.77	0.81	0.73	0.80	0.83	0.82	0.67	0.70	0.79	0.70		0.81	0.77	0.73	0.75	0.77	0.78
Std Error	0.01	0.02	0.01	0.03	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.03	0.03		0.02	0.02	0.01	0.02	0.01	0.03

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Table 207

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1585	1100	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1884	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 42	5	15	9	14	20	22	23	16	3	-	18	7	10	25	3	35	11	27	4
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	0.2%	-	1%	1%	1%	1%	1%	1%	1%
Not very important	(2) 128	28	43	31	25	72	56	70	52	9	11	28	31	32	70	9	107	24	95	10
	2%	3%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	3%
Neither important nor	492	102	133	103	153	235	258	304	173	44	61	125	111	96	298	46	406	109	354	28
unimportant	(3) 8%	5%	7%	7%	5%	8%	8%	8%	7%	5%	8%	8%	7%	5%	8%	5%	8%	8%	8%	10%
Important	(4) 2554	451	822	578	702	1273	1280	1531	985	202	298	613	699	461	1610	211	2180	500	1922	132
	41%	40%	43%	42%	41%	42%	41%	42%	41%	39%	41%	41%	44%	42%	42%	40%	42%	39%	42%	46%
Very important	(5) 2889	540	887	650	812	1427	1462	1713	1151	254	353	701	725	496	1779	260	2403	624	2157	108
	47%	48%	46%	47%	47%	47%	47%	47%	48%	49%	48%	47%	48%	48%	47%	49%	48%	48%	48%	38%
Don't know	65	10	13	13	19	23	32	29	20	4	10	16	12	6	38	4	44	16	33	6
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
NET Not at all	170	33	58	40	39	91	79	94	68	12	11	45	38	42	95	12	142	34	122	14
important/ Not very	3%	3%	3%	3%	2%	3%	3%	3%	3%	2%	2%	3%	2%	0.2%	2%	2%	3%	3%	3%	5%
important																				
NET Important / Very	5444	991	1709	1228	1514	2700	2742	3243	2136	455	651	1314	1424	957	3389	471	4584	1124	4079	240
important	88%	87%	89%	89%	88%	89%	89%	88%	89%	88%	89%	88%	90%	87%	89%	89%	89%	88%	89%	83%
Mean	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.35	4.36	4.37	4.31	4.34	4.28	4.33	4.35	4.33	4.34%	4.34%	4.17
Std Dev.	0.77	0.78	0.77	0.77	0.77	0.77	0.77	0.76	0.76	0.71	0.71	0.80	0.73	0.81	0.76	0.76	0.76	0.78	0.76	0.85
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Table 207

Base : All participants

	Total	Rurality				Nation				Region													
		Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	6160	4161	1999	901		3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975			
Weighted Base	6160	5298	862	167		5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450			
Effective Base	3716	3250	472	187		2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432			
Not at all important	(1) 42	38	5	1		39	2	1	1	2	6	3	2	6	4	8	5	4	*	1			
	1%	1%	1%	*		1%	*	*	*	1%	1%	1%	*	1%	1%	1%	1%	1%	*	*			
Not very important	(2) 128	107	21	1		110	11	6	1	4	20	6	10	8	17	18	18	9	1	10			
	2%	2%	2%	1%		2%	2%	2%	1%	2%	3%	1%	2%	1%	3%	2%	2%	2%	1%	2%			
Neither important nor	492	421	71	7		395	62	32	14	19	44	47	39	45	48	63	44	45	4	48			
unimportant	(3) 8%	8%	8%	4%		8%	10%	11%	8%	8%	6%	7%	9%	8%	8%	8%	8%	9%	6%	11%			
Important	(4) 2554	2167	387	74		2144	210	129	71	92	279	205	173	225	235	375	329	230	27	183			
	41%	41%	45%	44%		41%	41%	44%	42%	37%	41%	40%	39%	41%	41%	46%	39%	43%	40%	41%			
Very important	(5) 2889	2524	368	84		2443	240	124	82	131	320	241	224	253	267	341	431	235	35	205			
	47%	45%	42%	50%		46%	42%	42%	41%	47%	47%	47%	47%	47%	47%	42%	43%	44%	52%	46%			
Don't know	65	42	12	1		46	3	4	2	2	6	6	-	6	3	4	14	5	*	3			
	1%	1%	1%	*		1%	1%	1%	1%	1%	1%	1%	-	1%	1%	*	2%	1%	*	1%			
NET Not at all	170	144	26	2		149	12	6	2	6	26	9	12	14	20	27	23	13	1	11			
important/ Not very	3%	3%	3%	1%		3%	2%	2%	1%	2%	4%	2%	3%	3%	4%	3%	3%	2%	1%	3%			
NET Important / Very	5444	4691	753	157		4587	450	253	153	223	599	446	397	478	501	716	761	465	62	388			
important	88%	89%	87%	89%		89%	87%	86%	85%	89%	89%	89%	89%	89%	88%	89%	90%	88%	93%	86%			
Mean	4.33	4.34	4.28	4.45		4.33	4.32	4.27	4.38	4.33	4.33	4.34	4.36	4.33	4.31	4.27	4.40	4.31	4.44	4.30			
Std Dev.	0.77	0.77	0.76	0.66		0.77	0.76	0.75	0.70	0.77	0.80	0.74	0.76	0.78	0.80	0.78	0.74	0.76	0.67	0.77			
Std Error	0.01	0.01	0.02	0.02		0.01	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.02			

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Table 207

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Not at all important	(1)	42	13	15	18	13	-	3	15	1	10	9	12	8	3	18	20	14	9	12	13	6	3	20	9	15	27
	1%	7%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important	(2)	128	47	37	83	47	6	19	37	2	18	18	63	30	10	6	82	16	33	55	27	8	5	88	13	48	80
	2%	2%	2%	2%	2%	2%	4%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Neither important nor unimportant	(3)	492	159	142	273	159	8	40	142	15	53	62	193	130	53	42	255	100	99	209	124	30	20	308	50	109	323
	8%	7%	7%	8%	8%	7%	5%	5%	7%	7%	5%	3%	6%	10%	10%	17%	6%	12%	4%	6%	18%	9%	11%	9%	9%	11%	7%
Important	(4)	2854	1015	887	1475	1015	54	315	887	85	428	637	1221	358	248	87	1856	335	890	1168	302	139	45	2058	184	640	1914
	41%	42%	41%	42%	41%	42%	34%	41%	47%	40%	47%	32%	42%	38%	38%	38%	43%	42%	34%	43%	34%	25%	22%	24%	34%	42%	47%
Very important	(5)	2899	1167	1063	1036	1167	91	383	1063	109	532	1295	198	264	254	93	2273	347	1551	945	236	173	65	2406	268	638	2263
	47%	48%	49%	47%	47%	48%	57%	50%	49%	51%	51%	32%	44%	33%	44%	38%	49%	42%	34%	45%	37%	30%	16%	49%	49%	42%	48%
Don't know	56	11	19	16	24	11	-	4	19	-	8	6	9	12	10	8	16	19	15	14	9	2	10	29	11	12	43
	1%	-	1%	-	1%	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	170	60	52	101	93	60	7	22	52	4	28	27	75	38	13	17	102	30	42	62	40	14	8	108	21	63	107
	3%	2%	2%	3%	3%	2%	4%	3%	2%	2%	3%	1%	3%	6%	2%	7%	4%	2%	2%	3%	6%	4%	4%	2%	4%	4%	2%
NET Important / Very important	5444	2182	1950	3111	2879	2182	146	698	1950	194	980	1921	2209	620	522	179	4130	691	2450	2013	508	312	140	4464	453	1276	4167
	88%	90%	90%	89%	89%	90%	91%	91%	90%	91%	92%	32%	39%	78%	73%	73%	82%	82%	34%	45%	37%	29%	14%	51%	53%	84%	90%
Mean	4.33	4.36	4.37	4.33	4.33	4.36	4.44	4.39	4.37	4.40	4.40	4.58	4.59	4.29	4.06	4.29	4.48	4.21	4.53	4.21	3.98	4.31	4.34	4.38	4.32	4.22	4.37
Std Dev	0.77	0.74	0.74	0.76	0.77	0.74	0.78	0.73	0.74	0.73	0.75	0.64	0.75	0.86	0.76	1.04	0.72	0.86	0.67	0.75	0.91	0.85	0.91	0.72	0.87	0.84	0.74
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.02	0.02	0.05	0.02	0.01	0.02	0.03	0.03	0.07	0.01	0.03	0.01	0.02	0.04	0.05	0.07	0.01	0.04	0.02	0.01

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Table 207

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important (1)	42	3	36	1	16	21	4	36	5	-	-	41	2
	1%	7%	1%	8% _{ab}	1%	1%	1%	1%	8% _{ab}	-	-	1%	7%
Not very important (2)	128	7	118	2	40	72	16	111	11	6	-	127	*
	2%	2%	2%	5%	2%	2%	8% _{ab}	2%	9% _{ab}	16% _{ab}	-	2%	2%
Neither important nor unimportant (3)	492	36	452	3	132	306	53	443	21	13	7	477	7
	8%	17%	8%	8%	8%	7%	17% _{ab}	8%	18% _{ab}	22% _{ab}	11%	8%	32%
Important (4)	2564	128	2411	15	634	1790	130	2455	41	31	20	2527	7
	41%	38%	42%	37%	36%	43% _{ab}	42%	42%	35%	34% _{ab}	31%	42%	33%
Very important (5)	2889	159	2719	16	835	1959	99	2892	40	8	37	2853	2
	47%	46%	47%	38%	50% _{ab}	47% _{ab}	32%	48% _{ab}	34% _{ab}	14%	57% _{ab}	45% _{ab}	17%
Don't know	65	6	47	2	18	26	9	51	-	-	1	51	3
	1%	2%	1%	9% _{ab}	1%	1%	5% _{ab}	1%	-	-	2%	1%	15%
NET Not at all important/ Not very important	170	11	155	5	56	83	20	147	15	6	-	168	2
	3%	3%	3%	11% _{ab}	3%	2%	7% _{ab}	2%	13% _{ab}	16% _{ab}	-	3%	9%
NET Important / Very important	5444	284	5129	31	1499	3745	229	5257	81	39	57	5372	10
	88%	84%	89% _{ab}	78%	85% _{ab}	92% _{ab}	74%	89% _{ab}	69%	68%	87% _{ab}	89% _{ab}	44%
Mean	4.33	4.29	4.33	4.02	4.33 _{ab}	4.39 _{ab}	4.00	4.30 _{ab}	3.86	3.72	4.46 _{ab}	4.38 _{ab}	3.46
Std Dev.	0.77	0.82	0.76	1.15	0.81	0.74	0.92	0.75	1.11	0.84	0.69	0.77	1.06
Std Error	0.01	0.04	0.01	0.17	0.02	0.01	0.05	0.01	0.10	0.11	0.09	0.01	0.24

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 42	9	15	7	11	6	*	2	5	6	5	3	1	3	1	2	9				
	1%	1%	1%	*	1%	1%	*	*	1%	1%	1%	1%	*	1%	*	*	2%				
Not very important	(2) 128	33	30	34	31	13	11	9	9	5	15	8	17	9	19	4	8				
	2%	2%	2%	2%	2%	3%	2%	2%	2%	1%	10%	2%	10%	2%	10%	1%	1%				
Neither important nor unimportant	(3) 492	130	128	120	114	37	44	48	47	29	52	36	47	37	40	32	41				
	8%	8%	8%	8%	7%	8%	8%	9%	9%	6%	19%	7%	9%	7%	8%	6%	8%				
Important	(4) 2854	655	606	633	660	211	220	224	211	193	202	218	211	203	232	206	222				
	47%	42%	39%	41%	43%	45%	41%	43%	45%	38%	41%	42%	41%	40%	45%	40%	43%				
Very important	(5) 2889	714	738	731	707	221	254	238	255	264	219	250	235	246	205	267	235				
	47%	46%	48%	47%	46%	45%	48%	45%	48%	52%	44%	48%	45%	48%	41%	52%	45%				
Don't know	86	10	18	14	13	2	3	5	5	11	3	3	7	4	5	1	6				
	1%	1%	1%	1%	1%	*	1%	1%	1%	5%	1%	1%	1%	1%	1%	*	1%				
NET Not at all important/ Not very important	170	41	45	41	42	20	11	11	14	20	11	18	12	20	20	6	16				
	3%	3%	3%	3%	3%	6%	2%	2%	3%	2%	6%	2%	3%	2%	6%	1%	3%				
NET Important / Very important	5444	1369	1344	1363	1368	432	474	463	466	457	421	468	446	449	437	472	458				
	88%	88%	88%	89%	89%	88%	89%	88%	88%	90%	85%	89%	86%	89%	87%	92%	88%				
Mean	4.33	4.32	4.33	4.34	4.33	4.28	4.36	4.32	4.33	4.42	4.25	4.36	4.30	4.37	4.25	4.43	4.30				
Std Dev.	0.77	0.76	0.79	0.76	0.76	0.82	0.72	0.75	0.79	0.75	0.84	0.74	0.78	0.75	0.77	0.68	0.81				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.04				

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Table 208

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2862	3185	791	817	1134	805	1152	852	608		1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Not at all important	(1)	110	7	103	16	94	61	5	15	25	8	24	25	6		20	33	66	31	101	8
Not very important	(2)	297	32	265	31	285	155	45	57	34	37	61	35	27		102	71	123	62	251	45
	5%		3%	3%	4%	5%	4%	6%	7%	3%	4%	6%	5%	4%		4%	4%	5%	4%	5%	5%
Neither important nor unimportant	(3)	1027	95	932	125	902	527	170	179	205	133	169	86	85		349	338	340	171	856	161
	17%		8%	8%	16%	17%	16%	2%	2%	2%	1%	1%	1%	1%		2%	2%	2%	2%	17%	17%
Important	(4)	2765	548	2216	349	2417	1332	345	416	525	404	489	343	243		781	929	1075	585	2291	440
	45%		44%	44%	44%	44%	42%	42%	49%	47%	45%	43%	45%	39%		45%	45%	43%	42%	44%	47%
Very important	(5)	1896	534	1362	262	1623	898	228	192	317	240	380	266	263		420	557	908	529	1599	277
	31%		27%	33%	30%	31%	30%	26%	22%	26%	26%	26%	26%	26%		25%	29%	30%	31%	31%	29%
Don't know		76	16	60	7	69	38	29	8	15	9	7	5	3		27	24	14	8	61	12
	1%		1%	1%	1%	1%	1%	4%	1%	1%	1%	1%	1%	1%		1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important		406	39	367	47	359	216	51	72	59	46	85	60	34		123	104	179	94	352	63
	7%		3%	3%	6%	7%	6%	6%	9%	5%	5%	6%	6%	5%		7%	5%	7%	7%	7%	6%
NET Important / Very important		4660	1082	3568	610	4040	2228	572	608	843	644	869	609	506		1181	1487	1983	1114	3890	717
	75%		72%	77%	75%	74%	70%	70%	70%	74%	74%	74%	74%	74%		70%	70%	70%	70%	75%	76%
Mean		3.99	3.99	3.91	4.04	3.96	3.96	3.94	3.83	3.93	3.93	3.93	3.93	3.93		3.88	3.88	3.88	3.88	3.99	4.00
Std Dev.		0.91	0.77	0.93	0.91	0.93	0.89	0.89	0.91	0.89	0.85	0.95	0.97	0.89		0.90	0.88	0.95	0.94	0.93	0.86
Std Error		0.01	0.02	0.01	0.03	0.01	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04		0.02	0.02	0.02	0.02	0.01	0.03

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Table 208

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1596	1130	3812	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 110	12	49	32	17	61	48	69	36	6	9	33	43	12	86	6	99	23	84	3
	2%	1%	3%	2%	1%	2%	2%	2%	2%	1%	1%	2%	2%	1%	2%	1%	2%	2%	2%	1%
Not very important	(2) 297	48	105	63	81	153	144	145	148	33	33	68	77	62	177	33	243	60	215	22
	5%	4%	6%	5%	5%	5%	5%	4%	6%	6%	4%	6%	5%	6%	5%	6%	5%	5%	5%	8%
Neither important nor	(3) 1027	169	290	230	339	459	569	595	408	95	139	239	260	177	638	97	852	227	754	47
unimportant	17%	13%	15%	17%	19%	19%	21%	16%	17%	18%	19%	16%	16%	16%	17%	18%	16%	16%	16%	16%
Important	(4) 2765	519	896	619	730	1415	1348	1709	1023	209	291	677	753	546	1721	220	2380	548	2102	117
	45%	46%	47%	45%	42%	46%	43%	47%	43%	41%	40%	45%	47%	50%	48%	41%	46%	43%	46%	41%
Very important	(5) 1886	381	561	418	525	942	944	1112	756	165	250	484	438	295	1151	169	1546	398	1397	91
	31%	34%	29%	30%	30%	31%	30%	30%	32%	32%	31%	31%	28%	27%	30%	32%	30%	31%	30%	31%
Don't know	76	9	11	22	34	20	56	39	27	7	11	21	14	8	46	8	56	30	37	9
	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	3%
NET Not at all	408	59	155	95	98	214	192	214	184	39	42	101	120	74	283	39	342	83	299	25
important/ Not very	7%	5%	7%	7%	6%	7%	6%	6%	6%	8%	6%	7%	8%	7%	7%	7%	6%	6%	7%	9%
important / Very	469	890	1457	1037	1255	2357	2292	2822	1779	374	541	1141	1190	841	2872	389	3928	944	3499	207
important	75%	75%	76%	75%	73%	75%	74%	77%	74%	72%	74%	76%	75%	76%	73%	75%	76%	74%	76%	72%
Mean	3.99	4.57	3.95	3.98	3.99	4.00	3.98	4.01	3.98	3.97	4.02	3.99	3.93	3.96	3.97	3.98	3.98	3.99	3.99	3.97
Std Dev.	0.91	0.86	0.95	0.93	0.89	0.92	0.91	0.90	0.94	0.94	0.91	0.93	0.94	0.87	0.93	0.93	0.91	0.92	0.91	0.95
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Table 208

Base : All participants

		Rurality			Nation						Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)				
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975				
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450				
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432				
Not at all important	(1) 110	92	18	2	101	4	4	2	4	17	14	6	7	8	13	22	10	1	3				
	2%	2%	1%	2%	2%	1%	1%	1%	1%	5%	4%	1%	1%	1%	2%	3%	2%	1%	1%				
Not very important	(2) 297	244	52	11	243	31	15	8	8	37	24	29	24	22	27	28	43	4	27				
	5%	5%	6%	6%	5%	6%	5%	4%	3%	5%	5%	8%	4%	4%	3%	3%	8%	6%	6%				
Neither important nor unimportant	(3) 1027	889	138	29	847	93	60	27	37	107	99	80	90	102	123	131	78	12	82				
	17%	17%	16%	16%	17%	16%	15%	16%	15%	16%	19%	18%	17%	18%	15%	15%	15%	17%	18%				
Important	(4) 2765	2365	400	68	2340	226	124	74	98	273	241	199	214	287	412	397	218	31	195				
	45%	45%	46%	41%	45%	44%	42%	43%	39%	40%	48%	44%	39%	50%	51%	47%	41%	46%	43%				
Very important	(5) 1886	1643	243	54	1581	160	86	58	100	230	125	129	198	149	222	256	171	20	140				
	31%	31%	28%	32%	31%	31%	29%	34%	16%	30%	25%	29%	18%	26%	27%	30%	25%	30%	31%				
Don't know	76	65	11	4	66	3	6	2	3	11	5	4	10	4	11	9	8	-	3				
	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	-	1%				
NET Not at all important/ Not very important	406	336	71	12	343	35	19	9	12	54	38	35	31	31	41	49	53	5	30				
	7%	6%	8%	7%	7%	7%	6%	5%	5%	8%	7%	8%	6%	5%	6%	6%	6%	7%	7%				
NET Important / Very important	4690	4008	642	122	3922	386	210	132	198	503	368	329	412	436	634	654	389	51	336				
	76%	76%	75%	77%	76%	75%	77%	76%	76%	72%	72%	73%	76%	76%	79%	78%	74%	75%	75%				
Mean	3.99	4.00	3.94	3.99	3.99	3.99	3.94	4.07	4.14	4.00	3.88	3.94	4.06	3.96	4.00	4.01	3.96	3.96	3.99				
Std Dev.	0.91	0.91	0.94	0.93	0.92	0.90	0.91	0.88	0.90	0.98	0.93	0.93	0.91	0.85	0.85	0.91	0.99	0.92	0.89				
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.04	0.04	0.05	0.05	0.07	0.03				

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Table 208

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Not at all important	(1)	22	69	40	77	22	-	8	99	3	23	38	28	16	19	12	66	29	43	31	20	10	4	74	14	29	80
	2%	7%	3%	1%	2%	7%	-	1%	3%	2%	2%	2%	1%	2%	1%	1%	7%	1%	2%	1%	1%	3%	2%	2%	3%	2%	2%
Not very important	(2)	96	135	134	173	96	12	49	135	16	70	75	116	45	44	17	191	61	116	97	50	22	8	213	31	89	208
	5%	4%	6%	4%	5%	4%	8%	3%	6%	8%	7%	4%	5%	2%	4%	7%	4%	7%	4%	4%	5%	6%	5%	4%	6%	6%	4%
Neither important nor unimportant	(3)	345	358	551	552	345	25	121	358	37	160	238	403	217	129	53	642	191	330	403	158	80	42	728	122	273	754
	10%	14%	17%	16%	17%	14%	16%	16%	17%	17%	15%	12%	16%	27%	19%	21%	14%	19%	13%	16%	23%	22%	10%	45%	45%	18%	16%
Important	(4)	1105	971	1602	1469	1105	53	306	971	90	458	786	1277	352	258	85	2063	343	1074	1165	319	136	80	2240	196	629	2135
	45%	46%	45%	45%	45%	45%	33%	40%	45%	42%	44%	39%	47%	34%	34%	4%	47%	41%	41%	45%	36%	34%	34%	45%	37%	41%	45%
Very important	(5)	821	622	1138	939	821	68	271	622	64	332	862	139	159	151	71	1502	222	1018	580	128	101	64	1558	155	482	1404
	31%	34%	29%	33%	29%	34%	42%	35%	29%	30%	32%	42%	19%	20%	20%	27%	27%	27%	39%	39%	23%	19%	23%	30%	33%	32%	30%
Don't know	76	23	18	36	31	23	2	8	18	2	7	18	23	10	6	9	41	16	24	23	5	10	8	47	17	18	58
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	406	119	193	175	250	119	13	58	193	20	93	112	144	61	60	29	256	80	159	129	71	32	13	287	45	119	288
	7%	5%	9%	5%	8%	5%	8%	8%	9%	9%	9%	6%	6%	6%	8%	12%	6%	11%	6%	6%	10%	9%	7%	6%	8%	8%	6%
NET Important / Very important	4650	1926	1593	2740	2409	1926	121	577	1593	154	790	1549	1915	511	409	156	3553	565	2092	1745	448	236	115	3537	351	1111	3539
	75%	80%	74%	75%	74%	75%	75%	76%	74%	72%	75%	82%	77%	64%	70%	63%	79%	68%	80%	76%	66%	66%	65%	78%	66%	73%	76%
Mean	3.99	4.08	3.92	4.08	3.94	4.09	4.11	4.03	3.92	3.92	3.97	4.18	3.97	3.75	3.84	3.78	4.08	3.82	4.13	3.99	3.72	3.85	3.89	4.04	3.96	3.96	4.00
Std Dev	0.91	0.85	0.97	0.86	0.94	0.85	0.96	0.94	0.97	0.96	0.97	0.92	0.84	0.91	0.99	1.11	0.88	1.02	0.91	0.85	0.96	1.00	1.00	0.89	1.00	0.96	0.90
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.08	0.01	0.05	0.03	0.01

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 110	17	98	-	24	77	8	103	3	4	-	110	-
	2%	4%	2%	-	1%	2%	3%	2%	2%	6%	-	2%	-
Not very important	(2) 297	10	284	3	93	184	20	272	12	7	5	291	1
	5%	3%	5%	7%	6%	4%	7%	5%	10%	13%	7%	5%	4%
Neither important nor unimportant	(3) 1027	58	961	8	313	641	73	955	31	19	11	1025	11
	17%	17%	17%	20%	19%	15%	23%	16%	27%	33%	17%	17%	51%
Important	(4) 2765	154	2595	16	663	1973	129	2664	42	20	32	2726	7
	45%	46%	45%	38%	40%	47%	41%	45%	36%	36%	49%	45%	30%
Very important	(5) 1886	98	1777	11	554	1294	68	1831	29	7	17	1867	2
	31%	29%	31%	27%	32%	30%	22%	31%	25%	13%	26%	31%	7%
Don't know	76	4	69	3	28	34	14	72	1	-	1	73	2
	1%	1%	1%	7%	2%	1%	4%	1%	1%	-	2%	1%	8%
NET Not at all important/ Not very important	406	22	381	3	117	261	28	376	14	11	5	401	1
	7%	7%	7%	7%	7%	6%	9%	6%	12%	19%	7%	7%	4%
NET Important / Very important	4650	252	4372	27	1217	3232	196	4495	71	28	49	4523	8
	75%	75%	76%	65%	73%	78%	63%	76%	60%	48%	74%	76%	38%
Mean	3.99	3.95	3.99	3.92	3.99	4.01	3.76	4.00	3.71	3.36	3.84	3.98	3.45
Std Dev.	0.91	0.96	0.91	0.91	0.94	0.90	0.97	0.91	1.03	1.06	0.86	0.92	0.72
Std Error	0.01	0.05	0.01	0.13	0.02	0.01	0.06	0.01	0.10	0.14	0.11	0.01	0.16

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Not at all important	(1) 110	31	30	18	30	13	9	9	8	8	14	6	9	3	12	7	11
	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	3%	1%	2%	1%	2%	1%	2%
Not very important	(2) 297	70	75	65	86	21	25	25	16	27	32	27	20	19	31	27	28
	5%	5%	5%	4%	6%	4%	5%	5%	3%	5%	6%	5%	4%	4%	6%	5%	5%
Neither important nor unimportant	(3) 1027	260	252	263	252	85	72	103	97	75	79	103	70	90	83	76	94
	17%	17%	16%	17%	16%	17%	14%	19%	16%	15%	16%	20%	14%	18%	16%	15%	18%
Important	(4) 2765	713	656	707	689	232	259	222	219	210	227	236	247	224	237	229	223
	45%	46%	43%	46%	45%	47%	49%	42%	41%	41%	46%	46%	48%	46%	47%	46%	43%
Very important	(5) 1886	463	499	465	459	137	164	162	186	176	136	139	167	158	133	166	160
	31%	30%	32%	30%	30%	28%	31%	31%	33%	34%	27%	27%	32%	31%	27%	32%	31%
Don't know	76	13	24	21	19	3	3	6	5	12	7	7	5	9	7	7	5
	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%
NET Not at all important/ Not very important	406	101	105	84	117	34	34	34	25	34	46	33	29	22	43	35	39
	7%	7%	7%	5%	8%	7%	6%	6%	5%	7%	8%	6%	6%	4%	8%	7%	7%
NET Important / Very important	4650	1176	1155	1172	1148	369	423	384	405	386	363	376	414	382	371	394	383
	75%	76%	75%	76%	75%	75%	79%	73%	76%	76%	73%	72%	78%	76%	74%	77%	74%
Mean	3.99	3.98	4.00	4.01	3.96	3.94	4.03	3.97	4.00	4.05	3.90	3.93	4.00	4.04	3.90	4.03	3.96
Std Dev.	0.91	0.91	0.93	0.87	0.94	0.93	0.89	0.92	0.89	0.93	0.98	0.89	0.88	0.84	0.95	0.91	0.95
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Table 209

Base : All participants

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	508	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Not at all important	(1)	408	25	383	45	363	269	139	35	39	69	62	108	63	74	130	203	96	371	37	
		7%	2%	6%	7%	6%	4%	4%	6%	6%	7%	10%	8%	5%	4%	7%	8%	7%	7%	4%	
Not very important	(2)	443	70	373	58	385	216	226	55	60	84	40	81	73	115	124	204	122	379	54	
		7%	6%	8%	7%	7%	7%	7%	7%	7%	5%	7%	7%	8%	7%	6%	8%	8%	7%	6%	
Neither important nor unimportant	(3)	1722	248	1474	181	1542	862	859	185	214	309	232	340	235	399	541	783	443	1501	204	
	28%	20%	25%	23%	29%	27%	23%	25%	25%	26%	26%	24%	23%	23%	24%	29%	31%	32%	29%	22%	
Important	(4)	2399	555	1814	309	2090	1117	1278	335	378	439	332	410	269	713	771	915	505	1967	414	
	39%	47%	37%	39%	39%	37%	41%	44%	41%	44%	39%	40%	36%	35%	42%	39%	36%	36%	38%	44%	
Very important	(5)	1079	270	809	193	887	503	573	194	167	205	153	171	103	381	358	360	188	850	218	
	18%	25%	16%	17%	17%	18%	17%	18%	19%	16%	16%	15%	13%	14%	24%	24%	24%	14%	16%	22%	
Don't know		109	35	74	5	104	43	66	18	9	16	13	20	16	27	29	52	32	90	15	
	2%	3%	1%	1%	2%	1%	2%	2%	2%	1%	2%	2%	2%	3%	2%	1%	2%	2%	2%	2%	
NET Not at all important / Not very important		850	95	756	102	748	485	365	90	99	153	102	189	138	189	254	407	218	750	81	
	14%	8%	10%	13%	14%	10%	12%	11%	11%	14%	12%	11%	17%	13%	11%	13%	16%	16%	16%	10%	
NET Important / Very important		3479	855	2624	501	2977	1620	1851	529	545	644	486	581	371	1074	1130	1275	694	2816	632	
	56%	69%	53%	56%	55%	54%	57%	54%	54%	54%	51%	51%	49%	51%	51%	50%	51%	50%	55%	67%	
Mean		3.65	3.47	3.52	3.46	3.52	3.46	3.49	3.49	3.49	3.41	3.37	3.48	3.48	3.49	3.42	3.42	3.42	3.50	3.49	
Std Dev		1.07	0.91	1.10	1.09	1.07	1.13	1.01	1.04	1.01	1.07	1.08	1.13	1.10	1.02	1.07	1.09	1.06	1.08	1.00	
Std Error		0.01	0.03	0.02	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.04	

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Table 209

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1585	1100	3812	554	5168	1366	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 408	57	129	109	112	186	222	241	159	35	49	110	102	73	261	37	350	75	322	11
	7%	6%	7%	8%	7%	6%	7%	7%	7%	7%	7%	7%	6%	7%	7%	7%	7%	6%	7%	4%
Not very important	(2) 443	68	132	112	130	200	242	235	201	46	39	110	125	76	274	46	368	96	317	30
	7%	6%	7%	8%	8%	7%	8%	6%	7%	6%	6%	7%	8%	7%	7%	9%	7%	7%	7%	10%
Neither important nor	1722	282	539	391	510	820	901	943	750	146	228	406	420	325	1054	150	1441	375	1289	58
unimportant	(3) 28%	23%	28%	28%	29%	27%	29%	26%	29%	28%	31%	27%	26%	30%	28%	28%	28%	29%	29%	20%
Important	(4) 2399	470	767	536	627	1237	1162	1474	896	185	274	588	654	442	1516	195	2063	468	1611	121
	39%	41%	40%	39%	36%	41%	37%	40%	37%	36%	37%	39%	41%	40%	40%	37%	40%	36%	39%	42%
Very important	(5) 1079	245	318	213	302	564	515	725	331	84	127	268	261	175	655	87	884	238	782	60
	18%	20%	17%	15%	18%	19%	17%	14%	16%	16%	17%	18%	16%	17%	17%	16%	17%	15%	17%	21%
Don't know	109	13	29	23	44	42	67	48	52	19	16	20	22	9	58	19	70	32	69	8
	2%	1%	2%	2%	3%	1%	2%	1%	2%	2%	2%	1%	1%	1%	2%	2%	1%	2%	1%	3%
NET Not at all	890	126	261	221	242	387	464	476	360	81	88	220	228	149	535	82	718	171	639	41
important/ Not very	14%	11%	14%	13%	14%	13%	13%	13%	12%	16%	12%	15%	14%	14%	14%	15%	14%	13%	14%	14%
important																				
NET Important / Very	3479	716	1085	749	929	1801	1678	2203	1227	269	401	855	915	617	2171	281	2947	705	2593	181
important	56%	59%	57%	54%	54%	56%	54%	57%	51%	52%	55%	57%	58%	56%	57%	53%	57%	55%	57%	63%
Mean	3.55	3.58	3.54	3.46	3.52	3.60	3.50	3.61	3.44	3.48	3.55	3.54	3.54	3.52	3.54	3.48	3.54	3.56	3.53	3.68
Std Dev.	1.07	1.04	1.07	1.10	1.08	1.06	1.09	1.08	1.05	1.10	1.06	1.10	1.07	1.06	1.07	1.09	1.07	1.07	1.08	1.04
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.06

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Table 209

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber/shire (j)	East Midlands (k)	West Midlands (l)	East of England/ Anglia (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Not at all important	(1) 408	344	64	14	342	34	23	8	19	40	34	22	37	34	60	51	45	2	32	
		7%	6%	7%	7%	7%	8%	5%	6%	6%	7%	6%	7%	6%	7%	6%	6%	4%	7%	
Not very important	(2) 443	360	83	15	354	51	21	16	19	54	42	39	25	40	46	48	42	9	42	
	7%	7%	10%a	9%	7%	10%a	7%	10%a	8%	8%	8%	9%	5%	7%	6%	8%	8%	13%a	9%a	
Neither important nor unimportant	1722	1456	266	59	1446	143	85	49	84	176	133	137	147	139	202	258	169	15	128	
	28%	27%	31%	30%a	28%	28%	29%	29%	24%	26%	26%	31%	27%	24%	25%	31%	30%a	22%	28%	
Important	(4) 2399	2096	303	42	2037	195	110	57	82	277	212	165	227	235	346	316	178	30	165	
	39%	39%a	39%a	25%	39%a	38%	37%	33%	33%	41%a	42%a	37%	42%a	41%a	42%a	38%	34%	45%	37%	
Very important	(5) 1079	949	130	36	904	87	50	38	40	113	78	78	95	119	146	150	86	9	78	
	18%	18%	16%	21%	17%	17%	17%	22%a	16%	17%	15%	18%	17%	21%	18%	18%	16%	14%	17%	
Don't know	109	93	15	2	94	7	5	2	6	15	9	6	12	6	11	20	9	2	5	
	2%	2%	2%	1%	2%	1%	2%	1%	3%	2%	2%	1%	2%	1%	1%	2%	2%	3%	1%	
NET Not at all important/ Not very important	890	704	147	29	696	85	45	25	38	94	76	61	63	74	108	98	86	11	74	
	14%	13%	17%a	17%	13%	16%	15%	14%	15%	14%	15%	14%	12%	13%	13%	12%	16%	17%	11%a	
NET Important / Very important	3479	3045	434	78	2941	282	160	95	122	390	290	243	321	354	491	466	264	39	243	
	56%	56%a	50%	46%	57%	55%	54%	56%	49%	50%a	47%a	54%	50%a	50%a	50%a	50%	50%	59%	54%	
Mean	3.65	3.53%	3.42	3.43	3.55	3.49	3.49	3.60	3.43	3.56	3.52	3.54	3.58%	3.54%	3.58%	3.57	3.42	3.54	3.48	
Std Dev.	1.07	1.07	1.10	1.17	1.07	1.09	1.11	1.09	1.10	1.06	1.07	1.04	1.06	1.07	1.08	1.05	1.12	1.02	1.11	
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.08	0.04	

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Table 209

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Not at all important	(1)	408	109	201	158	109	11	45	201	12	78	102	147	37	37	29	305	69	160	120	49	33	19	308	62	77	331
	75%	5%	5%	9%	8%	5%	7%	6%	9%	6%	7%	6%	6%	5%	6%	12%	7%	6%	7%	5%	7%	9%	11%	6%	10%	5%	3%
Not very important	(2)	443	153	183	228	153	16	72	183	22	90	138	167	54	61	20	305	81	191	149	55	25	20	341	45	89	354
	75%	6%	6%	9%	7%	6%	10%	10%	8%	10%	9%	7%	7%	7%	10%	8%	7%	10%	7%	7%	6%	7%	11%	7%	8%	8%	8%
Neither important nor unimportant	(3)	1722	593	603	910	593	39	218	660	67	349	466	707	267	181	74	1173	256	653	637	253	116	49	1290	165	356	1306
	28%	25%	25%	31%	26%	25%	24%	28%	31%	31%	33%	23%	25%	30%	31%	30%	26%	31%	25%	25%	28%	33%	32%	27%	26%	31%	23%
Important	(4)	2399	1048	749	1491	1048	55	291	749	72	382	744	1056	311	210	74	1800	284	929	1024	256	135	48	1954	183	609	1790
	39%	42%	35%	42%	37%	42%	34%	36%	37%	37%	36%	37%	42%	36%	36%	30%	34%	36%	36%	44%	38%	36%	27%	32%	34%	40%	36%
Very important	(5)	1079	421	324	574	421	36	126	593	35	133	493	578	90	80	37	871	117	621	332	56	42	23	957	65	321	709
	18%	20%	15%	19%	16%	20%	22%	17%	15%	16%	13%	24%	19%	13%	11%	14%	15%	19%	24%	19%	10%	8%	12%	13%	19%	12%	26%
Don't know	109	30	36	41	47	30	4	10	36	6	17	19	30	21	14	12	50	28	25	36	13	7	18	62	25	18	90
	2%	7%	2%	1%	1%	7%	2%	1%	2%	3%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	2%
NET Not at all important/ Not very important	850	262	364	388	508	262	27	115	384	33	168	295	314	90	29	43	610	147	377	270	104	58	40	647	59	166	685
	14%	17%	16%	18%	16%	17%	17%	16%	18%	16%	16%	15%	13%	11%	12%	14%	14%	18%	14%	12%	15%	16%	22%	13%	18%	17%	15%
NET Important / Very important	3479	1527	1082	2105	1720	1527	91	419	1082	106	515	1226	1434	401	289	112	2674	401	1550	1351	312	176	72	2911	248	920	2499
	56%	63%	50%	62%	53%	63%	57%	55%	50%	50%	49%	61%	55%	50%	50%	45%	59%	48%	59%	50%	46%	49%	46%	59%	46%	60%	54%
Mean	3.55	3.68	3.39	3.46	3.46	3.68	3.56	3.51	3.39	3.46	3.39	3.68	3.68	3.47	3.41	3.30	3.68	3.38	3.62	3.32	3.32	3.36	3.23	3.60	3.32	3.74	3.48
Std Dev	1.07	1.01	1.14	1.01	1.10	1.01	1.16	1.07	1.14	1.07	1.06	1.16	1.03	0.95	1.06	1.20	1.09	1.11	1.14	1.00	0.99	1.09	1.21	1.07	1.13	1.06	1.07
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.09	0.04	0.02	0.07	0.03	0.03	0.02	0.03	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Table 209

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 408	21	384	3	119	279	13	301	9	4	4	404	-
	7%	6%	7%	8%	7%	7%	4%	7%	8%	6%	6%	7%	-
Not very important	(2) 443	19	421	2	120	299	24	416	9	11	4	437	2
	7%	6%	7%	6%	7%	7%	6%	7%	8%	11.5% ^{ab}	5%	7%	11%
Neither important nor unimportant	(3) 1722	91	1622	9	499	1150	82	1620	44	24	20	1693	9
	28%	27%	28%	22%	29%	28%	26%	28%	37%	41%	31%	28%	42%
Important	(4) 2399	133	2255	11	589	1690	120	2320	40	16	18	2376	4
	39%	40%	39%	26%	35%	39.5% ^{ab}	39%	39%	34%	28%	28%	39%	20%
Very important	(5) 1079	69	999	11	325	695	56	1049	14	3	14	1052	4
	18%	20%	17%	33.5% ^{ab}	19%	18%	18%	16.5% ^{ab}	12%	5%	21.5% ^{ab}	17% ^{ab}	17%
Don't know	109	4	103	2	35	58	15	99	1	-	6	100	2
	2%	1%	2%	5%	2%	1%	5.5% ^{ab}	2%	1%	-	1.5% ^{ab}	2%	9%
NET Not at all important/ Not very important	850	40	805	6	239	577	37	807	19	15	7	841	2
	14%	12%	14%	14%	14%	14%	12%	14%	16%	16.5% ^{ab}	11%	14%	11%
NET Important / Very important	3479	201	3253	25	914	2888	177	3365	54	19	32	3439	8
	56%	60%	56%	60%	55%	57%	57%	57.5% ^{ab}	46%	33%	49%	55% ^{ab}	37%
Mean	3.85	3.63	3.54	3.75	3.54	3.54	3.62	3.60	3.34	3.06	3.48	3.68	3.48
Std Dev.	1.07	1.07	1.07	1.24	1.10	1.07	1.02	1.08	1.05	0.96	1.11	1.08	0.96
Std Error	0.01	0.06	0.01	0.18	0.03	0.02	0.06	0.01	0.10	0.13	0.14	0.01	0.22

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Table 209

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 468	103	90	104	111	43	22	38	26	29	35	34	35	35	28	31	52				
(7%)	7%	7%	6%	7%	7%	8%	4%	7%	6%	6%	7%	7%	7%	7%	5%	6%	16%				
Not very important	(2) 443	89	139	94	120	36	31	22	38	47	54	29	32	32	36	30	63				
(7%)	7%	6%	9%	6%	8%	7%	6%	4%	7%	9%	11%	6%	6%	6%	7%	6%	16%				
Neither important nor unimportant	1722	434	419	431	438	130	137	167	146	127	147	140	142	149	146	145	147				
(3%)	28%	28%	27%	28%	29%	26%	26%	32%	27%	25%	30%	27%	27%	30%	29%	28%	28%				
Important	(4) 2399	643	580	613	563	199	249	195	213	186	181	222	201	190	205	181	177				
(4%)	39%	41%	38%	40%	37%	41%	40%	37%	40%	37%	37%	43%	39%	39%	41%	39%	34%				
Very important	(5) 1079	262	270	267	281	80	85	98	95	104	71	83	95	89	80	119	81				
(18%)	17%	17%	18%	17%	18%	16%	16%	19%	16%	21%	14%	16%	18%	16%	16%	23%	16%				
Don't know	109	19	37	29	24	4	8	7	13	15	8	9	13	7	8	6	10				
(1%)	1%	1%	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	2%	1%	2%	1%	2%				
NET Not at all important / Not very important	860	192	229	198	231	79	53	60	65	75	89	64	67	67	64	61	106				
(14%)	12%	15%	15%	13%	15%	16%	10%	11%	12%	15%	18%	12%	13%	13%	13%	12%	26%				
NET Important / Very important	3479	905	850	880	843	279	334	292	309	290	252	305	296	279	285	301	258				
(56%)	58%	55%	57%	55%	57%	57%	63%	59%	69%	57%	51%	69%	57%	56%	57%	69%	50%				
Mean	3.55	3.57	3.53	3.56	3.52	3.49	3.60pp	3.59p	3.60p	3.59p	3.41	3.67p	3.67p	3.64p	3.65p	3.65p	3.36				
Std Dev.	1.07	1.05	1.07	1.07	1.10	1.12	0.96	1.07	1.03	1.10	1.09	1.05	1.08	1.08	1.03	1.09	1.17				
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05				

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Table 210

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Low cost	5249	1090	4159	673	4576	2497	2742	694	719	930	738	979	644	544	1414	1668	2167	1188	4409	790
Fast delivery	85%	85%	84%	85%	85%	83%	87%	84%	84%	83%	83%	89%	87%	87%	84%	85%	86%	86%	85%	84%
Next day delivery option	4913	1064	3620	669	4245	2312	2692	677	715	927	677	870	598	452	1392	1603	1918	1048	4092	776
Delivery within 3 days	80%	81%	79%	80%	79%	77%	81%	81%	81%	81%	81%	77%	79%	72%	82%	82%	76%	76%	79%	82%
Convenient to post (within 1/2 mile)	4014	1029	2986	553	3460	1921	2084	623	619	777	556	662	415	363	1241	1333	1440	778	3278	699
Same price to send to anywhere within the UK	65%	81%	67%	81%	64%	64%	66%	81%	81%	81%	81%	59%	55%	56%	83%	83%	87%	56%	64%	74%
Guaranteed delivery to recipient's door	4999	1100	3892	670	4328	2399	2592	653	686	914	683	943	622	496	1339	1597	2061	1119	4203	751
Daily collection service	81%	80%	79%	80%	81%	80%	80%	79%	79%	81%	82%	83%	82%	79%	79%	82%	82%	81%	81%	80%
Letter delivery is fulfilled in an environmentally responsible way	5034	1116	3917	660	4373	2377	2647	641	680	889	692	963	641	527	1321	1581	2132	1168	4221	769
	82%	81%	80%	84%	81%	79%	81%	78%	78%	79%	80%	83%	83%	81%	78%	81%	80%	80%	82%	82%
	5061	1020	4011	663	4398	2439	2613	641	663	890	706	992	640	549	1304	1605	2151	1189	4269	746
	82%	81%	84%	82%	82%	81%	83%	78%	78%	80%	80%	85%	84%	83%	77%	80%	80%	80%	83%	79%
	5444	1145	4299	710	4734	2607	2828	685	725	954	758	1045	702	574	1411	1712	2321	1276	4581	814
	88%	86%	87%	90%	86%	87%	89%	83%	84%	85%	86%	89%	89%	89%	83%	86%	86%	86%	89%	86%
	4659	1023	3568	610	4040	2229	2418	572	609	843	644	899	639	595	1181	1487	1983	1114	3890	717
	75%	80%	72%	77%	75%	74%	77%	70%	70%	79%	77%	77%	69%	61%	70%	76%	76%	80%	75%	76%
	3479	855	2624	501	2677	1620	1851	529	545	644	498	581	371	323	1074	1130	1275	694	2816	632
	56%	60%	53%	64%	55%	54%	59%	64%	65%	67%	66%	61%	49%	51%	64%	66%	61%	50%	55%	67%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Table 210

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Low cost	5249	949	1649	1174	1475	2598	2649	3137	2048	439	637	1289	1361	897	3278	455	4411	1084	3923	243
	83%	84%	80%	80%	80%	80%	80%	80%	80%	80%	82%	82%	80%	82%	82%	80%	80%	84%	83%	84%
Fast delivery	4913	942	1524	1082	1356	2466	2448	3007	1846	406	568	1212	1264	880	3044	418	4141	1037	3647	230
	80%	83%	80%	79%	79%	81%	79%	82%	77%	79%	78%	81%	80%	80%	80%	78%	80%	81%	79%	80%
Next day delivery option	4014	851	1224	898	1041	2075	1938	2578	1389	312	463	968	1034	720	2464	324	3379	836	2973	205
	68%	75%	64%	75%	60%	73%	62%	76%	58%	61%	63%	64%	65%	65%	61%	61%	65%	65%	65%	71%
Delivery within 3 days	4998	951	1563	1124	1349	2524	2473	3032	1911	400	599	1197	1291	921	3087	413	4232	1015	3773	210
	81%	80%	82%	81%	78%	83%	80%	82%	80%	78%	82%	80%	81%	84%	81%	77%	82%	79%	82%	73%
Convenient to post (within 12 mile)	5034	948	1561	1133	1390	2509	2523	3009	1975	419	596	1227	1273	919	3096	433	4245	1034	3770	229
	82%	83%	82%	82%	81%	82%	81%	82%	82%	81%	81%	82%	80%	84%	81%	81%	82%	81%	82%	80%
Same price to send to anywhere within the UK	5061	941	1586	1120	1413	2526	2533	3040	1964	419	603	1254	1301	882	3158	434	4265	1028	3810	223
	82%	83%	83%	81%	82%	83%	81%	83%	82%	81%	82%	84%	82%	80%	83%	81%	82%	80%	83%	77%
Guaranteed delivery to recipient's door	5444	991	1709	1228	1514	2700	2742	3243	2136	455	651	1314	1424	957	3389	471	4584	1124	4079	240
	88%	87%	89%	88%	88%	89%	88%	88%	89%	88%	89%	88%	89%	87%	89%	88%	89%	88%	88%	83%
Daily collection service	4650	899	1457	1037	1255	2357	2292	2822	1779	374	541	1141	1190	841	2872	389	3828	944	3499	207
	75%	79%	76%	75%	73%	77%	74%	77%	74%	73%	74%	76%	75%	76%	75%	73%	76%	74%	76%	72%
Letter delivery is furnished in an environmentally responsible way	3479	715	1085	749	929	1801	1678	2203	1227	269	401	855	915	617	2171	281	2947	705	2593	181
	96%	95%	97%	94%	94%	93%	94%	92%	91%	92%	93%	97%	98%	96%	97%	93%	97%	95%	97%	93%

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Table 210

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Low cost	5249	4518	731	144	4433	420	251	146	212	593	435	388	470	495	697	707	428	60	360
	83%	85%	85%	86%	85%	81%	85%	85%	85%	83% _{up}	83% _{up}	83% _{up}	83% _{up}	83% _{up}	83% _{up}	84%	81%	90%	80%
Fast delivery	4913	4225	688	138	4135	408	229	143	206	556	377	354	444	444	671	687	395	55	353
	80%	80%	80%	82%	80%	79%	78%	84% _{df}	82% _{up}	82% _{up}	74%	79%	82% _{up}	78%	82% _{up}	81% _{up}	75%	81%	76%
Next day delivery option	4014	3482	531	104	3373	333	190	118	152	443	310	289	371	370	572	552	313	43	290
	65%	66%	62%	62%	64%	64%	69%	69%	61%	66%	61%	63%	63% _{up}	65%	67% _{up}	66%	59%	63%	64%
Delivery within 3 days	4998	4304	694	135	4211	414	228	146	206	542	414	361	435	465	667	706	414	55	359
	81%	81%	80%	81%	81%	80%	77%	85% _{df}	83%	80%	81%	81%	80%	81%	82%	84%	78%	81%	80%
Convenient to post (within 12 mile)	5034	4365	669	132	4255	408	236	135	204	558	417	371	442	467	674	694	427	57	351
	82%	83% _{up}	78%	79%	82%	79%	80%	79%	82%	83%	82%	83%	81%	81%	83%	82%	81%	66%	76%
Same price to send to anywhere within the UK	5061	4351	709	142	4236	425	252	148	201	555	411	366	447	463	682	708	404	60	366
	82%	82%	82%	85%	82%	82%	85%	87% _{df}	80%	82%	81%	82%	82%	81%	84% _{up}	84% _{up}	76%	89% _{up}	81%
Guaranteed delivery to recipient's door	5444	4691	753	157	4587	450	253	153	223	599	446	397	478	501	716	761	465	62	388
	88%	89%	87%	87% _{up}	88%	87%	88%	87% _{df}	89%	89%	88%	88%	88%	88%	90%	90%	88%	93%	88%
Daily collection service	4650	4008	642	122	3922	386	210	132	188	503	366	329	412	436	634	654	389	51	336
	75%	76%	75%	73%	76% _{df}	75%	71%	76% _{df}	76% _{df}	75%	72%	73%	76%	76%	78%	78%	74%	75%	75%
Letter delivery is fulfilled in an environmentally responsible way	3479	3045	434	78	2941	262	160	95	122	360	290	243	321	354	491	466	264	39	243
	96%	97% _{up}	90%	46%	87%	85%	84%	86%	46%	83% _{up}	83% _{up}	84%	83% _{up}	82% _{up}	81% _{up}	80%	80%	59%	84%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Table 210

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6100	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6100	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Low cost	3249	2013	1829	2933	2849	2013	133	643	1829	200	940	1937	2114	624	500	188	3021	608	2307	1977	502	298	142	3265	440	1280	3958
85%		83%	83%	84%	84%	83%	83%	84%	89%	84%	80%	89%	89%	78%	80%	76%	89%	83%	89%	83%	74%	83%	80%	87%	83%	85%	85%
Fast delivery	4913	2059	1626	2930	2497	2059	127	634	1626	163	770	1666	2014	581	444	176	3700	620	2210	1876	431	253	126	4085	379	1194	3720
80%		81%	75%	84%	77%	80%	79%	83%	75%	77%	73%	89%	89%	73%	76%	71%	89%	75%	89%	81%	63%	71%	71%	89%	84%	79%	80%
Next day delivery option	4914	1839	1139	2570	1892	1819	112	515	1139	109	506	1349	1643	476	390	144	2956	534	1720	1523	340	199	94	3369	293	1052	2958
55%		81%	53%	73%	68%	79%	70%	67%	53%	51%	49%	87%	89%	60%	67%	58%	87%	64%	89%	89%	50%	56%	53%	89%	85%	69%	64%
Delivery within 3 days	4998	2050	1744	2918	2612	2050	122	634	1744	168	843	1757	2029	553	470	179	3786	649	2256	1871	441	273	137	4127	411	1200	3798
91%		81%	81%	84%	80%	81%	76%	83%	87%	80%	80%	89%	89%	69%	67%	73%	89%	84%	89%	89%	85%	89%	89%	89%	89%	79%	82%
Convenient to post (within 1/2 mile)	5034	2022	1816	2978	2650	2022	135	641	1816	179	887	1795	2034	554	472	162	3832	634	2262	1877	450	289	136	4139	425	1207	3827
82%		83%	84%	83%	83%	84%	84%	84%	84%	84%	85%	89%	89%	69%	69%	66%	89%	76%	89%	89%	66%	81%	79%	84%	79%	79%	82%
Same price to send to anywhere within the UK	5061	2022	1835	2892	2705	2022	128	635	1835	184	901	1789	2065	583	453	160	3854	614	2275	1898	463	288	130	4163	418	1226	3634
82%		84%	85%	83%	83%	84%	85%	83%	85%	85%	86%	89%	89%	73%	69%	65%	89%	84%	89%	89%	86%	89%	73%	89%	89%	91%	83%
Guaranteed delivery to recipient's door	5444	2182	1950	3111	2879	2182	146	698	1950	194	980	1921	2209	620	532	179	4130	631	2450	2013	508	312	140	4464	453	1276	4167
88%		90%	90%	89%	89%	90%	91%	91%	90%	91%	92%	89%	89%	78%	80%	73%	89%	89%	89%	89%	75%	89%	79%	89%	89%	84%	84%
Daily collection service	4880	1906	1593	2740	2408	1906	121	577	1593	154	790	1645	1915	511	409	156	3563	565	2002	1745	448	236	115	3637	351	1111	3539
75%		89%	74%	84%	74%	89%	75%	76%	74%	75%	75%	89%	89%	64%	70%	63%	89%	89%	89%	89%	86%	86%	65%	89%	89%	73%	76%
Letter delivery is fulfilled in an environmentally responsible way	3479	1527	1082	2165	1729	1527	91	419	1082	106	515	1239	1434	401	289	112	2671	401	1550	1361	312	176	72	2011	248	980	2499
56%		83%	50%	65%	53%	83%	57%	55%	50%	50%	49%	89%	89%	50%	50%	40%	89%	89%	89%	89%	46%	49%	40%	89%	89%	64%	64%

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Table 210

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Low cost	8249	270	4938	32	1416	3597	226	5070	87	31	42	5189	8
	85%	83%	85%	77%	83% ^{kl}	81% ^{kl}	76%	85% ^{kl}	84% ^{kl}	84%	80% ^{kl}	85% ^{kl}	36%
Fast delivery	4913	262	4622	30	1325	3366	222	4747	82	26	53	4855	6
	80%	78%	80%	73%	82% ^{kl}	81% ^{kl}	71%	80% ^{kl}	78% ^{kl}	46%	50% ^{kl}	80% ^{kl}	26%
Next day delivery option	4014	215	3774	24	1055	2754	204	3892	67	20	37	3955	8
	65%	64%	65%	59%	63%	66%	65%	65% ^{kl}	67% ^{kl}	34%	56%	65% ^{kl}	39%
Delivery within 3 days	4988	257	4713	28	1321	3458	219	4832	77	29	54	4938	6
	81%	78%	81% ^{kl}	67%	82% ^{kl}	83% ^{kl}	70%	82% ^{kl}	86%	51%	52% ^{kl}	83% ^{kl}	26%
Convenient to post (within 1/2 mile)	5034	289	4739	29	1351	3483	219	4949	85	36	61	4970	3
	82%	79%	82%	71%	81% ^{kl}	82% ^{kl}	70%	82% ^{kl}	72%	64%	62% ^{kl}	82% ^{kl}	15%
Same price to send to anywhere within the UK	5061	267	4782	32	1368	3465	228	4894	82	27	49	5003	8
	82%	79%	82%	77%	82% ^{kl}	82% ^{kl}	73%	83% ^{kl}	82% ^{kl}	46%	42% ^{kl}	82% ^{kl}	39%
Guaranteed delivery to recipient's door	5444	284	5129	31	1489	3745	229	5257	81	39	57	5372	10
	88%	84%	89% ^{kl}	76%	85% ^{kl}	86% ^{kl}	74%	89% ^{kl}	69%	68%	67% ^{kl}	89% ^{kl}	44%
Daily collection service	4650	252	4372	27	1217	3237	198	4495	71	28	49	4593	8
	75%	73%	76%	65%	77% ^{kl}	78% ^{kl}	63%	78% ^{kl}	60%	46%	42% ^{kl}	78% ^{kl}	38%
Letter delivery is fulfilled in an environmentally responsible way	3479	201	3253	26	914	2388	177	3365	54	19	32	3439	9
	56%	60%	56%	60%	55%	57%	57%	57% ^{kl}	46%	33%	49%	57% ^{kl}	37%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q2H2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Table 210

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	496	518	518	503	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Low cost	5249	1318	1301	1310	1320	401	455	462	457	446	399	449	448	414	443	444	433				
85%	85%	85%	85%	85%	86%	82%	86%	86%	86%	86%	80%	87%	86%	82%	86%	87%	83%				
Fast delivery	4913	1219	1231	1241	1222	389	436	394	420	429	382	406	427	408	399	408	416				
80%	80%	79%	80%	81%	80%	79%	82%	79%	79%	82%	77%	79%	82%	81%	79%	80%	80%				
Next day delivery option	4014	1002	1011	1016	985	313	355	334	340	357	313	321	335	340	315	328	342				
65%	65%	66%	66%	66%	64%	64%	67%	63%	64%	63%	63%	62%	69%	68%	63%	64%	66%				
Delivery within 3 days	4998	1271	1225	1242	1259	400	454	418	421	418	386	416	427	400	420	422	417				
87%	82%	80%	81%	82%	81%	81%	83%	79%	79%	82%	79%	80%	82%	80%	83%	82%	80%				
Convenient to post (within 1/2 mile)	6034	1260	1258	1264	1251	389	441	431	425	435	398	415	433	416	413	444	394				
82%	81%	82%	82%	81%	79%	83%	82%	80%	83%	80%	80%	80%	83%	83%	82%	87%	76%				
Same price to send to anywhere within the UK	5061	1261	1291	1240	1269	403	435	423	445	431	415	415	416	409	424	429	415				
82%	81%	83%	83%	82%	82%	82%	82%	80%	84%	80%	84%	80%	80%	81%	84%	84%	80%				
Guaranteed delivery to recipient's door	5444	1369	1344	1363	1368	432	474	463	466	457	421	468	446	449	437	472	458				
88%	88%	88%	89%	89%	89%	88%	89%	88%	88%	90%	85%	86%	86%	89%	87%	92%	88%				
Daily collection service	4660	1176	1155	1172	1148	369	423	384	405	386	363	376	414	382	371	394	383				
73%	76%	75%	76%	73%	73%	73%	75%	73%	76%	76%	73%	72%	78%	76%	74%	77%	74%				
Letter delivery is fulfilled in an environmentally responsible way	3479	905	850	880	843	279	334	292	309	290	252	305	296	279	285	301	258				
56%	58%	55%	57%	55%	57%	57%	63%	55%	59%	57%	51%	60%	57%	56%	57%	60%	50%				

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Table 211

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5142	807	3353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	3371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Low cost	177	38	139	22	155	108	69	24	39	36	17	28	23	10	63	52	62	34	146	30
Fast delivery	346	51	294	35	310	195	150	40	60	33	37	70	61	55	89	70	186	119	286	45
Next day delivery option	722	83	639	79	643	353	368	48	70	97	100	159	129	120	118	197	407	249	656	61
Delivery within 3 days	296	49	247	24	272	165	131	37	53	57	30	50	39	30	90	87	119	69	247	48
Convenient to post (within 1/2 mile)	266	32	233	25	241	155	111	35	47	45	40	33	43	23	81	85	99	66	222	40
Same price to send to anywhere within the UK	215	41	174	23	191	121	93	42	53	25	31	29	25	8	25	55	64	36	169	45
Guaranteed delivery to recipient's door	170	33	136	15	155	100	70	24	35	42	7	20	28	14	60	49	62	42	142	28
Daily collection service	408	39	367	47	359	216	189	51	72	59	46	65	60	34	123	104	179	94	352	53
Letter delivery is fulfilled in an environmentally responsible way	880	95	785	102	748	485	365	90	99	153	102	189	138	80	189	254	407	218	750	91
	14%	8%	15%	13%	14%	12%	12%	11%	11%	14%	12%	17%	14%	13%	11%	13%	16%	16%	15%	10%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Table 211

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Low cost	177	44	52	33	49	96	82	99	72	21	14	63	30	40	97	21	141	40	127	11
3%		4%	3%	2%	3%	3%	3%	3%	3%	4%	2%	4%	2%	3%	3%	4%	3%	3%	3%	4%
Fast delivery	345	48	130	82	84	178	167	178	159	29	31	91	92	62	213	34	285	67	259	19
6%		4%	7%	6%	5%	6%	5%	5%	7%	6%	4%	6%	6%	6%	6%	6%	6%	5%	6%	7%
Next day delivery option	722	101	246	155	220	347	375	356	350	65	95	177	199	126	471	65	624	105	548	19
12%		9%	11%	11%	12%	11%	12%	10%	12%	13%	13%	12%	13%	12%	12%	12%	12%	9%	12%	7%
Delivery within 3 days	296	44	112	56	84	157	139	154	130	32	29	83	73	46	184	34	236	65	204	27
5%		4%	6%	4%	5%	5%	4%	4%	5%	6%	4%	6%	5%	4%	5%	6%	5%	5%	4%	5%
Convenient to post (within 12 mile)	268	42	97	56	70	140	126	149	110	19	25	76	74	45	176	19	226	59	186	20
4%		4%	5%	4%	4%	5%	4%	4%	4%	4%	3%	5%	5%	4%	5%	4%	4%	5%	4%	7%
Same price to send to anywhere within the UK	215	40	67	62	46	107	108	127	86	23	13	56	51	51	121	23	179	43	160	12
3%		3%	4%	4%	3%	4%	3%	3%	4%	3%	2%	4%	3%	3%	3%	4%	3%	3%	3%	4%
Guaranteed delivery to recipient's door	170	33	58	40	39	91	79	94	68	12	11	45	38	42	95	12	142	34	122	14
3%		3%	3%	3%	2%	3%	3%	3%	3%	2%	2%	3%	2%	3%	2%	3%	3%	3%	3%	5%
Daily collection service	406	59	155	95	98	214	192	214	184	39	42	101	120	74	263	39	342	83	299	25
7%		5%	11%	7%	6%	7%	6%	6%	7%	8%	6%	7%	8%	7%	7%	7%	7%	6%	7%	9%
Letter delivery is furnished in an environmentally responsible way	899	126	261	221	242	387	464	476	360	81	88	220	228	149	535	82	718	171	639	41
14%		11%	14%	13%	14%	13%	13%	13%	10%	16%	12%	15%	14%	14%	14%	15%	14%	13%	14%	14%

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Table 211

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5268	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Low cost	177	143	34	9	155	11	8	4	10	16	9	6	16	17	23	28	29	-	11	
3%	3%	3%	4%	5%	3%	2%	3%	2%	3%	2%	2%	1%	3%	3%	3%	3%	3%	-	2%	
Fast delivery	345	296	49	8	297	22	20	6	14	33	37	25	22	31	34	63	39	2	21	
6%	6%	6%	6%	5%	6%	4%	7%	3%	6%	5%	7%	5%	4%	5%	4%	8%	7%	3%	5%	
Next day delivery option	722	614	108	24	602	71	34	15	39	68	68	55	49	77	61	110	75	8	63	
12%	12%	13%	14%	14%	12%	15%	12%	9%	15%	10%	13%	12%	9%	14%	7%	13%	10%	12%	14%	
Delivery within 3 days	296	246	50	7	242	30	19	5	14	37	18	23	22	26	33	51	20	4	26	
5%	5%	5%	6%	4%	5%	6%	7%	3%	6%	5%	4%	5%	4%	4%	3%	6%	4%	6%	6%	
Convenient to post (within 12 miles)	268	218	47	10	218	27	13	7	12	22	16	16	22	16	38	52	23	2	25	
4%	4%	4%	6%	6%	4%	6%	5%	4%	5%	3%	3%	4%	4%	3%	5%	6%	4%	3%	6%	
Same price to send to anywhere within the UK	215	171	44	8	187	16	7	5	13	21	16	11	20	18	28	31	29	*	16	
3%	3%	3%	6%	5%	4%	3%	2%	3%	5%	3%	3%	2%	4%	3%	3%	4%	3%	*	3%	
Guaranteed delivery to recipient's door	170	144	26	2	149	12	6	2	6	26	9	12	14	20	27	23	13	1	11	
3%	3%	3%	3%	1%	3%	2%	2%	1%	2%	4%	2%	2%	3%	4%	3%	3%	2%	1%	3%	
Daily collection service	406	336	71	12	343	35	19	9	12	54	38	35	31	31	41	49	53	5	30	
7%	7%	6%	8%	7%	7%	7%	6%	5%	5%	8%	7%	8%	6%	5%	5%	6%	16%	7%	7%	
Letter delivery is fulfilled in an environmentally responsible way	899	704	147	29	698	85	45	25	38	94	76	61	63	74	106	98	88	11	74	
14%	14%	13%	17%	17%	13%	16%	15%	14%	15%	14%	15%	14%	12%	13%	13%	12%	16%	17%	15%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Table 211

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6100	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6100	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Low cost	177	74	51	111	89	74	12	25	51	1	27	34	82	24	23	16	116	37	44	60	33	21	12	110	23	55	123		
3%		3%	2%	3%	3%	3%	6% Low	3%	2%	1%	3%	2%	8% Low	3%	6% Low	6% Low	3%	6% Low	2%	9% Low	6% Low	6% Low	7% Low	2%	6% Low	3%	4%		
Fast delivery	345	92	184	139	231	92	13	27	184	16	109	96	138	50	36	25	234	61	104	116	73	38	15	220	52	98	247		
6%		4%	9% Low	4%	9% Low	4%	6% Low	4%	9%	7%	10%	8%	6%	6%	6%	10% Low	8%	6%	4%	5%	11% Low	10% Low	8% Low	8% Low	4%	6% Low	6%	5%	
Next day delivery option	722	144	231	244	233	144	14	71	431	71	233	292	236	77	71	43	526	114	314	198	98	72	36	512	108	145	577		
12%		6%	30% Low	7%	16% Low	6%	6%	9% Low	20%	19%	22%	16% Low	10%	10%	12%	17% Low	12% Low	14% Low	12% Low	9%	14% Low	20% Low	20% Low	10%	20% Low	10%	15% Low	12%	
Delivery within 3 days	296	100	118	154	171	100	21	38	118	6	66	77	110	54	33	21	187	54	89	114	54	20	18	203	38	82	214		
5%		4%	5%	4%	5%	4%	10% Low	5%	5%	3%	6%	4%	4%	6%	6%	9% Low	4%	6%	3%	6% Low	6% Low	6%	10% Low	4%	6% Low	5%	5%		
Convenient to post (within 1/2 mile)	268	97	94	146	143	97	9	30	94	4	55	64	97	59	26	23	161	40	91	91	51	16	15	162	31	80	185		
4%		4%	4%	4%	4%	4%	5%	4%	4%	2%	5%	3%	4%	4%	6% Low	4%	6% Low	4%	3%	4%	6% Low	4%	6% Low	4%	6%	5%	4%		
Same price to send to anywhere within the UK	215	77	74	115	112	77	11	28	74	4	37	50	62	26	30	26	131	58	62	75	44	15	17	137	32	70	145		
3%		3%	3%	3%	3%	3%	6% Low	4%	3%	2%	4%	2%	3%	3%	6% Low	6% Low	6% Low	6% Low	2%	3%	6% Low	4%	6% Low	3%	6% Low	6% Low	3%		
Guaranteed delivery to recipient's door	170	60	52	101	93	60	7	22	62	4	28	27	75	33	13	17	102	30	42	62	40	14	8	108	21	53	107		
3%		2%	2%	3%	3%	2%	4%	3%	2%	2%	3%	1%	3% Low	6% Low	2%	6% Low	2%	4%	2%	9% Low	6% Low	4% Low	4% Low	2%	4% Low	6% Low	2%		
Daily collection service	406	118	193	175	250	118	13	58	193	20	93	112	144	61	60	29	256	89	159	128	71	32	13	287	45	118	288		
7%		5%	9% Low	5%	9% Low	5%	8%	9% Low	9%	9%	9%	6%	6%	8%	8% Low	8% Low	6%	8% Low	6%	6%	6% Low	9%	7%	6%	6%	8%	8%	6%	
Letter delivery is fulfilled in an environmentally responsible way	860	262	364	386	509	262	27	116	384	33	169	295	314	90	89	49	610	147	377	270	104	58	40	647	98	166	685		
14%		11%	19% Low	11%	19% Low	11%	17%	19% Low	16%	16%	16%	15%	13%	11%	17% Low	20% Low	14%	18% Low	14% Low	12%	15%	16%	22% Low	13%	19% Low	17%	15% Low	15%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Table 211

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Low cost	177	14	160	3	52	111	15	155	9	10	2	174	2
	3%	4%	3%	8%	3%	3%	5%	3%	8% <i>ab</i>	17% <i>gh</i>	3%	3%	7%
Fast delivery	345	21	321	3	104	216	25	313	18	11	2	342	1
	6%	6%	6%	8%	6%	5%	8%	5%	18% <i>ab</i>	20% <i>gh</i>	3%	6%	3%
Next day delivery option	722	32	687	4	229	493	19	681	17	14	10	713	-
	12%	9%	12%	9%	13% <i>f</i>	12% <i>f</i>	6%	12%	15%	19% <i>gh</i>	14%	12%	-
Delivery within 3 days	286	30	263	3	91	186	19	266	13	13	2	292	2
	5%	8% <i>ab</i>	5%	8%	5%	4%	6%	5%	16% <i>ab</i>	23% <i>gh</i>	3%	5%	10%
Convenient to post (within 1/2 mile)	266	10	259	5	74	170	22	236	10	13	1	259	6
	4%	3%	4%	13% <i>ab</i>	4%	4%	7%	4%	9%	22% <i>gh</i>	2%	4%	26%
Same price to send to anywhere within the UK	215	16	199	-	63	139	13	190	13	12	-	214	*
	3%	5%	3%	-	4%	3%	4%	3%	16% <i>ab</i>	20% <i>gh</i>	-	4%	1%
Guaranteed delivery to recipient's door	170	11	155	5	58	93	20	147	15	9	-	168	2
	3%	3%	3%	11% <i>ab</i>	3%	2%	7% <i>ab</i>	2%	19% <i>ab</i>	10% <i>gh</i>	-	3%	9%
Daily collection service	406	22	381	3	117	261	28	378	14	11	5	401	1
	7%	7%	7%	7%	7%	6%	9%	6%	17% <i>ab</i>	14% <i>gh</i>	7%	7%	4%
Letter delivery is fulfilled in an environmentally responsible way	850	40	805	6	236	577	37	807	19	15	7	841	2
	14%	12%	14%	14%	14%	14%	12%	14%	16%	20% <i>gh</i>	11%	14%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Low cost	177	52	39	38	48	20	21	11	2	12	25	12	10	16	7	19	22				
3%		3%	3%	2%	3%	4% ^h	4% ^h	2%	*	2% ^h	6% ^h	2% ^h	2%	3% ^h	1%	4% ^h	4% ^h				
Fast delivery	345	91	75	83	96	34	31	26	21	24	31	32	29	21	24	34	38				
6%		6%	5%	6%	6%	7%	6%	5%	4%	5%	6%	6%	6%	4%	5%	7%	7%				
Next day delivery option	722	187	155	175	205	53	66	68	39	47	70	63	62	50	77	50	78				
12%		12%	10%	11%	12% ^h	11%	12% ^h	12% ^h	7%	9%	14% ^h	12% ^h	12% ^h	10%	12% ^h	10%	16% ^h				
Delivery within 3 days	296	69	81	68	77	30	13	27	30	17	35	21	24	23	13	21	33				
5%		5%	4%	5%	4%	5% ^h	2%	5%	5% ^h	3%	10% ^h	4%	5%	5%	3%	6% ^h	6% ^h				
Convenient to post (within 1/2 mile)	266	62	56	79	69	27	23	11	18	14	24	26	25	28	17	21	30				
4%		4%	4%	5%	4%	6% ^h	4%	2%	3%	3%	5%	5%	5%	6% ^h	3%	4%	6% ^h				
Same price to send to anywhere within the UK	215	59	46	53	57	21	18	20	17	12	17	24	20	10	15	17	25				
3%		4%	3%	3%	4%	4%	3%	4%	3%	2%	3%	5%	4%	2%	3%	3%	5%				
Guaranteed delivery to recipient's door	170	41	45	41	42	20	11	11	14	11	20	11	18	12	20	6	16				
3%		3%	3%	3%	3%	4% ^h	2%	2%	3%	2%	4% ^h	2%	3%	2%	4% ^h	1%	3%				
Daily collection service	406	101	105	84	117	34	34	34	25	34	49	33	29	22	43	35	39				
7%		7%	7%	5%	7%	7%	6%	6%	5%	7%	10% ^h	6%	6%	4%	10% ^h	7%	7%				
Letter delivery is fulfilled in an environmentally responsible way	850	192	229	198	231	79	53	60	65	75	89	64	67	67	64	61	106				
14%		12%	15%	13%	15%	10% ^h	10%	11%	12%	15%	10% ^h	12%	13%	13%	13%	12%	20% ^h				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Low cost	4.19	4.26%	4.18	4.21	4.19	4.14	4.34%	4.16	4.11	4.15	4.26% ^{ab}	4.24% ^{ab}	4.18%	4.29% ^{cd}	4.13	4.18%	4.22%	4.21%	4.20	4.16
Fast delivery	4.06	4.30%	4.00	4.18%	4.04	4.03	4.69%	4.10% ^{ab}	4.11% ^{ab}	4.16% ^{ab}	4.10% ^{ab}	4.39% ^{ab}	3.99%	3.89	4.16% ^{ab}	4.13% ^{ab}	3.95	3.92	4.04	4.20%
Next day delivery option	3.76	4.19%	3.66	3.96%	3.74	3.75	3.78	4.03% ^{ab}	3.88% ^{ab}	3.88% ^{ab}	3.78% ^{ab}	3.62	3.53	3.57	3.96% ^{ab}	3.84% ^{ab}	3.58	3.55	3.72	4.01%
Delivery within 3 days	4.08	4.28%	4.03	4.19%	4.06	4.05	4.10	4.08	4.03	4.09	4.08	4.30%	4.07	4.06	4.05	4.08	4.09	4.06	4.07	4.10
Convenient to post (within 1/2 mile)	4.13	4.35%	4.08	4.21%	4.12	4.08	4.19%	4.09	4.06	4.09	4.11	4.21% ^{ab}	4.16	4.21% ^{ab}	4.08	4.10	4.20% ^{ab}	4.18% ^{ab}	4.13	4.13
Same price to send to anywhere within the UK	4.17	4.23%	4.15	4.23	4.16	4.14	4.18	4.06	4.00	4.11%	4.20% ^{ab}	4.25% ^{ab}	4.24% ^{ab}	4.33% ^{ab}	4.03	4.15%	4.27% ^{ab}	4.28% ^{ab}	4.19%	4.06
Delivery to recipient's door	4.33	4.46%	4.30	4.38	4.32	4.30	4.36%	4.22	4.20	4.25	4.40% ^{ab}	4.45% ^{ab}	4.35% ^{ab}	4.44% ^{ab}	4.21	4.31%	4.42% ^{ab}	4.41% ^{ab}	4.34	4.27
Daily collection service	3.99	4.23%	3.91	4.04	3.88	3.96	4.03%	3.94	3.83	3.91%	4.01%	4.01%	4.05%	4.17% ^{ab}	3.88	3.98%	4.06%	4.16% ^{ab}	3.99	4.00
Letter delivery is fulfilled in an environmentally responsible way	3.55	3.68%	3.47	3.76%	3.52	3.46	3.62%	3.74% ^{ab}	3.67% ^{ab}	3.57% ^{ab}	3.58% ^{ab}	3.41	3.37	3.48	3.71% ^{ab}	3.67% ^{ab}	3.42	3.42	3.50	3.79%

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Table 212

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3379	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Low cost	4.19	4.11	4.20a	4.21a	4.21a	4.17	4.21a	4.19	4.19	4.21m	4.28kmm	4.19m	4.18m	4.07	4.20m	4.22	4.18	4.20	4.19	4.13
Fast delivery	4.06	4.10m	4.04	4.05	4.04	4.08	4.05	4.12b	3.98	4.07	4.04	4.06	4.05	4.05	4.05	4.05	4.06	4.08	4.06	4.05
Next day delivery option	3.76	3.60m	3.71	3.76	3.68	3.61f	3.72	3.75	3.60	3.74	3.72	3.74	3.74	3.74	3.74	3.75	3.75	3.78	3.75	3.67
Delivery within 3 days	4.08	4.10m	4.06	4.09	4.03	4.10	4.05	4.04	4.04	4.03	4.12	4.02	4.07	4.11	4.06	4.02	4.08	4.07	4.07a	3.94
Convenient to post (within 1/2 mile)	4.13	4.16	4.12	4.12	4.14	4.13	4.13	4.14	4.13	4.14	4.10	4.13	4.07	4.13	4.11	4.14	4.13	4.16	4.13	4.06
Same price to send to anywhere within the UK	4.17	4.19	4.15	4.13	4.20	4.17	4.17	4.15	4.19	4.20m	4.24m	4.19m	4.15	4.08	4.16m	4.20	4.16	4.18	4.17	4.08
Delivery to recipient's door	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.35	4.36	4.37	4.31	4.34	4.28	4.33	4.35	4.33	4.34a	4.34a	4.17
Daily collection service	3.99	4.07m	3.95	3.98	3.99	4.00	3.98	4.01	3.98	3.97	4.02	3.99	3.93	3.96	3.97	3.98	3.98	3.99	3.99	3.97
Letter delivery is fulfilled in an environmentally responsible way	3.55	3.60m	3.54	3.46	3.52	3.60f	3.50	3.61n	3.44	3.48	3.55	3.54	3.54	3.52	3.54	3.48	3.54	3.56	3.53	3.68

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Low cost	4.19	4.19	4.17	4.16	4.26a	4.10	4.18	4.24	4.27apqr	4.28mnoqr	4.24npq	4.24pqr	4.21pqr	4.17p	4.14p	4.22npq	4.05	4.16	4.09	
Fast delivery	4.06	4.07	4.03	4.07	4.06	4.07	4.01	4.16	4.11p	4.12kmnoqr	3.94	4.04	4.17kmnoqr	4.00	4.19kmnoqr	4.04p	3.95	4.10	4.07p	
Next day delivery option	3.76	3.77	3.71	3.69	3.77	3.72	3.74	3.86a	3.69	3.33p	3.67	3.75	3.74pqr	3.71	3.74mnoqr	3.60p	3.60	3.70	3.72	
Delivery within 3 days	4.08	4.08	4.04	4.07	4.08	4.07	3.99	4.12pqr	4.14	4.08	4.04	4.06	4.11	4.08	4.05	4.14	4.03	4.02	4.06	
Convenient to post (within 1/2 mile)	4.13	4.13a	4.03	4.06	4.14a	4.05	4.14	4.10	4.17	4.13a	4.13p	4.16	4.16	4.12	4.09	4.13	4.15	4.07	4.04	
Same price to send to anywhere within the UK	4.17	4.17	4.17	4.31a	4.15	4.21	4.24a	4.31a	4.15	4.20p	4.16p	4.14	4.16a	4.16p	4.13	4.20p	4.03	4.43hijklmnopqr	4.17p	
Delivery to recipient's door	4.33	4.34	4.28	4.43b	4.33	4.32	4.27	4.30f	4.30a	4.33	4.34	4.36	4.33	4.31	4.27	4.40n	4.31	4.44	4.30	
Daily collection service	3.99	4.00	3.94	3.99	3.99	3.99	3.94	4.07f	4.14ijklmnopqr	4.00	3.88	3.94	4.05	3.96	4.00	4.01	3.96	3.96	3.99	
Letter delivery is fulfilled in an environmentally responsible way	3.55	3.53a	3.42	3.43	3.55	3.49	3.49	3.60	3.43	3.56	3.52	3.54	3.60b	3.64bqr	3.59p	3.57	3.42	3.54	3.48	

Proportions/Mean: Columns Tested (5% risk level) - abc - defg - hijklmnopqr
* small base

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Table 212

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6100	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6100	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Low cost	4.19	4.14	4.24meq	4.14	4.27me	4.14	4.19	4.15	4.29	4.29	4.40me	4.26meq	4.14me	4.02	4.19me	4.01	4.22meq	4.14me	4.26meq	4.16me	3.94	4.09	4.22	4.23meq	4.10	4.28	4.17
Fast delivery	4.06	4.20me	3.91	4.17me	3.97me	4.10	4.11	4.14	4.29	3.96	3.85	4.16meq	4.04me	3.89	4.02me	3.97	4.12meq	4.00me	4.21meq	4.04me	3.68	3.87	3.97	4.13meq	3.90	4.06	4.06
Next day delivery option	3.76	4.01me	3.45	4.16me	3.60me	4.10	3.95	3.82	3.45	3.51	3.37	3.80me	3.78me	3.67	3.78	3.59	3.72me	3.72	3.80me	3.82me	3.43	3.53	3.55	3.84me	3.54	3.88	3.74
Delivery within 3 days	4.08	4.17me	4.03	4.13me	4.04	4.17	4.01	4.14	4.03	4.07	4.01	4.28meq	4.04me	3.84	4.06me	3.92	4.13meq	4.01me	4.23meq	4.02me	3.74	3.97	4.03	4.13me	3.96	4.06	4.08
Convenient to post (within 1/2 mile)	4.13	4.17	4.16	4.14	4.14	4.17	4.20	4.18	4.16	4.21	4.15	4.30meq	4.07me	3.85	4.11me	3.86	4.20meq	4.03me	4.20meq	4.07me	3.79	4.06	4.06	4.19me	4.06	4.12	4.14
Same price to send to anywhere within the UK	4.17	4.18	4.23	4.16	4.19	4.18	4.24	4.24	4.23	4.28	4.25	4.37meq	4.12me	3.96	4.06me	3.81	4.22meq	4.00me	4.33meq	4.10	3.83	4.18	4.04	4.22me	4.18	4.13	4.18
Delivery to recipient's door	4.33	4.36	4.37	4.33	4.33	4.36	4.44	4.39	4.37	4.40	4.40	4.58meq	4.26me	4.06	4.29me	4.02	4.40meq	4.21me	4.53meq	4.21	3.98	4.31	4.34	4.38me	4.32me	4.22	4.37
Daily collection service	3.99	4.00me	3.92	4.00me	3.94	4.09	4.11	4.03	3.92	3.92	3.97	4.10meq	3.97me	3.75	3.94	3.78	4.00me	3.82	4.13meq	3.95	3.72	3.85	3.89	4.04me	3.88	3.96	4.00
Letter delivery is fulfilled in an environmentally responsible way	3.55	3.50me	3.39	3.60me	3.46	3.50	3.56	3.51	3.39	3.46	3.39	3.60meq	3.50me	3.47	3.41	3.30	3.59meq	3.38	3.62me	3.50me	3.32	3.36	3.23	3.60me	3.32	3.74	3.48

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Table 212

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Low cost	4.19	4.12	4.15a	4.23	4.20a	4.16a	4.06	4.20a	4.02	3.66	4.21a	4.16a	3.55
Fast delivery	4.06	4.00	4.07	4.18	4.02	4.02a	3.94	4.02a	3.75	3.41	4.02a	4.02a	3.38
Next day delivery option	3.76	3.84	3.76	3.78	3.72	3.76	3.84	3.76	3.59	3.11	3.89	3.72	3.66
Delivery within 3 days	4.08	3.96	4.08a	3.96	4.07	4.08a	3.93	4.08a	3.95	3.33	4.20	4.08a	3.29
Convenient to post (within 1/2 mile)	4.13	4.17	4.13	3.98	4.15a	4.14a	3.94	4.14	3.99	3.65	4.42a	4.13	2.88
Same price to send to anywhere within the UK	4.17	4.12	4.17	4.33	4.21a	4.16a	4.01	4.16a	3.90	3.35	4.22a	4.17a	3.51
Delivery to recipient's door	4.33	4.29	4.33	4.02	4.33a	4.33a	4.00	4.33a	3.86	3.72	4.48a	4.33a	3.46
Daily collection service	3.99	3.95	3.99	3.92	3.99a	4.04a	3.76	4.00a	3.71	3.36	3.84	3.99a	3.45
Letter delivery is fulfilled in an environmentally responsible way	3.55	3.63	3.54	3.75	3.54	3.54	3.62	3.58	3.34	3.06	3.58	3.55	3.48

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Table 212

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	506	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Low cost	4.19	4.16	4.21a	4.19	4.25a	4.07	4.15a	4.21a	4.25a	4.25a	4.09	4.25a	4.25a	4.21a	4.24a	4.22a	4.14				
Fast delivery	4.06	4.03	4.15a	4.08	4.04	3.99	4.11a	4.00	4.10a	4.05a	4.01	4.01	4.10a	4.12a	4.01	4.11a	4.01				
Next day delivery option	3.76	3.75	3.81	3.78	3.72	3.72	3.79	3.72	3.8a	3.91a	3.69	3.70	3.82a	3.81	3.64	3.83a	3.69				
Delivery within 3 days	4.08	4.10	4.06	4.08	4.07	4.07	4.21a	4.01	4.08	4.17a	3.96	4.08	4.08	4.06	4.09	4.12	4.01				
Convenient to post (within 1/2 mile)	4.13	4.13	4.15	4.13	4.11	4.07	4.19a	4.14	4.12	4.22a	4.10	4.11	4.11	4.17	4.10	4.21a	4.03				
Same price to send to anywhere within the UK	4.17	4.13	4.22a	4.16	4.16	4.13	4.16	4.09	4.21	4.28a	4.19	4.13	4.12	4.22a	4.17	4.22	4.09				
Delivery to recipient's door	4.33	4.32	4.33	4.34	4.33	4.28	4.36	4.32	4.33	4.42a	4.25	4.36	4.30	4.37	4.25	4.42a	4.30				
Daily collection service	3.99	3.98	4.00	4.01	3.96	3.94	4.03	3.97	4.08a	4.05	3.90	3.93	4.09a	4.04	3.90	4.03	3.96				
Letter delivery is fulfilled in an environmentally responsible way	3.55	3.57	3.53	3.56	3.52	3.49	3.55a	3.56a	3.59a	3.59a	3.41	3.57a	3.57a	3.54a	3.56a	3.59a	3.36				

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	862	309	1008	1039	2613	1461	2468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1090	1054	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
E0.00-E0.09	10	6	5	-	10	6	4	1	3	-	-	-	-	-	4	6	-	-	7	3
E0.20-E0.29	6	4	2	-	6	4	-	-	-	-	-	1	3	1	-	-	-	6	-	-
E0.30-E0.39	14	3	11	-	5	10	6	8	-	-	-	6	-	1	7	-	7	1	8	6
E0.40-E0.49	17	7	10	4	13	4	13	5	1	4	3	4	-	-	6	7	4	-	16	1
E0.50-E0.59	51	16	35	6	45	30	21	11	15	9	8	2	3	3	26	17	8	5	41	9
E0.60-E0.69	46	21	24	4	44	25	21	3	8	11	9	8	2	7	12	20	16	9	43	5
E0.70-E0.79	123	30	93	7	116	62	60	7	26	25	27	20	12	6	33	52	38	18	117	6
E0.80-E0.89	248	60	189	26	222	124	122	16	33	57	49	57	23	14	49	105	94	37	210	38
E0.90-E0.99	428	78	350	41	387	195	232	9	43	82	73	107	62	42	51	165	211	104	411	14
E1.00-E1.09	538	269	569	71	767	438	399	19	106	165	121	173	98	60	201	298	351	178	715	116
E1.10-E1.19	718	155	563	73	644	328	390	41	53	131	132	159	107	95	94	263	361	202	644	69
E1.20-E1.29	1409	307	1152	170	1289	701	758	88	107	231	200	317	276	240	196	431	633	516	1326	125
E1.30-E1.39	416	73	344	36	381	219	197	15	23	59	68	110	74	67	129	127	251	141	378	26
E1.40-E1.49	116	21	96	6	110	59	57	4	12	24	17	27	22	9	16	41	58	31	102	12
E1.50-E1.59	334	73	261	47	287	165	168	52	59	70	28	65	31	29	111	98	125	60	279	50
E1.60-E1.69	80	10	70	6	74	29	52	6	13	18	13	15	12	4	19	30	31	16	63	15
E1.70-E1.79	69	6	63	12	57	23	43	8	7	11	7	18	10	8	16	18	35	17	64	3
E1.80-E1.89	56	9	47	3	53	25	30	4	11	18	10	7	6	*	15	28	13	6	50	6
E1.90-E1.99	48	4	43	10	37	22	26	13	3	6	11	5	5	2	17	18	12	7	41	6
Over £2.00	1081	78	1003	262	819	541	539	430	346	191	51	29	14	19	776	243	62	33	635	432
Gave correct price (+1.10 if complete on 3rd April 2023-1st Oct 2023, +1.25 if complete on 2nd October 2023-1st April 2024, +1.35 if complete on 2nd April 2024 onwards)	999	198	801	103	895	468	533	38	56	125	152	252	131	194	94	277	327	376	503	82
Over estimated (+1.10 if complete on 3rd April 2023-1st Oct 2023, +1.25 if complete on 2nd October 2023-1st April 2024, +1.35 if complete on 2nd April 2024 onwards)	2151	251	1900	395	1756	1053	1094	532	481	410	184	253	162	130	1013	593	545	292	1574	551
Under estimated (+1.10 if complete on 3rd April 2023-1st Oct 2023, +1.25 if complete on 2nd October 2023-1st April 2024, +1.35 if complete on 2nd April 2024 onwards)	3010	784	2226	262	2718	1491	1513	252	330	587	496	625	416	303	982	1063	1346	719	2682	310
Mean	1.63	1.21	1.74x	2.26x	1.54	1.67	1.60	2.71x/1x/m	2.18/1x/m	1.61x/1x/m	1.29x/1x/m	1.20	1.21	1.24	2.44x/1x/m	1.46x/1x/m	1.22	1.23	1.44	2.70x/1x/m
Std Dev	1.39	0.56	1.51	2.06	1.23	1.50	1.27	2.18	1.87	1.37	0.78	0.48	0.32	0.59	2.04	1.17	0.47	0.46	1.02	2.33
Std Error	0.02	0.02	0.02	0.07	0.02	0.03	0.02	0.08	0.07	0.04	0.03	0.01	0.01	0.02	0.05	0.03	0.01	0.01	0.01	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/op/q - r/s

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 per year (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1854	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
E0.00-E0.09	6	2	2	1	4	5	5	8	2	-	2	-	2	-	5	-	7	3	7	-
E0.20-E0.29	10	2	2	-	3	3	3	2	4	1	-	3	-	2	3	1	5	1	5	-
E0.30-E0.39	14	2	4	5	3	6	8	13	1	-	1	2	2	7	6	-	14	2	12	-
E0.40-E0.49	17	6	9	1	2	15	2	12	4	1	1	1	4	7	7	1	15	5	12	-
E0.50-E0.59	51	15	9	3	23	25	26	25	24	7	11	5	12	10	28	9	39	21	30	-
E0.60-E0.69	48	11	20	7	11	30	18	31	17	4	3	11	15	11	29	4	40	12	36	-
E0.70-E0.79	123	15	32	30	47	46	77	74	48	12	22	29	28	14	80	12	99	27	87	8
E0.80-E0.89	240	33	83	57	75	116	132	152	91	12	26	70	56	46	152	12	217	63	170	15
E0.90-E0.99	428	58	134	96	140	192	236	259	166	33	60	104	108	85	272	34	369	107	305	15
E1.00-E1.09	838	144	262	166	266	407	431	497	328	90	92	171	188	169	451	93	678	170	626	42
E1.10-E1.19	1475	236	426	254	359	621	641	737	478	136	136	254	276	236	602	126	828	206	622	50
E1.20-E1.29	2445	381	681	421	563	941	981	1121	701	201	201	371	401	341	841	151	1091	271	820	60
E1.30-E1.39	416	79	134	87	106	123	134	152	97	32	47	114	107	68	268	32	353	61	319	17
E1.40-E1.49	116	14	42	26	34	57	59	67	45	8	11	28	31	22	70	8	96	22	88	5
E1.50-E1.59	334	52	105	79	98	156	176	210	122	27	45	69	95	62	209	29	262	72	255	7
E1.60-E1.69	80	12	28	23	17	40	40	53	25	7	7	25	26	9	58	7	68	19	54	7
E1.70-E1.79	69	21	18	15	15	39	30	46	22	4	4	20	18	10	41	4	55	13	51	5
E1.80-E1.89	56	3	24	17	12	27	29	43	13	7	6	11	13	14	31	7	47	14	40	2
E1.90-E1.99	48	9	13	4	21	22	25	31	17	1	5	15	18	6	37	1	43	10	31	6
Over £2.00	1081	202	334	238	217	626	455	776	280	94	115	277	278	216	670	85	919	211	800	70
Gave correct price (+1.10 if complete on 3rd April 2023-1st Oct 2023, +1.25 if complete on 2nd October 2023-1st April 2024, +1.35 if complete on 2nd April 2024 onwards)	165	176	316	220	287	492	507	499	497	81	129	282	261	159	663	96	856	199	769	30
Over estimated (+1.10 if complete on 3rd April 2023-1st Oct 2023, +1.25 if complete on 2nd October 2023-1st April 2024, +1.35 if complete on 2nd April 2024 onwards)	2151	478	695	470	505	1175	975	1428	694	163	231	546	588	399	1365	165	1829	426	1608	117
Under estimated (+1.10 if complete on 3rd April 2023-1st Oct 2023, +1.25 if complete on 2nd October 2023-1st April 2024, +1.35 if complete on 2nd April 2024 onwards)	355	-	-	-	-	-	-	-	-	32%	31%	36%	37%	36%	36%	31%	35%	33%	35%	41%
Mean	1.63	1.63	1.32	1.37	1.27	1.45	1.32	1.55	1.09	1.45	1.36	1.44	1.35	1.56	1.39	1.43	1.40	1.49	1.35	1.53
Std Dev	0.02	0.04	0.03	0.04	0.03	0.03	0.02	0.03	0.02	0.06	0.05	0.04	0.03	0.05	0.02	0.06	0.02	0.04	0.02	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
E0.00-E0.09	10	10	*	*	8	2	*	-	-	5	-	-	-	-	-	-	3	-	2	
E0.10-E0.19	*	*	*	*	*	*	*	-	-	1*	-	-	-	-	-	-	1*	-	*	
E0.20-E0.29	6	6	*	*	4	1	1	-	-	1	-	-	1	-	-	2	-	-	1	
E0.30-E0.39	14	14	-	-	14	-	-	-	-	-	-	2	-	-	3	9	-	-	-	
E0.40-E0.49	17	13	4	*	13	2	2	*	1	-	-	2	-	2	5	-	2	-	2	
E0.50-E0.59	51	45	6	3	41	5	4	1	1	2	2	6	3	6	7	5	9	-	5	
E0.60-E0.69	15	1%	1%	2%	1%	1%	1%	1%	3	-	11	-	1	8	7	2	6	*	5	
E0.70-E0.79	123	110	13	7	99	10	10	5	6	9	7	12	13	7	16	19	9	2	8	
E0.80-E0.89	248	209	39	6	201	23	16	8	12	26	27	20	21	26	24	22	22	1	22	
E0.90-E0.99	428	376	52	12	353	39	24	12	20	59	43	36	23	34	37	60	33	10	29	
E1.00-E1.09	838	720	118	21	714	62	43	19	42	88	77	54	84	78	115	98	78	8	54	
E1.10-E1.19	1475	14%	14%	12%	14%	12%	15%	11%	17%	13%	15%	12%	16%	14%	14%	12%	15%	11%	12%	
E1.20-E1.29	216	175	12%	14%	12%	11%	12%	13%	12%	17%	11%	9%	13%	10%	9%	10%	14%	16%	10%	
E1.30-E1.39	1459	1240	220	45	1225	123	71	41	62	164	121	121	139	141	158	203	117	17	106	
E1.40-E1.49	247	22%	25%	27%	24%	24%	24%	24%	25%	24%	24%	24%	26%	25%	19%	24%	22%	26%	24%	
E1.50-E1.59	416	354	62	13	357	32	15	12	18	53	41	27	34	29	45	54	55	3	29	
E1.60-E1.69	7%	7%	7%	8%	7%	6%	5%	7%	7%	8%	8%	6%	6%	6%	6%	6%	10%	4%	7%	
E1.70-E1.79	116	100	16	2	94	11	7	4	4	15	11	10	6	6	17	15	9	1	10	
E1.80-E1.89	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	
E1.90-E1.99	334	267	67	12	287	22	10	15	7	27	29	18	16	39	36	77	28	1	21	
Over £2.00	1081	969	111	15	927	97	37	20	26	129	73	64	104	78	236	154	63	8	89	
Gave correct price (=1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd October 2023-1st April 2024, =1.35 if complete on 2nd April 2024 onwards)	16%	16%	13%	9%	17%	14%	15%	13%	10%	12%	14%	14%	16%	14%	16%	17%	11%	16%	14%	
Over estimated (=1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd October 2023-1st April 2024, =1.35 if complete on 2nd April 2024 onwards)	2151	1871	280	50	1808	192	86	66	61	235	165	138	169	179	358	343	159	21	171	
Under estimated (=1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd October 2023-1st April 2024, =1.35 if complete on 2nd April 2024 onwards)	35%	35%	32%	30%	35%	37%	29%	30%	25%	35%	33%	31%	31%	31%	44%	41%	30%	31%	35%	
Mean	1.63	1.62%	1.44	1.33	1.65%	1.64%	1.46	1.48	1.46	1.61%	1.54	1.55	1.60%	1.49	1.60%	1.68%	1.42	1.67	1.63%	
Std Dev	1.39	1.44	0.98	0.69	1.41	1.36	1.14	1.06	1.28	1.24	1.25	1.32	1.38	1.13	2.00	1.40	0.89	1.77	1.29	
Std Error	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.07	0.06	0.07	0.07	0.07	0.06	0.11	0.07	0.05	0.14	0.04	

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
E0.00-E0.09	10	3	3	6	6	3	-	-	3	-	1	1	3	3	-	4	4	3	1	1	6	-	4	6	8	-	10
E0.10-E0.19	4	1	1	1	1	1	-	-	1	-	1	1	1	1	-	1	1	1	1	1	1	-	6	-	-	6	
E0.20-E0.29	6	2	1	2	1	2	-	-	1	-	1	2	2	2	-	4	4	5	1	-	-	-	6	-	-	6	
E0.30-E0.39	14	12	-	12	-	12	-	-	-	-	-	5	6	2	1	-	11	1	10	2	-	2	-	12	2	-	14
E0.40-E0.49	17	9	3	11	5	9	-	1	3	1	2	4	6	3	4	10	4	3	12	2	-	-	15	-	5	12	
E0.50-E0.59	51	22	11	29	17	22	6	11	11	1	4	8	22	7	10	30	14	16	21	12	-	2	37	2	12	38	
E0.60-E0.69	151	15%	15%	15%	15%	15%	4%	15%	15%	-	4	12	19	6	1	31	9	15	23	5	5	-	37	5	5	43	
E0.70-E0.79	48	19	13	27	20	19	-	4	12	19	6	12	19	6	1	31	9	15	23	5	5	-	37	5	5	43	
E0.80-E0.79	123	40	33	70	63	40	4	16	33	3	12	31	55	10	16	8	25	46	49	12	5	9	66	14	19	104	
E0.80-E0.89	248	70	96	124	151	70	2	28	71	93	47	71	93	44	26	18	164	107	88	28	16	9	195	25	51	197	
E0.90-E0.99	428	125	211	199	285	125	2	31	211	107	106	142	189	50	25	17	335	42	185	170	44	17	11	355	28	72	356
E1.00-E1.09	838	291	296	460	464	291	25	104	291	326	34	264	332	121	88	28	595	115	336	290	111	70	29	626	98	181	657
E1.10-E1.19	118	267	301	394	408	267	20	96	301	33	162	277	270	87	58	23	547	81	316	270	64	35	29	585	64	123	595
E1.20-E1.29	1459	581	584	809	811	581	28	235	584	63	324	523	603	166	123	40	1126	163	610	534	175	95	38	1143	133	292	1168
E1.30-E1.39	246	24%	27%	23%	25%	24%	18%	23%	27%	30%	31%	25%	27%	21%	27%	16%	135%	20%	23%	26%	27%	22%	23%	25%	19%	25%	
E1.30-E1.39	246	24%	27%	23%	25%	24%	18%	23%	27%	30%	31%	25%	27%	21%	27%	16%	135%	20%	23%	26%	27%	22%	23%	25%	19%	25%	
E1.40-E1.49	116	40	55	56	71	40	3	18	55	4	21	35	42	14	22	2	77	25	61	41	15	4	5	92	9	33	83
E1.50-E1.59	334	140	96	205	180	140	15	46	96	7	44	101	125	41	35	30	226	66	145	121	36	15	17	265	32	88	245
E1.60-E1.69	80	44	17	59	32	44	2	13	59	3	5	29	33	8	7	2	62	8	41	24	9	3	1	65	4	33	43
E1.70-E1.79	69	30	25	39	34	30	2	11	25	2	7	42	13	9	5	1	55	5	41	19	3	5	-	61	5	20	49
E1.80-E1.89	96	28	13	35	21	28	5	4	13	-	3	17	22	4	8	4	40	12	26	21	2	6	-	47	7	10	47
E1.90-E1.99	48	16	8	29	15	16	1	8	8	1	4	18	14	10	3	2	32	5	28	12	8	-	-	40	-	20	27
Over £2.00	1081	468	243	603	459	468	36	92	468	72	250	473	186	111	51	724	162	427	450	123	51	18	67	70	40	611	119
Gave correct price (=1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd October 2023-1st April 2024, =1.35 if complete on 2nd April 2024 onwards)	999	423	393	580	550	423	24	172	393	45	230	416	393	107	64	17	809	81	438	364	106	62	25	802	87	184	815
Over estimated (=1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd October 2023-1st April 2024, =1.35 if complete on 2nd April 2024 onwards)	2191	909	613	1308	1013	909	73	241	613	49	238	623	861	313	232	113	1484	344	905	844	234	106	46	1749	152	749	1402
Under estimated (=1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd October 2023-1st April 2024, =1.35 if complete on 2nd April 2024 onwards)	3010	1081	1157	1614	1690	1081	63	350	1157	118	581	978	1232	380	288	117	2210	405	1263	1096	341	190	107	2358	296	587	2423
Mean	1.63	1.7236	1.42	1.7164	1.523	1.7229	1.539	1.50	1.42	1.27	1.30	1.53	1.676	1.686	1.706	1.62	1.61	1.723	1.686	1.686	1.63	1.46	1.41	1.686	1.44	2.06	1.48
Std Dev	1.39	1.50	1.03	1.49	1.20	1.50	1.86	1.14	1.03	0.53	0.73	1.26	1.43	1.31	1.63	1.37	1.35	1.56	1.45	1.34	1.47	1.09	0.99	1.40	1.06	1.84	1.16
Std Error	0.02	0.03	0.02	0.03	0.02	0.03	0.14	0.04	0.02	0.03	0.02	0.03	0.03	0.05	0.07	0.09	0.02	0.05	0.03	0.03	0.06	0.06	0.08	0.02	0.05	0.05	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Housebound			Disability			Internet access						
Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
10	1	9	-	1	9	-	10	-	-	-	10	-	
6	-	6	-	1	5	-	5	1	-	-	6	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	
14	1	13	-	1	13	-	14	-	-	1%	14	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	
17	1	16	-	6	10	1	16	-	-	-	16	-	
-	-	-	-	-	-	-	-	-	-	-	-	2%	
51	8	43	-	20	27	4	48	-	2	1	49	-	
1%	2%	1%	-	1%	1%	1%	1%	-	3%	2%	1%	-	
48	2	45	-	10	35	3	46	2	-	-	48	-	
1%	1%	1%	-	1%	1%	1%	1%	2%	-	-	1%	-	
123	13	110	-	30	88	4	117	2	1	2	120	1	
2%	4%	2%	1%	2%	2%	1%	2%	2%	2%	3%	2%	4%	
248	12	236	-	64	170	13	242	-	4*	-	248	2	
4%	4%	4%	-	4%	4%	4%	4%	-	4%	-	4%	10%	
428	27	401	1	111	309	8	416	3	1	7	421	-	
7%	8%	7%	2%	3%	7%	3%	7%	2%	3%	11%	7%	2%	
838	48	781	9	219	575	45	781	21	6	27	809	2	
14%	14%	14%	22%	13%	14%	14%	13%	18%	11%	4.6%	13%	11%	
718	45	668	5	201	493	23	699	9	4	6	712	-	
12%	13%	12%	13%	12%	12%	8%	12%	8%	6%	9%	12%	-	
1499	78	1376	5	409	995	55	1423	13	7	13	1444	3	
24%	23%	24%	13%	23%	24%	18%	24%	11%	13%	19%	24%	16%	
416	21	393	2	106	289	21	407	2	1	4	410	2	
7%	6%	7%	5%	6%	7%	7%	7%	1%	2%	7%	7%	10%	
116	7	109	-	39	72	4	104	3	7	-	114	2	
2%	2%	2%	-	2%	2%	1%	2%	3%	2.5%	-	2%	6%	
334	15	318	1	95	219	19	320	8	3	2	331	-	
5%	5%	5%	2%	6%	5%	6%	5%	7%	6%	4%	5%	-	
80	6	73	1	20	46	14	77	1	2	-	80	-	
1%	2%	1%	3%	1%	1%	1%	1%	1%	3%	-	1%	1%	
69	5	63	1	25	39	4	66	-	3	-	69	-	
1%	1%	1%	2%	1%	1%	1%	1%	-	6%	-	1%	-	
96	4	92	-	12	38	6	96	-	-	-	96	-	
1%	1%	1%	-	1%	1%	2%	1%	-	-	-	1%	-	
48	5	42	1	21	22	4	45	1	-	-	48	-	
1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	-	
1081	38	1029	15	282	717	62	1004	51	15	3	1070	8	
18%	17%	18%	10%	17%	17%	10%	17%	17%	10%	4%	18%	38%	
999	68	929	2	255	712	32	977	6	5	11	987	-	
16%	20%	16%	5%	15%	17%	10%	17%	5%	9%	17%	16%	-	
2151	101	2030	20	604	1397	150	2037	66	32	5	2136	10	
35%	30%	35%	49%	36%	33%	49%	35%	59%	56%	8%	35%	47%	
3010	167	2823	19	816	2004	130	2884	46	20	49	2949	12	
49%	50%	49%	47%	49%	49%	42%	49%	39%	35%	7%	49%	53%	
1.63	1.49	1.64	2.45ab	1.66	1.61	1.78	1.63	2.46abc	1.64	1.15	1.64	1.69	
1.39	1.30	1.38	2.30	1.45	1.36	1.38	1.36	2.30	1.49	0.44	1.39	1.09	
0.02	0.07	0.02	0.33	0.03	0.02	0.08	0.02	0.22	0.20	0.05	0.02	0.23	

Proportions/Means: Columns Tested (5% risk level) - a,b,c - d,e,f - g,h,i,j,k,l
* small base, ** very small base (under 30) - ineligible for sig testing

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
E0.00-E0.09	10	6	-	4	-	3	-	2	-	-	-	-	-	-	-	-	-
E0.20-E0.29	6	3	2	-	1	-	-	3	-	-	1	-	-	-	-	-	1
E0.30-E0.39	14	6	3	5	1	-	6	-	3	-	-	2	-	2	1	-	-
E0.40-E0.49	17	1	-	3	4	-	1	-	3	5	-	-	1	2	4	-	-
E0.50-E0.59	51	14	8	19	11	6	4	4	3	3	2	13	3	3	2	7	1
E0.60-E0.69	48	17	11	11	8	7	4	7	4	4	3	5	2	4	5	-	3
E0.70-E0.79	123	46	27	27	24	15	14	17	11	9	6	11	11	4	2	8	14
E0.80-E0.89	246	73	79	59	38	35	26	11	23	28	27	30	16	13	18	6	15
E0.90-E0.99	428	174	95	95	64	68	68	39	37	29	28	28	33	34	23	19	22
E1.00-E1.09	838	326	203	150	159	88	136	102	61	69	73	54	62	34	57	48	54
E1.10-E1.19	718	278	161	147	132	103	136	102	61	69	73	54	62	34	57	48	54
E1.20-E1.29	1459	489	489	489	316	41	49	10	10	10	10	10	10	10	10	10	10
E1.30-E1.39	416	33	53	82	248	17	6	10	27	12	14	15	18	49	74	93	82
E1.40-E1.49	116	16	25	28	25	3	6	7	10	11	4	9	3	10	14	23	10
E1.50-E1.59	334	77	82	88	86	22	32	23	27	25	31	30	31	27	23	26	37
E1.60-E1.69	80	11	15	22	32	2	4	5	8	1	6	10	4	7	14	14	5
E1.70-E1.79	69	16	17	13	23	4	11	1	8	4	5	3	7	2	9	6	8
E1.80-E1.89	56	13	7	16	20	2	4	7	2	1	4	2	9	5	9	6	5
E1.90-E1.99	48	6	9	13	19	-	1	5	4	2	3	5	2	5	6	6	7
Over E2.00	1081	264	242	273	300	100	75	89	71	84	87	90	98	86	98	87	107
Gave correct price (+1.10 if complete on 3rd April 2023-1st Oct 2023, +1.25 if complete on 2nd October 2023-1st April 2024, +1.35 if complete on 2nd April 2024 onwards)	999	253	303	270	174	68	71	113	130	86	87	84	85	101	54	61	59
Over estimated (+1.10 if complete on 3rd April 2023-1st Oct 2023, +1.25 if complete on 2nd October 2023-1st April 2024, +1.35 if complete on 2nd April 2024 onwards)	2151	610	458	547	536	201	200	209	158	146	154	170	179	198	175	180	181
Under estimated (+1.10 if complete on 3rd April 2023-1st Oct 2023, +1.25 if complete on 2nd October 2023-1st April 2024, +1.35 if complete on 2nd April 2024 onwards)	3010	687	774	723	826	221	261	205	245	275	254	264	255	204	274	271	281
Mean	1.63	1.52	1.58	1.66	1.74	1.61	1.41	1.53	1.54	1.60	1.60	1.58	1.64	1.70	1.80	1.80	1.60
Std Dev.	1.38	1.27	1.33	1.40	1.53	1.51	1.02	1.24	1.36	1.32	1.29	1.34	1.24	1.59	1.55	1.78	1.21
Std Error	0.02	0.03	0.03	0.04	0.04	0.07	0.04	0.06	0.06	0.06	0.06	0.06	0.05	0.07	0.07	0.08	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	617	1134	805	1152	852	509	1028	1039	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
E0.00-E0.09	17	8	10	3	15	13	4	2	5	4	6	1	-	-	7	9	1	-	11	7
E0.10-E0.19	8	8	2	-	8	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
E0.20-E0.29	29	8	21	5	24	13	16	3	11	5	3	4	-	-	14	8	8	3	24	5
E0.30-E0.39	43	17	26	6	37	23	20	4	11	9	7	8	1	3	14	16	13	4	33	10
E0.40-E0.49	75	16	41	7	51	40	17	6	16	21	6	2	2	3	23	27	8	5	46	11
E0.50-E0.59	151	57	153	20	230	129	121	17	26	29	15	-	-	15	108	140	-	-	176	36
E0.60-E0.69	250	97	153	25	225	129	121	17	26	29	15	-	-	15	108	140	-	-	176	36
E0.70-E0.79	450	163	287	38	412	233	212	27	67	86	86	98	52	34	93	172	184	86	382	56
E0.80-E0.89	751	312	439	66	685	385	296	37	124	120	109	104	152	57	208	276	204	1145	135	147
E0.90-E0.99	1155	278	876	113	1041	568	585	83	82	209	198	247	184	152	165	407	583	336	1037	105
E1.00-E1.09	195	75	118	14	181	99	96	10	9	22	14	14	14	10	102	109	104	145	60	6
E1.10-E1.19	291	9	138	14	134	61	87	20	26	18	41	26	8	30	43	75	34	130	8	7
E1.20-E1.29	142	19	123	18	124	53	67	20	26	28	18	22	15	13	46	48	50	27	126	16
E1.30-E1.39	29	4	25	4	25	9	20	7	7	7	2	4	-	1	15	9	5	1	22	7
E1.40-E1.49	20	-	19	5	14	8	11	5	7	5	-	-	-	-	11	5	3	1	17	3
E1.50-E1.59	161	17	143	23	137	72	89	51	59	17	9	13	4	6	110	26	24	11	119	40
E1.60-E1.69	37	3	34	1	36	19	18	5	7	10	3	7	4	2	11	13	13	5	33	4
E1.70-E1.79	29	3	26	-	29	11	18	7	7	8	1	5	-	1	14	10	5	1	21	8
E1.80-E1.89	30	2	28	6	24	2	28	10	7	-	-	-	-	-	7	18	7	7	27	4
E1.90-E1.99	17	-	17	5	12	10	7	5	5	2	2	-	2	-	10	4	3	3	13	2
Over £2.00	634	21	613	193	441	314	319	257	199	120	51	7	5	5	486	150	17	10	305	315
Gave correct price (+0.75 if complete on 3rd April 2023-1st Oct 2023, +0.75 if complete on 2nd October 2023-1st April 2024, +0.85 if complete on 2nd April 2024 onwards)	899	161	738	117	782	431	468	50	55	108	130	214	181	161	105	237	556	342	618	71
Over estimated (+0.75 if complete on 3rd April 2023-1st Oct 2023, +0.75 if complete on 2nd October 2023-1st April 2024, +0.85 if complete on 2nd April 2024 onwards)	3767	520	3237	553	3204	1776	1976	605	572	699	455	644	439	344	1177	1153	1427	783	3048	672
Under estimated (+0.75 if complete on 3rd April 2023-1st Oct 2023, +0.75 if complete on 2nd October 2023-1st April 2024, +0.85 if complete on 2nd April 2024 onwards)	1504	552	952	119	1385	802	697	167	241	315	248	271	140	122	408	563	534	262	1292	200
Mean	1.12	0.82	1.18a	1.53a	1.06	1.13	1.11	1.26a/km	1.47a/km	1.12a/km	0.90	0.87	0.86	0.89	1.58a/km	1.83a/km	0.87	0.87	1.00	1.76a
Std Dev.	0.91	0.40	0.98	1.41	0.79	1.00	0.82	1.42	1.28	0.93	0.47	0.35	0.22	0.45	1.35	0.78	0.35	0.34	0.68	1.54
Std Error	0.01	0.01	0.01	0.05	0.01	0.02	0.01	0.05	0.04	0.03	0.02	0.01	0.01	0.02	0.03	0.02	0.01	0.01	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/ot/p/q - r/s

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1804	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
£0.00-£0.09	17	5	3	1	9	8	10	11	6	7	1	3	2	*	6	7	*	5	12	*
£0.10-£0.19	8	2	2	1	3	3	4	2	5	1	2	1	*	3	4	1	7	1	7	*
£0.20-£0.29	29	5	12	9	2	17	12	20	8	1	3	5	9	5	17	1	25	3	25	1
£0.30-£0.39	43	11	8	5	19	19	24	23	18	4	6	9	4	11	19	7	35	16	27	*
£0.40-£0.49	57	16	24	6	11	39	18	41	14	3	8	8	18	14	33	3	48	15	37	5
£0.50-£0.59	151	15	15	*	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	25
£0.60-£0.69	290	33	70	54	93	103	147	159	86	27	43	48	39	42	130	27	199	78	164	11
£0.70-£0.79	450	80	148	86	135	228	222	288	177	36	45	111	103	84	259	39	372	83	340	26
£0.80-£0.89	1293	214	454	280	366	668	625	735	539	129	155	352	334	217	841	132	1094	243	968	52
£0.90-£0.99	2155	199	357	233	328	544	511	627	515	81	140	249	304	211	692	88	970	248	858	49
£1.00-£1.09	908	152	244	228	284	396	512	482	406	73	111	228	246	155	586	73	770	171	705	32
£1.10-£1.19	703	143	216	155	199	358	344	441	245	57	94	156	178	129	428	59	591	150	521	32
£1.20-£1.29	142	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15
£1.30-£1.39	148	14	43	50	41	57	92	77	70	6	10	46	53	20	110	7	133	38	102	9
£1.40-£1.49	20	4	2	7	7	6	14	14	5	1	5	6	6	2	16	1	16	3	15	2
£1.50-£1.59	181	23	67	35	35	90	70	109	50	10	19	50	26	24	95	10	130	32	117	12
£1.60-£1.69	37	9	9	7	7	18	20	30	6	4	1	9	8	11	18	4	33	6	30	2
£1.70-£1.79	29	2	8	8	11	10	19	19	9	1	3	12	7	3	22	1	26	6	22	*
£1.80-£1.89	30	7	3	10	10	10	20	19	12	2	7	6	9	4	21	2	25	8	22	*
£1.90-£1.99	17	1	2	12	3	3	14	14	3	*	2	6	5	4	13	*	17	*	15	2
Over £2.00	634	197	188	123	126	385	249	463	159	52	63	159	180	129	402	52	543	135	454	44
Gave correct price (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	899	138	295	197	269	432	496	431	460	87	113	267	212	128	592	98	753	174	697	28
Over estimated (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	3757	734	1124	895	1003	1858	1896	2296	1399	291	427	909	1036	677	2371	301	3180	790	2786	181
Under estimated (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	1504	265	494	292	453	759	745	943	538	128	194	325	336	295	855	134	1242	319	1106	79
Mean	1.12	1.08	1.10	1.03	1.07	1.07	1.07	1.07	1.07	1.12	1.10	1.14	1.14	1.14	1.13	1.11	1.12	1.14	1.10	1.22
Std Dev.	0.91	1.11	0.88	0.89	0.79	0.98	0.84	1.02	0.69	1.02	0.91	0.94	0.88	0.99	0.91	1.01	0.99	0.88	1.04	1.04
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.01	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
£0.00-£0.09	17	17	*	*	13	4	*	*	-	2	-	-	1	-	5	-	6	-	4		
£0.10-£0.19	*	*	*	*	*	1%	*	*	-	*	1	1	1	-	1%	-	2	-	1		
£0.20-£0.29	8	8	*	*	6	1	*	-	-	1	1	1	-	1	-	2	-	1			
£0.30-£0.39	29	28	1	*	26	2	*	1	1	-	-	4	1	3	4	10	3	-	2		
£0.40-£0.49	43	33	10	3	33	3	6	1	-	5	2	2	1	5	5	6	7	-	3		
£0.50-£0.59	1%	1%	1%	2%	1%	1%	2%	1	-	1%	*	*	*	1%	1%	1%	1%	-	1%		
£0.60-£0.69	57	49	8	2	47	6	3	1	2	2	8	8	5	3	7	8	4	-	6		
£0.70-£0.79	290	217	33	6	211	16	12	12	9	17	27	18	22	25	45	30	17	*	15		
£0.80-£0.89	4%	4%	4%	4%	4%	3%	4%	7%	4%	3%	5%	4%	4%	4%	4%	4%	3%	1%	3%		
£0.90-£0.99	450	396	54	10	375	37	22	16	18	46	43	38	31	41	64	49	45	5	32		
£1.00-£1.09	7%	7%	6%	6%	7%	7%	8%	9%	7%	7%	8%	8%	7%	8%	8%	8%	8%	7%	7%		
£1.10-£1.19	1293	1142	151	37	1004	110	59	29	61	184	99	101	129	112	163	151	95	22	88		
£1.20-£1.29	21%	22%	18%	2%	21%	21%	20%	17%	24%pop	27%impop	19%	22%	24%	20%	20%	18%	18%	10%	76		
£1.30-£1.39	1155	963	191	27	972	86	62	35	56	119	63	78	111	132	105	102	126	10	70		
£1.40-£1.49	19%	18%	22%	1%	19%	17%	21%	20%	20%	18%	16%	17%	20%	20%	13%	13%	12%	16%	17%		
£1.50-£1.59	908	729	179	41	749	83	49	27	47	82	91	73	73	85	64	146	87	11	72		
£1.60-£1.69	15%	14%	21%	20%	14%	16%	16%	16%	19%pop	12%	16%	14%	12%	19%	8%	17%	18%	17%	16%		
£1.70-£1.79	703	602	101	16	589	62	31	22	19	78	62	44	51	79	95	100	61	31	59		
£1.80-£1.89	11%	11%	12%	10%	11%	12%	11%	13%	8%	12%	12%	10%	9%	12%	12%	12%	11%	4%	13.4%		
£1.90-£1.99	148	130	18	4	121	15	7	5	8	15	20	13	15	9	10	19	12	2	14		
£2.00-£2.09	2%	2%	2%	2%	2%	3%	2%	3%	5%	2%	2%	3%	3%	2%	1%	2%	2%	3%	3%		
£2.10-£2.19	142	115	27	7	117	11	8	5	5	12	11	12	8	10	21	28	11	5	6		
£2.20-£2.29	2%	2%	3%	4%	2%	2%	3%	3%	2%	2%	2%	3%	1%	2%	3%	3%	2%	9%	1%		
£2.30-£2.39	29	22	7	1	23	3	3	*	1	3	-	1	5	4	-	6	3	*	3		
£2.40-£2.49	1	*	1%	1%	1	1%	1%	*	*	*	-	-	1%	1%	-	1%	*	*	1%		
£2.50-£2.59	20	17	2	2	16	2	2	1	1	1	-	1	-	2	6	-	3	-	2		
£2.60-£2.69	*	*	1%	1%	*	1%	1%	1	*	*	-	-	-	-	1%	-	1%	-	1%		
£2.70-£2.79	161	138	22	6	134	17	6	3	4	18	13	13	8	8	45	19	6	2	15		
£2.80-£2.89	3%	3%	3%	3%	3%	3%	2%	2%	2%	3%	3%	3%	1%	1%	1%	2%	1%	3%	3%		
£2.90-£2.99	37	35	2	*	33	3	1	*	-	5	3	2	2	3	8	6	4	1	2		
£3.00-£3.09	1%	1%	*	*	1%	1%	*	*	-	1%	1%	*	*	*	1%	1%	1%	1%	1%		
£3.10-£3.19	29	25	4	*	25	3	1	*	-	5	1	-	2	4	5	8	-	-	3		
£3.20-£3.29	*	*	*	*	*	1%	*	*	-	1%	*	-	-	1%	1%	1%	-	-	1%		
£3.30-£3.39	30	21	9	1	27	2	*	1	1	8	-	3	4	1	4	6	1	*	2		
£3.40-£3.49	17	14	3	*	15	*	1	*	-	2	-	-	1	2	3	3	2	*	1		
£3.50-£3.59	*	*	*	*	*	*	*	*	*	*	-	-	-	-	*	*	*	*	*		
Over £2.00	634	595	38	4	552	50	21	11	16	70	45	38	71	40	150	84	37	5	45		
Gave correct price (+0.75 if complete on 3rd April 2023-1st Oct 2023, +0.75 if complete on 2nd October 2023-1st April 2024, +0.85 if complete on 2nd April 2024 onwards)	899	780	118	29	770	70	36	22	46	114	63	73	99	87	83	129	76	18	52		
£3.60-£3.69	10%	11%pop	4%	2%	10%pop	7%	6%	6%	16%pop	17%pop	12%	16%	16%pop	16%pop	10%	15%pop	14%	14%	12%		
Over estimated (+0.75 if complete on 3rd April 2023-1st Oct 2023, +0.75 if complete on 2nd October 2023-1st April 2024, +0.85 if complete on 2nd April 2024 onwards)	3757	3189	568	106	3148	321	185	103	150	384	313	257	328	353	493	549	323	35	285		
£3.70-£3.79	61%	60%	60%pop	63%	61%	62%	63%	60%	60%	57%	62%	57%	60%	62%	67%	65%pop	61%	53%	63%		
Under estimated (+0.75 if complete on 3rd April 2023-1st Oct 2023, +0.75 if complete on 2nd October 2023-1st April 2024, +0.85 if complete on 2nd April 2024 onwards)	1504	1329	175	33	1259	126	74	45	54	177	132	118	116	132	235	166	130	13	113		
£3.80-£3.89	24%	25%pop	20%	20%	24%	24%	25%	26%	21%	26%pop	26%pop	26%	21%	23%	25%pop	20%	25%	20%	25%		
Mean	1.12	1.14pop	0.99	0.93	1.13%pop	1.11%pop	1.02	0.98	1.02	1.12%pop	1.06	1.05	1.14%pop	1.05	1.14%pop	1.12%pop	0.98	1.20%pop	1.10%pop		
Std Dev.	0.91	0.95	0.63	0.44	0.93	0.91	0.73	0.61	0.81	0.85	0.80	0.86	0.86	0.82	1.35	0.87	0.57	1.28	0.84		
Std Error	0.01	0.01	0.01	0.01	0.02	0.03	0.02	0.02	0.04	0.04	0.04	0.05	0.04	0.04	0.07	0.05	0.03	0.10	0.03		

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2413	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
E0.00-E0.09	17	10	2	15	6	10	3	4	2	2	2	1	8	2	1	9	15	10	2	1	1	12	1	12	1	3	15
E0.10-E0.19	8	3	1	3	1	3	-	1	1	-	1	2	4	2	-	5	-	5	1	-	1	1	6	2	-	-	8
E0.20-E0.29	29	17	3	20	6	17	1	2	3	-	2	15	7	3	4	-	22	4	14	14	-	1	-	28	1	4	25
E0.30-E0.39	43	20	8	27	15	20	4	5	8	1	4	1	23	9	8	2	24	10	12	17	10	2	1	29	4	7	36
E0.40-E0.49	175	75	21	31	26	75	2	15	21	2	5	10	23	9	8	3	33	15	15	29	8	2	2	46	5	15	43
E0.50-E0.59	280	85	51	158	122	85	9	27	51	2	17	63	106	42	23	12	170	35	85	93	40	19	10	177	29	47	203
E0.60-E0.69	450	151	172	238	259	151	7	46	172	21	88	139	181	68	36	26	319	62	189	155	50	28	25	345	52	89	361
E0.70-E0.79	1293	458	574	665	781	458	27	129	574	68	320	488	622	148	92	35	1010	127	672	471	139	78	26	1043	104	254	1039
E0.80-E0.89	1155	443	465	609	632	443	18	155	443	40	257	380	492	124	115	44	871	169	492	435	120	73	35	927	108	219	937
E0.90-E0.99	908	348	356	519	526	348	18	144	348	28	169	344	334	100	103	23	678	126	410	304	99	59	31	714	90	176	731
E1.00-E1.09	703	301	201	430	330	301	26	102	201	18	80	213	271	116	63	38	485	100	294	281	81	25	18	575	43	201	502
E1.10-E1.19	149	63	44	85	66	63	4	33	44	3	22	59	45	22	16	6	104	22	58	54	23	10	2	112	12	43	105
E1.20-E1.29	142	61	44	89	73	61	5	25	44	7	17	50	59	13	9	11	108	21	49	56	14	10	11	105	22	35	107
E1.30-E1.39	29	14	6	20	12	14	3	3	6	2	1	5	12	4	6	1	18	6	17	5	3	2	1	22	2	8	21
E1.40-E1.49	20	9	7	11	10	9	1	3	7	-	1	7	6	4	1	13	3	8	5	3	3	-	13	3	11	8	
E1.50-E1.59	161	69	36	109	76	69	5	23	69	3	36	37	72	21	19	11	109	30	71	64	11	13	1	135	14	51	110
E1.60-E1.69	37	14	13	20	19	14	1	1	13	1	3	10	15	8	2	2	25	4	15	12	8	2	-	26	2	11	27
E1.70-E1.79	29	12	5	23	16	12	1	3	5	-	4	8	10	2	5	4	18	9	10	16	1	-	28	1	8	20	
E1.80-E1.89	30	11	13	15	17	11	1	2	13	-	9	15	10	3	-	3	25	3	15	15	-	-	30	-	10	20	
E1.90-E1.99	17	10	7	10	7	10	-	-	7	-	-	7	7	3	-	7	14	-	2	13	-	2	-	15	2	7	10
Over £2.00	634	287	135	407	255	287	24	52	135	8	36	163	279	89	67	18	442	86	262	263	68	22	12	525	33	322	312
Give correct price (+0.75 if complete on 3rd April 2023-1st Oct 2023, +0.75 if complete on 2nd October 2023-1st April 2024, +0.85 if complete on 2nd April 2024 onwards)	699	292	125	435	269	292	20	115	292	10	55	435	578	95	67	16	720	82	394	330	99	59	14	724	73	192	706
Over estimated (+0.75 if complete on 3rd April 2023-1st Oct 2023, +0.75 if complete on 2nd October 2023-1st April 2024, +0.85 if complete on 2nd April 2024 onwards)	3787	1538	1236	2211	1910	1538	106	505	1236	106	544	1217	1491	484	388	150	2709	538	1594	1421	406	208	107	3015	316	1059	2698
Under estimated (+0.75 if complete on 3rd April 2023-1st Oct 2023, +0.75 if complete on 2nd October 2023-1st April 2024, +0.85 if complete on 2nd April 2024 onwards)	1604	982	491	865	774	982	35	144	491	51	240	453	621	212	129	60	1074	209	619	552	177	90	57	1171	147	269	1235
Mean	1.12	1.10	0.99	1.17	1.04	1.12	1.05	1.05	1.07	1.13	1.14	1.07	1.13	1.14	1.15	1.09	1.11	1.12	1.14	1.11	1.02	1.01	1.12	1.01	1.44	1.01	
Std Dev	0.91	1.04	0.67	0.99	0.75	1.04	1.42	0.78	0.67	0.41	0.48	0.83	0.95	0.88	0.98	0.79	0.90	0.93	0.91	0.91	0.99	0.75	0.79	0.91	0.76	1.27	0.73
Std Error	0.01	0.02	0.01	0.02	0.01	0.02	0.11	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.04	0.05	0.01	0.03	0.02	0.02	0.04	0.04	0.06	0.01	0.03	0.03	0.01

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
£0.00-£0.09	17	1	17	-	3	15	-	17	-	-	-	17	-	
£0.10-£0.19	8	-	8	-	2	6	-	5	1%	-	1	7	-	
£0.20-£0.29	29	2	27	-	2	23	3	26	-	2	28	28	-	
£0.30-£0.39	43	2	41	-	15	26	2	42	-	1	-	43	-	
£0.40-£0.49	57	3	54	-	21	34	2	53	2	1	-	55	1	
£0.50-£0.59	250	17	231	2	65	171	14	233	3	2	12	238	-	
£0.60-£0.69	459	36	413	-	109	320	21	424	8	4	12	436	2	
£0.70-£0.79	1293	77	1214	3	319	928	46	1252	20	7	12	1279	2	
£0.80-£0.89	1155	56	1099	8	308	813	33	1118	16	5	14	1139	2	
£0.90-£0.99	908	44	869	4	280	579	44	886	6	7	5	900	4	
£1.00-£1.09	703	38	669	7	194	460	59	698	14	10	7	692	5	
£1.10-£1.19	149	8	140	1	46	90	12	143	3	3	-	149	-	
£1.20-£1.29	142	12	130	-	39	90	13	139	-	2	-	141	1	
£1.30-£1.39	29	-	29	-	11	14	3	28	1	-	-	29	-	
£1.40-£1.49	20	2	16	1	8	5	6	20	-	-	-	20	-	
£1.50-£1.59	161	12	148	1	42	112	7	150	4	4	3	158	-	
£1.60-£1.69	37	1	36	-	11	26	-	34	3	-	-	37	-	
£1.70-£1.79	29	-	28	-	3	21	-	29	-	-	-	29	-	
£1.80-£1.89	30	-	30	-	9	19	2	30	-	-	-	30	-	
£1.90-£1.99	17	-	17	-	7	10	-	15	-	2	-	17	-	
Over £2.00	634	24	598	13	186	410	38	582	36	10	-	629	5	
Gave correct price (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	105	7%	70%	1%	1%	7%	12%	12%	13%	17%	-	102%	22%	
Over estimated (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	899	56	841	1	235	642	21	876	13	3	6	892	1	
Under estimated (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	155	17%	12%	3%	14%	15%	7%	15%	11%	5%	10%	15%	3%	
Over estimated (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	3757	185	3538	35	1074	2467	215	3599	79	39	25	3717	16	
Under estimated (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	1504	95	1404	5	367	1063	74	1424	26	15	35	1464	5	
Mean	1.12	1.03	1.12	1.12%	1.17%	1.09	1.22%	1.11%	1.17%	1.20%	0.76	1.12%	1.32	
Std Dev	0.91	0.85	0.90	1.84	1.03	0.85	0.99	0.88	1.75	1.04	0.25	0.91	1.13	
Std Error	0.01	0.04	0.01	0.26	0.02	0.01	0.06	0.01	0.17	0.14	0.03	0.01	0.24	

Proportions/Means: Columns Tested (5% risk level) - a-b/c/d - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
£0.00-£0.09	17	8	1	1	1	5	-	3	1	-	-	3	4	1	-	-	5				
£0.10-£0.19	8	3	1	1	2	-	-	3	-	-	1	-	1	-	1	-	1				
£0.20-£0.29	29	4	8	13	4	-	2	1	6	1	-	8	1	3	-	2	3				
£0.30-£0.39	43	12	8	12	12	3	6	3	1	6	1	5	4	3	6	6	-				
£0.40-£0.49	57	17	12	18	11	5	3	9	3	3	6	12	1	5	3	-	8				
£0.50-£0.59	280	80	68	63	39	34	25	21	26	14	27	30	16	17	19	7	12				
£0.60-£0.69	450	146	123	107	73	49	64	34	37	50	36	37	44	27	24	21	28				
£0.70-£0.79	1293	368	388	342	196	88	143	137	130	130	127	133	110	99	69	60	67				
£0.80-£0.89	1165	296	236	261	362	98	98	100	90	74	71	82	85	94	107	121	134				
£0.90-£0.99	908	201	250	220	236	71	61	69	84	101	66	55	78	68	75	88	73				
£1.00-£1.09	703	136	171	185	212	42	44	50	62	39	70	58	68	58	65	78	68				
£1.10-£1.19	149	27	32	38	53	5	9	13	16	6	9	17	13	9	13	19	20				
£1.20-£1.29	142	24	30	39	49	7	8	9	12	7	10	8	11	20	19	15	14				
£1.30-£1.39	29	6	5	3	15	2	2	2	2	2	-	2	-	4	4	3	3				
£1.40-£1.49	20	5	5	3	3	3	3	-	2	3	-	3	1	3	3	-	-				
£1.50-£1.59	161	49	30	30	52	17	13	19	14	6	9	14	10	6	19	19	14				
£1.60-£1.69	37	11	7	14	5	-	8	3	6	-	2	5	6	3	-	3	2				
£1.70-£1.79	29	6	4	6	12	1	1	1	-	1	3	-	4	2	1	4	3				
£1.80-£1.89	30	8	3	9	11	4	2	1	1	-	2	6	1	2	4	2	5				
£1.90-£1.99	17	2	5	3	8	2	-	-	-	-	5	-	3	-	3	1	4				
Over £2.00	634	143	149	160	182	56	41	45	39	60	50	41	57	62	62	62	58				
Gave correct price (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	10%	9%	10%	10%	12%	11%	8%	9%	7%	12%	10%	8%	11%	12%	12%	12%	11%				
Over estimated (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	61%	61%	62%	65%	66%	65%	66%	63%	64%	61%	61%	57%	60%	59%	56%	59%	54%				
Under estimated (=0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd October 2023-1st April 2024, =0.85 if complete on 2nd April 2024 onwards)	24%	24%	21%	20%	21%	25%	27%	21%	19%	22%	23%	24%	20%	18%	21%	23%	25%				
Mean	1.12	1.06	1.08	1.11	1.21	1.06	1.07	1.06	1.04	1.12	1.09	1.04	1.11	1.20	1.25	1.20	1.14				
Std Dev.	0.91	0.86	0.89	0.91	0.98	1.07	0.67	0.80	0.85	0.95	0.86	0.84	0.82	1.05	1.06	1.02	0.86				
Std Error	0.01	0.02	0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.05	0.04	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.35* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2813	1461	5488	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Very poor	(1) 876	181	695	60	815	433	441	40	52	149	139	228	159	108	92	289	496	267	829	42	
	14%	15%	14%	8%	18%	14%	14%	5%	6%	13%	17%	20%	21%	17%	5%	16%	20%	19%	16%	4%	
Fairly poor	(2) 1143	242	900	105	1038	504	638	96	102	182	199	269	166	130	198	381	554	295	1059	73	
	19%	20%	18%	13%	19%	17%	20%	12%	12%	18%	24%	24%	23%	21%	12%	19%	27%	21%	21%	6%	
Neither good nor poor	(3) 1361	285	1076	123	1238	628	731	131	148	250	187	254	206	186	279	436	646	392	1178	173	
	22%	23%	22%	16%	22%	21%	23%	16%	17%	22%	22%	22%	22%	20%	17%	22%	21%	22%	22%	18%	
Fairly good	(4) 1617	415	1403	234	1533	956	860	304	325	347	225	288	188	140	429	573	616	328	1475	325	
	30%	34%	28%	30%	29%	32%	27%	37%	37%	37%	31%	27%	25%	22%	37%	34%	29%	24%	29%	34%	
Very good	(5) 902	99	803	215	687	465	435	243	228	189	73	85	47	36	471	282	169	84	562	325	
	15%	9%	16%	27%	13%	15%	14%	20%	20%	17%	9%	8%	6%	6%	23%	16%	7%	6%	11%	34%	
I don't know	61	10	50	2	59	24	36	9	12	4	9	5	4	17	22	13	25	21	56	5	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET Very/fairly good	2720	514	2208	499	2220	1421	1295	547	553	537	298	373	235	177	1100	835	785	412	2038	650	
	44%	42%	45%	35%	41%	43%	41%	30%	30%	30%	26%	33%	31%	29%	34%	34%	31%	30%	39%	56%	
NET Very/fairly poor	2019	424	1595	165	1854	936	1079	135	154	331	339	498	315	247	289	670	1050	692	1888	115	
	33%	34%	32%	21%	35%	31%	34%	16%	18%	30%	41%	44%	41%	38%	17%	34%	42%	41%	37%	12%	
Mean	3.12	3.01	3.16	3.63	3.04	3.17	3.07	3.76	3.67	3.22	2.87	2.76	2.75	2.77	3.71	3.69	3.67	2.76	2.98	3.87	
Std Dev.	1.28	1.21	1.30	1.23	1.27	1.29	1.27	1.15	1.17	1.28	1.24	1.25	1.22	1.16	1.16	1.27	1.22	1.19	1.26	1.11	
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.04	

*Price varies with current rates.
 Historic increases
 Pre 22th March 2019 - 67p
 22th March 2019 - 70p
 23rd March 2020 - 76p
 1st Jan 2021 - 85p
 4th April 2022 - 95p
 3rd April 2023 - £1.10
 2nd October 2023 - £1.25
 2nd April 2024 - £1.35
 Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.35* . How would you rate Royal Mail's first class service in terms of value for money?

Table 215

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1585	1100	3819	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very poor (1)	876	109	289	198	279	399	477	452	406	89	102	222	198	141	522	93	681	182	641	53
	14%	10%	15% ^a	16% ^a	17% ^a	13%	16% ^a	12%	15% ^a	16%	14%	15%	12%	13%	14%	13%	13%	14%	14%	18%
Fairly poor (2)	1143	180	389	249	325	569	574	632	495	86	125	283	292	196	700	91	961	220	889	34
	19%	16%	20% ^a	18%	19%	19%	18%	17%	17% ^a	17%	17%	19%	18%	18%	18%	17%	19%	17%	19% ^a	12%
Neither good nor poor (3)	1361	232	389	303	436	621	739	747	136	185	314	331	331	244	829	140	1128	265	1036	60
	22%	20%	20%	22%	19% ^a	20%	20% ^a	20%	10% ^a	28%	21%	21%	21%	22%	22%	26%	22%	21%	23%	21%
Fairly good (4)	1817	380	581	402	454	961	856	1163	832	125	215	436	499	333	1150	129	1573	405	1334	78
	30%	33% ^a	36% ^a	29%	26%	32% ^a	28%	32% ^a	26%	24%	29%	29%	32% ^a	30% ^a	30% ^a	24%	30% ^a	32%	29%	27%
Very good (5)	902	223	243	225	212	466	437	645	244	69	101	234	250	178	585	70	790	203	645	54
	15%	19% ^a	13%	13% ^a	12%	15%	14%	16% ^a	10%	13%	14%	16%	16%	16%	15%	13%	15%	16%	14%	15%
I don't know	61	12	22	7	19	34	26	31	25	11	6	12	14	8	32	11	42	8	43	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% ^a	1%	1%	1%	1%	1%	2% ^a	1%	1%	1%	3% ^a
NET Very/fairly good	2720	603	824	627	666	1427	1293	1809	876	194	315	670	750	512	1735	199	2363	608	1980	132
	44%	43% ^a	43% ^a	44% ^a	39%	44% ^a	42%	44% ^a	37%	45%	43% ^a	43% ^a	43% ^a	43% ^a	43% ^a	37%	43% ^a	43% ^a	42%	46%
NET Very/fairly poor	2019	289	678	447	605	967	1052	1083	901	175	227	506	490	337	1223	183	1643	402	1530	87
	33%	25%	36% ^a	32% ^a	36% ^a	32%	34%	30%	38% ^a	34%	31%	34%	31%	31%	32%	34%	32%	31%	33%	30%
Mean	3.12	3.00 ^a	3.05	3.14 ^a	3.00	3.07	3.06	3.20 ^a	2.92	3.00	3.12	3.12	3.10	3.10	3.10	2.99	3.10 ^a	3.18	3.10	3.17
Std Dev.	1.28	1.24	1.26	1.30	1.27	1.27	1.28	1.28	1.25	1.29	1.25	1.30	1.27	1.27	1.28	1.29	1.27	1.29	1.27	1.38
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.06	0.06	0.03	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.08

*Price varies with current rates.
Historic increases
Pre 20th March 2019 - 67p
20th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
3rd April 2023 - £1.10
2nd October 2023 - £1.25
2nd April 2024 - £1.35
Proportions/Means. Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.35* . How would you rate Royal Mail's first class service in terms of value for money?

Table 215

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	366	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base		3250	472	187	2842	491	498	508	321	354	341	334	345	339	346	347	339	59	432	
Very poor	(1) 876	751	125	16	757	61	43	15	42	100	73	68	80	92	56	145	101	3	58	
	14%	14%	15%	10%	16% ^{ab}	12%	10%	9%	17% ^{ab}	16% ^{ab}	14% ^{ab}	14% ^{ab}	19% ^{ab}	18% ^{ab}	7%	17% ^{ab}	19% ^{ab}	4%	13%	
Fairly poor	(2) 1143	979	164	40	965	80	68	29	47	122	96	101	86	127	110	168	108	13	67	
	19%	18%	19%	24%	19%	15%	23% ^{ab}	17%	19%	18%	18%	19%	23% ^{ab}	21% ^{ab}	14%	20% ^{ab}	23% ^{ab}	20%	15%	
Neither good nor poor	(3) 1361	1151	210	47	1138	124	59	40	60	155	92	117	107	117	194	167	129	19	105	
	22%	22%	24%	24% ^{ab}	22%	24%	20%	23%	24%	23%	18%	23% ^{ab}	20%	20%	24%	20%	23% ^{ab}	28%	23%	
Fairly good	(4) 1817	1554	264	46	1506	166	83	62	64	193	167	106	174	166	285	227	124	22	144	
	30%	29%	31%	27%	29%	32%	28%	36%	26%	29%	31% ^{ab}	24%	32% ^{ab}	29%	38% ^{ab}	27%	23%	33%	32% ^{ab}	
Very good	(5) 902	819	83	16	761	83	36	22	29	96	75	56	90	67	159	129	59	9	74	
	15%	15% ^{ab}	10%	10%	19%	16%	12%	13%	12%	14%	15%	13%	13% ^{ab}	12%	20% ^{ab}	15%	11%	14%	12% ^{ab}	
I don't know	61	45	16	2	51	3	5	2	8	9	4	-	-	6	6	8	8	*	3	
	1%	1%	2%	1%	1%	1%	2%	1%	3% ^{ab}	1%	1%	-	1%	*	1%	1%	2% ^{ab}	1%	1%	
NET Very/fairly good	2720	2372	347	62	2266	250	119	85	93	288	242	162	264	234	444	356	183	32	218	
	44%	44% ^{ab}	40%	37%	44%	45% ^{ab}	40%	33% ^{ab}	37%	43% ^{ab}	41% ^{ab}	36%	41% ^{ab}	41%	53% ^{ab}	45% ^{ab}	35%	47%	43% ^{ab}	
NET Very/fairly poor	2019	1730	289	57	1722	140	112	44	89	222	169	169	166	219	166	313	208	16	124	
	33%	33%	34%	34%	32% ^{ab}	27%	38% ^{ab}	26%	36% ^{ab}	33% ^{ab}	33% ^{ab}	38% ^{ab}	31% ^{ab}	36% ^{ab}	21%	37% ^{ab}	39% ^{ab}	24%	28% ^{ab}	
Mean	3.12	3.14	3.02	3.03	3.11	3.24 ^{ab}	3.00	3.28 ^{ab}	2.96	3.05 ^{ab}	3.11 ^{ab}	2.96	3.21 ^{ab}	2.98	3.27 ^{ab}	3.03	2.87	3.33 ^{ab}	3.18 ^{ab}	
Std Dev.	1.26	1.29	1.22	1.15	1.29	1.24	1.27	1.17	1.26	1.28	1.30	1.25	1.31	1.28	1.16	1.34	1.29	1.08	1.26	
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.07	0.08	0.04	

*Price varies with current rates.
 Historic increases
 Pre 25th March 2019 - 67p
 25th March 2019 - 70p
 23rd March 2020 - 76p
 1st Jan 2021 - 85p
 4th April 2022 - 85p
 3rd April 2023 - £1.10
 2nd October 2023 - £1.25
 2nd April 2024 - £1.35
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
 * small base

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.35*. How would you rate Royal Mail's first class service in terms of value for money?

Table 215

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Total																											
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very poor	(1)	876	206	468	306	206	18	79	486	52	236	278	319	97	102	60	597	128	321	293	118	77	60	614	130	232	644
	14%	9%	23% add	9%	17% add	9%	1%	17%	22%	25%	23%	14%	13%	12%	16% add	23% add	13%	21% add	12%	13%	17% add	21% add	34% add	13%	23% add	15%	14%
Fairly poor	(2)	1143	327	563	500	327	19	131	563	53	269	366	472	130	132	41	837	173	470	416	131	90	33	886	123	220	923
	19%	14%	26% add	14%	23% add	14%	12%	17%	26%	25%	26%	18%	19%	16%	22% add	17%	19%	21%	18%	18%	19%	23% add	19%	18%	23% add	14%	20% add
Neither good nor poor	(3)	1561	459	513	740	459	29	159	513	64	286	441	548	215	105	45	969	150	540	539	169	73	31	1079	104	242	1119
	22%	19%	31% add	21%	34% add	19%	18%	21%	24%	30%	27%	22%	22%	27% add	18%	16%	22%	18%	21%	23%	25%	20%	17%	22%	19%	16%	24% add
Fairly good	(4)	1817	891	434	1274	891	52	268	434	31	206	556	781	246	165	57	1347	221	746	747	191	89	39	1493	128	493	1324
	30%	37% add	20%	34% add	37%	33%	35%	20%	20%	15%	20%	26%	31%	28%	23%	30%	27%	27%	29%	26%	25%	22%	22%	24%	24%	24%	29%
Very good	(5)	902	219	159	688	219	42	122	159	8	40	351	333	100	71	33	694	103	510	293	60	26	8	822	34	320	573
	15%	12% add	7%	19% add	9% add	12% add	16%	16%	15%	4%	4%	18% add	13%	12%	12%	13%	15%	12%	10% add	12% add	9%	7%	5%	16% add	6%	12% add	12%
I don't know	61	9	27	14	31	9	*	6	27	4	12	15	23	8	4	5	38	8	19	15	12	4	6	34	9	5	56
	1%	*	1% add	*	1% add	*	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	*	*
NET Very/fairly good	2720	1410	592	1942	1124	1410	94	388	592	39	246	517	1124	346	236	89	2041	325	1255	1040	251	115	48	2295	163	822	1898
	44%	58% add	27%	55% add	35% add	48% add	59%	51%	27%	19%	23%	48% add	49% add	43%	40%	36%	45% add	39%	48% add	48% add	37% add	32%	27%	47% add	30%	54% add	41%
NET Very/fairly poor	2019	534	1031	806	1303	534	37	211	1031	105	505	643	791	227	239	107	1434	347	791	709	249	168	83	1500	260	451	1567
	33%	22%	26% add	23%	29% add	22%	23%	27%	48%	49%	48%	32%	32%	26%	24% add	31% add	32%	34% add	30%	31%	24% add	24% add	21%	27%	24% add	30%	31% add
Mean	1.12	1.47% add	2.65	3.02% add	3.40% add	3.47% add	3.51	3.29	2.65	2.48	2.58	3.16% add	3.14% add	3.15% add	2.93	2.79	3.14% add	2.89	3.24% add	3.14% add	2.71	2.43	3.10% add	2.62	3.31% add	3.08	
Std Dev.	1.28	1.21	1.23	1.20	1.24	1.21	1.31	1.23	1.23	1.14	1.15	1.31	1.25	1.20	1.32	1.41	1.27	1.35	1.30	1.23	1.24	1.26	1.30	1.27	1.28	1.36	1.24
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.10	0.04	0.03	0.08	0.03	0.03	0.03	0.04	0.06	0.09	0.02	0.05	0.02	0.03	0.05	0.07	0.11	0.02	0.06	0.04	0.02

*Price varies with current rates.
 Historic increases
 Pre 20th March 2019 - 67p
 20th March 2019 - 70p
 23rd March 2020 - 76p
 1st Jan 2021 - 85p
 4th April 2022 - 95p
 3rd April 2023 - £1.10
 2nd October 2023 - £1.25
 2nd April 2024 - £1.35
 Proportion/Means. Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.35*. How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Very poor (1)	876	46	819	12	282	598	48	835	11	9	16	855	5
	14%	13%	14%	39% ab	16%	14%	15%	14%	10%	15%	25% gh	14%	22%
Fairly poor (2)	1143	63	1076	4	323	777	43	1111	14	6	12	1130	*
	19%	19%	19%	9%	19%	19%	14%	19%	12%	10%	19%	19%	1%
Neither good nor poor (3)	1361	71	1286	5	363	927	71	1280	26	15	19	1331	12
	22%	21%	22%	12%	22%	22%	23%	22%	22%	23%	28%	22%	53%
Fairly good (4)	1817	110	1699	8	476	1249	93	1739	46	21	10	1806	1
	30%	32%	29%	20%	26%	30%	30%	29%	29%	29%	15%	29%	6%
Very good (5)	902	45	845	12	230	618	54	872	19	7	4	898	1
	15%	13%	15%	25% ab	14%	15%	17%	15%	16%	12%	6%	15%	3%
I don't know	61	3	58	*	21	36	4	51	2	-	5	53	3
	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	8% gh	1%	15%
NET Veryfairly good	2720	155	2545	20	708	1867	146	2611	64	29	14	2704	2
	44%	46%	44%	49%	42%	45%	47%	44%	50%	59%	21%	43%	9%
NET Veryfairly poor	2019	108	1895	16	585	1343	91	1946	25	14	29	1985	5
	33%	32%	33%	39%	33%	32%	29%	33%	22%	20%	42% gh	33%	22%
Mean	3.12	3.14	3.12	3.10	3.05	3.14	3.20	3.15	3.45	3.20	2.56	3.15	2.63
Std Dev.	1.28	1.26	1.28	1.64	1.29	1.27	1.31	1.28	1.19	1.24	1.23	1.28	1.08
Std Error	0.02	0.06	0.02	0.23	0.03	0.02	0.08	0.02	0.11	0.17	0.15	0.02	0.25

*Price varies with current rates.

Historic increases

Pre 25th March 2019 - 67p

25th March 2019 - 70p

23rd March 2020 - 76p

1st Jan 2021 - 85p

4th April 2022 - 85p

3rd April 2023 - £1.10

2nd October 2023 - £1.25

2nd April 2024 - £1.35

Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f - g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.35* . How would you rate Royal Mail's first class service in terms of value for money?

Table 215

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	502	502	496	518	518	503	503	512	521					
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	318	307	292	317	312				
Very poor	876	165	265	216	230	60	52	53	86	93	86	64	67	85	71	78	82				
(1)	14%	11%	17%	14%	15%	12%	10%	10%	16%	18%	17%	12%	13%	17%	14%	15%	16%				
Fairly poor	1143	253	244	294	302	88	91	74	94	62	87	92	99	103	131	111	110				
(2)	19%	16%	16%	19%	20%	17%	17%	14%	18%	12%	18%	18%	21%	21%	21%	21%	21%				
Neither good nor poor	1361	364	351	322	323	99	134	131	106	136	109	126	103	93	101	109	114				
(3)	22%	23%	23%	21%	21%	20%	28%	25%	20%	27%	22%	24%	20%	19%	20%	21%	22%				
Fairly good	1817	520	445	448	395	166	177	187	159	141	145	146	160	142	130	127	137				
(4)	30%	34%	29%	29%	26%	34%	33%	33%	30%	28%	29%	29%	31%	28%	26%	25%	26%				
Very good	902	214	217	244	227	70	70	74	78	71	67	86	82	77	67	87	73				
(5)	15%	14%	14%	16%	15%	14%	13%	14%	15%	14%	14%	16%	15%	15%	13%	17%	14%				
I don't know	61	24	14	14	10	7	8	8	8	4	1	4	8	3	4	1	4				
(6)	1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%				
NET Veryfairly good	2720	744	661	682	622	236	248	261	238	212	212	231	242	219	197	215	211				
(7)	44%	48%	43%	45%	40%	48%	47%	50%	45%	42%	43%	47%	43%	39%	42%	40%					
NET Veryfairly poor	2019	418	509	511	522	149	142	127	180	155	174	157	166	188	201	188	192				
(8)	33%	27%	33%	33%	34%	30%	27%	24%	34%	31%	33%	30%	33%	33%	33%	33%	33%				
Mean	3.12	3.08	3.07	3.14	3.02	3.08	3.14	3.08	3.10	3.07	3.04	3.10	3.18	3.04	2.98	3.07	3.02				
Std Dev.	1.28	1.20	1.31	1.29	1.30	1.25	1.18	1.18	1.32	1.31	1.31	1.26	1.28	1.34	1.27	1.32	1.30				
Std Error	0.02	0.03	0.03	0.03	0.03	0.06	0.05	0.05	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06				

*Price varies with current rates.
Historic increases
Pre 20th March 2019 - 67p
20th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
3rd April 2023 - £1.10
2nd October 2023 - £1.25
2nd April 2024 - £1.35
Proportions/Means. Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p

QH6. We can tell you that a second class stamp for a standard letter currently costs 85p*. How would you rate Royal Mail's second class service in terms of value for money?

Table 216

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Very poor	(1)	491	121	370	21	470	271	217	22	40	95	78	122	76	59	62	172	257	135	450	30
		8%	16%	8%	3%	9%	9%	7%	3%	5%	8%	8%	11%	10%	8%	4%	8%	10%	10%	7%	3%
Fairly poor	(2)	912	200	711	78	634	434	477	76	96	138	105	100	145	122	172	263	457	267	830	73
		15%	16%	14%	10%	19%	14%	15%	8%	11%	12%	13%	11%	13%	11%	10%	14%	11%	12%	11%	8%
Neither good nor poor	(3)	1323	275	1048	120	1203	612	709	129	134	227	178	275	194	185	263	406	654	379	1183	135
		21%	22%	21%	15%	22%	20%	23%	16%	15%	20%	21%	24%	24%	24%	16%	21%	24%	24%	24%	14%
Fairly good	(4)	2179	482	1698	318	1861	1072	1105	286	320	424	303	394	246	194	619	727	834	440	1834	325
		36%	33%	34%	40%	36%	36%	35%	36%	37%	38%	36%	35%	32%	31%	37%	37%	33%	32%	36%	34%
Very good	(5)	1202	143	1059	252	950	598	601	288	266	234	116	144	95	59	554	351	297	154	812	377
		20%	12%	24%	32%	19%	20%	19%	20%	20%	21%	14%	13%	12%	9%	32%	30%	12%	11%	16%	40%
I don't know		53	11	42	+	23	30		10	11	4	12	5	4	8	21	15	17	12	49	2
		1%	1%	1%	+	1%	1%	1%	1%	1%	+	1%	1%	1%	1%	1%	1%	1%	1%	1%	+
NET Very/fairly good	3381	625	2757	571	2811	1670	1706	586	586	658	419	537	341	254	1173	1077	1131	594	2646	702	
	55%	51%	52%	52%	52%	55%	54%	57%	56%	59%	50%	48%	45%	40%	57%	56%	45%	43%	51%	54%	
NET Very/fairly poor	1403	322	1081	99	1304	705	695	97	136	232	223	312	221	181	233	455	714	402	1280	103	
	23%	26%	22%	13%	24%	23%	22%	12%	16%	21%	27%	25%	23%	23%	14%	23%	25%	25%	23%	11%	
Mean	3.44	3.27	3.46	3.69	3.37	3.43	3.45	3.50	3.46	3.51	3.29	3.22	3.18	3.12	3.60	3.47	3.18	3.15	3.34	3.61	
Std Dev.	1.19	1.16	1.20	1.05	1.20	1.22	1.17	1.06	1.14	1.19	1.19	1.19	1.18	1.12	1.10	1.20	1.17	1.15	1.18	1.07	
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.04	

*Price varies with current rates.

Historic increases

Pre 25th March 2019 - 58p

25th March 2019 - 61p

23rd March 2020 - 65p

1st Jan 2021 - 66p

4th April 2022 - 68p

3rd April 2023 - 75p

2nd April 2024 - 85p

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QH6. We can tell you that a second class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's second class service in terms of value for money?

Table 216

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1585	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Very poor (1)	491	64	165	107	156	228	263	256	221	48	66	125	108	67	297	51	379	99	363	29
	6%	0%	8% 2.5x	8%	9% 3.5x	7%	8%	7%	8% 2.5x	9%	9%	8%	7%	6%	8%	10%	7%	6%	8%	10%
Fairly poor (2)	912	129	330	189	263	459	452	489	410	85	94	209	222	161	526	86	725	186	687	40
	15%	11%	17% 4x	14%	16% 4x	15%	15%	13%	17% 4x	16%	13%	14%	14%	15%	14%	16%	14%	14%	15%	14%
Neither good nor poor (3)	1323	214	372	325	410	586	735	708	597	124	179	333	308	237	818	129	1110	246	1024	53
	21%	19%	19%	23% 4x	24% 4x	19%	26% 4x	19%	23% 4x	24%	24%	22%	19%	22%	21%	24%	21%	19%	22%	18%
Fairly good (4)	2178	456	683	463	577	1139	1040	1374	777	151	250	532	585	402	1365	158	1880	484	1599	96
	35%	40% 4x	36%	33%	33%	37% 4x	33%	39%	34%	29%	34%	38% 4x	37% 4x	37% 4x	36% 4x	30%	36% 4x	38%	35%	33%
Very good (5)	1262	283	340	291	309	603	599	811	375	101	140	295	352	223	786	102	1044	264	875	62
	20%	23% 4x	18%	21%	18%	20%	19%	20%	16%	20%	19%	20%	22%	20%	21%	19%	20%	21%	19%	22%
I don't know	83	11	23	9	11	34	19	32	17	7	4	8	14	9	26	7	38	6	40	8
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1% 3.5x
NET Very/fairly good	3381	719	1023	754	885	1742	1639	2185	1153	251	389	826	937	625	2152	259	2924	748	2474	159
	55%	61% 4x	53%	54%	51%	54% 4x	53%	59% 4x	49%	49%	53%	51% 4x	58% 4x	53% 4x	57% 4x	49%	57% 4x	54%	55%	50%
NET Very/fairly poor	1403	193	495	296	419	668	715	745	630	133	160	334	329	229	823	138	1104	284	1050	69
	23%	17%	26% 4x	21% 4x	26% 4x	23%	23%	20%	26% 4x	26%	22%	22%	21%	21%	22%	26%	21%	22%	23%	24%
Mean	3.44	3.40	3.37	3.47	3.36	3.47	3.41	3.50	3.28	3.34	3.42	3.44	3.40	3.41	3.40	3.33	3.40	3.40	3.43	3.44
Std Dev.	1.19	1.13	1.21	1.19	1.20	1.19	1.20	1.18	1.19	1.23	1.20	1.19	1.18	1.15	1.19	1.23	1.18	1.19	1.19	1.27
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.08

*Price varies with current rates.

Historic increases

Pre 25th March 2019 - 58p

25th March 2019 - 61p

23rd March 2020 - 65p

1st Jan 2021 - 66p

4th April 2022 - 68p

3rd April 2023 - 75p

2nd April 2024 - 85p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QH6. We can tell you that a second class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's second class service in terms of value for money?

Table 216

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Very poor	(1) 491	430	61	7	425	37	21	8	24	60	46	8	34	33	72	34	75	49	1	
		8%	3%	7%	4%	6%	7%	7%	4%	10%	8%	4%	6%	13%	4%	4%	9%	9%	2%	
Fairly poor	(2) 912	763	149	26	734	59	46	23	34	94	64	64	81	81	92	153	83	4	55	
	12%	14%	17%	16%	10%	11%	14%	13%	13%	14%	13%	18%	15%	18%	11%	18%	16%	6%	12%	
Neither good nor poor	(3) 1323	1155	168	33	1108	113	62	39	54	145	88	105	111	99	189	179	138	14	99	
	21%	22%	19%	20%	21%	22%	21%	23%	22%	21%	17%	20%	20%	17%	23%	21%	20%	21%	22%	
Fairly good	(4) 2178	1831	348	66	1812	197	109	61	94	240	195	148	186	194	309	273	172	32	165	
	35%	35%	49%	39%	35%	38%	37%	36%	38%	36%	38%	33%	34%	34%	38%	32%	33%	48%	37%	
Very good	(5) 1262	1079	123	34	1002	107	55	38	41	126	110	77	126	101	185	156	79	15	62	
	20%	25%	14%	20%	19%	21%	19%	22%	17%	19%	22%	17%	20%	16%	23%	19%	15%	22%	20%	
I don't know	83	40	14	2	47	4	1	1	4	10	5	3	5	3	2	8	8	*	3	
	1%	1%	2%	1%	1%	1%	*	1%	1%	2%	1%	1%	1%	*	*	1%	2%	1%	1%	
NET Very/fairly good	3381	2910	471	100	2813	304	165	99	135	366	306	225	312	295	494	429	251	47	257	
	55%	55%	55%	60%	54%	59%	58%	58%	54%	54%	57%	50%	52%	52%	61%	51%	47%	60%	57%	
NET Very/fairly poor	1403	1193	209	33	1209	96	67	31	57	154	110	114	114	175	125	227	132	6	90	
	23%	24%	24%	20%	22%	19%	23%	18%	23%	23%	22%	26%	21%	31%	15%	27%	28%	8%	20%	
Mean	3.44	3.45	3.38	3.57	3.43	3.44	3.45	3.50	3.39	3.42	3.52	3.35	3.44	3.26	3.44	3.34	3.29	3.52	3.50	
Std Dev.	1.19	1.20	1.14	1.11	1.20	1.15	1.17	1.12	1.20	1.20	1.22	1.18	1.18	1.29	1.08	1.23	1.18	0.92	1.18	
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.07	0.04	

*Price varies with current rates.
Historic increases
Pre 20th March 2019 - 58p
20th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
4th April 2022 - 66p
3rd April 2023 - 75p
2nd April 2024 - 85p
Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QH6. We can tell you that a second class stamp for a standard letter currently costs 85p*. How would you rate Royal Mail's second class service in terms of value for money?

Table 216

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1501	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Very poor	(1)	491	230	312	291	491	17	51	230	18	114	129	188	62	60	45	317	100	161	169	70	48	32	329	80	124	367
	8%	6%	10% _{ad}	5%	8% _{ad}	6%	11% _{ad}	1%	10%	9%	7%	6%	8%	8%	17% _{ad}	10% _{ad}	7%	10% _{ad}	6%	7%	11% _{ad}	13% _{ad}	7%	15% _{ad}		8%	
Fairly poor	(2)	912	259	407	418	259	16	101	407	43	210	289	364	107	106	38	654	144	350	322	119	75	41	672	116	202	710
	15%	12%	17% _{ad}	12%	17% _{ad}	12%	19%	19%	20%	20%	20%	14%	15%	13%	18%	16%	15%	17%	13%	14%	17% _{ad}	21% _{ad}	14%	22% _{ad}	13%	15%	
Neither good nor poor	(3)	1523	449	556	675	449	34	180	556	63	293	412	498	225	128	58	910	188	509	499	181	81	41	1008	122	276	1047
	21%	19%	26% _{ad}	19%	26% _{ad}	19%	24%	24%	26%	26%	26%	20%	20%	20%	22%	24%	20%	22%	20%	22%	27% _{ad}	23%	21%	23%	18%	23% _{ad}	
Fairly good	(4)	2179	946	679	1367	946	51	261	679	60	337	676	985	267	189	58	1662	248	895	920	209	109	44	1815	163	538	1642
	35%	30%	42% _{ad}	30%	42% _{ad}	30%	34%	34%	31%	28%	32%	40%	43%	12%	9%	24%	24%	30%	26%	26%	31%	30%	25%	26%	35%		
Very good	(5)	1202	303	285	834	303	42	165	285	28	91	408	433	129	94	44	331	138	676	383	80	41	16	1029	57	377	825
	20%	23% _{ad}	13%	24% _{ad}	16% _{ad}	23%	26%	22%	13%	13%	9%	23% _{ad}	17%	16%	16%	18%	17%	17%	25% _{ad}	26% _{ad}	17% _{ad}		12%	9%		11%	16%
I don't know		63	13	16	17	20	*	6	16	*	4	13	17	11	4	3	29	7	15	12	14	4	3	27	7	3	50
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	15%	12%	14%	4%	3%	27%	7%	3%	50
NET Very/fairly good	3381	1549	964	2201	1617	1549	93	426	964	88	428	1174	1419	396	283	102	2593	386	1571	1302	289	150	60	2873	210	915	2487
	55%	64% _{ad}	45%	63% _{ad}	50% _{ad}	64% _{ad}	58%	56%	45%	41%	41%	60% _{ad}	57% _{ad}	50%	49%	41%	60% _{ad}	46%	60% _{ad}	57% _{ad}	42%	42%	34%	60% _{ad}	39%	60% _{ad}	53%
NET Very/fairly poor	1403	402	627	609	634	402	33	151	627	61	324	419	552	168	168	83	971	251	511	491	197	123	73	1002	196	326	1077
	23%	17%	24% _{ad}	17%	23% _{ad}	17%	21%	20%	21%	20%	31%	21%	22%	21%	21%	22%	22%	22%	20%	20%	21% _{ad}	20%		20%	21%	23%	
Mean	3.44	3.119	3.119	3.119	3.119	3.119	3.53	3.51	3.117	3.117	3.08	3.119	3.119	3.119	3.119	3.119	3.119	3.119	3.119	3.119	3.119	3.119	3.119	3.119	3.119	3.119	3.40
Std Dev.	1.19	1.14	1.19	1.13	1.18	1.14	1.27	1.16	1.19	1.15	1.14	1.19	1.16	1.14	1.23	1.36	1.18	1.27	1.18	1.14	1.19	1.24	1.25	1.17	1.25	1.23	1.18
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.09	0.04	0.03	0.08	0.03	0.03	0.02	0.04	0.05	0.09	0.02	0.04	0.02	0.02	0.05	0.07	0.10	0.02	0.06	0.03	0.02

*Price varies with current rates.

Historic increases

Pre 25th March 2019 - 58p

25th March 2019 - 61p

23rd March 2020 - 65p

1st Jan 2021 - 66p

4th April 2022 - 68p

3rd April 2023 - 75p

2nd April 2024 - 85p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QH6. We can tell you that a second class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's second class service in terms of value for money?

Table 216

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Very poor (1)	491	24	464	3	144	315	32	460	10	8	9	479	3
	6%	7%	8%	7%	8%	8%	10%	8%	8%	19%	14%	8%	14%
Fairly poor (2)	912	47	856	9	260	615	36	876	20	4	9	900	2
	19%	14%	15%	21%	16%	15%	12%	15%	17%	7%	14%	15%	8%
Neither good nor poor (3)	1323	87	1228	7	391	858	74	1250	28	11	24	1299	10
	27%	26%	21%	18%	23%	21%	24%	21%	24%	19%	37% net	21%	44%
Fairly good (4)	2179	118	2052	10	555	1527	97	2106	38	21	13	2165	2
	35%	35%	35%	23%	33%	37% net	31%	33%	33%	36%	19%	35% net	10%
Very good (5)	1282	57	1133	12	306	828	68	1161	19	13	6	1193	2
	20%	17%	20%	30%	18%	20%	22%	16%	23%	10%	10%	20%	9%
I don't know	53	3	50	*	20	29	4	45	2	-	3	47	3
	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	3% net	1%	15%
NET Very/fairly good	3381	175	3184	22	860	2356	165	3267	57	34	19	3358	4
	55%	52%	55%	53%	51%	56% net	53%	55% net	49% net	59% net	29%	55% net	19%
NET Very/fairly poor	1403	71	1320	12	404	930	68	1336	30	13	19	1379	5
	23%	21%	23%	28%	24%	22%	22%	23%	26%	22%	29%	23%	22%
Mean	3.44	3.41	3.44	3.49	3.37	3.47 net	3.43	3.46 net	3.31	3.45	2.96	3.45 net	2.91
Std Dev.	1.19	1.14	1.19	1.32	1.20	1.18	1.24	1.19	1.19	1.33	1.18	1.19	1.18
Std Error	0.02	0.06	0.02	0.19	0.03	0.02	0.07	0.02	0.11	0.18	0.15	0.02	0.27

*Price varies with current rates.
 Historic increases
 Pre 20th March 2019 - 58p
 20th March 2019 - 61p
 23rd March 2020 - 65p
 1st Jan 2021 - 66p
 4th April 2022 - 66p
 3rd April 2023 - 75p
 2nd April 2024 - 85p
 Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QH6. We can tell you that a second class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's second class service in terms of value for money?

Table 216

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Very poor	(1) 491	102	138	108	143	37	34	31	44	50	45	34	29	45	54	45	44				
	8%	7%	9%	7%	9%	7%	6%	6%	8%	10%	9%	7%	6%	9%	11%	9%	8%				
Fairly poor	(2) 912	235	201	194	281	64	97	74	83	49	68	62	64	69	93	103	85				
	15%	15%	13%	13%	18%	13%	12%	14%	12%	10%	14%	12%	12%	14%	11%	12%	10%				
Neither good nor poor	(3) 1323	329	318	338	338	112	101	115	104	105	109	125	114	100	117	94	126				
	21%	21%	21%	22%	22%	23%	19%	22%	20%	21%	22%	24%	22%	20%	23%	19%	24%				
Fairly good	(4) 2179	575	603	609	472	188	191	196	194	208	182	186	195	188	171	156	146				
	35%	37%	39%	39%	31%	35%	35%	35%	35%	39%	33%	35%	37%	35%	34%	30%	28%				
Very good	(5) 1202	285	308	316	293	82	103	101	104	93	111	107	110	98	65	112	116				
	20%	18%	20%	21%	19%	17%	19%	19%	19%	18%	22%	21%	21%	20%	13%	22%	22%				
I don't know	53	24	6	14	10	8	6	9	4	2	1	4	8	3	4	2	4				
	1%	2%	0%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%				
NET Very/fairly good	3381	860	872	884	765	270	294	296	297	301	273	294	304	286	235	268	262				
	55%	55%	57%	57%	50%	55%	55%	56%	56%	59%	55%	57%	59%	57%	47%	52%	50%				
NET Very/fairly poor	1403	337	339	302	424	100	131	106	127	99	113	96	92	114	147	148	129				
	23%	22%	22%	28%	28%	20%	23%	20%	24%	20%	23%	19%	18%	23%	27%	25%	21%				
Mean	3.44	3.46	3.46	3.53	3.32	3.45	3.44	3.50	3.43	3.46	3.46	3.53	3.57	3.48	3.20	3.37	3.40				
Std Dev.	1.19	1.15	1.21	1.16	1.24	1.14	1.18	1.14	1.21	1.19	1.23	1.14	1.12	1.21	1.20	1.27	1.24				
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.06	0.06				

*Price varies with current rates.

Historic increases

Pre 25th March 2019 - 58p

25th March 2019 - 61p

23rd March 2020 - 65p

1st Jan 2021 - 66p

4th April 2022 - 68p

3rd April 2023 - 75p

2nd April 2024 - 85p

Proportion/Means. Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p

QH7. It currently costs £2.50 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Table 217

Base : Northern Ireland participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	781	120	661	99	682	383	397	99	101	199	125	127	103	67	200	284	297	170	746	31	
Weighted Base	173	37*	136	20*	153	85	87	24*	22*	36*	26*	29*	19*	16*	46	62	65	35*	165	7**	
Effective Base	485	82	411	68	420	235	249	65	69	88	89	94	59	32	134	172	179	88	461	23*	
Very poor (1)	54	6	47	4	50	25	28	3	5	11	8	13	8	6	8	19	27	14	53	*	
	31%	18%	39% a	18%	33% a	30%	33%	12%	22%	29% a	31% a	45% gh	43% gh	36% g	17%	30% mn	42% mn	40% mn	32%	6%	
Fairly poor (2)	47	12	35	5	42	20	28	9	6	9	6	7	5	5	16	15	17	10	45	2	
	27%	33%	30%	25%	28%	23%	33% a	39% gh	29%	24%	24%	24%	25%	32%	34%	24%	26%	28%	27%	31%	
Neither good nor poor (3)	31	12	19	2	29	17	14	5	3	6	6	4	3	3	9	12	10	6	29	2	
	18%	12% a	14%	12%	19%	20%	16%	22%	16%	17%	24%	13%	14%	21%	19%	20%	15%	17%	18%	27%	
Fairly good (4)	23	5	18	4	19	14	9	5	4	5	2	4	2	1	5	8	7	3	23	1	
	14%	14%	13%	21%	13%	16%	11%	19%	19%	14%	9%	13%	10%	8%	13% ad	12%	11%	9%	14%	12%	
Very good (5)	13	1	11	4	8	7	6	2	2	4	2	2	1	-	4	6	2	1	11	2	
	7%	4%	8%	22% d	5%	8%	7%	7%	9%	11% mn	9%	5%	4%	-	8%	10% opq	4%	2%	7%	24%	
I don't know	5	*	4	*	4	3	2	*	1	2	*	-	1	*	1	2	1	1	5	-	
	3%	*	3%	2%	3%	3%	2%	1%	3% a	3% a	2%	-	3%	3%	1	3%	4%	2%	3%	-	
NET Veryfairly good	36	7	29	8	28	21	15	6	6	9	5	5	3	1	13	14	10	4	34	3	
	21%	18%	22%	42% d	18%	23% d	17%	23% mn	23% mn	23% mn	18%	18%	15%	8%	23% opq	22% d	15%	12%	20%	36%	
NET Veryfairly poor	101	19	83	8	93	45	55	12	11	19	15	20	13	11	23	34	44	24	98	3	
	59%	50%	61%	43%	61% a	53%	60% a	51%	51%	53%	56%	63% gh	68%	68%	51%	54%	65% mn	65% mn	59%	37%	
Mean	2.37	2.53	2.32	3.04 d	2.28	2.49 d	2.25	2.76 mn	2.62 mn	2.52 d	2.39	2.11	2.05	2.01	2.66 opq	2.46 opq	2.07	2.03	2.33	3.17	
Std Dev.	1.27	1.06	1.32	1.48	1.22	1.31	1.22	1.16	1.33	1.39	1.30	1.28	1.23	1.00	1.23	1.34	1.18	1.11	1.26	1.37	
Std Error	0.06	0.10	0.05	0.15	0.05	0.07	0.06	0.12	0.13	0.11	0.12	0.11	0.12	0.12	0.09	0.08	0.07	0.09	0.05	0.25	

*Price varies with current rates.

Historic increases

Pre 25th March 2019 - £1.25

25th March 2019 - £1.35

23rd March 2020 - £1.35

4th April 2022 - £1.85

3rd April 2023 - £2.20

2nd April 2024 - £2.50

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

* small base, ** very small base (under 30) - ineligible for sig testing

QH7. It currently costs £2.50 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	781	252	238	119	172	490	291	483	290	51	105	175	201	164	481	52	658	187	566	38
Weighted Base	173	55	54	24*	40	109	64	104	67	13*	26*	35	42	34	103	13*	141	37	126	10**
Effective Base	485	147	142	75	123	289	198	304	177	39	65	114	112	108	287	40	401	125	340	25
Very poor (1)	54	21	15	7	11	36	18	30	24	3	8	12	11	13	30	3	44	12	40	2
	31%	30%	28%	27%	28%	33%	28%	29%	35%	26%	31%	33%	25%	25%	29%	20%	31%	32%	32%	22%
Fairly poor (2)	47	13	17	6	12	29	18	30	17	2	10	10	10	9	30	3	41	9	35	3
	27%	23%	31%	25%	29%	27%	28%	28%	25%	19%	16%	29%	24%	27%	29%	21%	29%	25%	28%	29%
Neither good nor poor (3)	31	7	11	4	9	18	13	17	14	4	4	5	9	4	18	4	23	7	22	2
	16%	13%	20%	17%	15%	16%	21%	16%	20%	13%	14%	16%	21%	11%	18%	16%	17%	16%	17%	24%
Fairly good (4)	23	7	8	4	4	15	8	15	8	2	2	3	4	2	13	2	18	5	16	2
	14%	12%	16%	17%	11%	14%	13%	15%	12%	14%	9%	9%	13%	13%	14%	13%	14%	14%	13%	21%
Very good (5)	13	6	1	2	3	8	5	10	3	1	1	3	4	2	9	1	11	3	9	*
	7%	12%	2%	10%	6%	7%	6%	4%	4%	6%	5%	9%	11%	6%	9%	8%	8%	6%	7%	3%
I don't know	5	2	1	1	1	3	2	3	2	-	1	2	*	2	2	-	4	1	4	*
	3%	3%	2%	4%	2%	3%	3%	2%	3%	-	2%	5%	5%	5%	2%	-	3%	2%	3%	*
NET Very/fairly good	36	13	10	6	7	23	13	25	11	3	4	6	12	6	22	3	29	8	25	3
	21%	24%	18%	27%	17%	21%	21%	24%	16%	23%	16%	16%	23%	16%	22%	21%	22%	22%	30%	25%
NET Very/fairly poor	101	33	32	13	23	65	36	60	40	6	18	22	21	22	60	6	85	21	75	5
	59%	60%	60%	53%	58%	60%	56%	57%	60%	45%	66%	62%	49%	66%	58%	47%	60%	58%	60%	51%
Mean	2.37	2.35	2.31	2.55	2.36	2.33	2.43	2.46	2.22	2.61	2.18	2.28	2.50	2.15	2.41	2.59	2.35	2.39	2.35	2.55
Std Dev.	1.27	1.42	1.13	1.36	1.21	1.28	1.26	1.32	1.20	1.32	1.16	1.30	1.34	1.26	1.29	1.30	1.26	1.32	1.27	1.21
Std Error	0.08	0.09	0.07	0.13	0.09	0.06	0.08	0.06	0.07	0.18	0.11	0.10	0.09	0.10	0.06	0.18	0.05	0.10	0.05	0.20

*Price varies with current rates.
 Historic increases
 Pre 25th March 2019 - £1.25
 25th March 2019 - £1.35
 23rd March 2020 - £1.35
 4th April 2022 - £1.85
 3rd April 2023 - £2.20
 2nd April 2024 - £2.50
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
 * small base, ** very small base (under 30) ineligible for sig. testing

QH7. It currently costs £2.50 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Table 217

Base : Northern Ireland participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Island of Scotland (q)	Rest of Scotland (r)
Unweighted Base	781	354	427	222	1	1	-	779	-	-	-	-	1	-	-	-	-	-	1
Weighted Base	173	119	54	28	2**	1**	-**	170	-**	-**	-**	-**	2**	-**	-**	-**	-**	-**	1**
Effective Base	485	292	219	150	1	1	-	506	-	-	-	-	1	-	-	-	-	-	1
Very poor	(1) 54	39	15	8	-	-	-	54	-	-	-	-	-	-	-	-	-	-	-
	31%	33%	27%	29%	-	-	-	32%	-	-	-	-	-	-	-	-	-	-	-
Fairly poor	(2) 47	30	17	9	-	-	-	47	-	-	-	-	-	-	-	-	-	-	-
	27%	25%	32%	31%	-	-	-	28%	-	-	-	-	-	-	-	-	-	-	-
Neither good nor poor	(3) 31	22	9	4	-	-	-	31	-	-	-	-	-	-	-	-	-	-	-
	16%	19%	16%	16%	-	-	-	18%	-	-	-	-	-	-	-	-	-	-	-
Fairly good	(4) 23	15	8	5	-	-	-	23	-	-	-	-	-	-	-	-	-	-	-
	14%	13%	15%	16%	-	-	-	14%	-	-	-	-	-	-	-	-	-	-	-
Very good	(5) 12	8	4	1	-	-	-	11	-	-	-	-	2	-	-	-	-	-	-
	7%	7%	6%	6%	100%	-	-	6%	-	-	-	-	100%	-	-	-	-	-	-
I don't know	5	4	1	-	-	1	-	4	-	-	-	-	-	-	-	-	-	-	1
	3%	3%	2%	2%	-	100%	-	2%	-	-	-	-	-	-	-	-	-	-	100%
NET Very/fairly good	36	24	12	7	2	-	-	34	-	-	-	-	2	-	-	-	-	-	-
	21%	20%	23%	23%	100%	-	-	20%	-	-	-	-	100%	-	-	-	-	-	-
NET Very/fairly poor	101	69	32	17	-	-	-	101	-	-	-	-	-	-	-	-	-	-	-
	59%	58%	59%	60%	-	-	-	60%	-	-	-	-	-	-	-	-	-	-	-
Mean	2.37	2.34	2.43	2.39	5.00	-	-	2.34	-	-	-	-	5.00	-	-	-	-	-	-
Std Dev.	1.27	1.27	1.27	1.25	-	-	-	1.24	-	-	-	-	-	-	-	-	-	-	-
Std Error	0.06	0.07	0.06	0.09	-	-	-	0.05	-	-	-	-	-	-	-	-	-	-	-

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85
3rd April 2023 - £2.20
2nd April 2024 - £2.50
Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QH7. It currently costs £2.50 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	781	309	266	430	387	309	22	106	266	12	109	260	276	120	83	41	536	124	373	295	72	28	13	668	41	179	602	
Weighted Base	173	69	53	97	81	69	5**	25*	53	3**	21*	52	61	29*	19*	12*	113	31*	83	58	22*	6**	3**	141	10**	41	132	
Effective Base	485	181	171	257	246	181	15	62	171	11	69	141	184	73	57	31	324	88	224	198	46	20	10	416	30	101	387	
Very poor (1)	54	16	25	23	31	16	*	7	25	2	10	20	19	5	6	4	39	10	29	16	5	2	2	45	4	11	42	
	31%	24%	47% ^{ab}	23%	39% ^{ab}	24%	8%	26%	47%	65%	49%	29% ^{ab}	31% ^{ab}	17%	32% ^{ab}	30%	35% ^{ab}	31% ^{ab}	35%	28%	22%	26%	62%	32%	38%	28%	32%	
Fairly poor (2)	47	16	13	28	24	16	1	6	13	-	5	11	17	11	6	2	28	9	19	17	8	2	1	36	3	10	37	
	27%	24%	24%	29%	30%	24%	28%	24%	24%	-	23%	22%	27%	38% ^{ab}	32%	21%	25%	28%	23%	30%	37%	35%	21%	26%	31%	24%	28%	
Neither good nor poor (3)	31	13	8	17	11	13	1	6	8	1	4	5	8	3	4	2	14	3	14	9	6	1	*	24	1	7	24	
	18%	19%	15%	17%	14%	19%	28%	23%	15%	35%	19%	11%	13%	32% ^{ab}	21% ^{ab}	33% ^{ab}	12%	36% ^{ab}	17%	16%	26%	19%	7%	77%	15%	16%	19%	
Fairly good (4)	23	12	4	17	9	12	1	4	4	-	1	7	11	2	2	1	18	4	10	10	11	2	1	*	21	1	6	18
	14%	15% ^{ab}	7%	17% ^{ab}	11%	18%	14%	17%	7%	-	5%	13%	17%	17%	8%	11%	16%	11%	13%	18%	8%	12%	10%	15%	12%	15%	6	13%
Very good (5)	13	10	2	11	3	10	1	2	2	-	1	7	4	1	*	-	11	*	8	4	*	*	*	12	*	7	6	
	7%	14% ^{ab}	3%	11% ^{ab}	4%	14%	22%	8%	3%	-	3%	14% ^{ab}	6%	3%	2%	8%	10% ^{ab}	1%	10%	6%	1%	5%	-	8%	3%	17% ^{ab}	4%	
I don't know	5	1	2	2	2	1	-	1	2	-	*	1	3	*	*	*	3	1	2	1	1	*	-	3	*	*	4	
	3%	2%	4%	2%	3%	2%	-	2%	4%	-	2%	2%	4%	2%	2%	3%	3%	2%	2%	2%	5%	1%	-	2%	1%	1%	3%	
NET Veryfairly good	36	22	5	28	11	22	2	6	5	-	2	14	15	3	2	1	29	4	19	14	2	1	*	33	1	13	23	
	21%	31% ^{ab}	10%	29% ^{ab}	14%	31%	26%	25%	10%	-	7%	29% ^{ab}	24% ^{ab}	11%	13%	13%	36% ^{ab}	13%	23% ^{ab}	24% ^{ab}	9%	17%	10%	23% ^{ab}	15%	31% ^{ab}	16%	
NET Veryfairly poor	101	33	38	51	56	33	2	13	38	2	15	31	36	16	12	6	67	18	48	33	13	4	3	82	7	21	80	
	59%	47%	59% ^{ab}	52%	52% ^{ab}	47%	38%	50%	77%	65%	72%	60%	59%	55%	64%	51%	59%	59%	58%	58%	59%	62%	83%	58%	69%	52%	60%	
Mean	2.37	2.36% ^{ab}	1.90	2.60% ^{ab}	2.07	2.74	3.15	2.55	1.90	1.70	1.87	2.42	2.38	2.41	2.17	2.30	2.40	2.22	2.39	2.43	2.25	2.33	1.66	2.40	2.11	2.62% ^{ab}	2.27	
Std Dev.	1.27	1.38	1.11	1.33	1.15	1.38	1.41	1.29	1.11	1.14	1.08	1.49	1.30	0.98	1.09	1.09	1.38	1.07	1.36	1.26	0.98	1.25	1.20	1.31	1.21	1.46	1.19	
Std Error	0.06	0.08	0.07	0.06	0.06	0.08	0.30	0.13	0.07	0.33	0.11	0.09	0.08	0.09	0.12	0.17	0.06	0.10	0.07	0.07	0.12	0.24	0.33	0.05	0.19	0.11	0.05	

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85
3rd April 2023 - £2.20
2nd April 2024 - £2.50
Proportions/Means: Columns Tested (5% risk level) - ab/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig. testing

QH7. It currently costs £2.50 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	781	48	726	7	221	523	37	758	11	6	2	775	4
Weighted Base	173	10*	161	2**	47	119	7**	167	3**	1**	1**	172	***
Effective Base	488	32	449	4	122	342	22	473	6	4	2	481	3
Very poor (1)	54	6	48	1	16	36	1	52	1	*	1	53	-
	37%	19%	30%	27%	35%	37%	17%	37%	34%	13%	100%	37%	-
Fairly poor (2)	47	*	46	1	9	36	2	46	1	*	-	47	-
	27%	5%	29%	31%	20%	30%	2%	26%	17%	35%	-	26%	-
Neither good nor poor (3)	31	1	30	-	9	21	1	30	*	*	-	31	*
	18%	12%	18%	-	19%	18%	18%	18%	13%	36%	-	18%	73%
Fairly good (4)	23	1	23	-	5	17	1	22	1	*	-	23	*
	14%	9%	14%	-	11%	14%	14%	13%	35%	16%	-	14%	16%
Very good (5)	13	1	10	1	5	6	1	13	-	-	-	13	-
	7%	14%	6%	42%	11%	5%	21%	8%	-	-	-	7%	-
I don't know	5	*	4	-	2	3	*	5	-	-	-	5	*
	3%	3%	3%	-	4%	2%	3%	3%	-	-	-	3%	11%
NET Very/fairly good	36	2	33	1	11	23	2	35	1	*	-	36	*
	21%	23%	21%	42%	23%	19%	35%	21%	36%	16%	-	21%	16%
NET Very/fairly poor	101	6	94	1	26	72	3	98	2	*	1	100	-
	59%	62%	58%	58%	55%	67%	44%	59%	57%	46%	100%	59%	-
Mean	2.37	2.15	2.37	3.00	2.43	2.31	2.95	2.37	2.51	2.56	1.00	2.37	3.18
Std Dev.	1.27	1.63	1.24	-	1.40	1.20	1.53	1.27	1.55	-	-	1.27	-
Std Error	0.05	0.24	0.05	-	0.10	0.05	0.26	0.05	0.47	-	-	0.05	-

*Price varies with current rates.

Historic increases

Pre 25th March 2019 - £1.25

25th March 2019 - £1.35

23rd March 2020 - £1.35

4th April 2022 - £1.85

3rd April 2023 - £2.20

2nd April 2024 - £2.50

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QH7. It currently costs £2.50 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Table 217

Base : Northern Ireland participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	781	193	200	192	196	70	67	56	67	72	61	65	67	60	66	69	61				
Weighted Base	173	43	44	43	43	13*	13*	10*	14*	14*	13*	16*	13*	12*	12*	17*	13*				
Effective Base	485	121	103	131	137	45	42	35	27	46	38	47	47	37	50	47	44				
Very poor	(1) 54	12	13	12	16	4	5	3	3	4	6	3	4	4	6	6	3				
	31%	29%	30%	29%	37%	30%	34%	22%	21%	31%	40%	22%	29%	36%	62% up	35%	26%				
Fairly poor	(2) 47	15	12	9	11	5	6	4	4	3	4	4	3	4	3	4	5				
	27%	25% down	27%	22%	27%	34%	34%	22%	28%	31%	20%	29%	16%	26%	21%	34%	30%				
Neither good nor poor	(3) 31	7	10	9	5	2	3	2	4	4	3	4	3	2	1	2	1				
	18%	16%	22% up	22% up	11%	13%	17%	17%	25%	28% up	18%	27% up	22%	16%	9%	10%	13%				
Fairly good	(4) 23	5	4	6	6	1	1	3	1	1	1	3	3	3	1	2	2				
	14%	12%	9%	25% down	14%	11%	6%	31% down	9%	6%	9%	25% down	17%	25% down	12%	14%	15%				
Very good	(5) 13	3	4	2	4	1	1	1	3	1	1	1	1	1	1	2	2				
	7%	6%	10%	6%	8%	9% up	8%	1%	20%	5%	3%	10% up	3%	1%	-	12% up	11% up				
I don't know	5	1	1	1	1	-	-	1	-	-	-	-	-	1	-	1	-				
	3%	3%	2%	2%	3%	2%	3%	6%	3%	3%	-	1%	-	6%	1%	6%	-				
NET Very/fairly good	36	8	8	11	10	3	2	3	4	2	2	4	3	3	1	5	4				
	21%	18%	18%	25%	22%	20%	13%	22%	29%	14%	12%	30% up	20%	27%	12%	26%	27%				
NET Very/fairly poor	101	27	25	22	27	9	11	7	7	8	10	6	9	6	9	10	8				
	59%	63%	57%	51%	57%	14% down	14% down	13% down	43%	59%	10% down	42%	58%	52%	11% up	56%	60%				
Mean	2.37	2.30	2.40	2.50	2.28	2.33 ^{up}	2.18	2.42 ^{up}	2.84	2.97 ^{up}	2.05	2.74 ^{up}	2.97 ^{up}	2.96 ^{up}	1.81	2.42 ^{up}	2.52 ^{up}				
Std Dev.	1.27	1.21	1.29	1.26	1.35	1.33	1.23	1.15	1.46	1.20	1.14	1.33	1.20	1.31	1.07	1.49	1.38				
Std Error	0.05	0.09	0.09	0.09	0.10	0.16	0.15	0.16	0.18	0.14	0.15	0.17	0.15	0.17	0.13	0.18	0.18				

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85
3rd April 2023 - £2.20
2nd April 2024 - £2.50
Proportions/Means: Columns Tested (5% risk level) - ab/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	609	1608	1539	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1564	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
1st class - all the time	1192	365	827	145	1047	641	549	148	181	264	192	244	106	57	329	456	407	164	960	217
	19%	36%	17%	18%	19%	21%	17%	16%	21%	24%	23%	22%	14%	9%	19%	23%	16%	12%	19%	23%
1st class - most of the time	1221	225	995	101	1030	620	601	141	220	267	163	195	125	92	368	440	412	217	973	230
	20%	18%	20%	24%	19%	21%	19%	17%	25%	27%	22%	17%	16%	15%	22%	29%	16%	16%	19%	24%
1st and 2nd class in equal amounts	1090	240	849	140	950	531	558	174	192	203	134	163	117	105	366	338	385	223	874	207
	18%	19%	17%	18%	18%	18%	18%	24%	25%	18%	16%	14%	15%	17%	24%	17%	17%	15%	17%	22%
2nd class - most of the time	1416	189	1227	170	1239	626	795	142	147	213	176	209	251	217	289	389	737	403	1271	140
	23%	15%	23%	22%	23%	21%	25%	14%	17%	19%	21%	24%	33%	35%	17%	20%	28%	34%	28%	19%
2nd class - all the time	747	70	677	104	644	315	427	50	46	86	94	204	135	132	97	180	470	267	695	45
	12%	6%	14%	13%	10%	14%	10%	6%	5%	8%	16%	18%	18%	21%	6%	14%	14%	14%	15%	5%
I never send letters or cards	416	122	294	31	385	226	186	141	174	101	62	46	24	14	202	129	65	39	325	91
	7%	10%	6%	4%	11%	15%	6%	17%	14%	11%	10%	4%	3%	2%	12%	10%	7%	3%	6%	9%
I don't know	79	21	58	3	76	49	30	26	12	16	6	9	2	9	38	22	19	10	59	18
	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
NET 1st Class all/most of the time	2413	690	1822	336	2077	1261	1140	293	408	531	375	439	231	150	697	896	820	381	1933	447
	39%	46%	37%	43%	39%	42%	37%	35%	47%	46%	45%	39%	30%	24%	41%	46%	33%	27%	37%	47%
NET 2nd Class all/most of the time	2163	259	1904	280	1883	941	1217	192	194	299	270	473	386	349	386	569	1208	735	1966	185
	35%	21%	38%	35%	31%	15%	31%	23%	22%	27%	25%	25%	34%	30%	23%	36%	24%	23%	35%	20%
NET Any 1st Class	3662	830	2872	476	3027	1792	1707	463	600	725	510	602	349	255	1063	1734	1205	603	2897	665
	57%	67%	54%	60%	56%	46%	54%	16%	66%	63%	61%	53%	46%	41%	43%	53%	48%	43%	54%	66%
Any 2nd Class	3253	500	2753	420	2833	1472	1774	367	386	502	405	636	503	455	752	907	1593	957	2941	392
	53%	41%	56%	53%	53%	49%	57%	49%	44%	49%	49%	54%	50%	45%	45%	46%	52%	49%	50%	42%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6100	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
1st class - all the time	1192	260	329	297	308	589	603	843	341	88	121	297	310	268	728	88	1047	267	875	49
19%	23%	17%	23%	19%	19%	19%	14%	17%	17%	16%	20%	20%	20%	24%	19%	16%	20%	21%	19%	17%
1st class - most of the time	1221	238	386	286	310	625	596	781	423	69	139	317	371	198	827	72	1068	229	940	52
20%	21%	20%	21%	18%	20%	19%	18%	21%	18%	13%	19%	21%	23%	18%	22%	14%	21%	18%	20%	18%
1st and 2nd class in equal amounts	1090	219	324	245	301	543	545	696	376	95	154	229	278	179	662	101	893	234	794	61
18%	19%	17%	18%	17%	18%	18%	16%	18%	16%	16%	16%	15%	18%	16%	17%	19%	17%	16%	17%	21%
2nd class - most of the time	1416	259	497	288	373	756	680	734	667	124	145	346	377	282	868	130	1201	262	1109	45
23%	23%	26%	21%	22%	25%	21%	20%	24%	20%	24%	20%	23%	24%	26%	23%	24%	23%	20%	24%	16%
2nd class - all the time	747	83	235	171	258	318	429	351	383	79	102	193	163	106	458	83	594	140	573	35
12%	7%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
I never send letters or cards	416	83	118	86	149	180	235	236	164	45	62	104	76	62	241	45	308	131	256	29
7%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%
I don't know	79	15	23	13	28	38	41	28	45	14	10	17	10	6	36	14	44	20	42	17
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET 1st Class almost of the time	2413	498	716	583	616	1213	1199	1625	764	157	260	613	681	465	1554	160	2115	496	1815	101
39%	44%	37%	42%	36%	40%	39%	32%	44%	32%	30%	35%	41%	43%	42%	41%	30%	41%	39%	40%	35%
NET 2nd Class almost of the time	2163	342	732	458	631	1074	1088	1085	1040	204	247	538	540	387	1326	213	1795	402	1692	80
35%	30%	30%	30%	30%	30%	30%	30%	30%	30%	40%	34%	34%	34%	35%	35%	35%	35%	31%	30%	28%
NET Any 1st Class	3502	717	1040	827	917	1756	1744	2321	1139	252	414	843	959	644	2216	261	3009	731	2609	162
87%	87%	84%	80%	83%	88%	86%	48%	83%	48%	49%	59%	66%	61%	59%	59%	49%	59%	57%	57%	56%
Any 2nd Class	3283	361	1057	702	931	1618	1634	1781	1425	259	401	768	818	566	1987	314	2688	636	2475	141
83%	89%	82%	81%	84%	83%	83%	49%	89%	89%	55%	51%	52%	52%	51%	52%	89%	82%	80%	84%	49%

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Rurality				Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
1st class - all the time	1192	1061	131	20	1011	96	52	33	62	135	111	83	112	98	189	157	74	18	78	
19%	19%	26%	15%	12%	20%	19%	18%	19%	21%	29%	25%	19%	31%	17%	23%	19%	14%	22%	17%	
1st class - most of the time	1221	1076	145	33	1022	114	50	34	42	138	82	87	103	99	205	161	101	13	102	
20%	20%	17%	20%	20%	20%	22%	17%	20%	17%	21%	16%	19%	19%	17%	26%	19%	19%	19%	23%	
1st and 2nd class in equal amounts	1090	922	167	33	912	93	57	28	40	117	83	72	105	112	158	130	95	8	85	
18%	17%	17%	19%	20%	18%	18%	19%	17%	16%	17%	16%	16%	19%	19%	20%	19%	18%	12%	19%	
2nd class - most of the time	1416	1181	234	54	1193	113	75	35	55	152	143	118	116	141	134	192	143	19	94	
23%	23%	27%	32%	32%	23%	22%	25%	20%	22%	28%	28%	26%	21%	25%	16%	23%	27%	28%	21%	
2nd class - all the time	747	597	150	22	645	49	36	18	41	80	55	58	70	85	62	116	77	8	41	
12%	12%	11%	15%	13%	12%	9%	12%	10%	13%	12%	11%	13%	13%	13%	8%	13%	10%	12%	9%	
I never send letters or cards	416	387	28	4	325	46	23	22	18	41	32	26	33	27	47	74	28	1	45	
7%	7%	3%	3%	2%	6%	9%	8%	9%	7%	6%	6%	6%	6%	5%	6%	9%	5%	2%	16%	
I don't know	79	73	6	1	69	6	3	1	2	11	2	4	5	10	12	11	11	-	6	
1%	1%	1%	-	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	2%	1%	1%	2%	-	1%	
NET 1st Class almost of the time	2413	2137	276	54	2033	211	101	67	94	274	193	170	214	197	397	318	175	31	180	
39%	40%	32%	32%	32%	39%	41%	34%	39%	38%	47%	38%	38%	40%	34%	49%	38%	33%	46%	40%	
NET 2nd Class almost of the time	2163	1779	384	76	1839	161	111	92	96	232	197	178	186	227	196	309	220	27	134	
35%	34%	43%	43%	43%	37%	37%	43%	37%	37%	38%	39%	37%	38%	40%	34%	37%	42%	40%	30%	
NET Any 1st Class	3502	3059	443	87	2945	304	158	95	133	391	276	242	319	309	556	449	270	39	265	
57%	57%	51%	51%	52%	57%	59%	54%	56%	53%	58%	54%	54%	59%	54%	60%	53%	51%	58%	59%	
Any 2nd Class	3283	2701	582	100	2750	254	167	91	138	340	269	248	291	339	354	439	315	35	219	
53%	51%	54%	53%	53%	49%	49%	53%	47%	52%	52%	52%	53%	52%	52%	44%	52%	52%	52%	49%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)		Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
1st class - all the time	1192	-	-	1192	-	1192	88	341	-	-	-	427	475	138	106	42	902	148	580	443	89	52	32	1012	84	258	934	
19%	49%	49%ba	-	54%ba	-	49%	58%	40%	-	-	-	21%	19%	17%	18%	17%	20%	18%	22%ba	19%ba	13%	75%	18%	21%ba	16%	17%	20%ba	
1st class - most of the time	1221	-	-	1221	-	1221	72	423	-	-	-	365	582	143	102	28	947	130	515	477	132	64	29	992	93	339	882	
20%	51%	51%ba	-	53%ba	-	51%	45%	55%	-	-	-	18%ba	23%ba	18%	18%	11%	21%ba	16%	20%	21%	79%	78%	16%	20%	17%	22%ba	19%	
1st and 2nd class in equal amounts	1090	-	-	1090	1090	-	-	-	-	-	-	330	403	155	95	17	818	112	448	427	119	52	17	835	69	318	771	
18%	-	-	-	31%ba	34%ba	-	-	-	-	-	-	17%ba	19%ba	19%ba	16%ba	7%	16%ba	14%ba	17%ba	19%ba	20%ba	74%	10%	18%ba	13%	21%ba	17%	
2nd class - most of the time	1416	-	-	1416	-	-	-	-	1416	130	667	546	531	179	123	35	1077	158	598	536	161	89	27	1134	116	325	1091	
23%	-	-	-	46%ba	44%ba	-	-	-	65%	61%	64%	22%ba	21%ba	21%	14%	14%	22%ba	19%	23%	23%	24%	25%	15%	23%	22%	21%	24%	
2nd class - all the time	747	-	-	747	-	-	-	-	747	83	383	289	275	73	82	23	554	104	308	252	80	59	45	580	104	212	535	
72%	-	-	-	35%ba	22%ba	-	-	-	35%	39%	36%	14%ba	11%	9%	9%	14%ba	13%	12%	11%	12%	11%ba	25%ba	11%	18%ba	14%	12%	12%	
I never send letters or cards	416	-	-	-	-	-	-	-	-	-	-	47	104	89	71	97	150	144	137	63	40	25	281	65	63	353		
7%	-	-	-	-	-	-	-	-	-	-	-	2%	3%ba	1%ba	1%ba	3%ba	3%	6%	6%	6%	1%ba	1%ba	6%	1%ba	4%	4%		
I don't know	79	-	-	-	-	-	-	-	-	-	-	8	35	23	4	4	44	9	22	17	2	2	54	4	6	74		
1%	-	-	-	-	-	-	-	-	-	-	-	1%	1%ba	1%ba	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET 1st Class all/most of the time	2413	-	-	2413	-	2413	160	764	-	-	-	782	1057	281	208	70	1840	279	1084	920	221	116	61	2004	177	597	1816	
39%	100%ba	-	-	99%ba	-	100%	100%	100%	-	-	-	32%ba	41%ba	33%	36%	28%	34%	26%ba	27%ba	32%	32%	34%	34%	31%ba	33%	39%	39%	
NET 2nd Class all/most of the time	2163	-	-	2163	-	2163	-	-	2163	213	1049	835	805	253	205	67	1640	262	907	787	241	148	72	1694	220	537	1628	
35%	-	-	-	100%ba	-	-	-	-	100%	100%	100%	41%ba	32%ba	31%	32%	23%	36%ba	32%ba	35%	34%	35%	34%	41%ba	41%	35%	35%	35%	
NET Any 1st Class	3502	-	-	3502	1090	2413	160	764	-	-	-	1128	1540	436	303	87	2668	391	1533	1347	360	168	78	2880	246	915	2687	
97%	100%ba	-	-	100%ba	97%ba	100%	100%	100%	-	-	-	77%ba	61%ba	45%ba	35%	35%	47%ba	47%ba	53%	53%	47%	44%	44%	49%	49%	56%		
Any 2nd Class	3263	-	-	2163	1090	3253	-	-	2163	213	1049	1170	1288	407	320	75	3459	374	1355	1215	380	200	88	2570	298	855	2368	
53%	-	-	-	100%ba	31%ba	100%ba	-	-	100%	100%	100%	66%ba	62%ba	57%ba	57%ba	30%	65%ba	49%ba	52%	52%	56%	56%	50%	52%	54%	59%ba	52%	

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
1st class - all the time	1192	63	1122	1	294	802	56	1153	12	11	16	1177	-
	19%	29%	19%	3%	17%	20%	18%	20%	17%	20%	22%	19%	-
1st class - most of the time	1221	50	1153	18	321	844	56	1163	42	7	6	1213	2
	20%	12%	20%	4%	19%	20%	18%	20%	3%	1%	9%	20%	9%
1st and 2nd class in equal amounts	1090	72	1002	11	297	714	73	1032	21	11	16	1064	9
	18%	22%	17%	28%	18%	17%	23%	18%	18%	19%	25%	18%	42%
2nd class - most of the time	1416	84	1327	5	418	949	48	1366	26	9	14	1401	2
	23%	25%	23%	12%	23%	22%	16%	23%	22%	16%	21%	23%	7%
2nd class - all the time	747	34	709	4	200	514	33	705	13	17	9	735	4
	12%	10%	12%	9%	12%	12%	11%	12%	11%	15%	14%	12%	17%
I never send letters or cards	416	19	395	2	137	249	30	404	3	2	5	409	2
	7%	6%	7%	5%	6%	6%	9%	7%	3%	4%	7%	7%	8%
I don't know	79	4	75	-	19	51	10	74	-	-	2	74	4
	1%	1%	1%	-	1%	1%	3%	1%	-	-	3%	1%	17%
NET 1st Class all/most of the time	2413	118	2275	19	605	1609	111	2317	55	19	21	2390	2
	39%	32%	39%	47%	36%	39%	36%	39%	47%	32%	31%	39%	9%
NET 2nd Class all/most of the time	2163	118	2036	9	617	1464	82	2071	38	25	23	2135	5
	35%	35%	35%	22%	37%	35%	26%	35%	33%	44%	34%	35%	24%
NET Any 1st Class	3592	195	3277	30	902	2410	190	3349	76	30	37	3454	11
	57%	58%	57%	73%	54%	57%	57%	57%	65%	32%	56%	57%	51%
Any 2nd Class	3263	195	3038	20	915	2177	161	3103	60	37	39	3199	14
	53%	58%	53%	48%	55%	52%	52%	53%	51%	64%	59%	53%	66%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QH8. When sending letters or cards, which service do you tend to use?

Table 218

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
1st class - all the time	1182	306	264	312	311	91	99	115	114	71	78	87	114	110	108	82	121				
		19%	20%	17%	20%	19%	19%	32%	31%	14%	16%	17%	32%	32%	31%	16%	33%				
1st class - most of the time	1221	312	313	298	298	76	120	117	123	101	89	100	106	92	94	101	102				
20%		20%	20%	19%	19%	15%	32%	32%	32%	20%	18%	19%	20%	18%	19%	20%	20%				
1st and 2nd class in equal amounts	1090	260	259	280	290	96	81	84	81	89	96	92	92	97	87	120	83				
18%		17%	17%	18%	19%	20%	15%	16%	15%	18%	18%	18%	18%	19%	17%	33%	16%				
2nd class - most of the time	1416	370	372	352	322	127	133	109	114	135	123	127	118	107	108	111	103				
23%		24%	24%	23%	21%	26%	26%	21%	21%	30%	25%	25%	23%	21%	22%	22%	20%				
2nd class - all the time	747	185	220	171	171	60	59	66	67	71	82	51	57	62	59	56	56				
12%		12%	14%	11%	11%	12%	11%	13%	13%	14%	17%	10%	11%	12%	12%	11%	11%				
I never send letters or cards	416	106	87	104	119	36	35	35	23	33	31	54	24	25	41	32	46				
7%		7%	6%	7%	8%	7%	7%	7%	4%	6%	6%	15%	6%	6%	13%	6%	13%				
I don't know	79	11	19	23	26	6	5	1	10	8	2	6	7	10	5	11	10				
1%		1%	1%	1%	2%	1%	1%	*	2%	1%	*	1%	1%	2%	1%	2%	2%				
NET 1st Class almost of the time	2413	618	577	609	609	167	216	232	237	173	167	187	220	202	202	183	223				
38%		40%	38%	40%	40%	34%	41%	47%	47%	34%	34%	36%	42%	40%	40%	36%	43%				
NET 2nd Class almost of the time	2163	554	592	523	493	187	192	175	182	205	205	179	175	169	168	166	159				
35%		36%	39%	34%	32%	38%	36%	33%	34%	40%	41%	34%	34%	34%	33%	33%	31%				
NET Any 1st Class	3602	878	837	889	898	263	296	316	310	262	257	279	312	299	289	303	306				
67%		57%	55%	56%	56%	54%	56%	57%	57%	52%	52%	54%	62%	59%	57%	59%	59%				
Any 2nd Class	3263	815	852	803	783	283	273	259	262	294	295	270	267	266	255	286	242				
53%		53%	55%	52%	51%	50%	51%	49%	49%	50%	50%	52%	52%	53%	51%	49%	46%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5638	851	4787	780	4858	2681	2946	617	739	1035	747	1090	820	590	1356	1782	2500	1410	5032	564	
Weighted Base	5665	1090	4575	756	4910	2733	2924	655	794	1023	780	1075	734	604	1449	1803	2413	1338	4773	839	
Effective Base	3392	639	2754	443	2949	1620	1767	396	460	617	453	665	455	349	856	1070	1468	803	2924	449	
What stamps I have to hand	2115	203	1913	145	2071	573	642	132	119	210	167	218	174	195	251	377	588	370	1062	141	
	12%	22%	22%	22%	22%	19%	19%	12%	11%	21%	16%	21%	17%	19%	27%	21%	21%	12%	17%	17%	
Cost of postage	2598	29%	2241	362	2196	1147	1405	242	324	433	329	521	371	338	566	761	1231	709	2209	329	
	45%	29%	38%	46%	45%	42%	46%	37%	41%	42%	42%	48%	51%	63%	39%	42%	51%	53%	42%	39%	
Speed of delivery	2664	323	1961	345	2219	1274	1286	333	382	477	382	445	305	241	715	858	991	546	2119	421	
	45%	69%	43%	46%	45%	47%	44%	51%	49%	47%	49%	41%	42%	46%	49%	48%	41%	41%	44%	52%	
I don't want others to think that I don't want to use a 1st class stamp	240	32	208	60	180	141	99	32	56	53	34	43	10	12	68	67	65	23	197	40	
	4%	3%	5%	9%	4%	5%	3%	5%	7%	5%	4%	4%	1%	2%	6%	5%	3%	2%	4%	5%	
Value of the item to be sent	1231	160	1071	222	1009	637	594	185	212	254	198	201	121	121	99	387	413	422	220	901	
	22%	15%	33%	23%	21%	22%	20%	22%	27%	23%	20%	19%	16%	16%	21%	23%	17%	16%	19%	37%	
Security (i.e. that items sent will reach their destination intact)	729	88	641	154	575	350	377	140	114	156	88	112	76	43	255	244	230	118	517	196	
	13%	8%	14%	26%	12%	13%	13%	21%	14%	16%	15%	11%	10%	10%	18%	14%	10%	9%	17%	22%	
Not much difference in cost between 1st and 2nd class post	665	94	570	110	555	356	308	78	109	142	82	150	76	29	187	224	254	104	543	112	
	12%	9%	7%	13%	11%	13%	11%	12%	14%	14%	11%	14%	10%	5%	13%	12%	11%	8%	17%	13%	
Postal service are less likely to lose the mail / I will treat it better	629	71	558	143	487	330	297	108	109	129	88	89	62	44	217	217	198	108	467	154	
	11%	6%	7%	19%	10%	12%	10%	15%	14%	15%	11%	8%	8%	7%	15%	12%	8%	8%	10%	18%	
Other (please specify)	60	14	46	6	53	31	29	2	1	9	10	24	8	7	3	19	38	14	54	6	
	1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	2%	1%	1%	*	1%	2%	1%	1%	1%	
No particular reason	320	51	270	19	302	172	148	30	45	47	44	71	43	40	75	91	154	83	281	38	
	6%	5%	6%	2%	6%	6%	5%	5%	6%	5%	6%	7%	6%	7%	5%	5%	6%	6%	6%	5%	
I don't know	52	4	48	3	49	19	33	13	9	7	4	7	10	1	22	12	19	11	41	8	
	1%	*	1%	*	1%	1%	1%	7%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	8638	1381	1683	1107	1466	3064	2573	3117	2458	471	670	1363	1499	1083	3539	488	4791	1226	4177	235
Weighted Base	8665	1059	1772	1285	1548	2831	2833	3406	2188	456	661	1381	1499	1032	3541	474	4804	1132	4291	242
Effective Base	3392	645	1031	755	964	1675	1717	1892	1491	296	414	854	881	579	2148	307	2858	735	2516	147
What stamps I have to hand	1219	216	418	262	318	635	581	664	635	101	153	285	333	212	772	101	1034	243	636	36
27%		20%	24%	20%	27%	22%	20%	19%	63%	22%	23%	27%	22%	21%	22%	21%	22%	21%	63%	15%
Cost of postage	2658	404	849	561	754	1253	1305	1438	1077	235	308	653	638	442	1599	244	2135	527	1926	105
45%		38%	49%	43%	49%	44%	46%	42%	49%	52%	47%	47%	43%	42%	45%	52%	44%	47%	45%	43%
Speed of delivery	2564	548	824	559	631	1373	1190	1595	945	171	274	635	731	476	1640	178	2227	486	1968	111
45%		52%	49%	43%	47%	45%	42%	47%	43%	38%	41%	45%	42%	41%	42%	37%	42%	43%	46%	46%
I don't want others to think that I don't want to use a 1st class stamp	240	50	64	55	72	114	127	152	57	14	31	62	62	50	155	14	211	62	168	11
4%		5%	4%	4%	5%	4%	4%	5%	3%	3%	5%	4%	4%	5%	4%	3%	4%	5%	4%	5%
Value of the item to be sent	1231	256	390	303	282	646	585	829	383	90	118	292	380	237	790	92	1096	226	961	45
22%		24%	22%	24%	18%	23%	21%	24%	17%	20%	18%	21%	25%	23%	22%	19%	22%	20%	22%	19%
Security (i.e. that items sent will reach their destination intact)	729	192	224	155	157	417	312	498	221	55	68	159	218	157	445	57	624	171	504	54
13%		19%	13%	12%	10%	16%	11%	13%	10%	12%	10%	12%	16%	12%	13%	12%	13%	16%	12%	12%
Not much difference in cost between 1st and 2nd class post	665	116	203	169	176	319	345	454	175	41	91	151	156	157	398	43	576	147	500	17
12%		17%	17%	13%	17%	17%	12%	14%	8%	9%	14%	17%	10%	16%	11%	9%	12%	13%	12%	7%
Postal service are less likely to lose the mail / will treat it better	629	134	185	153	157	319	310	436	189	51	58	180	178	104	415	53	538	144	450	35
17%		13%	10%	12%	10%	17%	17%	13%	9%	17%	9%	13%	12%	10%	12%	17%	17%	13%	10%	15%
Other (please specify)	60	13	23	12	12	36	24	37	23	1	6	23	12	14	41	1	58	11	49	*
7%		7%	7%	7%	7%	7%	7%	7%	7%	*	7%	2%	7%	7%	7%	*	7%	7%	7%	*
No particular reason	320	32	85	94	109	117	203	166	151	36	39	81	75	50	195	38	256	72	232	16
6%		3%	5%	7%	7%	4%	7%	5%	7%	8%	6%	6%	5%	5%	6%	8%	5%	6%	5%	7%
I don't know	52	4	16	18	13	21	31	19	20	4	6	12	18	4	35	4	39	10	39	3
7%		*	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Table 220

Base : Use 1st or 2nd class stamps

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber side (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	8638	3748	1890	858	3006	1050	886	696	317	342	336	329	341	342	333	330	336	163	887	
Weighted Base	8665	4837	828	163	4784	465	269	148	230	623	474	418	505	536	751	757	489	66*	399	
Effective Base	3392	2947	451	177	2612	438	457	449	296	323	313	310	318	315	318	311	312	57	381	
What stamps I have to use	1215	1023	192	44	1020	107	56	32	41	126	83	95	131	100	152	162	129	21	86	
Cost of postage	27%	21%	23%	27%	21%	23%	21%	22%	16%	20%	16%	23%	23% 10% 10%	19%	20%	21%	20% 10% 10%	23%	23%	
Speed of delivery	258	2140	418	83	2191	188	113	66	107	312	228	194	231	250	306	352	212	23	165	
45%	44%	61%	51%	51%	46%	40%	42%	45%	47%	59%	48%	46%	46%	47%	47%	46%	43%	35%	41%	
I don't want others to think that I don't want to use a 1st class stamp	254	2231	333	74	2148	226	126	64	101	285	193	198	225	209	391	322	223	33	183	
4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	46%	47%	46%	46%	47%	46%	46%	46%	47%	46%	
Value of the item to be sent	240	216	25	6	202	22	10	7	7	32	11	13	18	30	36	36	21	4	18	
4%	4%	2%	3%	4%	4%	5%	4%	5%	3%	5%	2%	3%	3%	6%	5%	5%	4%	5%	5%	
Security (i.e. that items sent will reach their destination intact)	1231	1105	127	30	1067	91	41	32	42	120	97	97	122	129	240	133	87	12	79	
22%	22%	15%	18%	20%	22%	20%	15%	22%	18%	19%	20%	23%	24%	24%	32%	78%	18%	19%	20%	
Not much difference in cost between 1st and 2nd class post	729	634	95	21	612	65	31	22	25	64	63	40	63	72	143	88	53	8	56	
13% </td <td>13%</td> <td>11%</td> <td>13%</td> <td>13%</td> <td>13%</td> <td>14%</td> <td>11%</td> <td>15%</td> <td>11%</td> <td>10%</td> <td>13%</td> <td>10%</td> <td>12%</td> <td>13%</td> <td>16%</td> <td>12%</td> <td>11%</td> <td>13%</td> <td>14%</td>	13%	11%	13%	13%	13%	14%	11%	15%	11%	10%	13%	10%	12%	13%	16%	12%	11%	13%	14%	
Other (please specify)	665	577	88	19	554	64	33	23	25	80	55	48	64	63	94	78	47	7	47	
12% </td <td>12%</td> <td>11%</td> <td>12%</td> <td>12%</td> <td>12%</td> <td>12%</td> <td>12%</td> <td>16%</td> <td>11%</td> <td>13%</td> <td>12%</td> <td>11%</td> <td>13%</td> <td>12%</td> <td>13%</td> <td>10%</td> <td>10%</td> <td>10%</td> <td>12%</td>	12%	11%	12%	12%	12%	12%	12%	16%	11%	13%	12%	11%	13%	12%	13%	10%	10%	10%	12%	
Postal service are less likely to lose the mail / will treat it better	629	566	63	12	511	72	31	16	19	68	47	37	51	61	106	75	46	10	62	
11%	12%	8%	7%	11%	16%	11%	11%	11%	8%	11%	10%	9%	10%	11%	16%	10%	9%	15%	16%	
Other (please specify)	60	50	10	1	53	5	2	*	2	4	7	6	3	4	2	23	2	1	4	
1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	3%	1%	1%	1%	
No particular reason	320	282	39	7	270	22	22	7	18	28	40	21	26	30	25	50	32	5	17	
6%	6%	5%	4%	6%	6%	5%	6%	5%	6%	5%	6%	5%	5%	6%	3%	7%	6%	8%	4%	
I don't know	52	42	10	1	48	2	1	1	2	12	1	1	8	4	9	5	6	*	2	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	*	2	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	9638	2363	2214	3424	3275	2363	183	885	2214	209	1144	2051	2259	690	470	155	4310	625	2561	2086	549	288	130	4647	418	1385	4253
Weighted Base	9665	2413	2163	3502	3253	2413	160	764	2163	213	1049	1962	2346	688	508	145*	4308	653	2439	2135	601	316	150*	4574	466	1452	4213
Effective Base	3392	1429	1316	2075	1964	1429	110	536	1316	141	701	1186	1380	433	298	89	2566	386	1477	1266	356	186	91	2743	277	857	2535
What stamps I have to hand	1219	489	438	778	727	489	33	170	438	33	234	432	520	115	82	15	1001	97	549	480	103	54	23	1029	77	289	927
21%	20%	20%	20%	22%	22%	20%	21%	22%	20%	19%	22%	25%ab	22%ab	17%	16%	10%	23%ab	15%	23%ab	22%ab	17%	17%	13%	23%ab	17%	20%	25%
Cost of postage	2558	511	1614	944	2048	511	43	125	1614	162	801	1005	994	287	225	42	1999	268	1146	934	255	156	56	2080	212	768	1792
	45%	21%	29%cd	27%de	33%de	21%ef	23%ef	16%	75%	76%	76%	51%ab	42%bc	42%bc	44%bc	29%	48%de	21%de	47%	44%	42%	49%	37%	45%	45%	37%de	43%
Speed of delivery	2564	1546	382	2173	918	1646	91	543	382	39	211	546	1070	275	205	66	2016	271	1226	938	194	139	56	2154	196	587	1977
45%	65%ab	18%	62%ab	25%b	60%cd	57%	71%ef	18%	18%	18%	20%	45%ab	45%ab	40%	40%	45%	61%ab	41%	50%ab	44%b	32%	44%b	37%	47%ab	42%b	40%	47%ef
I don't want others to think that I don't want to use a 1st class stamp	240	151	40	200	90	151	8	31	40	1	13	80	112	26	15	6	192	21	98	92	23	10	14	190	25	123	117
	47%	64%ab	2%	61%ab	3%	6%	5%	4%	2%	1%	1%	4%	5%	4%	3%	4%	4%	3%	4%	4%	4%	3%	3%	6%ab	4%	5%	6%
Value of the item to be sent	1231	524	387	844	707	524	28	109	387	27	163	429	520	152	101	28	949	130	554	484	117	59	16	1037	75	384	847
	22%	72%ab	18%	63%ab	25%b	22%ef	17%	14%	18%	12%	16%	22%	22%	20%	20%	20%	20%	20%	23%ab	23%ab	19%	19%	11%	23%ab	16%	26%de	20%
Security (i.e. that items sent will reach their destination intact)	729	468	106	623	263	468	30	122	106	12	47	261	332	67	57	12	583	69	360	280	44	33	10	640	43	203	466
13%	19%ab	9%	18%ab	4%b	6%b	19%	16%	16%	9%	6%	5%	12%	14%ab	10%	11%	8%	14%ab	11%	19%ab	13%ab	7%	11%	6%	14%ab	9%	18%de	11%
Not much difference in cost between 1st and 2nd class post	665	283	223	441	382	283	22	67	223	17	77	222	285	84	57	12	507	70	292	234	78	26	30	526	56	185	480
	12%	12%	10%	13%b	12%	12%	14%	9%	16%b	8%	7%	11%	12%	12%	11%	9%	12%	11%	12%	11%	13%	8%	28%ab	12%	12%	13%	11%
Postal service are less likely to lose the mail / will treat it better	629	407	98	531	222	407	34	108	98	10	49	236	275	59	50	9	511	59	307	226	52	31	10	533	41	235	394
	11%	17%ab	8%	16%ab	7%b	17%	21%	14%	5%	5%	5%	12%	12%	9%	10%	6%	12%	9%	19%b	11%	9%	10%	7%	12%	8%	18%ab	9%
Other (please specify)	60	11	43	17	49	11	-	4	43	-	15	28	14	6	9	3	43	12	27	18	10	3	2	45	5	3	57
	1%	-	2%ab	-	2%ab	-	-	1%	2%	-	1%	18%b	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	1%
No particular reason	320	130	112	208	191	130	10	52	112	19	60	91	133	52	29	12	224	42	122	121	49	13	12	243	25	37	283
	6%	9%	6%	6%	6%	6%	6%	7%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	9%	8%	6%	4%	8%	5%	5%	3%	6%
I don't know	52	15	24	28	32	19	-	11	24	1	12	7	27	9	7	1	33	8	13	19	17	-	3	32	3	15	37
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%a	1%a	1%a	1%	1%	1%a	1%	1%	3%ab	-	2%	1%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	9638	350	5241	47	1654	3728	256	5401	110	52	61	5563	14
Weighted Base	9665	313	5313	39**	1520	3874	272	5420	114*	55*	59*	5589	17**
Effective Base	3392	196	3169	29	982	2255	163	3240	67	36	40	3342	11
What stamps I have to hand	1219	77	1131	8	362	805	40	1162	30	8	12	1201	3
	21%	25%	21%	20%	24%	21%	18%	21%	26%	15%	21%	21%	16%
Cost of postage	2558	134	2401	24	745	1709	104	2469	38	21	28	2528	3
	45%	43%	45%	61%	47%	44%	38%	46%	34%	37%	47%	45%	17%
Speed of delivery	2564	122	2426	15	677	1781	106	2472	49	11	23	2537	4
	45%	39%	46%	39%	45%	46%	39%	49%	41%	20%	40%	48%	22%
I don't want others to think that I don't want to use a 1st class stamp	240	20	217	3	73	153	14	211	21	6	*	239	2
	4%	6%	4%	8%	5%	4%	5%	4%	18%	11%	*	4%	9%
Value of the item to be sent	1231	63	1162	6	321	855	55	1181	27	5	13	1214	4
	22%	20%	22%	16%	21%	22%	20%	22%	24%	10%	22%	22%	26%
Security (i.e. that items sent will reach their destination intact)	728	57	661	12	219	476	34	680	19	13	7	721	1
	13%	18%	12%	30%	14%	12%	13%	13%	16%	24%	12%	13%	4%
Not much difference in cost between 1st and 2nd class post	665	52	610	2	165	458	42	636	12	12	4	660	-
	12%	17%	11%	6%	11%	12%	15%	12%	11%	22%	7%	12%	-
Postal service are less likely to lose the mail / will treat it better	629	37	586	6	187	404	38	595	22	8	1	625	3
	11%	12%	11%	15%	12%	10%	14%	11%	20%	14%	2%	11%	16%
Other (please specify)	60	3	57	-	14	45	-	60	-	-	-	60	-
	1%	1%	1%	-	1%	1%	-	1%	-	-	-	1%	-
No particular reason	320	19	300	1	74	232	14	310	3	2	2	315	4
	6%	6%	6%	3%	6%	6%	5%	6%	3%	3%	3%	6%	24%
I don't know	52	3	48	1	17	24	11	45	-	2	1	47	3
	1%	1%	1%	1%	1%	1%	4%	1%	-	4%	2%	1%	20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	5638	1427	1418	1404	1389	466	488	473	484	471	463	463	481	460	475	469	445				
Weighted Base	5665	1433	1429	1412	1392	450	492	491	499	467	462	457	467	468	457	470	465				
Effective Base	3392	854	850	857	825	278	289	288	299	279	276	262	263	262	262	268	276				
What stamps I have to hand	1215	331	288	307	290	103	125	103	103	105	80	92	109	106	89	112	89				
	21%	23%	20%	22%	21%	23%	15%	21%	21%	22%	17%	20%	22%	23%	19%	24%	19%				
Cost of postage	2558	657	672	618	611	207	235	215	208	241	225	198	219	201	209	194	209				
	45%	46%	47%	44%	44%	46%	48%	44%	41%	52%ab	49%	43%	49%	43%	46%	41%	45%				
Speed of delivery	2664	647	607	673	637	183	226	238	211	200	197	231	211	232	209	218	209				
	45%	45%	42%	48%b	46%	41%	46%	48%	42%	43%	43%	50%ab	43%	49%ab	46%	47%	45%				
I don't want others to think that I don't want to use a 1st class stamp	240	56	79	48	58	9	20	26	23	28	28	14	21	12	14	17	27				
	4%	4%	5%a	3%	4%	2%	4%	5%a	5%	6%ab	6%ab	3%	4%	3%	3%	4%	5%ab				
Value of the item to be sent	1231	302	311	323	295	80	98	124	97	90	125	105	116	102	100	103	92				
	22%	21%	22%	23%	21%	18%	20%	15%ab	19%	19%	23%ab	23%	24%	22%	22%	22%	20%				
Security (i.e. that items sent will reach their destination intact)	729	179	215	180	155	41	61	77	71	63	81	64	66	80	36	62	57				
	13%	12%	15%ab	13%	11%	9%	12%	16%ab	14%ab	12%ab	16%ab	12%	14%ab	13%	8%	12%ab	12%				
Not much difference in cost between 1st and 2nd class post	665	202	146	142	174	62	77	64	51	33	62	46	62	34	45	66	63				
	12%	14%ab	10%	10%	12%	14%ab	16%ab	12%ab	10%	7%	12%ab	10%	12%ab	7%	10%	14%ab	14%ab				
Postal service are less likely to lose the mail / will treat it better	629	155	160	141	174	36	52	87	63	48	49	37	56	48	48	64	62				
	11%	11%	11%	10%	12%	8%	11%	14%ab	13%	10%	11%	8%	11%	10%	11%	14%ab	13%ab				
Other (please specify)	60	12	17	19	12	3	5	4	3	6	8	11	7	1	5	7	-				
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%ab	2%ab	1%ab	*	1%	2%ab	-				
No particular reason	320	77	87	83	73	30	25	22	37	22	27	22	20	49	23	27	23				
	6%	5%	6%	6%	5%	7%	5%	5%	7%	5%	6%	5%	4%	7%ab	5%	6%	5%				
I don't know	52	19	14	6	12	3	5	11	9	2	3	6	-	1	3	6	4				
	1%	1%	1%	*	1%	1%	1%	2%ab	2%ab	*	1%	1%	-	*	1%	1%	1%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6636	851	4787	780	4858	2681	2946	617	739	1035	747	1090	820	590	1356	1782	2620	1410	5032	564
Weighted Base	6666	1090	4575	756	4910	2733	2924	655	794	1023	780	1075	734	604	1449	1803	2413	1338	4773	839
Effective Base	3392	639	2754	443	2949	1620	1767	396	460	617	453	665	455	349	856	1070	1468	803	2924	449
Online - on the Royal Mail website	428	19	409	174	254	239	190	91	93	90	49	59	24	22	184	139	105	46	316	110
Using the Royal Mail smartphone app	278	15	263	110	168	168	110	75	75	87	35	21	6	*	149	102	26	6	190	82
Post office	3942	867	3075	463	3478	1873	2064	423	478	686	555	786	531	483	901	1240	1800	1014	3316	588
Convenience store	1176	204	973	163	1014	609	565	153	160	211	220	206	125	102	313	431	433	227	1007	166
Supermarket (including when ordering a delivery to your home)	1130	182	948	126	1004	528	601	103	136	213	142	215	184	138	239	355	536	321	983	134
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	291	18	272	108	183	139	152	56	79	66	30	25	17	16	135	96	59	34	219	71
Other (please specify)	77	16	61	6	71	26	49	2	1	10	3	18	19	24	3	13	61	43	68	9
None of these/ I have not purchased stamps in the last year	408	56	353	32	376	209	196	96	77	93	61	75	41	14	134	145	130	55	339	59

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6638	1381	1683	1107	1466	3064	2573	3117	2458	471	670	1363	1466	1063	3529	488	4791	1226	4177	235
Weighted Base	6665	1059	1772	1285	1548	2831	2833	3406	2188	456	661	1381	1499	1032	3541	474	4804	1132	4291	242
Effective Base	3392	645	1031	755	964	1675	1717	1892	1491	296	414	854	881	579	2148	307	2858	735	2516	147
Online - on the Royal Mail website	428	108	135	85	101	243	185	332	92	33	36	89	169	83	290	33	376	99	305	24
6%	6%	15%ab	8%	7%	6%	9%a	7%	8%ab	4%	7%	8%	6%	11%ab	6%	8%a	7%	8%	9%	7%	10%
Using the Royal Mail smartphone app	278	93	79	59	47	172	106	245	29	12	18	68	90	74	176	14	263	57	203	18
5%	5%	9%ab	4%	5%	3%	6%a	4%	7%a	1%	3%	3%	5%	6%a	7%ab	8%	3%	5%	5%	5%	7%
Post office	3942	715	1249	905	1071	1964	1976	2333	1568	319	440	949	1089	675	2479	330	3329	764	3039	149
70%	70%	68%	70%	70%	69%	69%	70%	68%	72%	70%	67%	69%	67%ab	65%	69%ab	70%	69%	67%	67%ab	62%
Convenience store	1176	216	390	277	293	606	570	761	405	96	119	293	300	244	711	96	1002	236	876	65
21%	21%	20%	22%	22%	19%	21%	20%	22%a	18%	21%	18%	21%	20%	24%a	20%	20%	21%	21%	20%	27%
Supermarket (including when ordering a delivery to your home)	1130	222	372	272	264	594	536	672	452	76	115	316	255	238	686	77	955	196	880	44
20%	20%	21%ab	21%ab	21%ab	17%	21%	19%	20%	21%	17%	17%	21%ab	17%	21%ab	19%	16%	20%	17%	21%ab	18%
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	291	97	77	66	50	174	116	230	61	24	28	64	86	74	179	25	258	76	201	13
5%	5%	9%ab	4%	6%a	3%	6%a	4%	7%ab	3%	5%	4%	5%	6%	7%ab	5%	5%	5%	6%a	5%	6%
Other (please specify)	77	16	20	17	25	36	41	30	47	7	13	24	13	9	51	9	64	17	59	1
1%	1%	2%	1%	1%	2%	1%	1%	1%	2%ab	2%	2%	2%	1%	1%	1%	2%	1%	2%	1%	1%
None of these/ I have not purchased stamps in the last year	408	60	115	83	110	175	233	217	170	34	56	104	84	62	244	40	333	88	293	27
7%	7%	6%	6%	6%	12%ab	6%	6%a	6%	6%ab	8%	8%	8%	6%	6%	7%	8%	7%	8%	7%	11%ab

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6638	3748	1890	858	3000	1050	886	696	317	342	336	329	341	342	333	330	336	163	887	
Weighted Base	6665	4837	828	163	4784	465	269	148	230	623	474	418	505	536	751	757	489	66	399	
Effective Base	3392	2947	451	177	2612	438	457	449	296	323	313	310	318	315	318	311	312	57	381	
Online - on the Royal Mail website	428	369	59	10	370	33	18	8	9	61	36	34	34	34	80	56	35	5	27	
5%		8%	7%	6%	8%	7%	7%	5%	4%	8%	8%	8%	7%	6%	11%	7%	8%	7%	7%	
Using the Royal Mail smartphone app	276	250	28	3	234	23	15	6	7	32	9	10	23	32	84	19	18	4	19	
5%		5%	3%	2%	5%	5%	5%	4%	3%	8%	2%	2%	5%	6%	11%	3%	4%	5%	6%	
Post office	3942	3355	586	126	3326	308	191	115	168	453	333	285	357	365	531	489	347	45	263	
70%		69%	71%	72%	70%	66%	71%	70%	69%	70%	70%	69%	71%	69%	71%	64%	71%	68%	66%	
Convenience store	1176	997	179	36	958	121	58	39	39	115	82	101	116	94	136	174	100	23	98	
21%		21%	22%	22%	20%	20%	21%	26%	17%	18%	17%	24%	23%	18%	18%	23%	20%	39%	29%	
Supermarket (including when ordering a delivery to your home)	1130	958	172	34	947	106	52	26	36	102	92	83	92	134	131	177	100	11	85	
20%		20%	21%	21%	20%	23%	19%	17%	16%	16%	19%	20%	16%	23%	17%	23%	20%	17%	21%	
Online - when purchasing and sending a card, for example via a service such as Moopig or Funky Pigeon	291	251	39	9	232	34	15	10	5	49	18	15	25	20	44	47	9	9	25	
5%		5%	5%	6%	5%	7%	6%	7%	2%	8%	4%	4%	5%	4%	8%	5%	2%	12%	6%	
Other (please specify)	77	68	9	3	68	7	2	1	4	3	8	5	9	7	9	12	9	*	7	
5%		1%	1%	2%	1%	1%	1%	1%	2%	*	2%	1%	2%	1%	1%	2%	2%	*	2%	
None of these/ I have not purchased stamps in the last year	408	360	49	7	344	40	18	6	20	37	33	30	47	38	58	52	28	6	35	
7%		7%	6%	4%	7%	7%	7%	4%	9%	6%	7%	7%	9%	7%	8%	7%	6%	9%	9%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QH10. In the last year, in which of these locations have you purchased postage stamps?

Table 221

Base : Use 1st or 2nd class stamps

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	9638	2363	2214	3424	3275	2363	183	885	2214	209	1144	2051	2259	690	470	155	4310	625	2561	2086	549	288	130	4647	418	1385	4253
Weighted Base	9665	2413	2163	3502	3253	2413	160	764	2163	213	1049	1962	2346	688	508	145*	4308	653	2439	2135	601	316	150*	4574	466	1452	4213
Effective Base	3383	1429	1318	2075	1964	1429	110	536	1318	141	701	1186	1380	433	298	89	2566	386	1477	1266	356	186	91	2743	277	857	2535
Online - on the Royal Mail website	428	206	122	307	206	122	160	40	122	13	13	170	159	47	7	329	52	218	153	36	13	7	371	19	214	214	
Using the Royal Mail smartphone app	278	171	49	229	107	171	4	17	49	7	7	88	130	28	28	2	218	30	123	113	29	9	4	236	13	189	89
Post office	3942	1647	1528	2413	2295	1647	95	528	1528	159	755	1484	1607	433	316	92	3092	408	1791	1472	386	199	83	3263	281	911	3031
Convenience store	1176	546	386	781	630	546	40	156	386	39	169	436	458	150	105	26	895	508	433	127	75	31	941	106	375	801	
Supermarket (including when ordering a delivery to your home)	2176	437	446	694	693	437	23	131	446	38	227	443	471	110	80	17	914	499	421	117	55	31	920	86	311	819	
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	291	154	79	212	136	154	9	22	79	12	25	117	106	45	18	5	223	139	110	18	12	12	249	23	159	132	
Other (please specify)	77	26	31	46	52	26	-	12	31	9	22	42	27	-	8	-	99	42	20	6	6	3	62	9	15	62	
None of these/ I have not purchased stamps in the last year	408	187	146	262	221	187	20	74	146	11	72	79	177	66	69	14	255	128	174	56	32	15	302	47	65	343	
	7%	8%	7%	7%	7%	8%	12%	10%	7%	5%	7%	4%	8%	10%	14%	10%	6%	5%	8%	9%	10%	10%	7%	10%	4%	8%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	.NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5638	350	5241	47	1654	3728	256	5401	110	52	61	5563	14
Weighted Base	5665	313	5313	39**	1520	3874	272	5420	114*	55*	59*	5589	17**
Effective Base	3392	196	3169	29	982	2255	163	3240	67	36	40	3342	11
Online - on the Royal Mail website	428	30	393	5	132	271	25	401	19	7	*	427	2
8%		10%	7%	12%	9%	7%	9%	7%	17% _{g,h}	12% _i		8%	9%
Using the Royal Mail smartphone app	278	17	259	2	71	196	11	261	11	4	1	276	2
5%		5%	5%	5%	5%	5%	4%	5%	10%	7%	1%	5%	9%
Post office	3942	163	3719	30	1005	2754	182	3703	64	33	45	3693	7
76%		62%	70% _a	77%	66%	71% _d	67%	70% _h	56%	60%	76% _h	70% _k	41%
Convenience store	1176	72	1096	9	342	783	51	1129	32	10	5	1171	-
21%		23%	21%	23%	22%	20%	19%	21%	28% _h	19%	9%	21%	-
Supermarket (including when ordering a delivery to your home)	1139	66	1057	6	302	770	59	1089	24	9	7	1122	1
20%		21%	20%	16%	20%	20%	21%	20%	21%	16%	12%	20%	6%
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	291	28	260	3	102	173	16	261	22	7	*	289	*
5%		9% _a	5%	7%	9% _a	4%	6%	5%	15% _{g,h}	12% _h		5%	3%
Other (please specify)	77	11	67	-	33	43	2	74	-	-	4	74	-
1%		3% _a	1%	-	6% _a	1%	1%	1%	-	-	6% _{g,h}	1%	-
None of these/ I have not purchased stamps in the last year	406	14	394	1	94	288	27	389	5	4	4	399	6
7%		4%	7%	1%	6%	7%	10%	7%	5%	6%	6%	7%	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	9638	1427	1418	1404	1389	466	488	473	484	471	463	463	481	460	475	469	445				
Weighted Base	9665	1433	1429	1412	1362	450	492	491	499	467	462	457	487	468	457	470	465				
Effective Base	3392	854	856	857	825	278	289	288	299	279	278	262	293	282	262	288	276				
Online - on the Royal Mail website	428	78	128	117	104	19	32	27	42	42	44	43	38	36	22	41	41				
	8%	5%	9% a	8% a	8%	4%	7%	6%	8% a	9% a	10% an	9% an	8%	8%	5%	9% a	9% a				
Using the Royal Mail smartphone app	278	78	72	62	66	13	33	32	21	30	21	16	24	21	19	18	29				
	9%	5%	5%	4%	5%	3%	8% a	8% a	4%	6%	5%	4%	5%	4%	4%	4%	6%				
Post office	3842	989	998	998	988	294	352	354	333	335	328	320	342	307	317	335	336				
	70%	69%	70%	69%	71%	63%	71% a	72% a	67%	72% a	71% a	70%	70%	66%	69%	71% a	72% a				
Convenience store	1176	300	312	289	275	88	87	125	102	115	96	80	100	108	91	99	85				
	21%	21%	22%	20%	20%	20%	18%	13% b	20%	13% b	21%	18%	21%	23%	20%	21%	18%				
Supermarket (including when ordering a delivery to your home)	1130	301	280	258	291	88	119	94	102	77	101	87	85	87	87	112	92				
	20%	21%	20%	18%	21%	20%	24% an	19%	20%	17%	22%	19%	17%	19%	19%	24% an	20%				
Online - when purchasing and sending a card, for example via a service such as Mooring or Funky Pigeon	291	69	77	82	62	23	12	34	37	22	18	29	28	25	17	31	14				
	5%	5%	5%	6%	4%	5%	2%	7% b	7% b	5%	4%	6% f	6% f	5%	4%	7% b	3%				
Other (please specify)	77	14	25	13	25	6	7	2	9	7	10	7	3	3	15	7	3				
	1%	1%	2%	1%	2%	1%	1%	1	2%	1%	2%	2%	1%	1%	8% an	1%	1%				
None of these/ I have not purchased stamps in the last year	408	107	92	116	94	46	21	40	40	21	30	37	42	37	33	27	34				
	7%	7%	6%	8%	7%	10% an	4%	8%	8%	5%	7%	8%	9% f	8%	7%	6%	7%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

Q11. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2791	407	2384	595	2196	1220	1566	385	427	582	363	519	320	195	812	945	1034	515	2427	338
Weighted Base	2788	559	2229	600	2188	1288	1494	427	446	582	373	495	279	185	873	955	959	464	2240	513
Effective Base	1643	313	1331	341	1303	727	915	250	259	338	218	305	164	109	509	556	578	273	1355	274
I paid for the postage	1961	388	1574	478	1483	957	1000	286	286	452	257	351	212	116	572	709	680	329	1542	394
I used a pre-paid return label	70%	69%	71%	80% ^{ef}	68%	74% ^{ef}	67%	67%	64%	78% ^{ghlm}	69%	71%	76% ^{ghlm}	63%	66%	74% ^{lm}	71%	71%	69%	77% ^{lm}
Other (please specify)	1120	289	830	224	895	470	647	194	102	214	171	170	99	81	386	385	349	180	912	192
I don't know	80	9	71	4	70	41	38	16	14	9	14	14	7	7	29	22	28	14	68	12
	3%	2%	3%	1%	3%	3%	3%	4%	3%	1%	4%	3%	2%	4%	3%	2%	3%	3%	3%	2%

Q11. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Table 222

Base : Sent any parcels in the last month

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	788	845	560	618	1613	1178	1737	1028	191	287	634	818	612	1739	194	2435	597	2075	119
Weighted Base	2788	626	876	643	642	1502	1286	860	185	269	638	844	584	1751	191	2435	543	2117	128*
Effective Base	1643	363	509	375	397	872	771	606	113	172	381	490	331	1043	116	1428	341	1228	75
I paid for the postage	1961	434	601	484	443	1035	928	667	131	174	459	629	401	1258	135	1720	369	1509	83
79%	69%	69%	75% b	69%	69%	72%	72% b	66%	71%	65%	71%	70% b	69%	72%	71%	71%	66%	71%	65%
I used a pre-paid returns label	1120	273	376	232	239	648	471	344	62	103	243	314	273	961	63	984	230	842	48
40%	44% d	43% d	36%	37%	43% d	37%	41%	40%	33%	38%	38%	37%	47% d,h,i	38%	33%	40%	42%	40%	37%
Other (please specify)	44	6	12	10	15	19	26	21	5	4	8	11	8	23	5	35	10	32	2
2%	1%	1%	2%	2%	1%	2%	1%	2% b	3%	2%	1%	1%	1%	3%	1%	1%	2%	2%	2%
I don't know	80	11	32	15	22	43	37	44	8	12	24	20	9	57	8	66	17	58	5
3%	2%	4%	2%	3%	3%	3%	2%	4%	5%	6% d,h,i	4%	2%	2%	3%	4%	3%	3%	3%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Q11. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2791	1801	990	464	1450	532	449	360	122	186	160	145	170	158	203	143	163	88	444
Weighted Base	2788	2397	361	85*	2373	216	124	75	91	337	226	184	252	248	460	337	238	27**	190
Effective Base	1643	1428	216	89	1273	217	221	242	113	176	150	137	159	146	195	135	153	27	191
I paid for the postage	1961	1675	286	59	1680	154	80	47	65	222	153	132	181	176	344	246	160	21	133
79%	70%	73%	69%	67%	81% ^{ab}	81% ^{ab}	63%	63%	71%	66%	68%	72%	72%	71%	70%	73%	67%	81%	70%
I used a pre-paid returns label	1120	966	154	31	935	95	51	38	38	137	79	68	105	85	182	139	103	5	90
40%	40%	39%	37%	37%	39%	44%	41%	81% ^{ab}	41%	41%	35%	37%	41%	34%	40%	41%	43%	20%	47% ^{ab}
Other (please specify)	44	35	10	4	37	3	3	1	3	4	8	2	3	8	3	-	5	2	2
2%	1%	2%	4% ^{ab}	2%	2%	2%	3%	1%	2% ^{ab}	1%	3% ^{ab}	1%	1%	3% ^{ab}	1%	-	3% ^{ab}	6%	1%
I don't know	80	74	5	1	67	5	6	2	2	11	11	4	9	4	6	11	9	2	3
3%	3%	1%	1%	1%	3%	2%	5%	2%	3%	3%	6% ^{ab}	2%	3%	2%	1%	3%	4%	6%	2%

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

Q11. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	2791	1161	997	1662	1498	1161	63	351	997	83	452	1011	1141	321	238	80	2152	318	1462	1049	172	85	23	2511	108	772	2019	
Weighted Base	2788	1195	931	1723	1459	1195	54*	282	931	87*	384	973	1185	322	237	71*	2157	308	1392	1090	189	91*	26**	2482	116*	796	1992	
Effective Base	1643	693	571	992	868	693	37	207	571	55	271	575	687	193	146	42	1263	188	831	633	109	53	17	1463	70	463	1180	
I paid for the postage	1961	844	677	1226	1090	844	42	190	677	61	261	730	825	215	145	45	1555	191	1033	728	124	58	18	1761	76	578	1384	
		72%	71%	73%	71%	72%	67%	73%	67%	62%	68%	83.3%	82.9%	67%	60%	63%	82.3%	62%	8.1%	67%	66%	65%	69%	70%	71%	66%	69%	
I used a pre-paid returns label	1120	497	340	709	551	497	14	104	340	27	152	369	472	127	115	37	841	151	555	452	62	43	8	1008	50	290	829	
Other (please specify)	44	16	23	37%	41%	38%	42%	25%	37%	31%	40%	38%	40%	39%	52%	39%	42%	42%	40%	42%	32%	47%	30%	47%	47%	43%	36%	42%
	40%	42%	37%	41%	38%	42%	25%	37%	37%	31%	40%	38%	40%	39%	52%	39%	42%	42%	40%	42%	32%	47%	30%	47%	47%	43%	36%	42%
	44	16	21	21	25	16	-	6	21	5	12	24	16	2	2	-	40	2	24	15	1	4	1	39	5	10	35	
	2%	1%	1%	2%	1%	2%	-	2%	2%	6%	3%	2%	1%	1%	1%	-	2%	1%	2%	1%	1%	4%	5%	2%	4%	1%	2%	
I don't know	80	26	25	37	35	26	-	11	25	4	9	21	27	16	11	5	48	16	18	40	17	2	1	58	4	14	66	
	3%	2%	3%	2%	2%	2%	-	4%	3%	5%	2%	2%	2%	5%	6%	2%	5%	5%	1%	4%	3%	3%	5%	2%	3%	2%	3%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k - l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig. testing

Q11. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2791	188	2580	23	817	1847	127	2715	47	13	10	2775	6
Weighted Base	2788	166	2601	20**	755	1912	120*	2707	50*	15**	8**	2773	7**
Effective Base	1643	102	1527	14	461	1110	73	1595	30	9	5	1634	4
I paid for the postage	1961	114	1832	15	508	1396	88	1915	26	12	5	1923	2
	70%	69%	70%	73%	67%	71%	73%	91% h	50%	77%	69%	93% k	33%
I used a pre-paid returns label	1120	65	1051	4	321	758	41	1080	26	4	5	1110	5
	40%	39%	40%	17%	43%	40%	34%	40%	52%	23%	58%	40%	74%
Other (please specify)	44	-	44	*	10	34	*	44	-	-	-	44	-
	2%	-	2%	1%	1%	2%	-	2%	-	-	-	2%	-
I don't know	80	8	69	2	27	47	6	76	1	-	1	77	2
	3%	5%	3%	12%	4%	2%	5%	3%	2%	-	7%	3%	23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

Q11. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	2791	707	706	696	682	221	243	243	228	245	233	239	234	223	217	240	225				
Weighted Base	2768	687	725	703	673	191	240	256	225	254	246	239	238	226	203	246	224				
Effective Base	1643	418	422	404	400	123	146	148	136	143	143	139	136	129	117	146	137				
I paid for the postage	1961	492	523	491	455	131	163	198	153	183	188	158	170	163	136	175	145				
	70%	72%	72%	70%	68%	69%	68%	77% 84	68%	72%	76% 86	66%	71%	72%	67%	71%	65%				
I used a pre-paid return label	1120	285	268	277	291	72	107	107	92	93	81	95	103	79	77	114	101				
	40%	42%	37%	39%	43%	38%	43% 52	42%	41%	37%	33%	40%	43%	35%	38%	46% 52	46% 52				
Other (please specify)	44	10	19	4	13	3	3	3	8	8	3	3	*	*	5	6	2				
	2%	1%	3% 6	1%	2%	2%	1%	1%	3% 11	3%	1%	1%	*	*	3%	2%	1%				
I don't know	80	14	18	26	21	6	4	4	6	9	3	7	7	12	7	5	9				
	3%	2%	3%	4%	3%	3%	2%	1%	3%	4%	1%	3%	3%	5%	3%	2%	4%				

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	1924	255	1668	477	1447	882	1039	236	277	426	248	366	236	135	513	674	737	371	1658	220
Weighted Base	1960	386	1574	478	1482	955	1000	285	286	452	257	351	212	116*	571	709	680	329	1540	394
Effective Base	1128	208	921	270	859	526	602	158	165	258	147	212	119	73	324	402	403	191	918	202
I haven't spent anything on postage for parcels in the last month (0)	77	20	58	10	67	34	44	10	8	15	18	17	4	7	18	32	27	10	59	17
Up to £1.00 (0.5)	26	-	26	12	14	13	14	18	4	3	-	1	-	-	22	3	1	-	13	14
£1.01 to £2.00 (1.5)	99	4	96	37	62	56	43	24	22	26	7	17	1	2	47	33	20	3	61	38
£2.01 to £4.00 (3)	340	44	296	67	273	158	182	51	62	62	39	36	57	32	113	101	125	89	246	92
£4.01 to £5.00 (5)	315	53	261	55	260	125	185	48	57	58	37	53	39	23	105	95	115	61	252	59
£5.01 to £10.00 (8)	387	103	284	103	284	185	201	61	48	108	55	60	44	12	108	164	115	56	299	88
£10.01 to £20.00 (15)	325	72	253	70	254	182	142	42	33	85	48	73	24	20	75	153	117	44	280	36
£20.01 to £30.00 (25)	158	28	130	48	110	94	64	11	19	41	27	39	19	2	30	67	61	22	124	31
£30.01 to £40.00 (35)	60	13	67	32	48	44	35	15	20	6	23	19	2	19	26	34	12	7	24	6
£40.01 to £50.00 (45)	33	12	21	15	18	18	15	-	5	10	4	8	1	5	5	14	14	6	33	-
Over £50 (55)	29	14	25	10	20	19	20	6	4	7	9	6	6	-	10	14	15	6	33	4
I don't know	78	23	55	8	70	27	51	9	10	16	9	15	8	12	18	25	34	20	66	7
I prefer not to say	2	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Up to £10 (excluding not spending anything)	1168	205	963	274	893	537	628	203	192	258	138	168	140	69	395	396	377	209	870	288
NET: Up to £20 (excluding not spending anything)	1492	277	1216	344	1148	720	770	245	225	343	186	241	164	89	470	528	493	253	1150	328
NET: Over £10	635	139	496	185	450	357	277	64	76	163	92	151	61	29	140	255	241	90	544	82
NET: Over £20	311	67	243	115	196	174	134	22	43	78	44	78	37	9	65	122	124	46	264	42
Mean	11.24	13.28b	10.77	13.76d	10.39	12.01f	10.45	8.43	10.23	12.51g	11.82g	13.62ghw	11.28g	9.00	9.33	11.84n	12.13n	10.51	12.06n	8.19
Std Dev.	11.63	13.13	11.20	14.09	10.58	11.85	11.34	9.83	11.42	11.51	11.91	12.69	11.99	10.29	10.68	11.64	12.21	11.48	12.06	9.06
Std Error	0.27	0.84	0.28	0.65	0.28	0.41	0.36	0.65	0.70	0.57	0.77	0.68	0.79	0.92	0.48	0.46	0.46	0.61	0.30	0.58

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	1924	546	562	399	417	1108	816	1216	688	133	183	448	587	425	1218	135	1693	399	1451	74	
Weighted Base	1960	434	601	482	443	1035	925	1372	567	131*	174	456	628	401	1258	135*	1719	369	1507	83*	
Effective Base	1128	249	339	274	268	587	541	737	394	77	108	270	354	225	731	78	989	223	858	43	
I haven't spent anything on postage for parcels in the last month	77	16	26	15	21	42	36	56	19	7	3	24	27	9	54	8	64	11	69	1	
(0)	4%	4%	4%	3%	5%	4%	4%	4%	3%	5%	2%	5%	4%	2%	4%	6%	4%	3%	4%	1%	
Up to £1.00	(0.5)	26	9	7	4	6	16	11	7	6	4	2	4	11	10	6	20	8	18	-	
(1.5)	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	2%	1%	-	
£1.01 to £2.00	(1.5)	99	15	35	27	22	50	50	19	6	7	31	40	12	78	6	90	23	74	3	
(3)	8%	3%	6%	6%	5%	5%	5%	6%	3%	5%	4%	7%	6%	3%	6%	4%	5%	6%	5%	3%	
£2.01 to £4.00	(3)	340	72	114	68	86	186	154	215	17	43	97	101	54	242	19	308	61	260	19	
(5)	17%	16%	19%	14%	20%	18%	17%	16%	15%	13%	13%	21%	16%	13%	19%	14%	18%	17%	17%	23%	
£4.01 to £6.00	(5)	315	57	87	79	81	144	170	193	115	26	16%	81	84	70	159	28	273	79	226	10
(8)	16%	13%	14%	16%	21%	14%	18%	14%	17%	21%	16%	18%	13%	16%	15%	21%	16%	21%	15%	12%	
£6.01 to £10.00	(8)	387	107	124	95	61	231	156	288	22	29	87	126	97	242	22	351	67	309	11	
(15)	20%	18%	18%	17%	14%	14%	17%	17%	14%	17%	17%	19%	20%	24%	19%	16%	20%	18%	20%	14%	
£10.01 to £20.00	(15)	325	80	103	82	60	182	142	248	19	29	59	109	80	197	19	291	42	266	8	
(25)	17%	18%	17%	17%	14%	16%	15%	13%	13%	12%	5	29	54	40	88	12	131	29	121	8	
£20.01 to £30.00	(25)	168	37	42	34	26	79	79	125	9%	3%	6%	17%	9%	7%	9%	8%	8%	8%	10%	
(30)	8%	8%	7%	7%	11%	6%	8%	9%	9%	9%	3%	6%	9%	10%	7%	9%	8%	8%	8%	10%	
£30.01 to £40.00	(30)	80	13	25	20	22	37	43	50	30	7	4%	16%	3%	3	61	7	69	13	64	3
(45)	3%	3%	4%	4%	5%	4%	5%	4%	5%	7%	6	18	37	3	1%	5%	4%	3%	4%	4%	
£40.01 to £50.00	(45)	33	10	7	5	12	17	16	28	7	2	4%	16%	3%	1%	5%	4%	3%	4%	4%	
(55)	2%	2%	1%	1%	3%	2%	2%	2%	1%	3	3	9	14	8	25	3	35	9	27	3	
Over £50	(55)	30	9	11	9	10	20	19	25	14	3	9	14	8	25	3	35	9	27	3	
I don't know	78	8	21	23	25	30	48	44	31	6	9	10	21	3	40	6	53	14	58	8	
(4%)	2%	4%	4%	5%	6%	3%	6%	3%	5%	7%	6%	9%	2%	3%	1%	3%	4%	4%	4%	9%	
I prefer not to say	2	2	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	1	
(1%)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
NET: Up to £10 (including not spending anything)	1168	260	367	274	267	628	541	796	381	80	112	297	355	244	764	82	1042	238	887	43	
(anything)	60%	60%	61%	57%	60%	61%	58%	58%	64%	61%	64%	67%	66%	61%	61%	61%	67%	64%	59%	52%	
NET: Up to £20 (including not spending anything)	1492	340	489	356	327	809	683	1044	436	98	141	358	464	334	961	101	1333	280	1153	59	
(anything)	76%	78%	78%	74%	74%	78%	74%	76%	77%	75%	81%	79%	74%	74%	76%	75%	78%	76%	77%	71%	
NET: Over £10	635	148	187	170	130	335	300	474	156	40	50	125	226	145	400	40	559	106	499	31	
(32%)	32%	34%	31%	33%	29%	32%	32%	36%	28%	30%	29%	27%	30%	26%	32%	32%	33%	29%	33%	37%	
NET: Over £20	311	68	85	88	70	153	158	226	81	21	21	65	117	55	203	21	268	64	232	15	
(16%)	16%	16%	14%	18%	16%	15%	17%	16%	14%	16%	12%	14%	19%	14%	16%	16%	16%	17%	15%	18%	
Mean	11.24	11.56	10.66	11.78	11.12	11.04	11.46	11.44	10.80	10.58	10.61	10.29	12.13	11.02	11.25	10.34	11.23	11.34	11.14	12.70	
Std Dev.	11.83	11.61	11.11	11.36	12.62	11.33	11.98	11.48	12.04	11.21	11.95	11.66	12.27	10.19	12.03	11.15	11.67	12.76	11.27	12.89	
Std Error	0.27	0.50	0.48	0.58	0.83	0.35	0.43	0.33	0.47	0.99	0.90	0.56	0.51	0.50	0.35	0.88	0.29	0.65	0.30	1.57	

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Rurality				Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	1924	1216	708	353	1007	386	301	230	86	123	107	99	118	111	150	103	110	72	314		
Weighted Base	1960	1674	286	59*	1679	154	80	47	65*	222	153	131*	181	176	344	246*	160	211*	133		
Effective Base	1128	974	155	70	884	151	140	156	81	117	102	93	109	102	145	97	103	21	130		
I haven't spent anything on postage for parcels in the last month	77	73	4	3	64	7	4	3	4	14	10	5	5	4	10	5	6	2	5		
(0)	4%	4%	1%	5%	4%	5%	4%	6%	7%	6%	7%	4%	3%	2%	3%	2%	4%	11%	4%		
Up to £1.00	26	21	5	1	25	1	1	1	1	1	3	1	1	2	8	9	1	1	1		
(0.5)	1%	1%	2%	1	1%	1	1%	1	1	1%	2%	1%	1	1%	2%	4%	1	1	1		
£1.01 to £2.00	99	88	11	1	89	6	2	2	2	13	2	5	13	8	22	11	14	1	6		
(1.5)	5%	5%	4%	1%	5%	4%	3%	4%	2	6%	2%	4%	7%	5%	6%	4%	9%	1%	4%		
£2.01 to £4.00	340	303	37	7	305	20	11	5	13	36	33	19	42	27	59	43	32	5	15		
(3)	17%	15%	13%	17%	17%	13%	13%	11%	20%	16%	15%	15%	15%	15%	17%	17%	20%	21%	11%		
£4.01 to £6.00	315	262	52	12	271	22	13	8	16	23	26	26	32	34	42	49	22	2	21		
(5)	16%	16%	18%	20%	16%	14%	17%	17%	25% ^h	10%	16%	20%	17%	19%	12%	20%	13%	7%	16%		
£6.01 to £10.00	387	334	53	10	323	35	20	8	12	43	27	33	21	35	91	40	20	3	32		
(8)	20%	20%	19%	17%	19%	22%	26%	18%	19%	19%	17%	15%	11%	20%	21%	16%	13%	14%	14%		
£10.01 to £20.00	325	273	52	11	267	30	16	12	8	46	22	19	23	33	52	35	28	8	23		
(15)	17%	16%	18%	19%	16%	20%	20%	20%	12%	21%	15%	15%	13%	19%	15%	14%	18%	36%	17%		
£20.01 to £30.00	168	131	27	3	138	10	6	5	1	12	12	10	17	16	27	26	18	1	9		
(25)	8%	8%	9%	8%	8%	6%	8%	10%	1%	6%	5%	4%	6%	5%	8%	10%	10%	4%	7%		
£30.01 to £40.00	80	61	19	5	68	8	2	2	2	10	3	3	10	7	14	11	8	1	8		
(35)	4%	4%	7%	6%	4%	5%	3%	4%	3%	5%	2%	2%	5%	4%	4%	4%	5%	1	6%		
£40.01 to £50.00	33	27	7	4	28	3	1	1	4	1	7	2	7	3	3	1	2	1	2		
(45)	2%	2%	2%	6%	2%	2%	1%	3%	6% ^h	1	6% ^h	2	4% ^h	2%	1%	1	1%	4%	2%		
Over £50	30	36	3	2	32	5	1	1	1	1	1	4	2	5	7	6	5	1	4		
(55)	2%	2%	1%	3%	2%	3%	1%	2%	1	1%	1%	3%	1%	3%	2%	2%	3%	2%	3%		
I don't know	78	62	15	1	69	7	1	1	3	22	5	1	8	3	10	12	5	1	6		
	4%	4%	5%	1%	4%	4%	2%	1%	6% ^h	16% ^h	5%	1%	6%	2%	3%	5%	3%	1%	5%		
I prefer not to say	2	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		
NET: Up to £10 (excluding not spending anything)	1168	1009	159	30	1013	84	48	24	43	116	83	66	108	102	221	152	88	9	74		
(60%)	60%	60%	56%	50%	60%	54%	60%	59%	57% ^h	52%	61%	66%	60%	60%	64%	62%	55%	43%	55%		
NET: Up to £20 (excluding not spending anything)	1492	1281	211	41	1280	114	63	35	51	163	115	105	131	139	273	187	118	17	97		
(76%)	76%	77%	74%	69%	76%	74%	80%	73%	78%	72%	72%	80%	73%	79%	79%	78%	72%	7%	73%		
NET: Over £10	635	527	108	25	533	56	26	20	14	70	45	39	59	64	102	78	62	10	46		
(32%)	32%	32%	38%	25%	32%	36%	33%	25%	21%	31%	30%	30%	33%	33%	30%	32%	45%	45%	35% ^h		
NET: Over £20	311	255	56	14	266	25	10	9	6	23	23	20	36	31	51	42	34	2	23		
(16%)	16%	15%	20%	25%	16%	16%	13%	16%	10%	11%	16%	15%	20% ^h	17%	15%	17%	21% ^h	9%	16%		
Mean	11.24	11.01	12.60	15.41 ^h	11.10	12.54	10.80	12.52	9.53	10.09	10.63	11.22	11.67	12.06	10.75	11.06	12.51	11.25	12.75		
Std Dev	11.83	11.62	11.66	14.81	11.59	12.65	10.22	11.83	11.57	9.51	11.67	12.14	12.64	12.11	11.03	11.50	13.06	11.40	12.88		
Std Error	0.27	0.34	0.45	0.80	0.37	0.66	0.60	0.79	1.28	0.91	1.14	1.23	1.19	1.16	0.92	1.16	1.27	1.36	0.74		

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total	1924	802	726	1149	1073	802	47	236	726	61	326	755	774	206	143	46	1529	189	1064	689	100	56	15	1753	71	555	1369	
Unweighted Base	1960	844	677	1226	1060	844	42**	190	677	61*	261	729	825	215	146*	45**	1553	191	1032	728	124*	58*	18**	1759	76*	578	1382	
Weighted Base	1128	477	415	685	622	477	28	138	415	40	191	429	465	124	87	24	893	112	604	411	68	35	11	1014	46	330	788	
I haven't spent anything on postage for parcels in the last month (0)	77	34	24	50	41	34	-	7	24	6	8	23	38	7	9	1	61	9	30	28	7	3	-	67	3	15	62	
Up to £1.00 (0.5)	26	13	10	16	14	13	3	1	10	2	2	4	6	10	1	5	11	6	8	18	-	-	*	26	*	14	12	
£1.01 to £2.00 (1.5)	99	58	25	72	40	58	3	10	25	3	5	37	40	11	10	2	77	12	38	53	5	2	1	92	3	47	52	
£2.01 to £4.00 (3)	340	113	137	189	213	113	6	34	137	7	57	121	135	48	25	11	256	36	163	125	33	17	2	288	19	99	241	
£4.01 to £6.00 (5)	315	134	109	202	177	134	11	37	109	11	54	111	153	32	14	5	263	19	134	146	20	11	3	281	14	104	211	
£6.01 to £10.00 (8)	367	161	110	268	187	161	7	40	110	5	42	134	167	43	35	9	300	44	225	118	24	11	9	343	20	113	274	
£10.01 to £20.00 (15)	325	136	128	185	177	136	8	25	128	9	37	134	128	31	24	8	262	31	183	121	13	7	-	304	7	87	238	
£20.01 to £30.00 (25)	168	79	47	107	75	79	2	10	47	9	15	67	72	3	8	2	146	10	100	47	4	*	-	154	*	44	115	
£30.01 to £40.00 (35)	80	31	28	48	45	31	3	11	28	*	13	31	31	11	7	-	62	7	51	20	5	2	2	72	4	26	54	
£40.01 to £50.00 (45)	33	11	22	18	15	11	2	2	11	-	2	15	11	3	2	1	27	4	22	10	2	-	-	32	-	7	27	
Over £50 (55)	39	14	21	19	26	14	-	5	21	2	10	20	13	3	3	-	33	3	29	9	2	-	-	37	-	9	30	
I don't know	78	27	27	46	47	27	-	8	27	6	14	30	24	14	7	3	54	10	31	32	10	5	-	62	5	12	65	
I prefer not to say	2	-	-	2	2	-	-	-	2	-	-	1	*	-	-	-	1	1	1	1	-	-	-	2	-	1	1	
NET: Up to £10 (excluding not spending anything)	1168	508	391	748	631	508	30	123	391	28	161	407	501	144	85	31	908	116	569	461	82	41	16	1029	57	377	791	
NET: Up to £20 (excluding not spending anything)	1492	644	519	933	807	644	38	147	519	38	198	541	629	175	109	39	1170	148	752	581	95	48	16	1333	64	454	1029	
NET: Over £10	838	275	235	380	340	275	13	52	235	21	78	269	262	51	45	11	520	56	392	207	25	9	2	598	11	172	463	
NET: Over £20	311	138	107	195	164	138	5	27	107	12	41	133	134	20	21	3	267	24	208	86	12	2	2	295	4	85	225	
Mean	11.24	11.20	11.68	11.00	11.27	11.20	9.41	10.84	11.68	11.39	11.45	11.20	11.35	10.95	9.31	11.09	8.13	11.09	10.40	9.72	9.03	6.88	9.63	11.57	7.57	10.46	11.57	
Std Dev	11.63	11.27	12.43	11.24	12.00	11.27	9.09	11.97	12.43	12.71	12.79	12.44	11.09	10.73	12.00	8.81	11.75	11.38	12.56	10.35	10.59	6.66	9.99	11.80	7.64	11.06	11.86	
Std Error	0.27	0.40	0.47	0.34	0.37	0.40	1.33	0.79	0.47	1.70	0.73	0.46	0.40	0.76	1.03	1.36	0.31	0.85	0.39	0.40	1.10	0.91	2.58	0.29	0.93	0.48	0.33	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1924	129	1778	17	559	1277	88	1881	25	9	7	1915	2
Weighted Base	1960	114*	1830	15**	508	1364	88*	1914	26**	12**	5**	1952	2**
Effective Base	1128	68	1051	10	301	777	50	1102	15	7	3	1124	1
I haven't spent anything on postage for parcels in the last month	77	5	73	-	12	60	5	73	2	-	-	75	2
(0)	4%	4%	4%	-	2%	4%	6%	4%	7%	-	-	4%	97%
Up to £1.00	26	-	26	-	8	18	-	25	1	-	-	26	-
(0.5)	4%	-	1%	-	2%	1%	-	1%	4%	-	-	1%	-
£1.01 to £2.00	99	9	88	2	35	57	7	97	2	-	-	99	-
(1.5)	5%	8%	5%	15%	7%	4%	8%	5%	9%	-	5%	9%	9%
£2.01 to £4.00	340	10	326	3	95	229	17	333	7	-	-	340	-
(3)	17%	9%	16%	18%	19%	17%	20%	17%	26%	-	-	17%	-
£4.01 to £6.00	315	19	296	-	72	229	14	307	-	6	1	313	-
(5)	16%	16%	16%	-	14%	17%	16%	16%	-	55%	20%	16%	-
£6.01 to £10.00	367	21	362	4	97	281	9	377	7	3	-	367	-
(8)	20%	19%	20%	28%	19%	21%	10%	20%	27%	-	-	20%	-
£10.01 to £20.00	325	28	292	4	89	226	9	322	1	-	1	323	-
(15)	17%	25%	16%	26%	18%	17%	10%	17%	6%	1%	26%	17%	-
£20.01 to £30.00	168	5	152	2	44	97	17	153	3	2	-	158	-
(25)	8%	4%	8%	12%	9%	7%	50% ¹	8%	11%	18%	-	8%	-
£30.01 to £40.00	80	9	71	-	18	58	4	78	2	-	-	80	-
(35)	4%	8%	4%	-	3%	4%	5%	4%	7%	-	-	4%	-
£40.01 to £50.00	33	3	30	-	11	22	-	33	-	-	-	33	-
(45)	2%	2%	2%	-	2%	2%	-	2%	-	-	-	2%	-
Over £50	39	1	38	-	11	27	2	39	-	-	-	39	-
(55)	2%	1%	2%	-	2%	2%	2%	2%	-	-	-	2%	-
I don't know	78	5	73	-	16	58	3	75	-	-	3	75	-
4%	4%	4%	-	-	3%	4%	4%	4%	-	-	48%	4%	-
I prefer not to say	2	-	2	-	-	2	-	2	-	-	-	2	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Up to £10 (excluding not spending anything)	1168	59	1099	9	307	814	47	1139	18	10	1	1166	-
60%	52%	60%	62%	88%	60%	60%	53%	59%	68%	82%	25%	60%	9%
NET: Up to £20 (excluding not spending anything)	1482	88	1392	13	396	1040	56	1480	19	10	3	1489	-
76%	76%	76%	88%	76% ¹	76% ¹	76% ¹	64%	76%	74%	82%	52%	76%	9%
NET: Over £10	635	46	584	6	172	430	33	625	6	2	1	634	-
32%	40%	32%	38%	34%	32%	37%	33%	33%	24%	18%	26%	32%	-
NET: Over £20	311	18	291	2	83	204	23	304	5	2	-	311	-
16%	15%	16%	12%	16%	15%	16%	16%	16%	16%	16%	-	16%	-
Mean	11.24	12.38	11.18	10.00	11.43	11.11	12.03	11.29	9.35	9.40	9.74	11.25	0.13
Std Dev	11.63	11.76	11.65	7.64	11.86	11.53	11.96	11.68	10.40	7.69	6.79	11.64	0.56
Std Error	0.27	1.06	0.28	1.85	0.51	0.33	1.32	0.27	2.08	2.56	2.77	0.27	0.39

Proportions/Means: Columns Tested (5% risk level) - abc - dlef - ghijkl
 * small base, ** very small base (under 30) - ineligible for sig testing

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	1924	495	495	480	454	150	167	178	158	168	169	166	161	153	139	166	149				
Weighted Base	1980	492	522	491	455	131*	163*	198	153*	183	187	158*	170*	163*	136*	175*	145*				
Effective Base	1128	290	300	279	259	83	96	111	93	102	106	92	95	93	74	98	87				
I haven't spent anything on postage for parcels in the last month	77	26	13	26	12	4	12	9	6	1	6	6	16	4	2	9	1				
(0)	4%	5%	2%	5%	3%	3%	9%	5%	4%	1%	3%	6%	9%	3%	2%	9%	1%				
Up to £1.00	26	7	6	6	8	3	5	-	2	4	-	2	2	2	6	-	2				
(0.5)	1%	1%	1%	1%	2%	3%	3%	-	1%	2%	-	1%	1%	1%	9%	-	1%				
£1.01 to £2.00	99	22	24	24	30	7	10	6	11	8	4	2	12	9	3	13	14				
(1.5)	5%	4%	5%	5%	7%	5%	6%	3%	9%	5%	2%	1%	9%	6%	2%	9%	10%				
£2.01 to £4.00	340	79	95	92	74	20	28	31	33	34	29	26	37	29	18	31	25				
(3)	17%	16%	18%	16%	16%	17%	16%	17%	22%	19%	16%	16%	22%	18%	13%	17%	17%				
£4.01 to £6.00	315	76	75	76	87	26	15	35	23	21	31	36	23	18	33	25	29				
(5)	16%	15%	14%	15%	19%	19%	9%	18%	15%	12%	17%	13%	13%	11%	13%	14%	16%				
£6.01 to £10.00	387	91	119	98	78	20	33	38	30	48	41	36	28	34	24	29	25				
(8)	20%	19%	23%	20%	17%	15%	20%	19%	20%	26%	22%	23%	17%	21%	18%	17%	17%				
£10.01 to £20.00	325	92	76	73	84	25	32	35	18	23	35	17	25	31	25	32	28				
(15)	17%	15%	15%	15%	18%	19%	19%	18%	12%	13%	19%	11%	15%	19%	19%	19%	18%				
£20.01 to £30.00	158	46	48	35	29	8	13	25	15	22	11	10	8	17	5	14	9				
(25)	8%	9%	9%	7%	6%	6%	8%	12%	10%	12%	6%	5%	5%	10%	4%	8%	6%				
£30.01 to £40.00	80	19	15	26	20	2	8	8	*	2	12	7	11	9	7	8	4				
(35)	4%	4%	3%	5%	4%	2%	9%	4%	*	1%	15%	4%	15%	15%	15%	5%	3%				
£40.01 to £50.00	33	8	9	6	10	3	4	2	4	3	2	1	2	2	2	7	1				
(45)	2%	2%	2%	1%	2%	2%	2%	1%	2%	2%	1%	1%	1%	1%	2%	4%	1%				
Over £50	39	7	16	12	4	4	*	3	3	8	5	6	2	4	2	-	2				
(55)	2%	1%	3%	2%	1%	3%	*	2%	2%	9%	3%	4%	1%	3%	1%	-	1%				
I don't know	78	15	27	17	19	8	3	4	8	7	11	8	5	4	8	6	5				
(4%)	3%	5%	3%	4%		6%	2%	2%	5%	4%	6%	5%	3%	2%	6%	3%	4%				
I prefer not to say	2	1	-	-	1	1	*	-	-	-	-	-	-	-	-	-	1				
(*)	*	-	-	-	*	1%	*	-	-	-	-	-	-	-	-	-	1%				
NET: Up to £10 (excluding not spending anything)	1168	276	318	297	277	76	89	111	99	116	104	103	102	92	84	98	95				
(60%)	56%	56%	61%	60%	61%	58%	55%	56%	65%	63%	58%	65%	60%	57%	62%	56%	66%				
NET: Up to £20 (excluding not spending anything)	1492	368	394	369	361	101	121	146	117	139	139	120	127	123	109	130	121				
(76%)	75%	75%	76%	75%	79%	77%	74%	74%	77%	76%	74%	76%	75%	75%	81%	75%	84%				
NET: Over £10	635	173	164	152	146	42	58	73	40	59	66	41	48	63	42	62	42				
(32%)	35%	31%	31%	31%	32%	32%	35%	37%	26%	32%	35%	26%	28%	39%	31%	35%	29%				
NET: Over £20	311	81	88	79	62	17	26	38	22	36	30	24	23	32	16	30	16				
(16%)	17%	17%	16%	14%	13%	13%	16%	19%	14%	20%	16%	15%	13%	20%	12%	17%	11%				
Mean	11.24	11.32	11.72	11.13	10.71	11.05	10.88	11.86	10.11	12.40	12.36	11.15	9.79	12.50	10.78	11.35	9.88				
Std Dev.	11.63	11.25	12.28	12.02	10.84	11.95	10.83	11.18	11.41	13.05	12.12	12.55	11.16	12.30	11.00	11.31	10.09				
Std Error	0.27	0.51	0.56	0.56	0.52	1.00	0.85	0.85	0.93	1.03	0.98	0.99	0.90	1.01	0.95	0.89	0.84				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	609		1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	508	508	681	486	701	474	363		1014	1167	1536	836	3182	511
I haven't spent anything on postage for parcels in the last month (0)	4277	866	3411	322	3595	2088	2183	547	589	684	593	795	551	518		1136	1277	1864	1069	3677	567
	69%	70%	69%	41%	74%	69%	70%	67%	69%	61%	71%	70%	73%	63%		67%	65%	74%	77%	71%	60%
Up to £1.00 (0.5)	26	-	26	12	14	13	14	18	4	3	-	1	-	-		22	3	1	-	13	14
	0%	-	1%	2%	-	-	-	2%	1%	-	-	-	-	-		-	1%	-	-	-	1%
£1.01 to £2.00 (1.5)	99	4	96	37	62	56	43	24	22	26	7	17	1	2		47	33	26	3	61	38
	2%	-	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	-	-		2%	2%	2%	1%	1%	4%
£2.01 to £4.00 (3)	340	44	296	67	273	158	182	51	62	62	39	36	57	32		113	101	125	89	246	92
	6%	4%	6%	6%	5%	5%	6%	6%	7%	7%	5%	3%	7%	5%		5%	5%	5%	6%	5%	10%
£4.01 to £5.00 (5)	315	53	261	55	260	125	185	48	57	58	37	53	39	23		105	95	115	61	252	56
	5%	4%	5%	7%	5%	4%	5%	6%	7%	5%	4%	5%	5%	4%		6%	5%	5%	4%	5%	6%
£5.01 to £10.00 (8)	387	103	284	103	284	185	201	61	48	108	55	60	44	12		108	164	115	56	299	88
	6%	8%	6%	13%	5%	6%	6%	7%	5%	10%	7%	6%	5%	2%		5%	6%	5%	4%	6%	9%
£10.01 to £20.00 (15)	325	72	253	70	254	192	142	42	33	85	48	73	24	20		75	133	117	44	280	39
	5%	6%	5%	9%	5%	5%	5%	5%	4%	6%	6%	5%	3%	3%		4%	5%	5%	3%	5%	4%
£20.01 to £30.00 (25)	158	28	130	48	110	94	64	11	19	41	27	39	19	2		30	67	61	22	124	31
	3%	2%	3%	6%	2%	3%	2%	1%	2%	4%	3%	3%	2%	-		2%	3%	2%	2%	2%	3%
£30.01 to £40.00 (35)	60	13	47	23	48	44	35	5	15	29	6	23	10	2		19	26	34	12	74	6
	1%	1%	1%	4%	1%	1%	1%	1%	2%	2%	1%	2%	1%	-		1%	1%	1%	1%	1%	1%
£40.01 to £50.00 (45)	33	12	21	15	18	18	15	-	5	10	4	8	1	5		5	14	14	6	33	-
	1%	1%	-	2%	-	1%	-	-	1%	1%	1%	1%	-	1%		-	1%	1%	-	1%	-
Over £50 (55)	39	14	25	10	20	19	20	6	14	7	7	9	6	-		10	14	15	6	33	4
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-		1%	1%	1%	-	1%	-
I don't know	78	23	55	8	70	27	51	9	10	16	9	15	8	12		18	25	34	20	66	7
	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%		1%	1%	1%	1%	1%	1%
I prefer not to say	2	-	2	1	1	1	1	-	-	-	-	1	-	-		-	1	1	-	-	-
NET: Up to £10 (excluding not spending anything)	1168	205	963	274	893	537	628	203	192	258	138	168	140	69		395	398	377	209	870	288
	19%	17%	20%	32%	17%	16%	20%	22%	22%	23%	17%	15%	14%	11%		23%	23%	15%	15%	17%	21%
NET: Up to £20 (excluding not spending anything)	1492	277	1216	344	1148	720	770	245	225	343	186	241	164	89		470	528	493	253	1150	328
	24%	22%	25%	44%	21%	24%	25%	29%	26%	37%	22%	27%	22%	14%		29%	27%	20%	18%	22%	30%
NET: Over £10	635	139	496	185	450	357	277	64	76	163	92	151	61	29		140	255	241	90	544	82
	10%	11%	10%	23%	8%	12%	9%	8%	9%	16%	11%	11%	6%	5%		8%	13%	10%	6%	11%	9%
NET: Over £20	311	67	243	115	198	174	134	22	43	78	44	78	37	9		65	122	124	49	264	42
	5%	6%	5%	13%	4%	5%	4%	2%	5%	9%	6%	6%	3%	1%		4%	9%	8%	3%	5%	4%
Mean	3.47	3.97	3.35	8.26	2.77	3.73	3.21	2.86	3.28	4.73	3.58	4.19	3.57	1.52		3.86	4.23	3.16	2.38	3.47	3.38
Std Dev.	8.29	9.40	7.99	12.84	7.12	8.64	7.92	6.98	8.04	9.30	8.49	9.35	8.02	5.40		7.54	8.98	8.19	7.00	8.47	7.08
Std Error	0.11	0.30	0.11	0.45	0.10	0.16	0.14	0.25	0.28	0.28	0.30	0.28	0.28	0.22		0.19	0.21	0.16	0.18	0.12	0.28

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AS (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I haven't spent anything on postage for parcels in the last month	4277	718	1338	917	1303	2056	2220	2354	1849	390	662	1069	983	708	2614	406	3521	926	3146	206
(0)	69%	63%	73%	66%	67%	71%	73%	64%	73%	73%	73%	73%	62%	64%	73%	68%	72%	69%	69%	71%
Up to £1.00	26	9	7	4	6	16	11	19	7	6	4	2	4	11	10	6	20	8	18	-
(0.5)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
£1.01 to £2.00	99	15	35	27	22	50	50	80	19	6	7	31	40	12	78	6	90	23	74	3
(1.5)	2%	1%	2%	2%	1%	2%	2%	2%	2%	1%	1%	2%	3%	1%	2%	1%	2%	2%	2%	1%
£2.01 to £4.00	340	72	114	68	86	186	154	215	118	17	43	97	101	54	242	19	308	61	260	19
(3)	6%	6%	6%	5%	5%	6%	5%	3%	5%	3%	6%	1%	2%	5%	4%	6%	5%	5%	6%	7%
£4.01 to £8.00	315	57	87	79	91	144	170	193	118	28	28	81	84	70	152	28	273	79	226	10
(5)	5%	5%	5%	6%	5%	5%	5%	5%	5%	5%	4%	5%	5%	6%	5%	5%	6%	6%	5%	3%
£8.01 to £10.00	387	107	124	95	61	231	158	288	98	22	29	87	126	97	242	22	351	67	309	11
(8)	6%	9%	6%	8%	4%	6%	5%	4%	4%	4%	4%	5%	6%	6%	6%	4%	7%	5%	7%	4%
£10.01 to £20.00	325	80	103	82	60	182	142	248	75	19	29	59	109	90	197	19	291	42	266	16
(15)	5%	7%	6%	6%	3%	6%	5%	7%	3%	4%	4%	4%	7%	6%	5%	4%	6%	3%	6%	5%
£20.01 to £30.00	168	37	42	54	28	79	79	125	30	12	5	29	54	40	83	12	131	29	121	8
(25)	3%	3%	3%	3%	1%	3%	3%	2%	3%	2%	1%	2%	3%	2%	3%	2%	3%	2%	3%	3%
£30.01 to £40.00	80	13	25	20	22	37	43	50	30	7	6	18	37	3	61	7	69	13	64	3
(30)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
£40.01 to £50.00	33	10	7	5	12	17	16	26	7	-	7	9	12	4	28	-	33	13	21	-
(45)	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	1%	1%	1%	-
Over £50	39	9	11	9	10	20	19	25	14	3	3	9	14	8	25	3	35	9	27	3
(55)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	78	6	21	23	25	30	48	44	31	6	9	10	21	3	40	6	53	14	58	8
(1%)	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%
I prefer not to say	2	2	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	1	1
(-)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Up to £10 (excluding not spending anything)	1168	260	367	274	267	626	541	736	361	80	112	297	355	244	764	62	1042	238	887	43
(9%)	19%	23%	19%	19%	15%	21%	17%	22%	15%	15%	15%	20%	22%	22%	20%	15%	20%	19%	19%	15%
NET: Up to £20 (excluding not spending anything)	1492	340	469	356	327	809	683	1044	436	98	141	356	464	334	961	101	1333	280	1153	59
(24%)	24%	23%	23%	23%	19%	23%	22%	27%	18%	18%	18%	24%	25%	23%	23%	19%	23%	22%	23%	20%
NET: Over £10	638	146	187	170	130	335	300	474	156	40	50	125	226	145	400	40	559	106	499	31
(10%)	10%	10%	10%	10%	8%	11%	10%	13%	7%	8%	8%	16%	14%	12%	10%	7%	11%	8%	10%	11%
NET: Over £20	311	68	85	68	70	153	158	226	81	21	21	65	117	55	203	21	268	64	232	15
(5%)	5%	6%	4%	6%	4%	5%	5%	6%	3%	4%	3%	4%	7%	5%	6%	4%	5%	5%	5%	5%
Mean	3.47	4.39	3.27	3.07	2.73	3.67	3.28	4.19	2.45	2.61	2.42	3.08	4.70	4.60	3.62	2.54	3.18	3.56	3.39	3.39
Std Dev.	8.29	9.06	7.87	8.63	7.87	8.35	8.24	8.86	7.30	7.19	7.23	7.93	9.66	8.10	8.62	7.08	8.48	8.45	8.22	8.69
Std Error	0.11	0.24	0.18	0.25	0.20	0.15	0.16	0.15	0.14	0.31	0.27	0.21	0.24	0.24	0.14	0.30	0.12	0.23	0.12	0.52

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East of England/ London (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432		
I haven't spent anything on postage for parcels in the last month (0)	4277	3698	580	111	3562	370	219	126	180	466	365	322	368	400	476	602	374	48	322		
Up to £1.00 (0.5)	26	21	5	*	25	*	1	*	*	1	3	1	1	2	8	9	*	*	*		
£1.01 to £2.00 (1.5)	99	88	11	1	89	6	2	2	2	13	2	5	13	8	22	11	14	*	6		
£2.01 to £4.00 (3)	340	303	37	7	305	20	11	5	13	36	33	19	42	27	59	43	32	5	15		
£4.01 to £8.00 (5)	315	262	52	12	271	22	13	8	16	23	26	26	32	34	42	49	22	2	21		
£8.01 to £10.00 (8)	387	334	53	10	323	35	20	9	12	43	27	33	21	35	91	40	20	3	32		
£10.01 to £20.00 (15)	325	273	52	11	267	30	16	12	8	46	22	19	23	33	52	35	28	8	23		
£20.01 to £30.00 (25)	168	131	27	3	138	10	6	5	1	12	12	10	17	15	27	26	18	1	9		
£30.01 to £40.00 (35)	80	61	19	5	68	8	2	2	2	10	3	3	10	7	14	11	8	*	8		
£40.01 to £50.00 (45)	33	27	7	4	28	3	1	1	4	*	7	2	7	3	3	*	2	1	2		
Over £50 (55)	39	36	3	2	32	5	1	1	*	1	1	4	2	5	7	6	5	*	4		
I don't know	78	62	15	1	69	7	1	1	3	22	5	1	8	3	10	12	5	*	6		
I prefer not to say	2	2	*	*	*	1	1	-	*	*	*	*	*	*	*	*	*	*	1		
NET: Up to £10 (excluding not spending anything)	1168	1009	159	30	1013	84	48	24	43	116	93	86	108	106	221	152	88	9	74		
NET: Up to £20 (excluding not spending anything)	1492	1281	211	41	1280	114	63	35	51	163	115	105	131	139	272	187	118	17	97		
NET: Over £10	635	527	108	25	533	56	26	20	14	70	45	39	69	64	102	78	62	10	46		
NET: Over £20	311	255	56	14	266	25	10	9	6	23	23	20	36	31	51	42	34	2	23		
Mean	3.47	3.38	4.03	1.22	3.50	3.61	2.85	3.44	2.37	3.09	3.14	3.26	3.77	3.68	4.49	3.12	3.71	3.57	3.61		
Std Dev	8.29	8.20	8.83	11.32	8.30	8.84	7.07	8.33	6.98	7.02	7.97	8.28	9.01	8.68	8.88	7.87	9.11	8.23	8.93		
Std Error	0.11	0.13	0.20	0.38	0.15	0.26	0.23	0.30	0.38	0.37	0.42	0.44	0.47	0.45	0.47	0.41	0.48	0.64	0.29		

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	201	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	101	578	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
I haven't spent anything on postage for parcels in the last month	4277	1603	1510	2326	2233	1603	118	581	1510	158	796	1311	1699	592	448	202	3010	648	1614	1603	564	303	100	3217	462	958	3320		
	69%	66%	70%	66%	69%	66%	74%	69%	70%	74%	70%	65%	68%	70%	59%	22%	67%	62%	62%	50%	52%	59%	48%	59%	63%	63%	22%		
Up to £1.00 (0.5)	26	13	10	16	14	13	3	1	10	2	2	4	6	10	1	5	11	6	8	18	-	-	-	26	-	14	12		
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
£1.01 to £2.00 (1.5)	99	58	25	72	40	58	3	10	25	3	5	37	40	11	10	2	77	12	38	53	5	2	1	92	3	47	52		
	2%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%		
£2.01 to £4.00 (3)	340	113	137	199	213	113	6	34	137	7	57	121	135	48	25	11	256	36	163	125	33	17	2	288	19	99	241		
	8%	5%	6%	5%	7%	5%	4%	4%	6%	3%	5%	6%	5%	6%	4%	5%	6%	4%	5%	5%	5%	5%	1%	2%	4%	7%	5%		
£4.01 to £6.00 (5)	315	134	109	202	177	134	11	37	109	11	54	111	153	32	14	5	263	19	134	146	20	11	3	281	14	104	211		
	5%	6%	5%	6%	5%	6%	7%	5%	5%	5%	5%	6%	6%	4%	2%	2%	6%	2%	5%	5%	3%	3%	2%	2%	3%	2%	7%	5%	
£6.01 to £10.00 (6)	367	151	110	208	187	151	7	40	110	5	42	134	167	43	35	9	300	44	225	118	24	11	9	343	20	113	274		
	6%	6%	5%	6%	6%	6%	4%	5%	5%	2%	4%	7%	7%	5%	6%	4%	5%	4%	5%	5%	4%	3%	5%	7%	3%	7%	6%		
£10.01 to £20.00 (15)	325	136	128	185	177	136	8	25	128	9	37	134	128	31	24	8	262	31	183	121	13	7	-	304	7	87	238		
	5%	6%	6%	5%	5%	5%	5%	3%	4%	4%	4%	7%	5%	4%	4%	3%	6%	4%	5%	5%	2%	2%	-	3%	1%	6%	5%		
£20.01 to £30.00 (25)	168	79	47	107	75	79	2	10	47	9	15	63	79	3	8	2	149	10	100	47	4	-	-	154	-	44	115		
	3%	3%	2%	3%	2%	3%	1%	1%	2%	4%	1%	3%	3%	1%	1%	1%	3%	1%	4%	4%	1%	1%	1%	1%	1%	1%	1%	2%	
£30.01 to £40.00 (35)	80	31	28	48	45	31	3	11	28	4	13	31	31	11	7	-	62	7	51	20	5	2	2	72	4	26	54		
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%		
£40.01 to £50.00 (45)	33	15	11	22	18	15	1	2	11	-	2	15	11	2	2	1	27	4	22	10	2	-	-	32	-	7	27		
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Over £50 (55)	39	14	21	19	26	14	-	5	21	2	10	20	13	3	3	-	33	3	29	9	2	-	-	37	-	9	30		
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
I don't know	78	27	27	46	47	27	-	8	27	6	14	30	24	14	7	3	54	10	31	32	10	5	-	62	5	12	65		
	1%	1%	1%	1%	1%	1%	-	1%	1%	3%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	1%	1%	1%		
I prefer not to say	2	-	-	2	2	-	-	-	-	-	-	1	-	-	1	-	1	1	1	1	1	-	-	2	-	1	1		
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
NET: Up to £10 (excluding not spending anything)	1168	508	391	748	631	508	30	123	391	28	161	407	501	144	85	31	908	116	569	461	82	41	16	1029	57	377	791		
	19%	21%	18%	21%	19%	19%	18%	16%	18%	13%	15%	20%	20%	18%	15%	13%	20%	14%	22%	20%	12%	11%	9%	21%	11%	28%	17%		
NET: Up to £20 (excluding not spending anything)	1492	644	519	933	807	644	38	147	519	38	198	541	629	175	109	39	1170	148	752	581	95	48	16	1333	64	464	1029		
	24%	27%	24%	27%	25%	24%	23%	19%	24%	18%	19%	27%	25%	22%	19%	16%	26%	18%	25%	20%	14%	14%	9%	27%	12%	30%	22%		
NET: Over £10	638	275	235	380	340	275	13	52	235	21	78	258	262	51	45	11	570	55	392	207	25	9	2	598	11	172	463		
	10%	11%	11%	11%	10%	11%	8%	7%	11%	10%	7%	13%	11%	6%	8%	4%	12%	7%	15%	10%	4%	3%	1%	12%	2%	7%	10%		
NET: Over £20	311	138	107	195	164	138	5	27	107	12	41	133	134	20	21	3	267	24	208	88	12	2	2	295	4	85	225		
	5%	5%	5%	5%	5%	5%	4%	4%	5%	4%	4%	6%	5%	2%	4%	1%	6%	3%	5%	4%	2%	1%	1%	5%	1%	6%	5%		
Mean	3.47	3.84	3.55	3.75	3.56	3.47	2.49	2.61	3.45	3.03	2.73	3.22	3.22	2.39	2.67	1.41	3.22	2.39	3.12	2.95	1.53	1.05	0.97	3.12	1.02	3.92	3.33		
Std Dev	8.29	8.47	8.71	8.38	8.54	8.47	6.23	7.47	8.71	8.24	7.92	9.44	8.14	6.78	7.55	4.77	8.75	6.86	10.01	7.27	5.51	3.57	4.24	8.89	3.81	8.45	8.24		
Std Error	0.11	0.18	0.19	0.14	0.15	0.18	0.48	0.25	0.19	0.58	0.24	0.21	0.17	0.24	0.32	0.30	0.13	0.24	0.19	0.15	0.22	0.20	0.34	0.13	0.17	0.22	0.12		

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2464	191	3551	69	38	46	3657	15
I haven't spent anything on postage for parcels in the last month	4277	226	4025	26	1190	2869	229	4057	93	46	40	4195	22
(0)	66%	67%	70%	64%	70%	69%	73%	69%	79%	79%	63% ^{ab}	69%	99%
Up to £1.00	26	*	26	-	8	18	*	25	1	-	-	26	-
(0.5)	*	*	*	-	*	*	-	*	1%	-	-	*	-
£1.01 to £2.00	99	9	88	2	35	57	7	97	2	-	*	99	*
(1.5)	2%	3%	2%	6%	2%	1%	2%	2%	2%	-	*	2%	1%
£2.01 to £4.00	340	10	328	3	95	228	17	333	7	-	-	340	-
(3)	6%	3%	6%	6%	6%	5%	6%	6%	6%	-	-	6%	-
£4.01 to £6.00	315	19	296	-	72	229	14	307	*	6	1	313	-
(5)	5%	6%	5%	-	4%	5%	4%	5%	*	11% ^{ab}	2%	5%	-
£6.01 to £10.00	307	21	302	4	97	281	9	377	7	3	-	387	-
(6)	6%	6%	6%	10%	6%	1% ^{ab}	3%	6%	6%	5%	-	6%	-
£10.01 to £20.00	325	28	292	4	89	226	9	322	1	*	1	323	-
(15)	5%	8% ^{ab}	5%	10%	5%	5%	3%	5%	1%	*	2%	5%	-
£20.01 to £30.00	158	5	152	2	44	97	17	153	3	2	-	158	-
(25)	3%	1%	3%	4%	3%	2%	6% ^{ab}	3%	3%	4%	-	3%	-
£30.01 to £40.00	80	9	71	-	18	58	4	78	2	-	-	80	-
(35)	1%	3%	1%	-	1%	1%	1%	1%	2%	-	-	1%	-
£40.01 to £50.00	33	3	30	-	11	22	-	33	-	-	-	33	-
(45)	1%	1%	1%	-	1%	1%	-	1%	-	-	-	1%	-
Over £50	39	1	38	-	11	27	2	39	-	-	-	39	-
(55)	1%	-	1%	-	-	1%	*	1%	-	-	-	1%	-
I don't know	78	5	73	-	16	58	3	75	-	-	3	75	-
I prefer not to say	1%	1%	1%	-	1%	1%	1%	1%	-	-	4%	1%	-
NET: Up to £10 (excluding not spending anything)	1168	59	1099	9	307	814	47	1139	18	10	1	1166	*
(19%)	18%	18%	19%	22%	18%	19%	15%	18% ^{ab}	16% ^{ab}	17% ^{ab}	2%	18% ^{ab}	1%
NET: Up to £20 (excluding not spending anything)	1492	88	1392	13	396	1040	56	1490	19	10	3	1489	*
(24%)	26%	26%	24%	32%	24%	25% ^{ab}	18%	25% ^{ab}	16%	17%	4%	25% ^{ab}	1%
NET: Over £10	635	46	584	6	172	430	33	625	6	2	1	634	-
(10%)	14%	14%	10%	14%	10%	10%	10%	11%	3%	4%	2%	10%	-
NET: Over £20	311	18	291	2	83	204	23	304	5	2	-	311	-
(5%)	8%	5%	5%	4%	5%	5%	8%	5%	4%	4%	-	5%	-
Mean	3.47	4.10	3.44	3.62	3.39	3.52	3.29	3.68	2.08	1.93	0.43	3.57	0.01
Std Dev	8.29	8.52	8.27	6.62	8.30	8.30	8.23	8.40	6.22	5.10	2.33	8.34	0.15
Std Error	0.11	0.46	0.11	0.94	0.20	0.13	0.48	0.11	0.59	0.68	0.29	0.11	0.03

Proportions/Means: Columns Tested (5% risk level) - abc - dlef - ghi/jkl
 * small base, ** very small base (under 30) - ineligible for sig testing

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6100	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6100	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
I haven't spent anything on postage for parcels in the last month	4277	1084	1026	1074	1093	354	352	338	385	326	315	367	364	344	320	347	377				
	69%	70%	67%	70%	71%	74%	72%	64%	72%	64%	64%	71%	70%	68%	68%	68%	72%				
Up to £1.00 (0.5)	26	7	6	6	8	3	5	-	2	4	-	2	2	2	6	-	2				
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	-	1%				
£1.01 to £2.00 (1.5)	99	22	24	24	30	7	10	6	11	8	4	2	12	9	3	13	14				
	2%	1%	2%	2%	2%	1%	2%	1%	2%	2%	1%	1%	2%	2%	1%	2%	2%				
£2.01 to £4.00 (3)	340	79	95	92	74	20	28	31	33	34	29	26	37	29	18	31	25				
	6%	5%	6%	6%	5%	4%	5%	6%	6%	7%	6%	6%	7%	6%	4%	6%	5%				
£4.01 to £6.00 (5)	315	76	75	76	87	26	15	35	23	21	31	36	23	18	33	25	29				
	5%	5%	5%	5%	6%	5%	3%	7%	4%	4%	6%	6%	4%	3%	6%	5%	6%				
£6.01 to £10.00 (8)	387	91	119	98	76	20	33	38	30	48	41	35	28	34	24	29	25				
	6%	6%	8%	6%	5%	4%	6%	7%	6%	9%	8%	7%	5%	7%	5%	6%	5%				
£10.01 to £20.00 (15)	325	92	76	73	84	25	32	35	18	23	35	17	25	31	25	32	28				
	5%	6%	5%	5%	5%	5%	6%	7%	3%	5%	9%	3%	5%	6%	5%	6%	5%				
£20.01 to £30.00 (25)	158	46	48	35	29	8	13	25	15	22	11	10	8	17	5	14	9				
	3%	3%	3%	2%	2%	2%	3%	7%	3%	4%	2%	2%	2%	3%	1%	3%	2%				
£30.01 to £40.00 (35)	89	19	15	26	20	2	9	8	1	2	12	7	11	9	7	8	4				
	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%	3%	1%	2%	1%	1%	2%	1%				
£40.01 to £50.00 (45)	33	8	9	6	10	3	4	2	4	3	2	1	2	2	2	7	1				
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
Over £50 (55)	39	7	16	12	4	4	1	3	3	8	5	6	2	4	2	-	2				
	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	1%				
I don't know	78	15	27	17	19	8	3	4	8	7	11	8	5	4	8	6	5				
	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%				
I prefer not to say	2	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1				
	1%	1%	-	-	1%	1%	-	-	-	-	-	-	-	-	-	-	1%				
NET: Up to £10 (excluding not spending anything)	1168	276	318	297	277	76	89	111	99	116	104	103	102	92	84	98	95				
	19%	18%	21%	19%	18%	15%	17%	21%	19%	22%	21%	20%	20%	18%	17%	19%	18%				
NET: Up to £20 (excluding not spending anything)	1492	368	394	369	361	101	121	146	117	139	139	120	127	123	109	130	121				
	24%	24%	26%	24%	23%	21%	23%	26%	22%	27%	27%	23%	25%	24%	22%	25%	23%				
NET: Over £10	638	173	164	152	146	42	58	73	40	59	66	41	48	63	42	62	42				
	10%	11%	11%	10%	10%	9%	11%	12%	8%	12%	13%	8%	9%	13%	8%	12%	8%				
NET: Over £20	311	81	88	79	62	17	26	35	22	35	30	24	23	32	16	30	16				
	5%	5%	6%	5%	4%	3%	5%	6%	4%	6%	6%	5%	4%	6%	3%	6%	3%				
Mean	3.47	3.51	3.58	3.47	3.07	2.80	3.28	2.79	3.35	3.27	3.16	3.27	3.16	3.09	2.79	3.79	2.65				
Std Dev.	8.29	8.16	8.93	8.46	7.56	7.69	7.76	8.89	7.49	9.72	9.40	8.47	7.81	9.07	7.31	8.44	6.81				
Std Error	0.11	0.21	0.23	0.22	0.19	0.34	0.34	0.40	0.33	0.43	0.42	0.37	0.34	0.41	0.32	0.37	0.31				

QH1/2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	4129	626	3633	683	3446	1925	2198	443	521	744	534	807	616	404	604	1276	1887	1030	3662	433	
Weighted Base	4211	830	3382	694	3518	1984	2220	487	559	775	557	790	555	488	1046	1332	1834	1043	3530	642	
Effective Base	2473	473	2000	395	2078	1153	1316	290	320	451	321	481	338	275	610	772	1092	611	2113	343	
I haven't spent anything on postage for letters/ parcels in the last month	284	62	223	18	267	120	162	44	41	34	52	55	27	32	85	86	114	59	248	36	
(t)	7%	7%	7%	3%	8%	6%	7%	9%	7%	4%	9%	7%	5%	7%	8%	6%	6%	6%	7%	6%	
Up to £1.00	133	13	120	12	121	64	69	21	9	23	13	23	23	21	30	36	67	44	118	15	
	3%	2%	8%	2%	3%	3%	3%	2%	2%	2%	2%	3%	4%	4%	3%	3%	4%	4%	3%	2%	
£1.01 to £2.00	442	64	378	39	403	204	238	46	46	83	61	100	55	50	92	144	206	105	389	51	
	10%	8%	11%	6%	11%	10%	11%	10%	8%	11%	11%	13%	10%	10%	9%	11%	11%	10%	11%	8%	
£2.01 to £4.00	635	119	517	79	557	289	346	60	84	104	89	99	83	113	144	193	298	158	545	86	
	15%	14%	15%	11%	15%	15%	16%	12%	15%	13%	13%	13%	15%	15%	14%	15%	16%	15%	15%	13%	
£4.01 to £6.00	489	87	402	79	410	238	250	61	79	74	56	93	72	53	140	130	219	125	394	90	
	12%	10%	12%	11%	12%	12%	11%	12%	14%	14%	10%	12%	13%	11%	13%	10%	12%	12%	11%	14%	
£6.01 to £10.00	616	126	490	130	486	250	355	69	96	106	88	107	91	58	166	194	256	150	502	110	
	15%	15%	14%	13%	14%	13%	15%	14%	17%	14%	16%	14%	16%	12%	16%	15%	16%	14%	14%	17%	
£10.01 to £20.00	624	133	492	117	508	311	313	91	67	156	88	88	79	55	158	245	222	134	504	111	
	15%	16%	15%	17%	14%	16%	14%	19%	12%	20%	16%	11%	14%	11%	15%	14%	12%	13%	14%	17%	
£20.01 to £30.00	298	72	226	74	224	123	125	29	38	73	41	65	30	22	67	114	117	52	244	59	
	7%	9%	7%	8%	6%	7%	6%	6%	7%	9%	7%	9%	5%	4%	6%	8%	6%	5%	7%	8%	
£30.01 to £40.00	168	23	145	53	115	87	81	21	27	38	18	40	14	10	48	57	63	23	134	33	
	4%	3%	4%	6%	3%	4%	4%	4%	5%	6%	3%	6%	2%	2%	6%	4%	3%	2%	4%	5%	
£40.01 to £50.00	100	28	72	26	74	46	53	13	13	17	14	25	10	7	28	31	43	19	75	25	
	2%	3%	2%	4%	2%	2%	2%	2%	2%	2%	2%	3%	2%	1%	3%	2%	2%	2%	2%	4%	
Over £50	136	33	103	53	83	80	56	11	26	28	16	35	16	5	36	44	56	21	123	12	
	3%	4%	3%	6%	2%	4%	3%	2%	6%	4%	3%	4%	3%	1%	3%	3%	3%	2%	3%	2%	
I prefer not to say	27	4	22	1	26	11	16	6	3	4	1	6	6	1	9	5	13	6	18	6	
	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	-	1%	1%	1%	1%	
I don't know	289	66	193	14	244	101	157	16	29	35	18	54	48	59	45	53	161	107	235	17	
	6%	8%	5%	2%	8%	6%	8%	2%	5%	4%	3%	7%	6%	7%	4%	4%	6%	5%	6%	3%	
NET: Up to £10 (excluding not spending anything)	2316	409	1906	338	1977	1055	1258	257	315	390	308	422	325	258	572	698	1045	623	1949	351	
	55%	49%	50%	49%	55%	53%	57%	53%	56%	50%	55%	53%	55%	51%	55%	52%	53%	50%	55%	55%	
NET: Up to £20 (excluding not spending anything)	2939	541	2398	455	2454	1366	1571	347	382	546	386	511	404	353	730	942	1267	757	2453	462	
	70%	65%	71%	66%	71%	69%	71%	71%	68%	70%	71%	65%	73%	72%	70%	71%	69%	73%	69%	72%	
NET: Over £10	1327	289	1038	329	1004	697	628	164	171	313	313	283	178	150	98	335	491	501	1079	232	
	32%	35%	31%	33%	29%	31%	28%	13%	11%	17%	17%	17%	13%	13%	20%	32%	41%	27%	31%	30%	
NET: Over £20	702	156	546	206	496	386	315	74	104	156	90	165	71	43	178	246	279	114	575	121	
	17%	19%	16%	19%	14%	19%	14%	10%	10%	10%	10%	10%	10%	9%	12%	10%	10%	11%	16%	19%	
Mean	12.32	11.70	11.97	11.61	11.02	12.29	11.42	11.80	11.80	11.87	11.80	11.80	11.80	11.80	11.80	11.80	11.80	11.80	11.80	11.80	
Std Dev.	16.30	17.69	15.94	20.83	14.87	16.87	15.71	15.79	16.64	16.58	16.11	17.74	14.46	11.61	17.38	16.40	15.52	13.27	16.34	15.65	
Std Error	0.26	0.74	0.28	0.81	0.26	0.40	0.35	0.77	0.84	0.63	0.71	0.64	0.61	0.57	0.58	0.47	0.37	0.42	0.28	0.77	

QH1/I2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	4129	1088	1219	825	987	2317	1812	2317	1773	322	466	955	1153	787	2614	331	3550	881	3081	167
Weighted Base	4211	868	1314	961	1068	2183	2029	2587	1583	320	470	1038	1163	763	2672	329	3615	829	3205	177
Effective Base	2473	516	749	564	645	1264	1209	1416	1053	197	282	628	675	428	1584	202	2114	518	1852	105
I haven't spent anything on postage for letters/parcels in the last month	284	49	74	66	95	123	161	151	132	35	34	69	69	33	172	37	225	72	205	7
(i)	7%	6%	6%	7%	6%	6%	6%	6%	6%	11%	7%	7%	6%	4%	6%	11%	6%	9%	6%	4%
Up to £1.00	133	22	43	29	40	65	68	66	66	16	32	25	25	33	73	16	111	28	103	3
	3%	3%	3%	3%	4%	3%	3%	6%	4%	9%	3%	3%	8%	4%	3%	5%	3%	3%	3%	1%
£1.01 to £2.00	442	68	158	78	141	224	219	257	182	44	78	114	88	85	278	45	383	108	327	6
	10%	6%	13%	8%	12%	10%	11%	10%	11%	14%	16%	11%	8%	11%	16%	14%	11%	13%	10%	4%
£2.01 to £4.00	638	126	199	146	164	325	310	374	255	47	60	162	178	83	420	47	543	98	507	30
	15%	12%	15%	15%	15%	15%	15%	14%	16%	13%	13%	17%	13%	11%	16%	14%	15%	12%	16%	17%
£4.01 to £6.00	489	118	145	105	121	263	226	308	173	37	56	146	123	92	325	37	430	103	366	20
	12%	14%	11%	11%	11%	12%	11%	12%	11%	12%	12%	14%	11%	12%	12%	11%	12%	12%	11%	11%
£6.01 to £10.00	616	130	193	149	144	323	293	374	237	50	71	165	162	105	399	54	531	134	467	15
	15%	12%	15%	16%	13%	15%	14%	14%	15%	16%	15%	16%	14%	14%	15%	16%	15%	15%	15%	8%
£10.01 to £20.00	624	138	190	157	140	328	297	431	190	38	61	129	212	155	403	38	577	119	489	16
	15%	16%	14%	16%	13%	15%	15%	17%	12%	12%	12%	12%	12%	12%	15%	11%	16%	14%	15%	9%
£20.01 to £30.00	288	64	110	72	52	175	124	211	83	14	29	70	95	61	194	15	261	39	239	20
	7%	7%	9%	7%	5%	8%	6%	6%	8%	4%	6%	7%	8%	6%	7%	5%	7%	5%	7%	11%
£30.01 to £40.00	168	48	53	39	28	101	67	128	39	6	12	34	66	45	112	6	159	33	132	3
	4%	5%	4%	4%	3%	9%	3%	10%	2%	2%	3%	3%	5%	3%	4%	2%	4%	4%	4%	2%
£40.01 to £50.00	100	27	27	29	17	54	46	73	27	1	10	22	30	22	62	1	88	24	72	4
	2%	3%	2%	3%	2%	2%	2%	3%	2%	1	2%	2%	3%	2%	2%	1	2%	3%	2%	2%
Over £50	136	36	38	28	34	75	62	96	40	13	8	27	54	21	90	13	118	27	101	9
	3%	4%	3%	3%	3%	3%	3%	4%	3%	4%	3%	3%	5%	3%	3%	4%	3%	3%	3%	5%
I prefer not to say	27	7	1	5	14	8	19	13	9	1	1	2	1	1	3	3	3	1	17	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	6%
I don't know	289	35	85	59	79	120	139	104	151	17	36	48	68	26	143	17	185	43	181	35
	6%	4%	6%	6%	6%	6%	7%	4%	6%	4%	6%	6%	6%	3%	6%	5%	6%	6%	6%	6%
NET: Up to £10 (excluding not spending anything)	2315	464	736	506	609	1200	1115	1379	912	194	279	638	577	399	1494	199	1999	471	1770	74
	55%	53%	56%	53%	57%	55%	55%	53%	56%	61%	59%	61%	57%	52%	60%	60%	55%	67%	59%	42%
NET: Up to £20 (excluding not spending anything)	2939	601	926	663	749	1527	1412	1811	1102	232	340	767	789	555	1897	237	2576	590	2259	90
	70%	69%	70%	69%	70%	70%	70%	70%	70%	72%	72%	74%	68%	73%	71%	72%	71%	71%	70%	51%
NET: Over £10	1327	313	418	324	271	732	595	939	379	72	121	281	458	305	860	73	1202	242	1032	52
	32%	29%	34%	34%	25%	34%	29%	36%	24%	22%	26%	27%	39%	40%	32%	22%	33%	29%	32%	29%
NET: Over £20	702	176	220	169	130	404	298	508	189	34	59	152	246	149	457	35	626	123	543	36
	17%	16%	17%	16%	12%	18%	15%	20%	12%	11%	13%	19%	33%	23%	34%	11%	42%	19%	17%	20%
Mean	12.32	14.52	12.14	12.61	10.47	12.88	11.59	11.85	10.10	9.49	10.03	10.81	14.88	13.78	12.49	9.47	12.88	11.79	12.34	15.01
Std Dev	16.30	17.84	15.84	16.16	15.45	16.70	15.83	17.19	14.44	14.68	13.32	14.56	18.50	16.61	16.35	14.56	16.34	16.54	16.16	17.97
Std Error	0.26	0.55	0.47	0.58	0.51	0.36	0.39	0.37	0.38	0.84	0.64	0.47	0.56	0.60	0.33	0.82	0.28	0.57	0.30	1.58

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QH1/I2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

	Total	Rurality			Nation					Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	4129	2712	1417	655	2218	752	666	493	209	256	240	240	251	262	253	244	263	122	630		
Weighted Base	4211	3595	617	127	3592	324	191	105	153	468	336	305	374	421	578	573	384	47*	277		
Effective Base	2473	2142	333	133	1931	303	326	329	197	241	226	226	234	240	242	230	245	42	261		
I haven't spent anything on postage for lateral parcels in the last month (0)	284	259	26	6	226	35	14	9	10	26	21	25	18	19	29	38	41	3	31		
	7%	9%	4%	6%	6%	11%	7%	9%	7%	6%	6%	8%	5%	4%	5%	7%	11%	7%	11%		
Up to £1.00	133	109	24	3	112	12	6	3	4	11	12	13	6	10	16	28	13	2	10		
	3%	3%	4%	2%	3%	4%	3%	3%	3%	2%	3%	4%	2%	2%	3%	5%	3%	5%	3%		
£1.01 to £2.00	442	368	74	17	387	26	19	10	20	55	26	31	47	38	54	76	40	3	23		
	10%	10%	12%	13%	11%	8%	10%	9%	12%	12%	8%	10%	12%	9%	9%	13%	10%	7%	8%		
£2.01 to £4.00	636	552	83	10	539	52	30	14	24	76	65	58	65	59	57	83	53	10	42		
	15%	15%	13%	8%	15%	16%	16%	13%	15%	16%	16%	16%	17%	14%	10%	15%	14%	12%	15%		
£4.01 to £6.00	489	419	70	17	428	25	23	12	20	54	40	40	47	53	60	56	58	2	23		
	12%	12%	11%	13%	12%	8%	12%	12%	13%	11%	12%	13%	12%	13%	10%	10%	10%	5%	8%		
£6.01 to £10.00	616	522	94	22	528	44	26	17	25	55	45	35	45	78	96	101	46	7	37		
	15%	15%	15%	17%	15%	14%	13%	17%	16%	12%	13%	12%	12%	16%	17%	18%	13%	16%	13%		
£10.01 to £20.00	624	543	81	14	537	45	30	12	20	62	56	50	48	66	124	67	44	5	41		
	15%	15%	13%	17%	15%	14%	16%	11%	13%	12%	17%	17%	13%	16%	21%	12%	11%	10%	15%		
£20.01 to £30.00	288	258	40	13	247	25	18	8	9	32	21	18	32	29	45	36	24	7	18		
	7%	7%	6%	10%	7%	8%	9%	6%	6%	7%	6%	6%	9%	7%	8%	6%	6%	14%	7%		
£30.01 to £40.00	168	139	29	2	140	15	6	6	1	18	9	11	17	12	33	17	23	3	13		
	4%	4%	5%	2%	4%	5%	3%	6%	1%	6%	3%	6%	6%	3%	6%	3%	6%	6%	6%		
£40.01 to £50.00	100	82	18	5	83	10	4	3	5	9	9	5	9	13	16	6	10	1	9		
	2%	2%	3%	4%	2%	3%	2%	3%	3%	2%	3%	2%	2%	3%	3%	1%	3%	2%	3%		
Over £50	136	116	20	10	116	11	5	4	3	13	7	11	15	11	24	25	7	1	10		
	3%	3%	3%	6%	3%	3%	3%	4%	2%	3%	2%	4%	4%	3%	4%	4%	2%	3%	3%		
I prefer not to say	27	22	5	1	20	1	3	3	1	7	2	-	7	1	-	-	1	-	1		
	1%	1%	1%	1%	1%	1%	2%	2%	1%	6%	1%	-	6%	-	-	-	-	-	-		
I don't know	269	205	54	5	227	21	7	4	11	50	24	7	19	31	24	39	22	2	19		
	6%	6%	9%	4%	6%	6%	4%	4%	3%	12%	6%	2%	5%	6%	4%	6%	6%	3%	6%		
NET: Up to £10 (excluding not spending anything)	2315	1971	344	69	1996	160	103	56	93	250	167	177	209	239	283	345	211	25	135		
	55%	55%	56%	55%	55%	49%	54%	53%	61%	54%	56%	59%	56%	57%	49%	60%	55%	55%	49%		
NET: Up to £20 (excluding not spending anything)	2939	2513	426	83	2533	205	133	68	113	313	244	228	257	305	407	411	255	30	175		
	70%	70%	69%	66%	71%	63%	70%	64%	74%	67%	73%	78%	69%	72%	70%	72%	66%	64%	63%		
NET: Over £10	1327	1138	188	44	1124	107	63	33	37	135	102	97	121	131	242	151	109	16	91		
	32%	32%	31%	35%	31%	33%	33%	31%	24%	29%	30%	32%	32%	31%	42%	26%	28%	35%	33%		
NET: Over £20	702	596	107	30	586	62	33	21	18	72	45	46	73	65	118	84	65	12	50		
	17%	17%	17%	20%	16%	19%	17%	20%	12%	15%	14%	15%	15%	15%	20%	15%	17%	18%	18%		
Mean	12.32	12.23	12.82	15.53	12.34	12.94	11.94	13.69	9.70	11.67	11.34	11.24	12.59	12.71	14.86	11.56	11.27	13.92	12.77		
Std Dev	16.30	16.29	16.36	20.39	16.21	17.04	15.31	18.88	12.54	15.10	14.89	15.32	17.15	17.03	18.16	16.37	14.83	18.91	16.73		
Std Error	0.26	0.32	0.45	0.82	0.36	0.65	0.61	0.88	0.90	1.00	1.00	1.00	1.12	1.10	1.17	1.08	0.95	1.79	0.69		

QH1/12. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	4129	1642	1612	2407	2377	1642	115	599	1612	138	840	1612	1662	463	297	88	3274	385	1995	1488	354	191	83	3483	274	1123	3008	
Weighted Base	4211	1710	1587	2510	2387	1710	104	511	1587	139	777	1572	1762	469	317	83	3333	400	1920	1550	401	215	100	3470	321	1188	3023	
Effective Base	2473	986	953	1452	1419	986	69	352	953	90	508	932	1012	287	186	51	1944	237	1141	904	227	125	65	2045	189	693	1779	
I haven't spent anything on postage for letters/parcels in the last month	264	109	89	166	146	109	16	42	89	11	55	100	114	29	30	8	214	39	114	108	34	14	10	222	24	52	233	
	7%	6%	6%	7%	6%	6%	18%	8%	6%	3%	7%	6%	6%	6%	10%	10%	6%	10%	6%	7%	9%	7%	10%	6%	24	8%	4%	18%
Up to £1.00	133	29	83	50	104	29	-	9	83	11	43	44	60	19	3	7	104	10	46	46	21	7	13	92	20	28	105	
	3%	2%	8%	2%	6%	2%	-	2%	5%	8%	6%	3%	3%	4%	1%	6%	3%	2%	2%	3%	8%	3%	12%	3%	2%	2%	3%	
£1.01 to £2.00	442	171	186	244	258	171	7	59	186	24	99	178	182	49	26	5	360	32	168	178	44	39	11	346	50	122	320	
	10%	10%	12%	10%	11%	10%	6%	12%	12%	17%	13%	11%	10%	11%	6%	6%	11%	8%	8%	11%	11%	10%	10%	10%	10%	11%		
£2.01 to £4.00	635	249	262	356	359	249	16	78	262	19	129	206	271	90	52	15	477	67	251	237	78	40	24	488	64	162	473	
	15%	15%	16%	14%	15%	15%	16%	16%	16%	14%	17%	13%	15%	16%	16%	19%	14%	17%	13%	15%	16%	16%	22%	14%	29%	14%		
£4.01 to £5.00	489	206	160	322	277	206	14	56	160	12	77	158	213	57	54	6	371	60	192	200	57	38	2	392	40	140	349	
	12%	12%	10%	12%	12%	12%	13%	11%	10%	9%	10%	10%	12%	12%	11%	6%	11%	11%	11%	12%	12%	2%	11%	12%	12%			
£5.01 to £10.00	616	259	233	370	344	259	20	80	233	20	117	258	244	65	38	9	502	47	313	216	51	25	10	529	35	214	402	
	15%	15%	13%	15%	14%	15%	20%	16%	15%	14%	15%	16%	14%	14%	12%	11%	15%	12%	16%	14%	13%	12%	9%	15%	11%	18%	13%	
£10.01 to £20.00	624	269	220	363	344	269	15	63	220	17	95	225	263	73	45	17	489	61	297	245	43	28	9	542	37	193	432	
	15%	16%	14%	16%	14%	16%	14%	12%	14%	12%	14%	14%	15%	16%	14%	20%	15%	15%	15%	16%	15%	12%	9%	16%	16%	15%		
£20.01 to £30.00	298	137	109	183	155	137	4	26	109	9	44	125	130	23	18	2	256	20	184	87	18	3	4	271	7	94	205	
	7%	8%	7%	7%	6%	7%	4%	5%	7%	6%	6%	8%	7%	5%	6%	2%	8%	5%	10%	9%	4%	1%	4%	27%	2%	8%	7%	
£30.01 to £40.00	160	59	43	119	82	60	5	19	43	3	14	72	71	9	10	4	144	15	107	46	15	7	1	153	9	72	96	
	4%	3%	3%	3%	3%	4%	4%	4%	3%	2%	2%	14%	13%	4%	3%	6%	4%	15%	10%	3%	4%	3%	2%	15%	3%	11%	3%	
£40.01 to £50.00	100	46	31	69	54	46	1	9	31	1	11	47	41	4	6	2	88	8	61	30	8	2	-	91	2	31	69	
	2%	3%	2%	3%	2%	3%	1%	2%	2%	1%	1%	3%	2%	1%	2%	3%	2%	2%	6%	2%	2%	1%	-	3%	-	3%	2%	
Over £50	136	55	51	85	81	55	2	11	51	5	23	66	49	12	9	-	115	9	60	43	5	2	1	129	3	42	95	
	3%	3%	3%	3%	3%	3%	2%	2%	3%	4%	3%	6%	4%	3%	3%	-	3%	2%	6%	4%	3%	1%	1%	1%	1%	3%	3%	
I prefer not to say	27	6	12	11	17	6	-	3	12	3	13	4	13	4	4	-	17	4	5	15	4	-	3	19	3	9	18	
	1%	-	1%	-	1%	-	-	1%	1%	-	1%	-	1%	1%	1%	-	1%	1%	-	1%	1%	-	3%	1%	1%	1%	1%	
I don't know	209	93	109	141	155	93	5	56	109	10	64	86	111	33	23	6	197	29	98	98	33	12	10	196	29	31	228	
	6%	6%	7%	6%	7%	6%	4%	11%	7%	7%	8%	5%	6%	7%	7%	7%	6%	7%	5%	6%	6%	6%	11%	6%	6%	3%	6%	
NET: Up to £10 (excluding not spending anything)	2315	913	923	1342	1353	913	57	282	923	86	465	845	969	281	173	43	1814	216	989	878	251	148	60	1847	208	667	1648	
	55%	53%	59%	53%	57%	53%	55%	55%	58%	62%	60%	54%	55%	60%	55%	52%	54%	54%	50%	57%	55%	56%	56%	53%	59%	56%	55%	
NET: Up to £20 (excluding not spending anything)	2939	1182	1143	1735	1696	1182	72	345	1143	104	560	1071	1232	355	218	60	2303	277	1265	1123	295	176	69	2389	245	859	2080	
	70%	69%	72%	69%	71%	69%	69%	67%	72%	73%	72%	68%	70%	70%	69%	72%	69%	69%	66%	72%	72%	62%	69%	72%	70%	72%	69%	
NET: Over £10	1327	587	454	849	715	587	26	127	454	32	187	537	555	122	87	25	1091	112	735	452	79	41	16	1187	57	431	896	
	32%	34%	29%	34%	30%	32%	25%	25%	29%	23%	24%	53%	51%	26%	27%	30%	32%	28%	36%	29%	20%	19%	15%	34%	18%	29%	30%	
NET: Over £20	702	319	234	406	372	319	11	65	234	15	129	311	211	49	43	8	603	51	438	258	35	13	7	645	20	238	464	
	17%	19%	16%	19%	16%	17%	11%	13%	15%	11%	12%	25%	23%	10%	13%	70%	13%	13%	23%	19%	9%	6%	7%	19%	8%	29%	15%	
Mean	12.32	13.16	11.51	13.94	11.95	13.16	9.47	10.57	11.51	9.38	10.02	13.98	11.94	10.03	10.74	9.26	12.97	10.43	14.99	11.99	8.44	7.24	6.63	13.29	7.06	13.69	11.76	
Std Dev.	16.30	16.69	16.23	16.52	16.22	16.69	12.33	14.69	16.23	15.25	14.73	18.56	15.01	14.28	14.20	11.22	16.82	13.63	18.45	14.64	12.39	10.53	9.95	16.98	10.35	16.56	16.17	
Std Error	0.26	0.42	0.42	0.35	0.35	0.42	1.18	0.63	0.42	1.35	0.53	0.45	0.38	0.69	0.86	1.25	0.30	0.73	0.42	0.39	0.69	0.78	1.18	0.30	0.65	0.50	0.31	

QH1/2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	4129	281	3815	33	1241	2703	185	3947	90	37	48	4074	7
Weighted Base	4211	258	3925	29**	1169	2855	187	4019	95*	38**	50*	4152	10**
Effective Base	2473	158	2295	21	722	1641	112	2355	55	25	32	2435	6
I haven't spent anything on postage for letters/ parcels in the last month	284	14	270	1	91	181	12	267	7	2	8	277	2
(i)	7%	5%	7%	3%	8%	6%	7%	7%	8%	6%	11%	7%	22%
Up to £1.00	133	3	128	2	35	94	4	126	-	5	-	131	2
	3%	1%	3%	6%	3%	3%	2%	3%	-	13%	-	3%	16%
£1.01 to £2.00	442	32	406	4	110	314	18	416	13	6	7	435	*
	10%	12%	10%	15%	9%	11%	15%	10%	14%	16%	15%	10%	2%
£2.01 to £4.00	635	46	585	4	188	415	32	595	17	6	15	618	2
	15%	16%	15%	15%	16%	15%	17%	15%	18%	16%	31% ^{sig}	15%	21%
£4.01 to £5.00	489	23	465	1	138	325	26	470	11	2	6	483	-
	12%	9%	12%	3%	12%	11%	14%	12%	11%	8%	11%	12%	-
£5.01 to £10.00	616	29	583	3	169	424	23	588	17	5	6	610	1
	15%	11%	15%	11%	14%	15%	12%	15%	18%	13%	11%	15%	8%
£10.01 to £20.00	624	43	576	5	163	440	21	611	4	8	1	623	-
	15%	17%	15%	19%	14%	15%	11%	15% ^h	4%	21%	3%	15% ^h	-
£20.01 to £30.00	288	18	278	1	83	199	16	286	12	-	*	298	-
	7%	7%	7%	5%	7%	7%	9%	7%	13% ^h	-	*	-	7%
£30.01 to £40.00	168	12	154	2	54	107	6	162	3	1	1	166	-
	4%	5%	4%	6%	5%	4%	3%	4%	3%	3%	3%	4%	-
£40.01 to £50.00	100	10	90	-	28	66	6	94	4	2	*	100	-
	2%	4%	2%	-	2%	2%	3%	2%	4%	5%	*	2%	-
Over £50	138	9	127	1	36	96	5	133	3	-	-	136	-
	3%	4%	3%	2%	3%	3%	3%	3%	3%	-	-	3%	-
I prefer not to say	27	1	25	*	5	19	3	22	1	-	-	24	3
	1%	1%	1%	2%	*	1%	2%	1%	1%	-	-	1%	32%
I don't know	259	16	238	4	70	175	13	249	3	-	7	252	-
	6%	6%	6%	14%	6%	6%	7%	6%	3%	-	14%	6%	-
NET: Up to £10 (excluding not spending anything)	2315	134	2167	14	640	1571	104	2195	57	24	34	2276	5
	55%	52%	55%	49%	53%	55%	55%	55%	61%	64%	68%	55%	47%
NET: Up to £20 (excluding not spending anything)	2839	176	2743	20	802	2012	125	2806	61	32	35	2899	5
	70%	68%	70%	68%	69%	70%	67%	70%	64%	85%	71%	70%	47%
NET: Over £10	1327	93	1225	9	364	908	54	1286	28	11	3	1324	-
	32%	36%	31%	32%	31%	32%	29%	32% ^h	24% ^h	30%	6%	32% ^h	-
NET: Over £20	702	50	648	4	202	468	33	675	23	3	2	701	-
	17%	19%	17%	13%	17%	16%	18%	17% ^h	22% ^h	9%	3%	17% ^h	-
Mean	12.32	13.82	12.23	11.11	12.13	12.39	12.31	12.45	12.22	9.56	4.96	12.42	1.99
Std Dev.	16.30	16.97	16.28	13.07	15.68	16.53	16.78	16.40	16.12	12.92	6.93	16.37	2.68
Std Error	0.26	1.05	0.27	2.52	0.46	0.33	1.31	0.27	1.76	2.12	1.04	0.27	1.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QH1/I2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	4129	1051	1033	1030	1015	341	370	340	335	335	363	361	341	328	343	353	319				
Weighted Base	4211	1067	1093	1033	1018	329	382	356	355	362	377	349	347	337	339	354	325				
Effective Base	2473	630	628	610	605	198	222	212	201	206	222	209	203	198	194	216	196				
I haven't spent anything on postage for letters/parcels in the last month	284	76	65	72	72	24	33	19	24	23	18	21	29	22	22	26	24				
(f)	7%	7%	6%	7%	7%	7%	9%	5%	7%	6%	6%	6%	6%	7%	7%	7%	7%				
Up to £1.00	133	50	23	20	40	22	15	13	13	8	2	2	7	11	14	15	11				
	3%	4%	2%	2%	4%	7%	4%	4%	4%	2%	*	*	2%	3%	4%	4%	3%				
£1.01 to £2.00	442	126	103	103	110	37	50	39	50	33	20	27	37	30	48	31	31				
	10%	12%	9%	10%	11%	11%	13%	11%	14%	9%	5%	5%	11%	12%	14%	9%	10%				
£2.01 to £4.00	635	170	131	167	167	49	73	48	53	47	31	52	65	50	59	55	53				
	15%	16%	12%	16%	16%	13%	15%	13%	13%	13%	8%	13%	16%	13%	15%	15%	13%				
£4.01 to £6.00	489	115	122	123	129	40	43	31	41	41	41	51	44	29	36	38	52				
	12%	11%	11%	12%	13%	12%	11%	9%	12%	11%	11%	15%	13%	9%	11%	11%	16%				
£6.01 to £10.00	616	152	162	149	153	42	55	55	53	48	60	59	40	51	51	53	49				
	15%	14%	15%	14%	15%	13%	14%	14%	16%	13%	16%	17%	11%	15%	15%	15%	15%				
£10.01 to £20.00	624	159	196	143	127	43	62	62	52	69	75	50	49	46	34	54	38				
	15%	15%	18%	14%	12%	13%	14%	15%	15%	19%	20%	14%	14%	14%	10%	15%	12%				
£20.01 to £30.00	298	66	87	71	74	15	23	28	13	28	46	16	29	27	22	26	26				
	7%	6%	8%	7%	7%	4%	6%	8%	4%	8%	14%	4%	8%	8%	6%	7%	8%				
£30.01 to £40.00	168	39	45	48	36	12	13	15	8	16	20	8	23	17	11	11	13				
	4%	4%	4%	5%	3%	4%	3%	4%	2%	5%	5%	2%	7%	5%	3%	3%	4%				
£40.01 to £50.00	100	21	25	30	23	6	7	8	9	8	8	17	4	10	8	13	2				
	2%	2%	2%	3%	2%	2%	2%	2%	3%	2%	2%	17%	1%	3%	2%	12%	1%				
Over £50	136	34	50	31	22	5	13	16	10	15	25	14	6	11	7	9	6				
	3%	3%	5%	3%	2%	1%	3%	4%	3%	4%	7%	4%	2%	3%	2%	3%	2%				
I prefer not to say	27	3	10	6	8	1	*	2	4	4	2	2	3	1	4	3	1				
	1%	*	1%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	*	1%	1%	*				
I don't know	299	57	74	69	58	34	5	18	24	23	27	31	15	23	20	19	19				
	6%	5%	7%	7%	6%	10%	1%	5%	7%	6%	7%	6%	4%	7%	6%	6%	6%				
NET: Up to £10 (excluding not spending anything)	2315	612	542	562	599	189	236	187	211	177	154	190	192	179	211	191	186				
	55%	57%	50%	54%	59%	45%	62%	52%	63%	49%	41%	52%	53%	53%	52%	54%	54%				
NET: Up to £20 (excluding not spending anything)	2939	771	738	705	725	233	288	251	263	246	229	240	240	225	245	245	235				
	70%	72%	67%	68%	71%	51%	73%	62%	74%	66%	61%	69%	69%	67%	72%	69%	72%				
NET: Over £10	1327	318	402	324	282	80	108	131	92	135	175	105	108	111	82	115	85				
	32%	30%	37%	31%	28%	24%	28%	33%	26%	39%	45%	30%	31%	33%	24%	32%	26%				
NET: Over £20	702	160	207	181	155	37	56	67	40	67	100	55	61	65	48	60	47				
	17%	15%	19%	18%	15%	11%	15%	17%	11%	18%	26%	16%	18%	18%	14%	17%	15%				
Mean	12.32	11.48	13.97	12.80	10.97	10.03	10.83	13.46	10.63	13.06	17.47	13.76	11.36	13.46	10.09	12.53	10.18				
Std Dev.	16.30	15.65	17.39	17.23	14.60	14.69	15.47	16.47	15.50	16.75	18.98	19.10	14.90	17.49	14.03	16.68	12.52				
Std Error	0.26	0.50	0.56	0.56	0.47	0.82	0.82	0.92	0.88	0.95	1.03	1.04	0.83	1.00	0.79	0.92	0.72				

QH1/2. Combined spend on letters and parcels in the last month

Base : All participants

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	2353	2862	3185	791	817	1134	805	1152	822	609	1608	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
I haven't spent anything on postage for letters/parcels in the last month	2233	465	1768	113	2120	1146	1082	379	349	381	327	394	231	172	728	708	797	403	1876	336	
(t)	36%	38%	36%	14%	39%	39%	34%	49%	49%	54%	59%	59%	30%	27%	43%	38%	32%	29%	36%	36%	
Up to £1.00	133	13	120	12	121	64	69	21	9	23	13	23	23	21	30	36	67	44	118	15	
	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	2%	
£1.01 to £2.00	442	64	378	39	403	204	238	46	46	83	61	100	55	50	92	144	206	105	389	51	
	7%	5%	8%	5%	7%	7%	8%	6%	5%	7%	7%	9%	7%	8%	5%	7%	9%	8%	8%	5%	
£2.01 to £4.00	635	118	517	79	557	289	346	60	84	104	89	99	83	115	144	193	238	198	545	88	
	10%	10%	10%	10%	10%	10%	11%	7%	10%	10%	9%	11%	9%	10%	9%	10%	12%	10%	11%	9%	
£4.01 to £6.00	489	87	402	78	410	238	250	61	79	74	56	93	72	53	140	130	219	125	394	90	
	8%	7%	8%	8%	10%	8%	8%	7%	9%	7%	7%	8%	9%	8%	8%	7%	9%	9%	8%	10%	
£6.01 to £10.00	616	126	490	130	486	256	355	69	96	106	88	107	91	58	166	194	256	150	502	110	
	10%	10%	10%	10%	9%	9%	11%	8%	11%	9%	11%	9%	12%	8%	10%	10%	10%	11%	10%	12%	
£10.01 to £20.00	624	133	492	117	508	311	313	91	67	156	88	88	79	55	158	245	222	134	504	111	
	10%	11%	10%	10%	9%	10%	10%	11%	8%	14%	11%	8%	10%	9%	9%	13%	9%	10%	10%	12%	
£20.01 to £30.00	298	72	226	74	224	123	125	29	38	73	41	65	30	22	67	114	117	52	244	59	
	5%	6%	5%	4%	4%	4%	4%	3%	4%	7%	5%	6%	4%	3%	4%	7%	5%	4%	5%	5%	
£30.01 to £40.00	168	23	145	53	115	87	81	21	27	38	18	40	14	10	48	57	63	23	134	33	
	3%	2%	3%	2%	2%	3%	3%	3%	3%	3%	2%	4%	2%	2%	3%	3%	3%	2%	3%	4%	
£40.01 to £50.00	160	28	72	20	74	46	53	13	13	17	14	25	10	7	26	31	43	18	75	25	
	2%	2%	1%	1%	1%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	1%	1%	2%	
Over £50	136	33	103	53	83	80	56	11	26	28	16	35	16	5	36	44	56	21	123	12	
	2%	3%	2%	2%	3%	3%	2%	1%	9%	9%	2%	13%	2%	1%	2%	2%	2%	2%	2%	1%	
I prefer not to say	27	4	22	1	26	11	16	6	3	4	1	6	6	1	9	5	13	6	18	6	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
I don't know	269	66	193	14	244	101	157	16	29	35	18	54	48	59	45	53	161	107	235	17	
	4%	5%	4%	2%	4%	3%	5%	2%	3%	3%	2%	13%	13%	13%	3%	3%	10%	9%	3%	2%	
NET: Up to £10 (excluding not spending anything)	2315	439	1905	338	1977	1055	1258	257	315	390	308	422	325	298	572	668	1045	623	1949	351	
	38%	33%	33%	33%	37%	35%	40%	31%	36%	35%	37%	37%	43%	40%	34%	36%	42%	40%	38%	37%	
NET: Up to £20 (excluding not spending anything)	2939	541	2398	455	2484	1366	1571	347	382	546	486	511	404	353	730	842	1267	757	2453	462	
	48%	44%	49%	49%	49%	46%	50%	42%	44%	49%	49%	45%	53%	50%	43%	48%	59%	58%	48%	46%	
NET: Over £10	1327	289	1038	323	1004	697	628	164	171	333	178	253	150	98	335	491	501	248	1079	232	
	22%	23%	21%	21%	19%	21%	20%	20%	20%	29%	21%	22%	20%	16%	20%	23%	20%	18%	21%	20%	
NET: Over £20	702	156	546	206	496	366	315	74	104	156	90	165	71	43	178	246	279	114	575	121	
	11%	13%	11%	9%	9%	13%	10%	9%	12%	14%	11%	14%	9%	7%	11%	12%	14%	8%	11%	13%	
Mean	8.23	9.00	8.04	7.02	7.86	8.66	7.86	6.88	6.88	7.84	7.84	8.56	7.76	6.35	7.72	8.17	8.17	7.13	8.10	8.76	
Std Dev.	14.83	15.73	14.22	20.43	12.99	14.97	14.08	13.38	16.16	15.12	14.25	15.99	13.15	10.71	14.89	14.77	14.07	12.14	14.52	14.21	
Std Error	0.19	0.51	0.20	0.73	0.18	0.28	0.26	0.48	0.58	0.46	0.51	0.48	0.47	0.45	0.38	0.34	0.28	0.33	0.20	0.57	

QH1/I2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1840	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I haven't spent anything on postage for letters/parcels in the last month	2233	317	673	489	702	990	1241	1234	947	231	297	532	491	371	1320	241	1788	627	1588	118
(i)	36%	28%	32%	25%	44%	32%	48%	34%	30%	49%	41%	38%	31%	34%	32%	45%	34%	41%	35%	41%
Up to £1.00	133	22	43	29	40	65	68	66	66	16	16	32	25	33	73	16	111	28	103	3
	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	3%	2%	2%	2%	1%
£1.01 to £2.00	442	68	158	78	141	224	219	257	182	44	78	114	88	85	278	45	383	108	327	6
	7%	6%	8%	6%	8%	7%	7%	7%	8%	9%	10%	8%	8%	8%	7%	8%	7%	8%	8%	2%
£2.01 to £4.00	635	126	199	146	164	325	310	374	255	47	60	182	178	83	420	47	543	98	507	30
	10%	11%	10%	11%	9%	11%	10%	10%	11%	9%	8%	12%	11%	8%	11%	9%	10%	8%	11%	11%
£4.01 to £6.00	489	115	145	105	121	263	228	308	173	37	56	146	123	92	325	37	430	103	366	20
	8%	10%	8%	8%	7%	9%	7%	8%	7%	7%	8%	10%	8%	8%	7%	8%	8%	8%	8%	7%
£6.01 to £10.00	618	130	193	149	144	323	293	374	237	50	71	165	162	105	399	54	531	134	467	15
	10%	11%	10%	11%	8%	11%	9%	10%	10%	10%	11%	11%	10%	10%	10%	10%	10%	10%	10%	5%
£10.01 to £20.00	624	135	190	157	140	328	297	431	190	38	61	129	212	156	403	38	577	119	489	16
	10%	10%	10%	10%	8%	11%	10%	10%	8%	7%	8%	9%	11%	10%	11%	7%	11%	9%	11%	6%
£20.01 to £30.00	298	64	110	72	52	175	124	211	83	14	29	70	65	61	194	15	261	39	239	20
	5%	6%	6%	6%	3%	6%	4%	6%	8%	3%	4%	5%	6%	6%	5%	3%	5%	3%	5%	7%
£30.01 to £40.00	168	48	53	39	28	101	67	128	39	6	12	34	66	45	112	6	159	33	132	3
	3%	4%	3%	3%	2%	3%	2%	3%	2%	1%	2%	2%	4%	3%	1%	3%	4%	3%	3%	1%
£40.01 to £50.00	100	27	27	29	17	54	46	73	27	1	10	22	30	22	60	1	88	24	72	4
	2%	2%	1%	2%	1%	2%	1%	2%	1%	1	1%	1%	2%	2%	1	1	2%	2%	2%	1%
Over £50	136	36	38	28	34	75	62	96	40	13	8	27	54	21	90	13	118	27	101	9
	2%	3%	2%	2%	2%	2%	2%	3%	2%	3%	1%	2%	3%	2%	2%	2%	2%	2%	2%	3%
I prefer not to say	27	7	1	5	14	8	19	13	9	1	1	2	1	1	3	3	3	1	17	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1	1	1	1	1	1%	1%	1	1	1	3%
I don't know	289	35	85	59	79	120	139	104	151	17	36	48	58	26	143	17	185	43	181	35
	4%	3%	4%	4%	4%	4%	4%	3%	4%	3%	4%	3%	4%	2%	4%	3%	4%	3%	4%	4%
NET: Up to £10 (excluding not spending anything)	2315	464	736	506	609	1200	1115	1379	912	194	279	638	577	399	1494	199	1999	471	1770	74
	38%	41%	38%	37%	35%	39%	36%	38%	38%	38%	38%	42%	36%	36%	39%	37%	39%	37%	39%	26%
NET: Up to £20 (excluding not spending anything)	2939	601	926	663	749	1527	1412	1811	1102	232	340	767	789	555	1897	237	2576	590	2259	90
	48%	52%	48%	46%	43%	50%	45%	48%	46%	45%	46%	51%	50%	50%	50%	44%	50%	48%	49%	31%
NET: Over £10	1327	313	418	324	271	732	595	939	379	72	121	281	458	305	860	73	1202	242	1032	52
	22%	28%	22%	23%	16%	24%	19%	26%	16%	14%	16%	19%	29%	23%	22%	14%	23%	19%	22%	18%
NET: Over £20	702	176	228	168	130	404	298	508	189	34	59	152	246	149	457	35	626	123	543	36
	11%	15%	12%	12%	8%	12%	10%	14%	8%	7%	8%	10%	14%	10%	12%	7%	12%	10%	12%	12%
Mean	8.23	16.78	9.16	8.11	6.25	9.17	7.35	9.47	6.42	5.76	6.25	7.36	15.11	9.46	5.70	8.23	7.47	8.45	8.19	
Std Dev.	14.83	16.66	14.18	14.60	12.99	15.21	13.79	15.64	12.50	12.33	11.58	13.03	17.07	15.17	14.73	12.21	14.75	14.34	14.55	15.22
Std Error	0.19	0.44	0.34	0.43	0.33	0.27	0.26	0.27	0.25	0.54	0.44	0.34	0.43	0.46	0.24	0.53	0.21	0.39	0.22	0.96

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QH1/I2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Rurality				Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999		901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	508	321	354	340	334	345	339	348	347	339	59	432	
I haven't spent anything on postage for letters/parcels in the last month (0)	2233	1862	271	48	1812	228	118	75	107	233	193	167	187	170	281	308	185	24	205	205	
	36%	45% h	37%	29%	35%	44% d	49% d	44% d	40% h	34%	53% h	51% h	34%	30%	32%	37%	35%	36%	44% h	44% h	
Up to £1.00	133	109	24	3	112	12	6	3	4	11	12	12	13	6	10	16	28	13	2	10	
	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	2%	2%	3%	2%	3%	2%	
£1.01 to £2.00	442	368	74	17	387	26	19	10	20	55	26	31	7	47	38	54	76	40	3	23	
	7%	7%	9%	10%	7%	5%	7%	6%	8%	8%	5%	7%	9%	7%	7%	7%	9%	8%	5%	5%	
£2.01 to £4.00	635	552	83	10	539	52	30	14	24	76	65	58	65	65	59	57	83	53	10	42	
	10%	10%	10%	6%	10%	10%	10%	8%	9%	11% h	13% h	13% h	12% h	10%	7%	10%	10%	10%	13% h	9%	
£4.01 to £6.00	489	419	70	17	428	25	23	12	20	54	40	40	47	53	60	56	58	2	23	23	
	8%	8%	8%	10%	8%	5%	8%	7%	9%	8%	8%	8%	9%	7%	7%	7%	11% h	3%	5%	5%	
£6.01 to £10.00	616	522	94	22	528	44	26	17	25	55	45	35	45	78	96	101	48	7	37	37	
	10%	10%	11%	13%	10%	9%	9%	10%	10%	8%	9%	8%	8%	14% h	12%	12%	9%	11%	8%	8%	
£10.01 to £20.00	624	543	81	14	537	45	30	12	20	62	58	50	48	66	124	67	44	5	41	41	
	10%	10%	9%	8%	10%	9%	10%	7%	8%	9%	11%	9%	9%	12%	11% h	8%	8%	7%	9%	9%	
£20.01 to £30.00	288	258	40	13	247	25	18	8	9	32	21	18	32	29	45	36	24	7	18	18	
	5%	5%	5%	8%	5%	5%	6%	5%	4%	5%	4%	4%	6%	5%	6%	4%	5%	10% h	4%	4%	
£30.01 to £40.00	168	139	29	2	140	15	6	6	1	18	9	11	17	12	33	17	23	3	13	13	
	3%	3%	3%	1%	3%	3%	2%	3%	0%	5% h	2%	5% h	5% h	2%	5% h	2%	4% h	5% h	5% h	5% h	
£40.01 to £50.00	100	82	18	5	83	10	4	3	5	9	9	5	9	13	16	6	10	1	9	9	
	2%	2%	2%	3%	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	1%	2%	2%	
Over £50	138	116	20	10	116	11	5	4	3	13	7	11	15	11	24	25	7	1	10	10	
	2%	2%	2%	10% h	2%	2%	2%	2%	1%	2%	1%	3%	3%	2%	3%	3%	1%	2%	2%	2%	
I prefer not to say	27	22	5	1	20	1	3	3	1	7	2	1	7	1	1	1	1	1	1	1	
	0%	0%	1%	0%	0%	0%	1% d	2% h	0%	1% h	0%	0%	1% h	0%	0%	0%	0%	0%	0%	0%	
I don't know	269	205	54	5	227	21	7	4	11	50	24	7	19	31	24	39	22	2	19	19	
	4%	4%	6% h	3%	4%	4%	2%	2%	4%	8% h	6% h	1%	4%	6% h	3%	5% h	4% h	2%	4% h	4% h	
NET: Up to £10 (excluding not spending anything)	2316	1971	344	69	1996	160	103	56	93	250	187	177	209	239	283	345	211	25	135	135	
	38%	37%	40%	47%	39% h	31%	35%	33%	37% h	37% h	37% h	40% h	39% h	42% h	35%	41% h	40% h	38%	30%	30%	
NET: Up to £20 (excluding not spending anything)	2939	2513	426	83	2533	205	133	68	113	313	244	228	257	305	407	411	255	30	175	175	
	48%	47%	49%	50%	48% h	40%	45%	40%	45%	46% h	49% h	51% h	47% h	52% h	40% h	49% h	48% h	45%	39%	39%	
NET: Over £10	1327	1138	188	44	1124	107	63	33	37	135	102	97	121	131	242	151	109	16	91	91	
	22%	21%	22%	26%	22%	21%	21%	19%	15%	20%	20%	22% h	22% h	22% h	32% h	18%	21%	24%	20%	20%	
NET: Over £20	702	586	107	30	586	62	33	21	18	72	45	46	73	65	119	84	65	12	50	50	
	11%	11%	12%	15% h	11%	11%	11%	12%	7%	11%	9%	10%	13% h	11%	13% h	10%	12% h	12% h	11%	11%	
Mean	8.23	8.12	8.91	11.62 ^h	8.30	7.88	7.57	8.22	5.73	7.76 ^h	7.28	7.61	6.78 ^h	6.14 ^h	5.46 ^h	7.68	8.08 ^h	8.08 ^h	7.63	7.63	
Std Dev	14.53	14.48	14.86	18.87	14.52	14.72	13.47	16.07	10.75	13.49	13.11	13.66	15.33	15.53	16.68	14.41	13.53	16.92	14.36	14.36	
Std Error	0.19	0.23	0.34	0.64	0.26	0.45	0.44	0.59	0.59	0.73	0.70	0.73	0.82	0.83	0.89	0.77	0.73	1.34	0.47	0.47	

QH1/2. Combined spend on letters and parcels in the last month

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2017	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I haven't spent anything on postage for letters/parcels in the last month	2233	812	684	1159	1011	812	73	295	684	84	327	846	835	360	229	122	1333	469	800	661	314	157	23	1661	218	384	1640
	36%	34%	31%	33%	31%	34%	48%	59%	37%	60%	31%	27%	33%	49%	51%	70%	51%	57%	31%	37%	66%	44%	46%	31%	59%	25%	40%
Up to £1.00	133	29	83	50	104	29	-	9	83	11	43	44	60	19	3	7	104	10	46	46	21	7	13	92	20	28	105
	2%	1%	4%	1%	5%	1%	-	1%	4%	5%	4%	2%	2%	2%	1%	1%	2%	1%	2%	2%	3%	2%	7%	2%	4%	2%	2%
£1.01 to £2.00	442	171	186	244	258	171	7	99	186	24	99	178	182	48	26	5	380	32	168	178	44	39	11	346	50	122	320
	7%	7%	8%	7%	8%	7%	4%	8%	9%	11%	9%	1%	1%	8%	4%	2%	1%	1%	6%	6%	6%	7%	6%	7%	8%	7%	8%
£2.01 to £4.00	635	249	262	356	369	249	16	78	282	19	129	206	271	90	52	15	477	67	251	237	78	40	24	488	64	162	473
	10%	10%	12%	10%	11%	10%	10%	10%	12%	9%	12%	10%	11%	11%	9%	6%	11%	8%	10%	10%	12%	11%	13%	10%	12%	11%	10%
£4.01 to £5.00	489	206	160	322	277	206	14	58	160	12	77	158	213	57	54	6	371	63	182	200	57	38	2	382	40	144	349
	8%	8%	7%	9%	9%	8%	9%	7%	7%	6%	7%	3%	3%	7%	6%	3%	6%	6%	7%	7%	8%	7%	1%	8%	4%	8%	8%
£5.01 to £10.00	616	259	233	370	344	259	20	80	233	20	117	258	244	65	38	9	502	47	313	216	51	25	10	529	35	214	402
	10%	11%	11%	11%	11%	11%	13%	10%	11%	9%	11%	12%	10%	8%	6%	4%	11%	6%	12%	9%	7%	7%	6%	11%	7%	14%	9%
£10.01 to £20.00	624	269	220	363	344	269	15	63	220	17	95	225	263	73	45	17	485	61	297	245	43	28	9	542	37	193	432
	10%	11%	10%	11%	11%	11%	9%	8%	10%	9%	9%	1%	1%	9%	8%	7%	11%	7%	11%	11%	8%	8%	9%	11%	7%	13%	9%
£20.01 to £30.00	298	137	109	183	155	137	4	26	109	9	44	125	130	23	18	2	256	20	184	87	18	3	4	271	7	94	205
	5%	6%	5%	5%	5%	5%	3%	3%	5%	4%	4%	6%	6%	3%	3%	1%	6%	2%	7%	7%	4%	3%	2%	9%	1%	9%	4%
£30.01 to £40.00	160	59	43	119	82	59	5	19	43	14	14	73	71	9	10	4	144	15	107	46	15	7	2	153	9	72	96
	3%	3%	2%	3%	3%	3%	3%	2%	3%	2%	3%	4%	4%	1%	2%	2%	3%	2%	4%	4%	2%	1%	1%	3%	2%	3%	2%
£40.01 to £50.00	100	46	31	69	54	46	1	9	31	1	11	47	41	4	6	2	88	8	61	30	8	2	-	91	2	31	69
	2%	2%	1%	2%	2%	2%	-	1%	1%	-	1%	2%	2%	1%	1%	1%	2%	1%	2%	1%	1%	-	-	2%	-	2%	1%
Over £50	136	55	51	85	81	55	2	11	51	23	23	60	49	12	9	-	115	9	60	43	5	2	1	129	3	42	95
	2%	2%	2%	2%	2%	2%	1%	1%	2%	3%	2%	3%	3%	2%	1%	-	3%	1%	3%	3%	2%	1%	1%	3%	1%	3%	2%
I prefer not to say	27	6	12	11	17	6	-	3	12	-	3	3	13	4	4	-	17	4	5	15	4	-	3	19	3	9	18
	-	-	1%	-	-	-	-	-	1%	-	1%	-	1%	1%	1%	-	-	-	1%	1%	1%	-	1%	-	1%	-	1%
I don't know	209	93	109	141	155	93	5	56	109	10	64	86	111	33	23	6	197	29	98	99	33	12	15	196	29	31	228
	4%	4%	5%	4%	5%	4%	3%	4%	5%	5%	6%	4%	4%	4%	4%	2%	4%	3%	4%	4%	5%	3%	4%	4%	5%	2%	4%
NET: Up to £10 (excluding not spending anything)	2315	913	923	1342	1353	913	57	282	923	86	465	845	969	281	173	43	1814	216	969	878	251	148	60	1847	208	667	1648
	38%	38%	43%	38%	42%	38%	36%	37%	43%	41%	44%	42%	46%	39%	39%	17%	46%	39%	37%	38%	37%	41%	34%	38%	39%	44%	36%
NET: Up to £20 (excluding not spending anything)	2939	1182	1143	1735	1696	1182	72	345	1143	104	560	1071	1232	355	218	60	2303	277	1265	1123	295	176	89	2389	245	899	2080
	48%	49%	53%	50%	52%	49%	45%	45%	53%	49%	53%	53%	56%	44%	47%	24%	51%	32%	49%	49%	43%	49%	39%	49%	46%	57%	45%
NET: Over £10	1327	587	454	849	715	587	26	127	454	32	187	537	555	122	87	25	1091	112	735	452	79	41	16	1187	57	431	896
	22%	24%	21%	24%	22%	24%	16%	17%	21%	15%	18%	27%	27%	15%	15%	10%	24%	14%	28%	29%	12%	11%	9%	24%	17%	29%	19%
NET: Over £20	702	319	234	496	372	319	11	65	234	15	92	315	215	49	43	8	603	51	430	209	35	13	7	645	20	235	464
	11%	13%	11%	13%	11%	13%	7%	8%	11%	7%	9%	11%	11%	6%	7%	3%	11%	6%	17%	16%	9%	4%	4%	9%	4%	16%	10%
Mean	8.23	9.15	8.26	9.18	8.59	9.18	6.03	6.78	8.26	5.98	7.23	10.68	10.69	6.66	6.61	2.94	9.38	4.86	10.88	10.78	4.77	4.25	3.62	9.18	4.06	16.66	7.43
Std Dev	14.53	15.18	14.69	15.08	14.76	15.18	10.83	12.81	14.69	12.97	13.30	17.30	13.66	11.84	11.57	7.64	15.45	10.61	17.08	12.97	10.21	8.82	8.05	15.40	8.58	15.66	14.05
Std Error	0.19	0.32	0.32	0.26	0.26	0.32	0.81	0.44	0.32	0.82	0.41	0.39	0.29	0.42	0.50	0.48	0.24	0.38	0.33	0.28	0.42	0.50	0.66	0.22	0.40	0.42	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QH1/2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2464	191	3551	69	38	46	3657	15
I haven't spent anything on postage for letters/ parcels in the last month	2233	92	2129	13	597	1499	117	2146	30	22	22	2197	14
(0)	36%	27%	37%	32%	36%	36%	34%	35%	26%	39%	33%	36%	65%
Up to £1.00	133	3	128	2	35	94	4	126	-	5	-	131	2
	2%	1%	2%	4%	2%	2%	1%	2%	-	9%	-	2%	7%
£1.01 to £2.00	442	32	406	4	110	314	18	416	13	6	7	435	*
	7%	10%	7%	10%	7%	9%	6%	7%	11%	11%	11%	7%	1%
£2.01 to £4.00	635	46	585	4	188	415	32	595	17	6	15	618	2
	10%	14%	10%	11%	11%	10%	10%	10%	14%	11%	23%	10%	10%
£4.01 to £5.00	489	23	465	1	138	325	26	470	11	2	6	483	-
	8%	7%	8%	2%	8%	8%	8%	8%	9%	4%	9%	8%	-
£5.01 to £10.00	616	29	583	3	169	424	23	588	17	5	6	610	1
	10%	9%	10%	8%	10%	10%	7%	10%	15%	8%	9%	10%	3%
£10.01 to £20.00	624	43	576	5	163	440	21	611	4	8	1	623	-
	10%	13%	10%	13%	10%	11%	7%	10%	3%	14%	2%	10%	-
£20.01 to £30.00	298	18	278	1	83	199	16	286	12	-	*	298	-
	5%	5%	5%	4%	5%	5%	5%	5%	15%	-	*	5%	-
£30.01 to £40.00	168	12	154	2	54	107	6	162	3	1	*	166	-
	3%	4%	3%	4%	3%	3%	2%	3%	2%	2%	2%	3%	-
£40.01 to £50.00	100	10	90	-	28	66	6	94	4	2	*	100	-
	2%	3%	2%	-	2%	2%	2%	2%	3%	4%	*	2%	-
Over £50	136	9	127	1	36	96	5	133	3	-	-	136	-
	2%	3%	2%	1%	2%	2%	2%	2%	3%	-	-	2%	-
I prefer not to say	27	1	25	*	5	19	3	22	1	-	-	24	3
	*	*	*	1%	*	*	1%	*	1%	-	-	*	14%
I don't know	259	16	238	4	70	175	13	249	3	-	7	252	-
	4%	5%	4%	10%	4%	4%	4%	4%	3%	-	11%	4%	-
NET: Up to £10 (excluding not spending anything)	2315	134	2167	14	640	1571	104	2195	57	24	34	2276	5
	38%	40%	37%	34%	38%	38%	33%	37%	49%	42%	54%	37%	21%
NET: Up to £20 (excluding not spending anything)	2839	176	2743	20	802	2012	125	2806	61	32	35	2899	5
	48%	52%	47%	48%	48%	48%	40%	48%	52%	56%	54%	48%	21%
NET: Over £10	1327	83	1225	9	364	908	54	1286	26	11	3	1304	-
	22%	24%	21%	22%	22%	22%	17%	22%	22%	10%	3	22%	-
NET: Over £20	762	30	648	4	202	468	33	675	22	3	2	701	-
	11%	12%	11%	9%	12%	11%	11%	11%	12%	6%	3%	12%	-
Mean	8.23	16.43%	8.11	7.33	8.30	8.29	7.11	8.29	9.78	6.36	3.61	8.38	0.71
Std Dev.	14.83	15.89	14.46	11.81	14.14	14.72	14.12	14.62	15.22	11.43	6.30	14.60	1.81
Std Error	0.19	0.84	0.20	1.78	0.34	0.24	0.84	0.19	1.48	1.53	0.79	0.19	0.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QH1/I2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6100	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	9100	1550	1535	1539	1536	491	532	527	532	507	496	518	503	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I haven't spent anything on postage for letters/parcels in the last month	2233	559	507	578	590	186	183	189	201	168	137	190	200	188	186	185	219
(f)	36%	36%	33%	38% b	38% b	38% b	34%	38% b	38% b	33%	28%	37% a	39% a	37% a	37% a	38% a	42% f
Up to £1.00	133	50	23	20	40	22	15	13	13	8	2	2	7	11	14	15	11
£1.01 to £2.00	442	126	103	103	110	37	50	39	50	33	20	27	37	38	40	31	31
£2.01 to £4.00	635	170	131	167	167	49	73	48	53	47	31	52	65	50	59	55	53
£4.01 to £6.00	489	115	122	123	128	40	43	31	41	41	51	44	25	25	35	35	52
£6.01 to £10.00	616	152	162	149	153	42	55	55	53	48	60	59	40	51	51	53	49
£10.01 to £20.00	624	159	195	143	127	43	52	64	52	69	75	50	48	46	34	54	38
£20.01 to £30.00	298	66	87	71	74	15	23	28	13	28	46	16	25	27	22	26	26
£30.01 to £40.00	168	39	45	48	36	12	13	15	8	16	20	8	23	17	11	11	13
£40.01 to £50.00	100	21	25	30	23	6	7	8	9	8	8	17	4	10	8	13	2
Over £50	136	34	50	31	22	5	13	16	10	15	25	14	6	11	7	9	6
I prefer not to say	27	2	2	1	1	1	2	3	2	3	2	2	3	1	4	3	1
I don't know	289	57	74	69	58	34	5	18	24	23	27	31	15	23	20	19	19
NET: Up to £10 (excluding not spending anything)	2315	612	542	562	599	189	236	187	211	177	154	190	192	179	211	191	196
NET: Up to £20 (excluding not spending anything)	2939	771	738	705	725	233	289	251	263	246	229	240	240	225	245	245	235
NET: Over £10	1327	318	402	324	282	80	108	131	92	135	175	105	108	111	82	115	85
NET: Over £20	702	160	207	181	155	37	56	67	40	67	103	55	61	65	48	60	47
Mean	8.23	7.75	8.72 ad	8.38	7.11	6.45	7.74	8.96 ap	6.88	8.48 ap	13.42 efghiklmnop	8.93 ap	7.47	8.78 ap	6.63	8.49 o	6.20
Std Dev.	14.93	13.94	15.86	15.21	12.87	12.72	13.96	14.84	13.46	15.32	18.07	16.74	13.23	15.51	12.34	14.92	10.96
Std Error	0.19	0.36	0.41	0.40	0.34	0.57	0.62	0.67	0.60	0.69	0.83	0.75	0.59	0.71	0.56	0.67	0.50

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2754	370	2384	535	2159	1202	1547	381	423	572	355	516	316	191		804	927	1023	507	2398	332
Weighted Base	2724	495	2229	600	2124	1253	1466	422	438	563	360	490	273	179		860	923	941	452	2189	500
Effective Base	1612	281	1331	341	1272	711	899	247	257	330	211	303	160	106		503	540	569	266	1330	268
Royal Mail postbox (using stamps)	411	57	354	135	275	227	181	88	106	85	51	52	24	5		193	136	81	29	271	128
At a Post Office, using Royal Mail or Parcelforce over the counter services	1871	365	1506	375	1486	880	988	252	265	381	252	388	220	130		517	633	722	359	1525	324
	69%	72%a	68%	63%	70%a	70%	67%	60%	60%	68%	52%gh	53%gh	51%gh	53%gh		60%	62%a	72%no	62%no	70%	65%
Non-Post Office counter services (e.g. DHL, service points, Evri, Parcelshop, Doodle, etc.)	445	68	377	141	304	173	272	92	88	108	65	49	27	15		180	174	91	42	348	93
	16%	14%	17%	23%a	14%	14%	19%a	22%Min	20%Min	19%Min	18%Min	10%	10%	8%		21%aop	19%aop	10%	9%	16%	19%
Online collection and delivery services, i.e. organised pick-up from home	375	31	344	149	225	185	189	88	74	75	41	50	30	16		162	116	97	47	300	70
	14%	6%	12%a	20%a	17%	15%	13%	21%jklm	17%a	13%	11%	10%	11%	9%		19%lode	13%	10%	10%	14%	14%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	457	97	360	138	318	190	267	104	110	106	60	55	13	9		214	166	77	22	362	86
	17%	20%	16%	23%a	15%	15%	18%	20%jklm	20%jklm	19%Min	17%lm	11%a	5%	5%		20%aop	18%aop	8%	5%	17%	17%
Other method: please specify	30	3	27	6	25	8	22	-	4	4	2	10	4	6		4	5	21	10	27	3
	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	20%g	20%g	10%a		1%	1%	13%op	4%aop	1%	1%
I don't know	70	9	61	4	66	26	44	9	9	10	14	11	4	12		19	24	27	16	58	12
	3%	2%	3%	1%	3%a	2%	3%	2%	2%	2%	4%	2%	2%	7%ghlm		2%	3%	3%	4%	3%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2764	783	828	552	611	1591	1163	1711	1017	189	284	628	801	606	1713	102	2401	594	2043	117
Weighted Base	2724	620	846	628	631	1465	1259	1850	846	183	265	628	812	573	1706	189	2375	539	2060	125*
Effective Base	1612	359	495	368	391	854	758	1020	596	111	169	377	476	326	1021	114	1400	339	1201	73
Royal Mail postbox (using stamps)	411	103	140	82	86	243	168	323	81	27	23	118	137	77	279	27	361	85	307	18
At a Post Office, using Royal Mail or Parcelforce over the courier services	1871	435	571	450	416	1006	865	1261	596	127	170	431	536	424	1137	131	1631	349	1441	81
	69%	70%	67%	72%	66%	69%	69%	68%	70%	69%	64%	69%	66%	74% <u>11</u>	67%	69%	69%	65%	70%	65%
Non-Post Office courier services (e.g. DHL, service points, Evri, Parcelshop, Doodle, etc.)	445	106	155	93	90	262	183	323	122	18	29	112	142	102	284	18	401	97	325	24
	16%	17%	18%	15%	14%	18%	15%	17%	14%	10%	11%	16% <u>11</u>	17% <u>11</u>	16% <u>11</u>	17%	10%	17% <u>11</u>	18%	16%	19%
Online collection and delivery services, i.e. organised pick-up from home	375	103	109	77	85	212	163	281	92	24	41	97	117	77	256	24	341	106	251	18
	14%	17%	13%	12%	14%	14%	13%	16% <u>11</u>	11%	13%	16%	15%	14%	13%	15%	13%	14%	20% <u>11</u>	12%	14%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	457	110	150	114	83	259	197	376	79	31	42	85	146	112	273	31	396	80	359	18
	17%	18%	18%	18%	13%	18%	16%	25% <u>11</u>	9%	17%	16%	14%	16%	25% <u>11</u>	16%	16%	17%	15%	17%	14%
Other method: please specify	30	5	12	6	7	17	14	11	18	3	4	11	5	3	20	4	26	7	23	*
	1%	1%	1%	1%	1%	1%	1%	1%	2% <u>11</u>	2%	2%	2%	1%	1%	1%	2%	1%	1%	1%	*
I don't know	70	12	21	17	20	34	37	32	31	6	10	9	26	7	45	6	52	16	50	4
	3%	2%	3%	3%	3%	2%	3%	2%	4% <u>11</u>	3%	4%	1%	3%	1%	3%	3%	2%	3%	2%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2754	1788	966	464	1418	530	447	359	122	184	158	142	169	150	195	138	160	88	442	
Weighted Base	2724	2343	382	85*	2313	215	122	74	91	333	224	181	251	235	440	324	234	27**	189	
Effective Base	1612	1400	213	89	1244	216	219	244	113	174	148	134	158	139	187	130	150	27	189	
Royal Mail postbox (using stamps)	15%	13%	13%	7%	15%	14%	14%	15%	9%	10%	14%	10%	17%	15%	23%ab	19%ab	11%	12%	14%	
At a Post Office, using Royal Mail or Parcelforce over the counter services	1871	1607	264	70	1578	158	79	56	66	233	146	124	181	154	312	207	154	23	136	
	69%	69%	69%	62%ab	68%	74%b	65%	76%abf	73%	70%	65%	68%	72%	66%	71%	64%	66%	85%	72%	
Non-Post Office counter services (e.g. DHL, service points, Evri, Parcelshop, Doddle, etc.)	445	352	53	9	379	25	29	11	11	56	31	28	44	46	50	73	38	4	21	
	16%	17%	14%	10%	16%	12%	24%abg	15%	13%	17%	14%	16%	18%	20%abf	17%	23%abf	16%	15%	11%	
Online collection and delivery services, i.e. organised pick-up from home	375	301	74	13	320	30	15	10	9	26	27	27	38	30	60	64	39	8	23	
	14%	13%	19%a	16%	14%	14%	12%	13%	10%	8%	12%	18%a	16%a	13%	14%	20%ab	17%a	29%	12%	
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	457	413	43	6	390	39	16	11	14	73	29	29	60	29	69	53	36	3	36	
	17%	17%ab	11%	8%	17%	16%	13%	15%	15%	22%abf	13%	16%	23%abf	12%	16%	16%	15%	11%	19%	
Other method: please specify	30	24	7	1	27	*	2	-	2	1	5	-	3	3	4	5	4	*	*	
	1%	1%	2%	1%	1%	*	3%a	-	3%ab	*	2%	-	1%	1%	1%	2%	2%	1%	*	
I don't know	70	61	9	1	60	4	4	2	3	8	12	4	5	4	7	9	8	*	4	
	3%	3%	2%	1%	3%	2%	3%	2%	3%	2%	4%ab	2%	2%	2%	2%	3%	3%	*	2%	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	2764	1139	990	1633	1484	1139	63	347	990	81	448	1003	1121	317	234	79	2124	313	1452	1031	169	81	21	2483	102	768	1986		
Weighted Base	2724	1156	921	1673	1437	1156	54*	278	921	85*	379	962	1147	317	230	69*	2108	299	1373	1058	186	85*	23**	2431	108*	791	1934		
Effective Base	1612	675	565	967	856	675	37	203	565	54	268	569	671	189	142	42	1240	183	824	617	107	50	15	1441	65	459	1153		
Royal Mail postbox (using stamps)	411	225	101	302	178	225	8	30	101	11	29	170	188	58	23	2	322	25	200	171	28	8	4	370	12	211	196		
At a Post Office, using Royal Mail or Parcelforce over the counter services	1871	776	678	1125	1027	776	43	205	678	59	270	733	761	194	136	47	1494	183	1003	698	104	51	14	1702	66	478	1393		
	69%	67%	74%	67%	71%	67%	79%	74%	74%	70%	71%	72%	66%	61%	59%	69%	71%	61%	72%	66%	56%	60%	61%	70%	61%	60%	72%	61%	
Non-Post Office counter services (e.g. DHL, service points, Evri, Parcelshop, Doodle, etc.)	445	218	130	293	204	218	5	39	130	7	52	149	178	58	43	16	327	59	215	184	30	11	5	399	16	165	280		
	65%	65%	74%	77%	74%	65%	9%	14%	64%	9%	14%	64%	65%	65%	65%	64%	65%	65%	65%	65%	66%	63%	63%	65%	65%	65%	65%	64%	
Online collection and delivery services, i.e. organised pick-up from home	376	175	104	238	166	175	8	26	104	7	39	138	152	33	43	8	290	51	195	134	28	15	3	329	18	166	209		
	74%	67%	71%	74%	72%	67%	14%	9%	77%	8%	10%	64%	65%	65%	65%	65%	65%	65%	64%	65%	65%	65%	65%	65%	65%	65%	65%	65%	
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	497	215	123	303	212	215	9	30	123	14	26	126	207	58	51	15	333	58	169	211	38	14	4	400	18	171	286		
	77%	69%	63%	73%	70%	69%	17%	17%	63%	16%	7%	63%	65%	65%	65%	65%	65%	65%	64%	65%	65%	65%	65%	65%	65%	65%	65%	65%	
Other method: please specify	30	10	14	12	17	10	-	6	14	4	8	10	16	1	1	2	26	3	15	12	-	2	1	27	3	*	30		
	1%	1%	1%	1%	1%	1%	-	2%	1%	5%	2%	1%	1%	-	-	3%	1%	1%	1%	1%	-	2%	5%	1%	3%	*	2%		
I don't know	70	19	23	38	43	19	*	7	23	1	12	24	26	10	9	2	49	11	25	29	12	5	-	54	5	13	57		
	3%	2%	3%	2%	3%	2%	1%	2%	3%	1%	3%	2%	2%	3%	4%	3%	2%	4%	2%	3%	6%	5%	-	2%	4%	2%	3%		

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2764	182	2549	23	814	1814	126	2679	47	13	9	2739	6
Weighted Base	2724	156*	2548	20**	752	1854	119*	2645	50*	15**	7**	2711	7**
Effective Base	1612	97	1502	14	458	1062	72	1565	30	9	4	1604	4
Royal Mail postbox (using stamps)	411	29	379	2	115	267	29	394	15	1	*	410	*
At a Post Office, using Royal Mail or Parcelforce over the counter services	15%	15%	15%	10%	15%	14%	34% _{ab}	15%	39% _{ab}	8%	2%	15%	3%
	69%	56%	69% _{ab}	71%	62%	72% _{cd}	63%	69% _{gh}	43%	66%	58%	69% _{ab}	22%
Non-Post Office counter services (e.g. DHL, service points, Evri, Parcelshop, Doodle, etc.)	445	22	419	4	148	273	24	419	20	5	-	444	1
	16%	14%	16%	19%	33% _{ab}	15%	20%	16%	33% _{ab}	31%	-	16%	21%
Online collection and delivery services, i.e. organised pick-up from home	375	22	351	2	153	202	19	357	15	2	*	375	-
	14%	14%	14%	8%	26% _{ab}	11%	16%	14%	32% _{ab}	16%	1%	14%	-
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	467	17	436	4	103	333	21	437	13	5	*	455	2
	17%	11%	17%	18%	14%	16% _{cd}	18%	17%	26%	33%	4%	17%	22%
Other method: please specify	30	6	25	-	10	20	*	30	-	-	-	30	-
	1%	4% _{ab}	1%	-	1%	1%	*	1%	-	-	-	1%	-
I don't know	70	11	57	2	24	30	7	64	*	-	3	64	4
	3%	7% _{ab}	2%	12%	3%	2%	4% _{ab}	2%	1%	-	39%	2%	64%

Proportions/Means: Columns Tested (5% risk level) - abc - ddef - ghijkl
* small base, ** very small base (under 30) - ineligible for sig testing

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	2754	698	693	688	675	215	242	241	225	238	230	238	230	220	216	236	223				
Weighted Base	2724	670	701	691	661	182	239	250	219	242	241	237	232	222	200	240	221				
Effective Base	1612	410	411	398	394	117	146	147	134	138	140	138	133	127	116	143	135				
Royal Mail postbox (using stamps)	411	85	127	111	88	23	31	31	32	49	46	34	37	39	17	35	36				
At a Post Office, using Royal Mail or Parcelforce over the counter services	1671	473	505	450	442	117	174	182	166	165	174	156	142	153	136	163	144				
Non-Post Office courier services (e.g. DHL, service points, Evri, Parcelshop, Doodle, etc.)	445	92	115	120	118	30	27	36	33	38	44	42	47	31	34	44	49				
Online collection and delivery services, i.e. organised pick-up from home	375	92	95	95	92	26	30	36	21	41	32	46	23	26	28	41	23				
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	457	102	103	124	127	27	32	43	28	33	42	47	48	29	32	44	51				
Other method: please specify	30	11	6	4	9	2	4	5	-	2	3	1	1	2	1	5	3				
I don't know	70	17	15	16	22	7	6	5	6	3	6	2	5	9	7	6	9				
	3%	3%	2%	3%	3%	4%	2%	3%	3%	3%	3%	2%	4%	3%	4%	3%	4%				

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2117	286	1831	455	1662	857	1155	265	314	424	273	419	265	156	580	897	840	421	1838	280
Weighted Base	2106	393	1713	448	1658	1002	1098	302	332	435	271	391	235	140*	634	706	766	375	1682	396
Effective Base	1233	223	1011	257	977	563	669	171	194	248	158	248	135	81	365	406	463	216	1014	209
Royal Mail Small Parcels, 1st class	764	180	584	167	598	421	341	117	154	187	85	122	71	28	271	272	221	99	567	175
36%		46%ab	34%	37%	36%	42%lf	31%	30%lm	46%klm	42%klm	31%	31%	30%	20%	43%opq	39%opq	29%	27%	34%	44%rs
Royal Mail Small Parcels, 2nd class	709	91	619	209	501	336	372	95	88	147	92	142	37	49	183	239	267	145	588	114
34%		23%	35%ab	41%cd	34%	34%	31%	27%	34%	34%	34%	35%kl	41%lm	35%	29%	34%	33%rs	35%	29%	30%rs
Royal Mail Medium Parcels, 1st class	585	116	469	137	448	323	260	114	127	126	68	91	35	24	241	194	150	59	428	150
28%		30%	27%	30%	27%	32%lf	24%	25%klm	30%klm	25%klm	25%kl	23%	15%	17%	33%opq	27%opq	20%	16%	25%	36%rs
Royal Mail Medium Parcels, 2nd class	575	46	529	103	382	262	312	83	84	120	81	119	61	27	167	201	207	88	472	96
27%		12%	31%ab	43%cd	23%	26%	28%	27%	26%	28%	30%	30%	26%	19%	26%	28%	27%	23%	28%	24%
Royal Mail Special Delivery, Guaranteed next day by 9am	86	27	59	23	64	51	35	7	21	21	16	18	2	1	29	37	21	3	61	21
4%		7%ab	3%	5%	4%	5%	3%	2%	6%kl	6%kl	6%kl	4%kl	1%	1%	9%opq	9%opq	3%	1%	4%	5%
Royal Mail Special Delivery, Guaranteed next day by 1pm	386	89	297	119	266	212	173	85	77	101	45	36	35	6	162	146	77	41	267	117
18%		23%	17%	27%cd	16%	21%lf	16%	25%klm	23%klm	23%klm	17%klm	9%	15%lm	5%	28%opq	21%opq	10%	11%	16%	30%rs
Other (please specify)	45	13	33	6	40	22	23	2	3	5	12	12	3	7	6	17	22	10	39	7
2%		3%	2%	1%	2%	2%	2%	1%	1%	1%	4%ghl	3%	1%	6%ghl	1%	2%	3%	3%	2%	2%
I don't remember the name of the Royal Mail product(s)	144	13	131	19	125	64	80	20	19	21	19	31	8	17	49	39	56	25	111	29
7%		3%	43%ab	4%	8%	6%	7%	10%li	6%	5%	7%	8%	3%	12%li	8%	6%	7%	7%	11%	7%
None of the above	93	18	74	10	83	42	50	9	15	17	9	17	14	11	24	26	43	25	82	11
4%		5%	4%	2%	5%	4%	5%	3%	4%	4%	3%	4%	6%	8%	4%	4%	6%	7%	8%	3%
NET 1st Class	1006	249	757	206	800	532	473	165	201	224	123	167	89	38	366	346	294	127	747	238
48%		63%ab	44%	46%	48%	63%lf	43%	55%klm	61%klm	57%klm	46%klm	43%klm	38%	27%	59%opq	49%opq	38%	34%	44%	60%rs
NET 2nd Class	968	111	857	274	694	436	531	129	134	188	126	195	121	66	264	316	388	193	797	162
46%		28%	43%ab	41%cd	42%	43%	46%	43%	46%	42%	47%	45%kl	42%kl	47%	42%	46%	41%lm	45%	47%	41%
NET Special Delivery	434	106	327	130	304	239	194	89	81	110	60	49	37	8	170	170	93	45	301	127
21%		27%ab	19%	29%cd	18%	24%lf	18%	30%klm	24%klm	25%klm	22%klm	12%	16%lm	6%	27%opq	24%opq	12%	12%	18%	32%rs

Proportions/Mean: (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2117	613	631	417	456	1244	873	1322	778	144	208	493	618	480	1319	146	1862	438	1568	81
Weighted Base	2106	493	650	487	476	1143	964	1438	651	145*	187	492	626	461	1305	149*	1840	402	1614	90*
Effective Base	1233	279	374	266	296	653	581	786	451	88	124	290	361	259	773	90	1073	253	932	50
Royal Mail Small Parcels, 1st class	764	186	236	201	141	422	342	563	193	45	50	181	293	161	485	45	673	146	590	29
36%	23% ab	36%	41% cd	30%	37%	37%	30%	30%	31%	27%	27%	32% gh	40% h	35%	32% i	30%	37%	36%	37%	32%
Royal Mail Small Parcels, 2nd class	709	155	233	156	166	388	321	481	224	45	68	180	217	142	466	47	629	143	535	32
34%	23%	31%	36%	32%	35%	34%	33%	33%	34%	31%	36%	37%	35%	37%	36%	32%	35%	35%	33%	36%
Royal Mail Medium Parcels, 1st class	685	150	182	136	117	332	253	444	133	41	44	104	204	141	352	41	516	111	449	25
28%	30%	28%	28%	26%	25%	29%	26%	31% ab	20%	28%	23%	21%	35% h	31% ab	27%	28%	28%	28%	28%	28%
Royal Mail Medium Parcels, 2nd class	575	103	180	136	157	283	292	397	175	47	56	154	180	103	350	47	502	127	418	30
27%	21%	28% ab	28%	23% cd	25%	30% ab	28%	27%	27%	33%	30%	31% ab	29%	22%	30% ab	32%	32%	32%	26%	34%
Royal Mail Special Delivery, Guaranteed next day by 9am	86	30	21	22	13	51	35	75	11	2	3	20	25	23	49	2	73	20	58	8
4%	6%	3%	6%	3%	3%	4%	4%	5% ab	2%	2%	2%	4%	4%	5%	4%	1%	4%	5%	4%	9%
Royal Mail Special Delivery, Guaranteed next day by 1pm	386	128	92	99	66	220	165	304	80	27	31	94	121	86	248	27	342	80	298	8
16%	23% ab	14%	23% ab	14%	14%	19%	17%	21% ab	12%	18%	17%	19%	19%	19%	19%	18%	19%	20%	18%	9%
Other (please specify)	45	2	16	14	13	18	27	30	15	5	7	5	12	10	24	5	34	10	35	-
2%	1*	2% ab	2% ab	1% ab	2%	2%	3%	2%	2%	4%	4%	1%	2%	2%	4%	2%	4%	3%	2%	-
I don't remember the name of the Royal Mail product(s)	144	33	39	28	44	72	72	76	67	13	10	45	36	30	91	13	127	32	108	5
7%	7%	6%	6%	6%	9%	6%	8%	5%	10% g	9%	5%	9%	6%	7%	9%	7%	8%	7%	5%	5%
None of the above	93	23	32	12	25	56	37	55	34	6	17	12	15	22	44	7	71	14	73	6
4%	5%	5%	2%	5%	5%	5%	4%	4%	5%	4%	5% ab	2%	2%	5%	3%	5%	4%	3%	5%	7%
NET 1st Class	1006	251	318	247	190	569	438	747	251	65	69	208	337	232	614	65	885	183	784	40
46%	23% ab	36% ab	31% ab	40%	40%	50%	45%	42% ab	38%	44%	37%	42%	36% ab	32% ab	42% ab	43%	48%	45%	49%	44%
NET 2nd Class	968	209	312	214	233	521	447	649	314	71	94	269	289	190	632	73	849	201	719	48
46%	42%	46%	44%	49%	49%	51%	46%	49%	48%	49%	51%	51% ab	46%	47%	49%	46%	46%	50%	45%	53%
NET Special Delivery	434	144	103	113	73	247	186	344	88	28	33	104	134	99	271	28	381	92	327	14
21%	23% ab	16%	23% ab	15%	22%	19%	19%	24% ab	14%	19%	17%	21%	21%	22%	24%	19%	21%	23%	20%	18%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2117	1356	761	367	1080	416	328	293	93	137	114	103	133	122	165	100	113	74	342	
Weighted Base	2106	1817	290	73*	1782	173	89	62	70*	247	167	132*	201	189	376	235*	167	231*	150	
Effective Base	1233	1072	162	68	947	172	156	199	86	129	106	98	124	112	158	95	105	22	151	
Royal Mail Small Parcels, 1st class	764	677	87	16	656	62	23	23	19	85	30	83	30	84	103	159	68	55	10	
36%		62% a	22%	30%	63% d	35% e	26%	12% g	28%	34%	28%	85% k	52% l	53%	42% n	63% o	33%	43%	33% r	
Royal Mail Small Parcels, 2nd class	709	586	124	32	612	43	35	19	31	87	49	59	74	74	99	81	58	6	38	
34%		32%	43% a	44% a	54% d	25%	39% f	31%	44% h	35%	30%	46% k	37% l	39% m	26%	35%	34%	25%	25%	
Royal Mail Medium Parcels, 1st class	585	519	66	22	496	50	20	19	13	69	38	33	67	37	130	55	55	6	44	
28%		29%	23%	30%	29%	29%	23%	31%	16%	28%	23%	25%	83% l	19%	42% n	23%	63% p	29%	29%	
Royal Mail Medium Parcels, 2nd class	575	479	96	25	484	44	30	17	21	55	44	40	57	62	70	87	47	8	36	
27%		26%	33%	35%	27%	25%	34%	27%	31% h	22%	27%	51% k	26% l	32% m	19%	37% o	28%	35%	24%	
Royal Mail Special Delivery, Guaranteed next day by 9am	86	69	17	1	73	7	4	1	2	12	8	6	12	4	15	12	2	-	7	
4%		4%	6%	1%	4%	4%	2%	2%	3%	5%	5%	5%	6% l	2%	4%	5%	1%	-	5%	
Royal Mail Special Delivery, Guaranteed next day by 1pm	386	347	38	11	329	31	15	11	9	37	17	27	51	35	91	44	18	2	28	
16%		19%	13%	15%	16%	16%	17%	16%	13%	15%	10%	20%	50% l	18%	54% n	19%	11%	1%	19%	
Other (please specify)	45	43	3	2	38	2	4	1	1	5	2	5	10	3	5	4	3	-	2	
2%		2%	1%	2%	2%	1%	4%	2%	2%	2%	1%	4%	9%	1%	1%	2%	1%	1%	1%	
I don't remember the name of the Royal Mail product(s)	144	124	20	6	119	16	5	5	6	26	5	7	13	11	37	8	6	1	15	
7%		7%	7%	8%	7%	9%	5%	8%	8%	15% i	3%	5%	6%	6%	15% n	4%	4%	4%	10% r	
None of the above	93	81	12	4	74	12	3	4	3	24	12	5	5	4	5	5	10	2	10	
4%		4%	4%	5%	4%	7%	3%	6%	5%	15% h	7% i	4%	3%	2%	1%	2%	9% p	10%	6% r	
NET 1st Class	1006	889	118	29	861	80	34	31	25	117	77	47	104	77	219	119	76	11	69	
46%		49%	41%	40%	49% d	46%	36%	31% g	36%	47%	46%	36%	52% l	41%	43% n	45%	50%	46%	46%	
NET 2nd Class	968	802	166	44	828	66	46	28	41	108	79	76	99	100	133	115	77	10	56	
46%		44%	57% a	60% a	46%	38%	52% f	45%	55% h	44%	47%	55% k	46% l	52% m	35%	49% o	46%	44%	38%	
NET Special Delivery	434	390	43	11	389	35	18	12	10	39	25	31	55	37	99	53	19	2	33	
21%		27%	15%	16%	24%	20%	20%	19%	14%	18%	15%	24% k	27% l	20%	46% n	22% o	12%	11%	22% r	

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Table 229

Base : If used a Royal Mail method to send parcels in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	2117	886	777	1273	1164	886	51	272	777	64	349	820	863	224	163	47	1683	210	1166	773	110	53	15	1939	68	587	1530	
Weighted Base	2106	897	738	1296	1138	897	47*	224	738	68*	292	788	886	231	153	49**	1674	201	1108	805	120*	55*	18**	1913	73*	603	1504	
Effective Base	1233	517	446	743	672	517	32	160	446	43	206	461	508	139	100	26	969	126	664	457	71	31	11	1120	42	348	885	
Royal Mail Small Parcels, 1st class	764	508	77	678	247	508	24	115	77	5	29	290	326	75	66	8	616	73	411	289	36	22	6	700	28	237	8	
36%		57% ab	10%	52% ab	27% b	57%	51%	51%	37%	37%	10%	37%	37%	33%	43%	16%	37%	36%	37%	36%	30%	40%	31%	37%	38%	39%	35%	
Royal Mail Small Parcels, 2nd class	709	131	414	274	557	131	8	34	414	32	155	298	287	72	32	19	586	52	402	245	39	15	8	647	23	234	475	
34%		15%	56% abcd	21% a	49% ac	15%	18%	15%	36%	46%	53%	52% ac	52% ab	31%	21%	40%	52% ac	26%	52% ac	30%	33%	28%	26%	43%	34%	31%	29% ac	32%
Royal Mail Medium Parcels, 1st class	585	300	73	507	200*	380	25	71	73	5	33	218	261	59	42	5	479	47	302	228	36	15	3	530	19	201	364	
28%		42% ab	10%	39% ab	19% b	42% ab	53% ab	32%	10%	7%	11%	28%	29%	26%	26%	9%	29%	23%	27%	28%	30%	27%	19%	28%	28%	33% ac	26%	
Royal Mail Medium Parcels, 2nd class	575	119	330	231	442	119	8	40	330	34	109	229	235	65	37	8	464	46	326	198	31	13	8	523	21	228	349	
27%		13%	43% abc	41% a	56% ac	13%	17%	16%	45%	50%	37%	25%	27%	28%	24%	17%	28%	23%	29%	25%	26%	24%	43%	27%	26%	29% ac	23%	
Royal Mail Special Delivery, Guaranteed next day by 9am	86	53	13	69	32	50	1	7	13	4	36	36	32	14	1	*	71	2	52	28	3	4	*	60	4	32	54	
4%		6% ab	2%	6% ab	3%	6%	2%	3%	2%	2%	1%	5% ac	4%	6% ab	1%	1%	4%	1%	5%	3%	2%	6%	2%	4%	4%	5%	4%	
Royal Mail Special Delivery, Guaranteed next day by 1pm	386	242	62	310	130	242	15	35	62	3	25	156	157	40	24	9	313	33	200	149	16	15	6	349	20	190	228	
16%		27% ab	8%	24% ab	11%	27% ab	37% ab	16%	8%	5%	9%	20%	18%	17%	16%	16%	19%	16%	18%	14%	13%	27%	31%	18%	28%	27% ac	15%	
Other (please specify)	49	13	22	19	28	13	2	5	22	3	8	21	13	7	4	6	1	34	7	21	17	7	-	-	38	-	7	38
2%		1%	3%	1%	2%	1%	4%	2%	3%	5%	3%	3%	1%	2%	4%	2%	2%	2%	3%	2%	6% ab	-	-	2%	-	1%	3%	
I don't remember the name of the Royal Mail product(s)	144	50	49	81	80	50	*	22	49	10	29	40	63	26	9	6	103	15	59	65	13	7	1	124	7	26	118	
7%		6%	7%	6%	7%	6%	1%	10%	7%	14%	10%	5%	7%	11% ab	6%	12%	6%	7%	5%	8%	11%	12%	4%	6%	10%	4%	8% ab	
None of the above	93	24	38	44	58	24	1	5	38	5	15	29	36	16	7	5	64	13	45	40	3	1	2	86	4	19	74	
4%		3%	9% a	3%	9% a	3%	3%	2%	5%	8%	5%	4%	4%	7%	5%	11%	4%	6%	4%	5%	3%	1	2	86	4	19	74	
NET 1st Class	1006	652	112	891	340	652	34	143	112	7	44	374	444	98	81	9	618	90	531	392	50	27	6	924	33	304	702	
46%		72% ab	15%	63% ab	27% b	72%	64%	64%	47%	50%	44%	43%	45%	43%	53%	19%	46%	45%	46%	46%	42%	46%	33%	46%	45%	50%	47%	
NET 2nd Class	968	196	549	393	747	196	11	58	549	50	204	394	398	100	52	23	792	75	529	348	55	24	12	877	36	336	632	
46%		22%	74% abcd	39% a	60% ac	22%	23%	26%	74%	73%	70%	50% ac	48% ac	100	34%	48%	57% ac	37%	48%	43%	46%	43%	65%	46%	49%	59% ac	42%	
NET Special Delivery	434	265	71	348	151	265	16	41	71	3	26	177	177	46	25	9	354	34	229	165	19	15	6	354	21	177	259	
21%		30% ab	10%	23% ab	12%	30% ab	33%	18%	10%	5%	9%	22%	20%	20%	16%	18%	21%	17%	21%	20%	16%	27%	33%	21%	28%	26% ac	17%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2117	127	1972	18	594	1440	83	2069	30	9	7	2108	2
Weighted Base	2106	109*	1983	15**	538	1483	85*	2059	31**	11**	4**	2101	2**
Effective Base	1233	68	1156	10	330	855	49	1203	20	6	4	1229	1
Royal Mail Small Parcels, 1st class	764	40	717	7	196	534	34	751	9	3	1	763	-
36%		36%	36%	47%	36%	36%	40%	36%	29%	30%	31%	36%	-
Royal Mail Small Parcels, 2nd class	709	36	669	5	189	491	30	696	7	4	2	708	-
34%		33%	34%	32%	35%	33%	35%	34%	22%	40%	47%	34%	-
Royal Mail Medium Parcels, 1st class	685	35	547	3	142	413	30	573	9	3	*	585	-
28%		32%	28%	18%	26%	28%	35%	28%	30%	27%	3%	28%	-
Royal Mail Medium Parcels, 2nd class	675	31	539	5	170	379	26	569	9	5	2	573	-
27%		28%	27%	32%	26%	27%	31%	27%	29%	44%	50%	27%	-
Royal Mail Special Delivery, Guaranteed next day by 9am	86	3	81	3	19	63	7	85	2	-	-	85	-
4%		3%	4%	18%	4%	4%	9%	4%	5%	-	-	4%	-
Royal Mail Special Delivery, Guaranteed next day by 1pm	396	20	355	1	92	273	20	373	9	3	*	385	-
18%		18%	18%	4%	17%	18%	23%	18%	30%	30%	4%	18%	-
Other (please specify)	48	5	41	-	18	26	3	45	-	-	-	45	-
2%		4%	2%	-	3%	2%	3%	2%	-	-	-	2%	-
I don't remember the name of the Royal Mail product(s)	144	10	133	1	39	100	5	139	5	-	-	144	-
7%		10%	7%	5%	7%	7%	6%	7%	16%	-	-	7%	-
None of the above	93	3	88	2	21	66	6	89	2	-	-	91	2
4%		2%	4%	10%	4%	4%	7%	4%	7%	-	-	4%	100%
NET 1st Class	1006	55	945	7	249	718	39	986	14	5	1	1005	-
46%		50%	46%	47%	46%	46%	46%	46%	44%	46%	34%	46%	-
NET 2nd Class	968	52	908	8	263	667	38	944	13	8	3	966	-
46%		48%	46%	54%	49%	45%	45%	46%	43%	79%	63%	46%	-
NET Special Delivery	424	21	405	3	102	305	27	421	9	3	-	424	-
21%		19%	21%	22%	19%	21%	33%*	20%	30%	30%	4%	21%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Table 229

Base : If used a Royal Mail method to send parcels in the last month

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	2117	541	547	527	502	160	190	191	179	189	179	183	168	176	159	176	167
Weighted Base	2106	521	573	519	494	129*	191	200	182	195	195	176	168*	175*	148*	183	166*
Effective Base	1233	317	330	298	292	86	113	119	108	111	110	104	95	98	85	107	100
Royal Mail Small Parcels, 1st class	764 36%	188 36%	217 38%	187 36%	172 35%	41 32%	67 35%	80 40% <u>n</u>	72 40% <u>n</u>	64 33%	81 42% <u>n</u>	52 30%	60 36%	75 43% <u>n</u>	35 24%	71 46% <u>n</u>	67 40% <u>n</u>
Royal Mail Small Parcels, 2nd class	709 34%	182 35%	193 34%	162 31%	172 35%	46 35%	65 34%	71 36%	61 33%	66 34%	67 34%	49 28%	60 36%	52 30%	57 39%	56 31%	60 36%
Royal Mail Medium Parcels, 1st class	585 28%	144 28%	159 28%	155 30%	127 26%	33 26%	55 29%	56 28%	39 22%	52 27%	67 39% <u>n</u>	50 28%	52 31%	54 31%	29 20%	51 28%	47 28%
Royal Mail Medium Parcels, 2nd class	678 27%	137 26%	182 32% <u>n</u>	119 23%	137 28%	35 27%	43 23%	59 29%	55 30%	63 32%	64 35% <u>n</u>	43 24%	34 20%	42 24%	48 33%	50 27%	39 24%
Royal Mail Special Delivery, Guaranteed next day by 9am	86 4%	16 3%	28 5%	24 5%	18 4%	5 4%	9 5%	2 1%	7 4%	8 4%	13 7% <u>n</u>	10 6%	7 4%	7 4%	2 1%	4 2%	13 8% <u>n</u>
Royal Mail Special Delivery, Guaranteed next day by 1pm	368 18%	75 14%	118 21% <u>n</u>	100 19%	93 19%	12 9%	33 17%	29 15%	46 22% <u>n</u>	41 21% <u>n</u>	31 16%	37 21% <u>n</u>	31 18%	32 19%	18 13%	41 26% <u>n</u>	33 20%
Other (please specify)	45 2%	12 2%	16 3%	10 2%	8 2%	5 4%	5 3%	1 1%	6 3%	4 2%	6 3%	2 1%	2 1%	7 4%	4 3%	2 1%	2 1%
I don't remember the name of the Royal Mail product(s)	144 7%	36 7%	29 5%	38 7%	41 8%	10 8%	8 4%	17 9%	9 5%	13 7%	7 4%	17 10%	11 7%	10 6%	14 10%	16 9%	10 6%
None of the above	93 4%	31 6% <u>n</u>	16 3%	22 4%	25 5%	13 10% <u>n</u>	11 6%	7 3%	6 3%	5 3%	5 2%	9 5%	4 3%	9 5%	6 4%	9 5%	10 6%
NET 1st Class	1008 48%	251 48%	271 47%	263 51%	222 45%	55 43%	94 49%	102 51% <u>n</u>	78 43%	91 47%	102 52% <u>n</u>	78 46%	80 48%	89 52% <u>n</u>	53 37%	89 49%	80 48%
NET 2nd Class	968 46%	240 46%	285 50% <u>n</u>	212 41%	231 47%	60 47%	83 43%	97 48%	91 50%	98 50%	98 50%	70 40%	72 43%	70 40%	82 52% <u>n</u>	78 43%	71 43%
NET Special Delivery	434 21%	86 16%	130 24% <u>n</u>	115 22%	98 20%	16 12%	40 21%	30 15%	53 29% <u>n</u>	44 22%	39 20%	44 25% <u>n</u>	35 21%	35 20%	29 14%	41 23%	37 22%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	1016	136	880	280	736	402	614	186	186	239	137	138	71	39	302	376	248	110	867	137
Weighted Base	1010	162	848	305	705	444	566	213	202	231	138*	129*	61*	36**	415	368	226	97*	804	194
Effective Base	888	101	488	166	423	242	348	123	113	138	82	75	35	22	236	221	132	57	476	105
Lower cost of postage	283	31	251	104	179	131	151	54	38	68	41	40	27	13	93	109	81	40	226	56
28%		19%	39%a	34%a	25%	30%	27%	26%	19%	29%	30%	31%	49%ab	36%	22%	30%	36%a	42%a	28%	29%
Lower cost of insurance	96	8	88	31	65	42	53	26	24	35	14	5	6	3	50	35	11	6	69	5
8%		5%	10%	10%	9%	10%	9%	12%	9%	12%	10%	4%	9%	3%	12%a	9%	5%	6%	9%	12%
Guarantee that the parcel would arrive on time	141	33	108	45	96	76	65	37	28	30	26	15	2	3	65	57	20	5	81	57
14%		21%a	13%	15%	14%	17%	12%	17%	14%	12%	19%	12%	4%	8%	16%a	15%a	9%	5%	10%	29%a
Better ability to track the delivery	189	26	163	71	119	91	99	53	34	39	29	19	8	6	88	68	34	15	144	43
19%		16%	19%	23%	17%	20%	17%	17%	25%	17%	21%	15%	13%	18%	21%	18%	15%	15%	16%	22%
Parcel less likely to get lost	143	22	121	61	82	70	64	27	33	35	29	14	4	1	61	54	19	5	99	41
14%		14%	14%	23%a	12%	18%	11%	13%	16%	15%	21%	11%	6%	3%	15%	12%a	8%	5%	12%	21%a
Ability to select an express service	79	8	71	35	44	50	29	25	14	12	17	5	6	-	38	29	11	6	38	39
8%		5%	8%	11%a	6%	14%a	5%	12%	7%	5%	13%a	4%	10%	-	9%	8%	5%	6%	5%	20%a
Quicker delivery	189	35	153	74	124	80	117	54	42	34	25	28	13	2	96	59	43	15	141	57
20%		22%	19%	24%	18%	19%	21%	20%	21%	15%	18%	22%	21%	7%	23%	16%	19%	16%	18%	23%a
More convenient for me to drop the parcel off	278	60	217	71	207	101	177	66	49	58	41	26	24	13	116	99	63	37	222	48
26%		37%a	26%	23%	29%	23%	31%a	31%	24%	25%	30%	20%	24%a	35%	26%	27%	26%	36%	26%	25%
More convenient for me to have the parcel collected	252	23	229	88	164	118	134	55	43	52	30	41	21	8	99	83	70	29	216	34
25%		14%	27%a	29%	23%	26%	24%	26%	22%	23%	22%	32%	34%	22%	24%	22%	31%	30%	27%a	18%
More convenient for the recipient to take the delivery	178	30	148	69	118	77	101	48	37	19	21	12	12	12	77	56	48	24	143	33
18%		19%	17%	20%	17%	17%	18%	24%	24%a	16%	14%	16%	19%	35%	19%	15%	20%	25%	18%	17%
Ability to set a specific deadline for delivery	104	17	88	47	57	58	46	38	19	18	10	13	6	2	65	28	20	7	70	34
10%		10%	10%	18%a	8%	13%	8%	18%a	9%	8%	7%	10%	9%	4%	14%a	8%	9%	8%	7%	11%a
Guarantee that the parcel would arrive intact	101	20	81	39	62	48	55	22	27	26	16	5	4	1	48	42	11	5	67	34
10%		12%	10%	13%	9%	10%	10%	10%	13%a	11%	11%	4%	7%	3%	12%a	11%a	5%	5%	8%	11%a
Recommended by others	123	10	114	47	77	60	63	39	33	19	18	8	6	2	71	36	16	8	80	40
12%		6%	13%a	15%	11%	14%	11%	13%a	13%a	8%	13%	6%	10%	6%	12%a	10%	7%	8%	10%	21%a
Better delivery options for disabled consumers	68	4	39	29	64	41	27	11	22	7	10	6	4	-	41	17	10	4	44	23
7%		3%	8%	10%	6%	9%a	5%	8%a	11%a	3%	7%	5%	7%	-	16%a	5%	5%	4%	5%	12%a
More environmentally friendly delivery options	86	2	84	35	51	48	38	19	22	14	14	7	8	2	41	29	16	10	50	36
9%		1%	13%a	12%	7%	11%	7%	9%	11%	6%	10%	5%	13%	5%	10%	8%	7%	10%	6%	13%a
Better complaint handling policy / procedure	66	7	59	27	38	37	29	20	12	15	10	7%	6	1	32	25	9	3	40	24
6%		4%	7%	9%	5%	8%	5%	9%	6%	7%	7%	4%	2%	8%	8%	7%	4%	3%	5%	12%a
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	104	8	96	44	59	49	55	28	31	18	9	9	3	6	59	27	18	9	76	27
10%		5%	11%	15%a	8%	11%	10%	13%	16%	8%	6%	7%	5%	17%	14%a	7%	8%	9%	9%	14%
Other: please specify	76	15	61	15	61	26	50	12	12	9	19	12	9	3	24	27	7%	24	73	2
7%		9%	7%	5%	9%	6%	9%	6%	6%	4%	13%a	6%	13%a	10%	6%	7%	11%	13%	26%a	1%
NET Cost	339	36	303	116	222	153	186	70	57	77	51	43	27	13	127	129	83	41	263	72
34%		22%	36%a	38%	32%	34%	33%	33%	26%	34%	37%	33%	45%	36%	31%	35%	37%	42%	33%	37%
NET Reliability	277	54	223	106	171	145	132	63	65	67	42	28	8	4	128	109	40	12	183	90
27%		33%	26%	33%a	24%	33%a	23%	29%	25%	29%	30%	22%	14%	10%	13%a	13%a	16%	12%	23%	34%a
NET Speed	240	43	197	90	150	110	129	67	50	39	35	32	14	2	117	74	48	16	160	77
24%		28%	23%	30%a	21%	25%	23%	22%	25%	17%	25%	25%	23%	7%	28%a	20%	21%	17%	20%	40%a
NET Convenience	453	84	370	138	315	201	252	119	87	98	61	44	29	15	206	159	88	44	350	96
45%		52%	44%	49%	45%	45%	45%	47%a	43%	42%	45%	34%	48%	42%	50%	43%	39%	46%	44%	49%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1016	293	310	198	215	603	413	700	311	59	103	222	311	236	636	59	902	238	734	44
Weighted Base	1010	237	326	226	221	563	447	766	241	60*	95*	232	316	225	643	60*	900	212	748	49**
Effective Base	588	140	186	128	134	326	262	416	181	34	59	135	185	128	378	34	524	130	430	29
Lower cost of postage	283	57	98	69	61	153	130	203	79	17	25	73	74	73	172	17	252	69	200	14
30%	30%	24%	29%	30%	28%	27%	29%	30%	33%	29%	39%	30%	23%	32%	29%	28%	32%	32%	27%	39%
Lower cost of insurance	96	31	27	17	21	57	38	76	20	3	8	34	27	21	69	3	90	22	70	4
9%	9%	13%	8%	8%	10%	10%	9%	10%	9%	6%	8%	15%	8%	9%	11%	6%	10%	10%	9%	8%
Guarantee that the parcel would arrive on time	141	55	45	25	16	100	41	120	19	4	8	24	56	38	88	4	126	28	107	7
14%	14%	23% ^{ab}	14%	11%	7%	13% ^{cd}	9%	14%	8%	7%	9%	10%	16%	17%	14%	7%	14%	13%	14%	14%
Better ability to track the delivery	189	55	67	29	39	122	68	141	49	12	23	42	69	31	133	12	167	33	146	10
19%	19%	23% ^{ab}	21%	13%	18%	22% ^{ef}	15%	18%	20%	20%	24%	16%	22%	14%	21%	19%	19%	16%	20%	20%
Parcel less likely to get lost	143	41	44	29	29	86	58	121	23	15	13	36	47	24	86	15	121	36	102	6
14%	14%	17%	14%	13%	13%	15%	13%	16% ^{gh}	9%	34% ^{lmn}	14%	16%	15%	11%	15%	24%	13%	17%	14%	11%
Ability to select an express service	79	23	21	17	19	44	35	66	12	6	5	27	24	14	56	6	73	28	50	1
8%	8%	10%	8%	7%	8%	8%	8%	9%	5%	10%	8%	12%	7%	6%	9%	10%	8%	13% ^{op}	7%	1%
Quicker delivery	198	49	60	44	44	109	88	154	44	10	17	62	56	36	134	10	177	44	151	3
20%	20%	21%	19%	20%	20%	19%	20%	20%	18%	16%	18%	27% ^{lmn}	18%	16%	21%	16%	20%	21%	20%	6%
More convenient for me to drop the parcel off	278	60	92	68	58	152	126	208	70	12	25	59	88	67	172	12	251	61	213	4
30%	30%	25%	28%	30%	29%	27%	28%	27%	29%	21%	26%	28%	28%	30%	27%	21%	28%	29%	28%	8%
More convenient for me to have the parcel collected	282	55	74	62	61	129	122	185	65	21	21	66	80	47	167	21	219	66	172	14
25%	25%	23%	23%	27%	28%	23%	27%	24%	27%	35%	22%	28%	25%	21%	26%	35%	31%	24%	23%	29%
More convenient for the recipient to take the delivery	178	46	62	40	31	107	71	133	45	8	6	46	58	42	110	8	158	36	136	6
18%	18%	19%	19%	17%	14%	19%	16%	17%	19%	14%	6%	20% ^{gh}	19% ^{gh}	16% ^{gh}	17% ^{gh}	14%	18%	17%	18%	12%
Ability to set a specific date/time for delivery	104	36	31	19	19	67	37	85	19	8	10	28	34	21	72	8	94	25	77	2
10%	10%	15%	10%	8%	8%	12%	8%	11%	8%	13%	11%	12%	11%	10%	11%	13%	10%	12%	10%	4%
Guarantee that the parcel would arrive intact	101	32	33	22	14	65	36	86	15	8	5	17	33	25	54	8	91	17	79	5
10%	10%	13% ^{ab}	10%	10%	6%	11%	6%	11%	6%	13%	5%	7%	10%	16% ^{lmn}	8%	13%	10%	8%	11%	9%
Recommended by others	123	36	31	35	21	67	57	99	23	6	5	33	35	25	73	6	114	26	94	4
12%	12%	15%	9%	16%	10%	12%	13%	13%	10%	9%	5%	14%	11%	16% ^{gh}	11%	9%	13%	12%	12%	8%
Better delivery options for disabled consumers	68	19	24	11	15	42	26	54	14	6	1	17	23	18	41	6	62	22	44	2
7%	7%	8%	7%	5%	7%	8%	6%	7%	6%	10%	5%	7%	7%	8%	6%	10%	7%	11%	6%	4%
More environmentally friendly delivery options	86	19	35	21	11	54	32	77	10	5	5	31	32	13	69	5	82	19	64	3
8%	8%	8%	11%	9%	5%	10%	7%	16% ^{gh}	4%	8%	6%	16% ^{lmn}	10%	6%	11%	8%	9%	9%	9%	7%
Better complaint handling policy / procedure	66	25	15	13	13	40	26	57	8	2	5	15	23	18	43	2	61	15	49	1
6%	6%	11% ^{ab}	5%	6%	6%	7%	6%	7%	3%	4%	5%	7%	7%	8%	7%	4%	7%	7%	7%	2%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	104	23	29	25	28	52	51	87	15	5	11	24	43	16	78	5	96	41	58	4
10%	10%	10%	9%	11%	12%	9%	11%	11%	6%	8%	12%	10%	14%	7%	12%	8%	11%	19% ^{ab}	8%	9%
Other: please specify	78	10	27	17	22	37	39	54	21	8	12	18	16	14	42	8	62	19	54	3
7%	7%	4%	8%	7%	10%	7%	9%	7%	9%	14%	12%	8%	5%	6%	7%	14%	7%	9%	7%	5%
NET Cost	339	80	115	75	69	195	144	252	86	18	27	94	89	88	211	18	306	79	245	15
34%	34%	34%	35%	33%	31%	35%	32%	33%	36%	30%	29%	47% ^{lmn}	28%	39% ^{ab}	33%	30%	34%	37%	33%	31%
NET Reliability	277	50	90	50	51	176	101	231	46	20	20	58	101	64	179	20	244	62	203	12
27%	27%	36% ^{ab}	28%	22%	23%	31% ^{cd}	19%	39% ^{gh}	19%	34%	22%	25%	32%	28%	34%	24%	29%	29%	27%	25%
NET Speed	240	63	77	50	50	139	101	189	50	11	21	72	71	44	164	11	217	61	175	3
24%	24%	26%	24%	22%	23%	25%	22%	25%	21%	19%	22%	31% ^{lmn}	23%	20%	26%	19%	24%	29%	23%	7%
NET Convenience	453	113	159	84	80	269	184	347	106	22	45	87	154	101	296	22	410	93	347	13
45%	45%	48%	48%	42%	41%	49%	47%	45%	44%	37%	48%	40%	49%	43%	46%	37%	46%	44%	46%	27%

Proportions/Means: Columns Tested (5% risk level) - ab/cd - ef - gh - i/jk/lmn - op - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Rurality			Nation				Region												Highlands & Islands of Scotland (g)	Rest of Scotland (r)
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)					
Unweighted Base	1016	657	359	159	520	192	172	132	37	69	54	58	67	55	57	59	64	29	163			
Weighted Base	1010	863	147*	24**	860	74*	48*	28*	29*	124*	76*	72*	103*	88*	131*	144*	94*	10**	64*			
Effective Base	588	517	74	27	455	73	87	93	33	66	51	55	61	50	55	55	60	7	66			
Lower cost of postage	283	236	47	4	243	16	16	7	4	18	20	19	27	31	35	50	31	2	14			
30%	27%	32%	32%	17%	28%	21%	34%	27%	15%	14%	16%	27%	26%	19%	27%	32%	32%	19%	21%			
Lower cost of insurance	96	88	7	1	86	4	4	2	-	9	12	6	11	12	23	8	5	*	4			
9%	10%	5%	4%	10%	5%	8%	8%	8%	-	7%	15%	8%	9%	10%	14%	17%	5%	6%	1%			
Guarantee that the parcel would arrive on time	141	134	7	1	126	10	3	3	2	18	6	8	16	19	25	19	11	1	8			
14%	13%	10%	5%	4%	15%	13%	10%	9%	5%	15%	8%	12%	16%	22%	19%	13%	12%	12%	13%			
Better ability to track the delivery	189	169	21	4	160	14	10	5	2	21	8	11	22	7	29	30	29	1	13			
19%	20%	14%	18%	19%	19%	19%	21%	19%	7%	17%	11%	16%	22%	8%	22%	21%	17%	10%	5			
Parcel less likely to get lost	143	131	12	1	130	6	4	3	4	15	16	13	9	11	38	17	7	1	1			
14%	15%	8%	5%	15%	8%	8%	13%	13%	12%	12%	21%	16%	9%	12%	25%	12%	7%	7%	8%			
Ability to select an express service	79	70	9	1	64	10	3	2	1	5	3	3	7	7	24	8	6	1	8			
8%	8%	6%	6%	3%	7%	13%	6%	7%	4%	4%	4%	8%	7%	6%	25%	5%	6%	5%	14%			
Quicker delivery	198	171	27	3	167	17	9	5	2	32	14	20	18	13	24	24	21	1	16			
20%	20%	18%	12%	19%	23%	18%	16%	16%	8%	28%	19%	32%	17%	14%	18%	17%	22%	13%	28%			
More convenient for me to drop the parcel off	278	251	27	5	232	23	15	8	8	41	27	19	25	23	29	40	20	4	20			
28%	30%	27%	21%	27%	31%	31%	30%	27%	27%	33%	30%	27%	24%	27%	22%	28%	21%	36%	31%			
More convenient for me to have the parcel collected	282	204	48	6	214	23	9	6	6	15	14	16	28	23	36	38	38	7	16			
25%	24%	33%	26%	25%	31%	18%	20%	21%	12%	12%	19%	22%	27%	26%	26%	41%	64%	26%	26%			
More convenient for the recipient to take the delivery	178	164	14	4	153	11	8	6	6	24	8	10	7	12	34	35	17	3	8			
18%	18%	10%	15%	18%	15%	16%	23%	23%	23%	19%	10%	13%	7%	13%	26%	26%	18%	28%	13%			
Ability to set a specific date/time for delivery	104	89	15	1	90	8	5	1	3	7	6	8	7	11	25	14	9	1	6			
10%	10%	10%	6%	10%	11%	11%	4%	11%	11%	6%	7%	11%	7%	13%	19%	10%	14%	10%	10%			
Guarantee that the parcel would arrive intact	101	95	6	1	87	8	4	1	1	17	6	4	13	8	23	6	9	1	7			
10%	10%	11%	4%	5%	10%	11%	9%	5%	4%	14%	8%	6%	13%	9%	18%	4%	9%	11%	11%			
Recommended by others	123	112	11	3	110	7	3	4	2	13	3	11	14	10	32	15	9	*	6			
12%	13%	7%	12%	13%	9%	6%	13%	7%	7%	11%	4%	16%	14%	11%	32%	11%	10%	3%	10%			
Better delivery options for disabled consumers	68	64	4	1	59	5	2	2	1	4	1	6	10	3	23	7	4	*	5			
7%	7%	3%	5%	7%	7%	4%	7%	7%	2%	3%	2%	8%	10%	4%	17%	5%	4%	4%	7%			
More environmentally friendly delivery options	86	82	4	1	80	3	2	1	2	7	4	11	8	5	16	16	11	*	3			
9%	10%	3%	2%	9%	5%	5%	2%	8%	6%	6%	5%	15%	8%	6%	12%	11%	12%	1%	5%			
Better complaint handling policy / procedure	66	61	5	1	53	6	3	1	1	6	6	2	7	4	15	5	5	*	8			
6%	7%	3%	4%	6%	12%	6%	4%	3%	1	3%	5%	8%	3%	7%	5%	12%	4%	6%	1%			
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	104	88	16	4	89	8	4	2	1	3	6	8	9	7	20	21	9	3	4			
10%	10%	11%	15%	10%	10%	10%	9%	8%	3%	3%	6%	11%	9%	8%	18%	15%	10%	32%	7%			
Other: please specify	76	63	12	5	60	10	3	2	3	14	7	-	12	7	4	10	4	2	8			
7%	7%	8%	22%	7%	7%	13%	8%	16%	16%	11%	9%	-	11%	8%	3%	7%	5%	17%	13%			
NET Cost	339	289	50	5	297	16	18	8	4	25	34	25	32	40	51	50	35	2	14			
34%	34%	34%	19%	39%	21%	18%	29%	15%	15%	21%	45%	39%	31%	40%	39%	35%	30%	20%	22%			
NET Reliability	277	255	21	2	245	19	7	6	5	38	20	18	28	20	50	28	25	1	17			
27%	27%	27%	14%	23%	25%	15%	22%	16%	16%	31%	27%	25%	27%	30%	46%	19%	36%	14%	27%			
NET Speed	240	208	32	3	202	22	10	6	3	36	17	23	22	18	38	24	21	1	20			
24%	24%	24%	13%	23%	29%	21%	21%	11%	11%	29%	23%	32%	22%	20%	29%	17%	22%	15%	31%			
NET Convenience	453	403	53	9	384	34	23	12	10	56	35	32	48	38	59	67	41	4	30			
45%	46%	36%	38%	45%	46%	47%	44%	39%	39%	45%	47%	44%	45%	44%	45%	47%	43%	40%	47%			

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

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcels?

Table 230

Base : Used Non-Royal Mail services to send parcels

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges			
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	1016	439	310	636	507	439	19	106	310	21	122	308	437	130	100	41	745	141	483	411	77	34	11	894	45	359	657	
Weighted Base	1010	459	295	645	481	459	17	75*	295	21**	100*	316	431	125*	108*	31**	747	139*	465	417	82*	35**	11**	882	46**	393	617	
Effective Base	988	265	173	373	281	265	11	62	173	16	73	176	263	73	60	17	438	77	271	241	47	22	8	512	29	214	375	
Lower cost of postage	283	99	115	140	105	99	4	14	103	112	34	103	112	34	25	10	214	109	97	109	20	5	1	258	7	108	175	
28%	22%	39% 	23%	34% 	22%	22%	18%	18%	39%	44%	62%	32%	26%	27%	23%	32%	29%	25%	34% 	23%	29%	15%	12%	29%	14%	28%	28%	
Lower cost of insurance	96	57	20	73	35	57	-	5	20	3	9	32	43	10	10	*	75	10	45	44	6	*	-	89	*	62	34	
9%	13% 	7%	11%	7%	7%	13%	-	7%	7%	16%	9%	10%	10%	8%	9%	*	10%	10%	11%	7%	1%	-	-	10%	1%	18% 	5%	
Guarantee that the parcel would arrive on time	141	51	22	132	54	51	2	8	22	3	47	69	13	12	*	116	12	78	54	7	2	-	-	132	2	71	68	
14%	18% 	6%	17% 	11%	7%	18%	11%	10%	8%	5%	3%	15%	16%	10%	11%	1%	15%	9%	17%	13%	9%	6%	-	15%	4%	10% 	11%	
Better ability to track the delivery	189	92	45	132	84	92	7	16	45	3	23	55	84	21	24	5	139	28	70	90	17	13	-	160	13	59	94	
19%	20%	15%	20%	17%	17%	20%	44%	21%	15%	16%	23%	17%	19%	17%	22%	17%	19%	15%	15%	22%	20%	38%	-	16%	28%	7%	15%	
Parcel less likely to get lost	143	92	27	108	43	92	8	10	27	5	8	53	61	21	7	10	114	8	67	54	15	4	3	121	7	90	53	
14%	20% 	9%	14% 	9%	20%	45%	13%	13%	9%	25%	8%	17% 	14%	16% 	7%	5%	12% 	6%	14%	13%	18%	13%	26%	3	14%	16%	9%	
Ability to select an express service	79	44	6	60	30	44	3	6	32	2	3	32	32	9	5	1	64	6	42	26	7	2	1	68	3	32	26	
8%	18% 	3%	10% 	6%	10%	18%	8%	8%	3%	11%	3%	10%	7%	7%	4%	4%	5%	9%	9%	6%	9%	6%	11%	8%	7%	13% 	4%	
Quicker delivery	198	103	46	142	85	103	4	18	46	2	15	65	84	23	25	1	149	26	83	83	23	7	1	166	8	94	104	
20%	22%	16%	22%	16%	22%	22%	24%	24%	16%	17%	15%	20%	20%	18%	23%	5%	20%	19%	18%	20%	26%	21%	11%	19%	16%	24% 	17%	
More convenient for me to drop the parcel off	278	133	78	184	129	133	5	21	78	7	29	101	111	27	29	9	213	38	139	121	11	6	*	200	6	106	172	
28%	29%	26%	29%	27%	29%	29%	32%	29%	26%	31%	29%	32%	26%	22%	27%	29%	28%	28%	30% 	29%	14%	16%	3%	39% 	14%	27%	26%	
More convenient for me to have the parcel collected	252	105	71	151	117	105	4	18	71	7	30	92	102	27	24	7	194	31	143	84	16	6	2	227	9	94	158	
25%	23%	24%	23%	24%	23%	24%	24%	24%	24%	33%	30%	29%	24%	21%	23%	21%	26%	22%	31% 	20%	19%	19%	22%	26%	19%	24%	26%	
More convenient for the recipient to take the delivery	178	88	51	119	82	88	5	14	51	3	20	60	71	10	32	6	130	37	83	73	12	7	4	156	10	84	94	
16%	19%	17%	18%	17%	19%	27%	19%	17%	17%	13%	20%	19% 	16%	8%	30% 	16%	17% 	16%	18%	14%	14%	19%	31%	18%	22%	21%	15%	
Ability to set a specific date/time for delivery	104	57	21	76	39	57	2	9	21	5	9	49	41	9	4	2	90	5	46	52	1	4	1	98	5	59	45	
10%	13%	7%	12%	8%	13%	12%	12%	12%	7%	23%	9%	16% 	9%	7%	3%	6%	12% 	4%	10%	12%	1%	11%	12%	11%	11%	10% 	7%	
Guarantee that the parcel would arrive intact	101	68	11	86	29	68	3	7	11	4	7	33	54	2	10	2	86	12	57	33	5	5	*	90	5	52	49	
10%	19% 	4%	13% 	6%	15%	18%	10%	10%	4%	20%	7%	19% 	12% 	2%	9%	8%	12% 	9%	12%	8%	6%	16%	1%	10%	5	12%	10% 	8%
Recommended by others	123	77	22	98	43	77	2	8	22	1	10	37	46	23	16	*	84	17	52	50	14	7	-	102	7	69	55	
12%	17% 	7%	16% 	9%	17%	12%	10%	10%	7%	5%	9%	12%	11%	18%	15%	1%	11%	12%	11%	12%	17%	20%	-	12%	15%	17% 	9%	
Better delivery options for disabled consumers	68	44	13	55	23	44	3	4	13	2	8	34	22	11	1	*	56	1	34	27	5	1	1	61	3	54	14	
7%	15% 	4%	8%	5%	10%	17%	6%	4%	4%	11%	6%	11% 	9%	5%	1%	*	43% 	1%	7%	6%	6%	4%	11%	7%	6%	14% 	2%	
More environmentally friendly delivery options	86	51	21	65	35	51	-	3	21	5	5	35	32	11	3	2	71	4	41	30	10	4	1	70	5	62	24	
9%	11%	7%	10%	7%	11%	-	4%	4%	7%	22%	5%	12% 	7%	9%	2%	6%	10%	9%	7%	13%	13%	12%	11%	8%	12%	10% 	4%	
Better complaint handling policy / procedure	66	44	10	54	20	44	-	3	10	2	4	33	24	3	6	-	57	6	29	32	3	1	-	62	1	52	13	
6%	16% 	3%	8% 	4%	10%	-	4%	4%	3%	2	11%	16% 	6%	2%	6%	-	8%	4%	6%	8%	3%	4%	-	7%	3%	13% 	2%	
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	104	67	16	85	34	67	3	5	16	2	7	46	44	8	5	*	91	5	55	36	12	*	-	92	*	72	31	
10%	16% 	6%	13% 	7%	15%	15%	7%	7%	6%	11%	7%	15% 	10%	6%	5%	1%	12% 	4%	12%	9%	14%	*	-	10%	*	10% 	5%	
Other: please specify	76	25	28	42	45	25	-	5	28	1	8	28	35	5	6	2	63	8	42	23	7	1	2	65	3	15	61	
7%	6%	9%	7%	9%	6%	-	7%	7%	9%	3%	6%	9%	8%	4%	6%	5%	8%	6%	9%	6%	8%	4%	19%	7%	8%	4%	10% 	10%
NET Cost	339	137	124	196	184	137	4	17	124	11	54	122	137	43	27	10	259	37	178	128	28	5	1	306	7	151	187	
34%	30%	39% 	30%	34% 	30%	21%	23%	42%	30%	49%	54%	38%	32%	34%	25%	32%	35%	27%	38%	31%	32%	10%	12%	35%	15%	30%	30%	
NET Reliability	277	170	40	217	93	170	10	21	46	7	13	84	133	31	25	4	217	29	135	104	24	11	3	239	14	146	131	
27%	37% 	16%	34% 	19%	37%	86%	28%	28%	34%	13%	13%	27%	31%	25%	24%	13%	29%	29%	29%	25%	29%	33%	27%	27%	31%	37% 	21%	
NET Speed	240	122	50	177	105	122	4	19	50	4	17	78	104	31	28	3	182	31	102	101	26	9	3	202	12	125	114	
24%	22% 	17%	20% 	22%	24%	27%	25%	25%	17%	16%	17%	17%	16%	25%	21%	26%	9%	24%	22%	24%	31%	27%	22%	23%	26%	26%	26%	19%
NET Convenience	453	222	108	316	202	222	12	34	108	8	44	156	192	27	45	15	347	60	201	208	25	17	2	410	19	201	252	
45%	48% 	37%	49% 	42%	48%	69%	45%	45%	37%	35%	44%	49%	44%	38%	41%	49%	43%	43%	49% 	30%	30%	16%	49% 	41%	41%	41% 	41%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1016	65	941	10	336	631	49	677	29	6	2	1012	2
Weighted Base	1010	55*	949	6**	327	638	45**	965	34**	9**	***	1008	2**
Effective Base	988	33	551	5	185	375	28	562	20	5	2	587	1
Lower cost of postage	283	15	267	-	96	172	14	272	8	4	-	263	-
28%		28%	28%	5%	29%	27%	32%	28%	17%	50%	-	28%	-
Lower cost of insurance	96	6	89	-	32	57	6	86	8	1	*	96	-
9%		11%	9%	-	10%	9%	14%	9%	24%	12%	30%	9%	-
Guarantee that the parcel would arrive on time	141	3	138	-	40	93	9	139	2	9	-	141	-
14%		5%	15%	8%	12%	15%	20%	14%	5%	-	-	14%	-
Better ability to track the delivery	189	10	178	1	62	116	11	178	6	4	*	188	1
19%		18%	19%	24%	19%	18%	28%	18%	18%	43%	70%	19%	95%
Parcel less likely to get lost	143	8	134	2	48	81	14	133	7	2	-	142	1
14%		14%	14%	30%	15%	13%	31%	14%	19%	20%	-	14%	95%
Ability to select an express service	79	5	71	-	30	48	-	66	5	5	-	79	-
8%		11%	8%	23%	9%	8%	1%	7%	8%	53%	-	8%	-
Quicker delivery	198	14	183	*	61	129	8	180	12	5	*	198	-
20%		26%	19%	2%	19%	20%	18%	19%	36%	53%	30%	20%	-
More convenient for me to drop the parcel off	278	15	263	-	90	176	12	264	7	6	-	276	1
28%		27%	28%	1%	27%	28%	27%	27%	19%	65%	-	27%	95%
More convenient for me to have the parcel collected	252	13	238	-	94	146	11	244	5	3	*	252	-
25%		24%	25%	-	29%	23%	25%	25%	15%	30%	30%	25%	-
More convenient for the recipient to take the delivery	178	18	158	2	45	123	10	169	6	2	-	178	*
18%		24%	17%	29%	14%	19%	22%	18%	19%	22%	-	18%	5%
Ability to set a specific date/time for delivery	104	4	100	-	43	51	10	98	6	*	-	104	-
10%		7%	11%	-	13%	8%	23%	10%	17%	*	-	10%	-
Guarantee that the parcel would arrive intact	101	3	97	-	22	74	5	100	1	-	*	101	-
10%		6%	10%	-	7%	12%	11%	10%	3%	-	30%	10%	-
Recommended by others	123	9	111	3	36	80	7	113	7	3	-	123	-
12%		16%	12%	59%	11%	12%	16%	12%	20%	35%	-	12%	-
Better delivery options for disabled consumers	68	11	56	1	24	42	3	57	5	6	-	68	-
7%		16%	6%	24%	7%	7%	6%	6%	15%	65%	-	7%	-
More environmentally friendly delivery options	86	13	74	-	31	51	5	76	5	5	-	86	-
9%		23%	8%	-	9%	8%	11%	8%	15%	53%	-	9%	-
Better complaint handling policy / procedure	66	3	60	3	24	37	5	58	6	1	-	66	-
6%		6%	6%	44%	7%	6%	11%	6%	17%	15%	-	7%	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	104	13	88	3	51	49	4	98	3	3	*	103	-
10%		23%	9%	51%	19%	8%	8%	10%	9%	30%	70%	10%	-
Other: please specify	76	5	71	*	29	46	-	76	-	-	-	76	-
7%		8%	7%	2%	9%	7%	-	8%	-	-	-	7%	-
NET Cost	339	18	321	*	112	211	17	320	13	6	*	339	-
34%		32%	34%	5%	34%	33%	37%	33%	39%	61%	30%	34%	-
NET Reliability	277	11	264	2	88	173	17	264	9	2	*	276	1
27%		20%	28%	38%	27%	27%	38%	27%	27%	20%	30%	27%	95%
NET Speed	240	15	223	1	78	154	8	219	16	5	*	240	-
24%		28%	23%	23%	24%	24%	18%	23%	24%	53%	30%	24%	-
NET Convenience	453	22	430	1	148	282	24	431	13	8	*	452	1
45%		45%	45%	25%	45%	44%	54%	45%	39%	85%	70%	45%	95%

Proportions/Means: Columns Tested (5% risk level) - abc - dlef - ghijkl
* small base, ** very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

Total	Quarter				Month															
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
1016	241	257	249	269	79	72	90	78	89	90	100	84	65	78	100	91				
1010	235	238	265	271	70*	70*	90*	82*	90*	90*	107*	96*	63*	80*	102*	89*				
688	138	144	151	155	40	45	53	42	50	53	60	54	38	42	58	55				
283	54	71	79	79	14	12	28	19	23	29	32	27	20	21	33	25				
28%	23%	30%	30%	29%	20%	16%	31%	31%	27%	32%	30%	28%	32%	26%	33%	28%				
96	23	27	19	25	5	5	14	7	10	10	10	6	3	6	11	8				
9%	10%	11%	7%	9%	7%	6%	16%	12%	11%	11%	10%	6%	6%	7%	11%	9%				
141	25	38	37	41	7	7	11	9	10	20	15	10	12	8	17	16				
14%	11%	16%	14%	15%	11%	10%	12%	14%	11%	22%	14%	10%	19%	10%	17%	18%				
189	38	52	55	44	8	18	12	12	20	20	20	17	18	10	18	16				
19%	16%	22%	21%	16%	12%	24%	14%	20%	23%	22%	19%	18%	28%	12%	18%	18%				
143	29	44	33	38	2	10	17	16	10	18	11	8	14	11	14	12				
14%	12%	19%	12%	14%	2%	13%	13%	19%	12%	15%	10%	8%	14%	14%	13%	14%				
79	13	27	18	21	2	8	2	9	5	12	8	4	6	6	7	8				
8%	5%	11%	7%	8%	3%	11%	3%	18%	6%	14%	7%	4%	9%	7%	7%	9%				
198	37	53	47	61	11	9	17	11	16	28	20	18	8	20	25	15				
20%	15%	22%	19%	22%	16%	12%	19%	16%	19%	25%	19%	19%	13%	25%	25%	17%				
278	52	74	65	88	10	20	22	22	23	28	26	22	17	24	31	32				
28%	22%	31%	25%	32%	15%	26%	24%	36%	27%	31%	25%	23%	26%	30%	30%	36%				
252	65	55	71	61	19	21	25	14	25	16	34	16	21	22	24	15				
23%	27%	23%	27%	22%	27%	27%	28%	23%	39%	18%	32%	17%	33%	27%	24%	17%				
178	43	44	40	50	12	16	16	14	14	17	14	10	17	15	15	20				
18%	18%	19%	15%	18%	17%	21%	18%	18%	22%	16%	18%	13%	10%	23%	18%	22%				
104	21	37	24	22	7	2	12	10	14	13	6	9	9	10	8	3				
10%	9%	19%	9%	8%	10%	2%	14%	16%	16%	14%	5%	10%	19%	13%	8%	3%				
101	22	22	32	25	5	9	8	6	6	10	7	17	9	5	11	8				
10%	9%	9%	12%	9%	7%	12%	9%	10%	7%	12%	6%	18%	14%	7%	11%	9%				
123	31	33	22	37	6	9	17	4	15	14	17	3	2	11	9	17				
12%	13%	14%	8%	14%	6%	12%	13%	6%	13%	13%	13%	3%	3%	14%	9%	19%				
68	16	28	8	16	4	5	7	15	5	9	2	6	*	6	*	9				
7%	7%	12%	3%	6%	6%	7%	8%	25%	5%	9%	2%	7%	*	*	*	10%				
86	15	30	16	24	1	6	9	7	8	15	7	4	5	7	10	8				
9%	7%	13%	6%	9%	1%	7%	10%	11%	9%	17%	7%	5%	8%	8%	10%	9%				
66	10	23	18	15	2	2	5	6	9	7	5	3	10	4	7	4				
6%	4%	10%	7%	5%	4%	3%	6%	10%	11%	8%	5%	3%	18%	5%	7%	4%				
104	22	38	17	26	4	8	10	16	15	7	10	3	4	7	12	7				
10%	10%	18%	6%	10%	6%	11%	11%	25%	18%	8%	10%	3%	7%	9%	12%	8%				
76	15	14	23	24	5	8	2	9	2	3	10	9	4	7	5	11				
7%	6%	6%	9%	9%	8%	10%	2%	14%	3%	4%	10%	9%	6%	9%	5%	13%				
339	71	88	88	52	19	14	28	23	29	36	37	27	23	24	38	31				
34%	30%	37%	34%	34%	27%	18%	33%	27%	34%	37%	35%	28%	37%	30%	37%	34%				
277	56	72	76	73	10	19	27	19	20	31	28	25	23	16	28	29				
27%	24%	30%	29%	27%	14%	25%	30%	34%	23%	34%	26%	26%	23%	19%	28%	33%				
240	43	69	61	65	12	14	19	19	18	32	27	21	14	21	26	19				
24%	19%	29%	23%	24%	17%	19%	21%	31%	21%	38%	25%	22%	22%	26%	25%	21%				
453	97	123	108	125	22	32	43	34	45	44	39	42	27	36	47	42				
45%	41%	52%	41%	45%	31%	43%	47%	39%	52%	49%	36%	44%	43%	45%	46%	47%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Table 231

Base : Didn't use Royal Mail services to send parcels

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	536	77	429	133	403	204	332	106	96	131	68	77	36	22	202	199	135	58	468	81	
Weighted Base	524	90*	434	144*	380	216	308	110*	92*	118*	73*	77*	29*	24*	203	191	130*	53*	429	89*	
Effective Base	316	53	263	79	238	125	192	69	53	74	45	43	19	15	122	119	76	33	263	49	
Lower cost of postage	131	19	111	43	88	55	75	24	17	27	19	24	14	7	40	45	45	20	112	18	
25%	21%	26%	30%	23%	25%	24%	21%	18%	23%	25%	21%	31%	48%	28%	20%	24%	34%	39%	26%	21%	
Lower cost of insurance	42	3	39	8	25	17	25	17	8	19	7	10	2	1	21	15	6	7	27	15	
8%	3%	9%	12%	7%	8%	8%	8%	13%	7%	6%	10%	2%	15%	-	11%	8%	4%	8%	6%	11%	
Guarantee that the parcel would arrive on time	48	12	35	9	38	25	23	11	6	14	8	6	2	1	17	22	9	3	31	15	
9%	14%	8%	6%	10%	12%	7%	7%	10%	6%	12%	12%	8%	3%	8%	8%	12%	7%	6%	7%	17%	
Better ability to track the delivery	83	6	77	25	58	34	49	21	18	16	8	8	7	4	38	25	20	11	66	16	
16%	6%	18%	17%	15%	16%	16%	19%	19%	19%	14%	11%	11%	23%	17%	19%	13%	15%	21%	15%	16%	
Parcel less likely to get lost	46	6	40	13	33	25	21	10	8	5	6	1	1	1	18	18	9	3	29	15	
8%	6%	9%	9%	8%	12%	7%	7%	9%	8%	4%	19%	8%	4%	4%	9%	10%	7%	6%	7%	17%	
Ability to select an express service	29	4	25	10	19	15	14	10	5	5	6	1	3	-	14	10	5	3	11	18	
6%	4%	6%	7%	5%	7%	4%	4%	9%	5%	4%	8%	2%	11%	-	7%	5%	4%	6%	3%	21%	
Quicker delivery	89	19	70	26	63	34	55	25	14	16	11	12	10	7	38	29	22	10	71	18	
17%	21%	16%	18%	16%	16%	16%	18%	22%	15%	15%	14%	16%	34%	-	19%	15%	17%	19%	17%	20%	
More convenient for me to drop the parcel off	127	32	95	28	99	40	87	34	23	24	16	12	11	7	57	40	30	18	113	12	
24%	26%	22%	19%	28%	18%	24%	24%	31%	29%	20%	22%	16%	37%	29%	26%	21%	23%	33%	23%	13%	
More convenient for me to have the parcel collected	131	13	118	38	93	57	74	27	16	32	19	25	7	43	51	38	12	12	116	15	
25%	15%	27%	27%	24%	27%	24%	24%	24%	17%	27%	26%	33%	19%	29%	21%	27%	29%	23%	27%	17%	
More convenient for the recipient to take the delivery	74	8	66	27	48	30	44	12	13	14	9	11	10	5	25	23	26	15	60	14	
14%	9%	15%	19%	12%	14%	14%	14%	11%	14%	12%	12%	15%	35%	21%	12%	12%	20%	25%	14%	16%	
Ability to set a specific deadline for delivery	46	9	30	12	28	23	17	12	5	9	5	4	4	2	17	13	10	5	29	11	
8%	10%	7%	8%	7%	10%	8%	7%	10%	6%	8%	6%	6%	13%	6%	8%	7%	10%	8%	7%	12%	
Guarantee that the parcel would arrive intact	42	12	30	10	33	19	23	8	6	13	7	5	2	1	14	20	8	3	33	9	
8%	14%	7%	8%	8%	9%	8%	8%	7%	6%	11%	9%	6%	8%	4%	7%	10%	6%	6%	8%	10%	
Recommended by others	60	4	56	16	44	19	41	16	13	10	7	7	5	2	29	17	15	7	42	18	
11%	5%	13%	11%	12%	9%	13%	14%	14%	9%	9%	9%	9%	16%	8%	14%	9%	11%	14%	10%	20%	
Better delivery options for disabled consumers	20	2	18	5	15	7	13	6	3	2	7	2	1	-	9	8	3	1	15	4	
4%	2%	4%	3%	4%	3%	4%	4%	5%	3%	1%	9%	2%	4%	-	4%	4%	2%	2%	3%	4%	
More environmentally friendly delivery options	28	-	28	14	14	13	15	4	5	8	5	3	3	-	9	13	6	3	21	6	
3%	-	6%	4%	4%	6%	5%	5%	4%	5%	7%	6%	3%	11%	-	5%	7%	4%	6%	5%	7%	
Better complaint handling policy / procedure	25	2	23	12	13	10	15	7	6	7	2	2	-	-	13	9	2	-	16	8	
5%	2%	5%	8%	3%	5%	5%	5%	6%	7%	6%	3%	3%	-	-	6%	5%	2%	-	4%	9%	
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	39	4	35	12	27	12	27	10	9	11	5	1	-	2	19	16	4	2	28	10	
7%	5%	8%	8%	7%	5%	9%	9%	9%	10%	9%	7%	2%	1%	9%	9%	8%	3%	5%	7%	12%	
Other: please specify	38	9	29	8	30	12	26	5	6	2	11	9	2	2	12	13	13	4	36	2	
7%	10%	7%	6%	8%	6%	8%	8%	5%	7%	2%	11%	11%	7%	9%	6%	7%	10%	8%	8%	2%	
NET Cost	165	21	135	50	105	63	92	33	23	31	24	24	14	7	66	55	45	21	128	26	
30%	23%	31%	35%	28%	29%	30%	30%	30%	25%	26%	32%	31%	48%	28%	27%	29%	34%	39%	30%	29%	
NET Reliability	110	26	84	32	78	56	54	27	18	24	16	15	5	1	45	43	22	6	81	27	
21%	29%	19%	22%	21%	26%	17%	17%	24%	20%	21%	25%	20%	17%	6%	22%	22%	17%	12%	19%	31%	
NET Speed	104	23	81	30	74	44	60	29	18	20	12	13	11	-	48	32	25	11	76	26	
20%	25%	19%	21%	19%	20%	19%	19%	27%	20%	17%	16%	17%	38%	-	23%	17%	19%	21%	18%	31%	
NET Convenience	202	43	158	50	152	81	121	50	43	42	24	17	16	9	94	66	42	25	171	28	
39%	46%	36%	35%	40%	38%	39%	39%	47%	41%	36%	33%	22%	54%	39%	46%	34%	33%	47%	40%	32%	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	536	131	167	113	125	298	238	344	188	35	63	119	153	111	335	35	462	132	376	28
Weighted Base	524	109*	166	120*	128*	276	248	374	148	29**	64*	121*	155*	104*	340	29**	464	115*	379	31**
Effective Base	316	69	103	69	76	171	145	208	112	17	37	76	95	61	208	17	278	71	225	20
Lower cost of postage	131	23	38	35	34	61	69	86	44	8	12	30	34	33	76	8	113	33	90	8
30%	21%	21%	23%	29%	27%	22%	28%	23%	30%	28%	19%	24%	22%	31%	22%	28%	29%	24%	24%	20%
Lower cost of insurance	42	18	9	10	4	27	15	30	12	1	3	12	12	12	26	1	38	6	33	2
8%	16%	14%	8%	8%	3%	10%	6%	8%	8%	4%	5%	10%	7%	11%	8%	4%	8%	5%	9%	8%
Guarantee that the parcel would arrive on time	48	19	12	7	10	31	17	40	8	-	4	6	22	13	31	-	44	9	35	4
9%	13%	11%	7%	6%	8%	11%	7%	11%	6%	-	6%	5%	14%	12%	9%	-	9%	8%	9%	12%
Better ability to track the delivery	63	22	31	13	17	53	29	58	24	1	9	17	39	8	65	1	76	13	63	7
16%	20%	19%	11%	13%	13%	19%	12%	16%	17%	4%	16%	14%	23%	7%	30	4%	16%	11%	17%	21%
Parcel less likely to get lost	46	13	15	5	12	28	17	34	12	6	8	9	13	6	30	6	37	13	33	-
9%	12%	9%	5%	5%	9%	10%	7%	9%	8%	21%	12%	8%	8%	6%	9%	21%	8%	11%	9%	1%
Ability to select an express service	29	6	5	7	11	12	18	23	6	1	4	7	8	7	19	1	28	13	16	-
6%	6%	3%	6%	8%	8%	4%	7%	6%	4%	6%	6%	5%	6%	6%	6%	6%	6%	13%	4%	-
Quicker delivery	89	20	26	22	21	46	43	65	24	2	7	31	21	17	59	2	81	21	67	1
17%	18%	16%	18%	16%	17%	17%	16%	17%	16%	6%	11%	25%	14%	17%	17%	6%	17%	18%	18%	3%
More convenient for me to drop the parcel off	127	26	47	30	24	73	54	88	39	6	12	24	37	30	73	6	109	27	97	4
34%	24%	28%	23%	19%	24%	27%	22%	24%	26%	19%	19%	20%	24%	29%	21%	19%	24%	23%	26%	12%
More convenient for me to have the parcel collected	131	29	28	34	41	57	74	93	37	12	19	31	42	21	92	12	115	36	88	8
25%	26%	17%	28%	32%	32%	21%	30%	25%	25%	41%	30%	25%	27%	20%	27%	41%	25%	31%	23%	26%
More convenient for the recipient to take the delivery	74	16	16	24	18	32	42	45	29	2	3	19	13	53	2	67	15	55	5	5
14%	15%	10%	20%	14%	12%	12%	17%	12%	20%	8%	5%	16%	20%	12%	16%	8%	14%	13%	14%	16%
Ability to set a specific date/time for delivery	40	13	13	7	7	25	14	26	13	3	6	7	17	6	30	3	37	11	27	2
8%	11%	8%	6%	5%	9%	6%	6%	7%	9%	10%	10%	5%	11%	6%	9%	10%	8%	9%	7%	7%
Guarantee that the parcel would arrive intact	42	11	16	9	6	27	15	33	10	1	2	7	18	11	27	1	39	5	33	5
8%	10%	10%	7%	5%	10%	6%	6%	9%	6%	4%	4%	6%	12%	11%	8%	4%	8%	4%	9%	15%
Recommended by others	60	13	10	22	15	23	37	42	17	3	4	14	13	17	32	3	53	11	46	3
11%	12%	6%	18%	12%	8%	8%	15%	11%	12%	9%	7%	12%	9%	17%	9%	9%	11%	10%	12%	8%
Better delivery options for disabled consumers	20	6	5	4	5	11	9	12	7	2	-	2	8	8	9	2	18	6	14	-
4%	6%	3%	3%	4%	4%	4%	4%	3%	5%	6%	-	1%	5%	8%	3%	6%	4%	5%	4%	-
More environmentally friendly delivery options	28	4	12	10	1	16	11	22	6	-	4	13	9	1	27	-	28	6	20	2
5%	4%	7%	8%	1%	1%	6%	5%	6%	4%	-	6%	11%	6%	1%	8%	-	6%	6%	5%	5%
Better complaint handling policy / procedure	25	9	6	8	2	15	10	22	3	1	4	5	8	7	16	1	23	4	21	-
5%	8%	4%	6%	2%	5%	4%	4%	6%	2%	4%	6%	4%	5%	6%	5%	4%	5%	4%	6%	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	39	5	6	12	16	11	20	28	9	1	8	7	12	9	29	1	38	15	23	1
7%	5%	4%	10%	12%	4%	11%	13%	8%	6%	4%	13%	8%	6%	9%	8%	4%	8%	13%	6%	4%
Other: please specify	38	4	17	7	10	21	17	24	14	3	4	8	8	9	20	3	32	8	27	3
7%	4%	10%	6%	8%	7%	7%	7%	6%	9%	12%	7%	6%	5%	8%	6%	12%	7%	7%	7%	8%
NET Cost	156	36	46	38	35	82	73	106	49	8	15	37	39	41	91	8	137	34	113	9
30%	33%	26%	31%	26%	30%	30%	29%	36%	33%	28%	23%	30%	25%	36%	27%	28%	29%	29%	30%	30%
NET Reliability	110	30	34	15	25	70	40	84	26	6	12	22	39	24	73	6	98	25	78	7
21%	33%	21%	12%	20%	23%	16%	23%	17%	17%	21%	19%	16%	25%	23%	22%	21%	21%	22%	21%	23%
NET Speed	104	23	31	24	26	54	50	76	28	3	11	33	24	20	68	3	84	28	76	1
20%	21%	19%	20%	20%	20%	20%	20%	20%	19%	10%	17%	27%	16%	19%	20%	10%	20%	24%	20%	3%
NET Convenience	202	48	77	41	38	122	79	142	60	8	23	40	73	38	136	6	181	42	150	10
39%	42%	46%	34%	30%	44%	32%	32%	38%	40%	19%	30%	33%	47%	37%	40%	19%	39%	36%	40%	33%

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Rurality			Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
536	346	190	82	280	103	95	58	23	43	30	35	30	23	25	33	38	12	91	
524	448	76*	11**	449	37*	27*	11**	17**	79*	40**	45*	42**	39**	55**	78*	54*	31*	34*	
316	276	41	27	247	42	50	39	22	41	28	32	28	22	24	31	36	4	38	
131	114	17	1	112	9	8	2	3	11	12	14	15	10	9	26	12	1	7	
25%	25%	22%	9%	23%	24%	29%	16%	17%	14%	30%	30%	35%	27%	16%	34%	22%	39%	23%	
42	41	1	*	38	2	2	*	-	5	5	2	4	5	11	3	3	-	2	
6%	9%	1%	3%	8%	6%	6%	1%	-	6%	11%	5%	10%	14%	20%	4%	5%	-	6%	
48	46	2	1	44	2	1	1	1	8	2	3	4	8	11	2	4	-	2	
9%	10%	3%	6%	10%	5%	3%	7%	6%	10%	4%	8%	10%	21%	20%	3%	6%	-	5%	
83	72	11	3	72	6	4	1	1	14	2	8	6	3	7	14	17	-	6	
16%	16%	14%	26%	16%	15%	15%	11%	8%	16%	5%	17%	15%	8%	12%	17%	31%	-	17%	
46	41	4	*	38	4	2	2	2	5	3	7	1	1	13	-	6	-	4	
9%	9%	6%	4%	8%	10%	8%	16%	9%	6%	7%	16%	3%	4%	24%	-	16%	-	11%	
29	28	1	*	25	2	1	1	-	3	2	2	-	2	11	2	3	*	2	
6%	6%	1%	1%	6%	5%	4%	5%	-	4%	4%	5%	-	5%	21%	3%	5%	2%	6%	
89	77	12	1	77	7	4	1	1	22	4	11	7	2	12	8	11	*	7	
17%	17%	16%	10%	17%	19%	17%	6%	5%	28%	9%	24%	16%	5%	21%	10%	20%	3%	20%	
127	116	11	1	110	9	6	2	5	25	12	14	10	9	13	15	7	1	8	
24%	26%	15%	13%	24%	23%	21%	18%	32%	32%	31%	30%	24%	23%	24%	19%	13%	40%	23%	
131	105	26	3	118	7	5	2	4	10	8	11	11	12	20	21	20	1	6	
25%	23%	34%	24%	26%	20%	17%	15%	25%	13%	19%	24%	26%	32%	36%	28%	37%	42%	18%	
74	67	7	2	62	7	4	2	1	9	6	5	3	3	11	15	8	1	6	
14%	15%	9%	14%	14%	19%	15%	14%	6%	11%	16%	11%	7%	8%	20%	19%	15%	38%	17%	
40	32	8	1	36	2	1	1	2	7	-	5	-	4	8	4	6	*	2	
8%	7%	10%	8%	8%	7%	3%	6%	10%	9%	-	12%	-	11%	14%	5%	11%	10%	6%	
42	39	3	1	36	5	1	*	-	12	-	3	4	4	4	2	7	*	5	
8%	9%	4%	5%	8%	14%	5%	1%	-	15%	-	7%	9%	10%	8%	2%	14%	3%	16%	
60	52	9	2	57	2	1	*	1	6	1	7	4	4	18	13	3	-	2	
11%	11%	11%	19%	13%	6%	5%	2%	3%	8%	3%	15%	10%	10%	32%	17%	5%	-	6%	
20	19	1	*	16	3	1	-	1	3	-	4	1	-	5	-	1	*	3	
4%	4%	1%	3%	3%	9%	3%	-	4%	4%	-	10%	3%	-	9%	-	2%	2%	10%	
28	25	3	*	26	1	1	*	3	3	1	7	-	-	5	4	5	*	1	
5%	6%	4%	2%	6%	2%	3%	2%	4%	4%	2%	15%	-	-	10%	5%	9%	2%	2%	
25	24	1	*	19	4	1	1	1	5	3	2	1	-	7	-	-	-	4	
5%	5%	1%	2%	4%	10%	5%	6%	5%	6%	8%	5%	3%	-	13%	-	-	-	11%	
39	33	5	3	34	3	1	1	1	2	3	4	2	-	13	6	4	-	3	
7%	7%	7%	27%	7%	9%	5%	6%	5%	2%	7%	8%	5%	-	23%	7%	8%	-	10%	
38	33	5	1	26	7	3	1	2	5	7	-	2	5	-	4	3	2	5	
7%	7%	6%	9%	6%	19%	10%	8%	5%	7%	17%	-	4%	12%	-	6%	5%	48%	16%	
156	138	17	1	138	9	8	2	3	16	15	16	16	14	16	26	15	1	8	
30%	31%	23%	11%	30%	24%	32%	17%	17%	20%	36%	35%	38%	35%	29%	34%	27%	39%	23%	
110	103	7	1	96	8	3	3	3	21	3	8	9	10	20	4	19	*	8	
21%	23%	10%	11%	21%	23%	11%	23%	15%	23%	7%	18%	22%	26%	36%	5%	32%	3%	25%	
104	91	13	1	89	9	5	1	1	24	5	13	7	2	18	8	11	*	9	
20%	20%	17%	10%	20%	24%	18%	12%	5%	26%	13%	29%	16%	5%	33%	10%	20%	5%	25%	
203	176	26	5	178	12	8	4	7	38	13	21	15	15	18	27	23	2	10	
39%	39%	34%	42%	40%	33%	30%	35%	40%	49%	33%	48%	38%	39%	32%	35%	42%	50%	31%	

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

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Table 231

Base : Didn't use Royal Mail services to send parcels

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges			
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	536	223	175	311	263	223	11	61	175	12	78	145	219	80	63	29	364	92	244	218	47	22	5	462	27	165	371	
Weighted Base	524	234	147*	328	241	234	6**	44*	147*	11**	66*	140*	224	76*	68*	16**	364	85*	227	216	54**	23**	4**	443	27**	175	349	
Effective Base	516	138	96	192	150	138	5	35	96	9	47	87	137	43	37	14	224	50	135	135	29	15	3	270	18	101	216	
Lower cost of postage	131	36	23	65	82	36	1	5	36	5	30	39	59	12	17	4	98	21	79	41	8	5	1	116	6	45	86	
25%	15%	15%	38% ab	20%	34% ab	15%	9%	11%	34%	46%	28%	28%	16%	16%	25%	23%	27%	24%	33% a	19%	19%	21%	38%	26%	23%	26%	24%	
Lower cost of insurance	42	22	7	32	17	22	-	3	7	1	6	12	17	7	10	-	29	7	18	18	6	1	-	36	-	30	12	
8%	10%	5%	10%	10%	7%	10%	-	6%	5%	11%	9%	8%	8%	9%	-	8%	8%	8%	8%	11%	1%	-	-	8%	-	14% a	3%	
Guarantee that the parcel would arrive on time	48	25	8	37	19	25	1	1	10	31	4	3	4	3	-	41	26	17	3	26	17	3	-	43	2	23	9	
9%	11%	5%	11%	8%	2%	11%	-	4%	5%	-	2%	7%	14% a	6%	4%	-	11%	3%	11%	8%	7%	-	-	10%	6%	13%	7%	
Better ability to track the delivery	83	34	20	55	41	34	*	6	20	1	12	15	39	11	15	3	53	18	27	36	11	6	-	65	8	38	44	
16%	15%	14%	17%	17%	15%	1%	15%	14%	14%	11%	15%	17%	14%	22%	18%	15%	22%	12%	18%	21%	27%	-	-	15%	5%	23%	13%	
Parcel less likely to get lost	46	22	13	26	17	22	2	3	11	17	3	5	11	17	13	5	*	28	5	20	14	9	3	-	33	3	23	22
9%	10%	9%	8%	7%	10%	36%	8%	9%	9%	29%	7%	8%	8%	17%	7%	1%	8%	5%	9%	5%	17%	14%	-	8%	3%	12%	6%	
Ability to select an express service	29	11	4	22	16	11	*	2	4	1	2	6	17	4	2	*	23	2	16	9	2	-	-	25	2	20	9	
6%	5%	3%	7%	6%	5%	1%	5%	3%	3%	11%	2%	4%	8%	5%	2%	1%	6%	2%	7%	4%	10%	-	-	6%	8%	11%	3%	
Quicker delivery	89	42	21	61	40	42	*	9	21	1	10	21	46	3	18	1	67	19	30	41	14	3	-	72	3	38	53	
17%	18%	14%	19%	17%	18%	1%	20%	13%	14%	11%	15%	15%	21% ab	4%	21% ab	6%	21% ab	13%	19%	19%	26%	14%	-	18%	12%	3%	15%	
More convenient for me to drop the parcel off	127	65	31	89	54	65	1	7	31	4	19	41	53	10	19	4	94	23	56	59	8	4	-	115	4	44	83	
24%	28%	21%	27%	23%	28%	19%	17%	17%	37	34	28%	33% ab	24%	13%	28%	22%	26%	27%	25%	27%	14%	19%	2%	26%	17%	25%	24%	
More convenient for me to have the parcel collected	131	51	37	72	58	51	1	11	37	4	18	41	53	20	14	3	94	17	69	43	13	5	1	113	6	33	99	
25%	22%	25%	22%	24%	22%	20%	26%	26%	25%	33%	27%	30%	24%	27%	20%	19%	26%	20%	11% a	20%	24%	20%	30%	25%	22%	19%	28%	
More convenient for the recipient to take the delivery	74	35	22	47	34	35	*	8	22	2	13	21	26	3	20	5	47	24	32	29	5	6	1	62	7	30	44	
14%	15%	15%	14%	14%	15%	3%	19%	15%	15%	16%	19%	15% a	12%	12%	3%	29% ab	5	12%	14%	14%	10%	26%	33%	14%	27%	17%	13%	
Ability to set a specific date/time for delivery	40	17	10	27	20	17	*	6	10	3	7	16	17	2	4	1	33	4	14	23	1	1	*	37	1	21	19	
8%	7%	7%	8%	8%	7%	2%	13%	7%	7%	25%	10%	11%	8%	3%	5%	4%	9%	5%	6%	11%	2%	6%	3%	8%	5%	12% a	5%	
Guarantee that the parcel would arrive intact	42	28	4	36	12	28	-	5	4	1	4	7	28	2	3	2	35	5	22	15	3	3	*	37	3	15	27	
8%	12% ab	3%	11% a	5%	12%	-	12%	3%	3%	11%	5%	5%	12%	3%	4%	13%	10%	6%	10%	7%	5%	13%	2%	8%	3	9%	8%	
Recommended by others	60	35	9	50	24	35	2	6	9	-	6	13	26	11	10	-	39	10	19	25	10	5	-	45	5	31	30	
11%	16% a	6%	16% a	10%	15%	27%	15%	6%	6%	-	10%	9%	12%	15%	14%	-	11%	12%	9%	12%	18%	23%	-	10%	5%	16% a	8%	
Better delivery options for disabled consumers	20	8	9	10	10	8	-	1	9	1	5	10	5	4	1	-	15	1	10	8	2	1	-	18	1	11	9	
4%	4%	6%	3%	4%	4%	-	4%	1%	6%	11%	8%	7%	2%	8%	1%	1%	4%	1%	4%	4%	3%	-	-	4%	2%	6%	2%	
More environmentally friendly delivery options	28	15	7	21	12	15	-	3	7	-	2	11	11	4	1	2	21	3	8	11	4	4	-	19	4	20	7	
5%	6%	5%	6%	5%	6%	-	7%	5%	5%	-	3%	8%	5%	5%	1%	12%	6%	3%	4%	5%	8%	18%	-	4%	16%	12% a	2%	
Better complaint handling policy / procedure	25	14	6	18	10	14	-	-	6	1	3	10	9	3	4	-	18	4	8	16	1	-	-	24	-	21	4	
5%	6%	4%	5%	4%	6%	-	-	-	4%	11%	4%	7%	4%	3%	6%	-	5%	5%	3%	8%	2%	-	-	5%	-	12% a	1%	
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	39	28	6	32	10	28	-	3	6	1	6	14	15	6	3	*	29	4	13	16	9	-	-	30	-	23	16	
7%	12% ab	4%	10% a	4%	12%	-	7%	4%	4%	11%	8%	10%	7%	8%	5%	3%	8%	4%	6%	8%	17%	-	-	7%	-	13% a	5%	
Other, please specify	38	13	16	17	20	13	-	4	16	-	7	10	20	3	4	1	30	5	24	11	1	1	-	35	1	2	36	
7%	5%	11%	5%	8%	5%	-	8%	11%	-	-	10%	7%	9%	4%	6%	9%	6%	11%	5%	2%	6%	-	-	8%	5%	1%	10% a	
NET Cost	155	54	56	87	90	54	1	7	56	4	31	47	17	19	7	4	115	23	82	53	14	5	1	135	6	67	25%	
30%	23%	23% a	27%	27%	29%	23%	9%	17%	38%	34%	47%	34%	30%	22%	23%	32%	27%	32% a	25%	26%	22%	33%	30%	24%	24%	23% a	25%	
NET Reliability	110	61	19	81	40	61	2	10	19	3	7	21	61	16	9	2	83	11	48	41	13	8	*	89	8	50	60	
21%	26% ab	13%	26% a	16%	26%	36%	23%	13%	23%	11%	15%	27% a	21%	13%	14%	23%	13%	17%	19%	24%	33%	2%	20%	29%	29%	29% a	17%	
NET Speed	104	44	24	71	51	44	*	9	24	2	11	22	56	7	18	1	78	19	38	44	16	5	-	82	5	47	57	
30%	17%	17%	22%	21%	19%	15%	15%	20%	17%	23%	17%	16%	23% ab	9%	23% ab	7%	21%	17%	21%	30%	23%	-	19%	20%	23% a	16%		
NET Convenience	202	95	46	145	96	95	1	15	46	4	28	56	87	22	30	7	143	37	82	92	18	10	*	174	10	77	125	
39%	40%	31%	44% a	40%	40%	22%	34%	31%	39%	42%	40%	39%	29%	43%	45%	39%	44%	36%	43%	33%	44%	5%	39%	38%	44%	44%	36%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Table 231

Base : Didn't use Royal Mail services to send parcels

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but use don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	536	37	496	3	186	317	33	513	16	4	1	533	2
Weighted Base	524	31**	490	3**	180	319	26**	499	19**	5**	***	522	2**
Effective Base	316	19	295	2	105	193	20	302	10	3	1	315	1
Lower cost of postage	131	10	120	-	47	79	5	128	2	-	-	131	-
25%	25%	34%	22%	-	26%	25%	19%	26%	12%	-	-	25%	-
Lower cost of insurance	42	5	37	-	14	25	3	37	4	1	-	42	-
8%	8%	16%	8%	-	8%	8%	13%	7%	22%	24%	-	8%	-
Guarantee that the parcel would arrive on time	48	1	47	-	15	32	1	46	2	-	-	48	-
9%	9%	3%	10%	-	9%	10%	3%	9%	9%	-	-	9%	-
Better ability to track the delivery	63	7	76	-	32	44	7	76	3	2	-	81	1
16%	16%	21%	16%	-	76%	74%	27%	75%	17%	46%	100%	75%	95%
Parcel less likely to get lost	46	2	42	2	19	23	4	44	1	-	-	44	1
9%	9%	6%	9%	54%	10%	7%	15%	9%	3%	-	-	8%	95%
Ability to select an express service	29	3	25	1	14	15	-	24	3	2	-	29	-
6%	6%	11%	5%	47%	6%	5%	-	6%	16%	46%	-	6%	-
Quicker delivery	89	9	80	-	27	59	4	80	7	2	-	89	-
17%	17%	30%	16%	-	13%	18%	14%	16%	36%	46%	-	17%	-
More convenient for me to drop the parcel off	127	7	120	-	42	78	7	120	3	3	-	126	1
24%	24%	21%	25%	-	23%	25%	26%	24%	16%	69%	-	24%	95%
More convenient for me to have the parcel collected	131	4	127	-	53	76	3	131	-	-	-	131	-
25%	25%	14%	26%	-	29%	24%	12%	26%	-	-	-	25%	-
More convenient for the recipient to take the delivery	74	7	66	1	16	54	4	69	3	2	-	74	-
14%	14%	21%	14%	47%	9%	17%	15%	14%	18%	46%	-	14%	5%
Ability to set a specific datetime for delivery	40	1	38	-	22	16	2	37	2	-	-	40	-
8%	8%	4%	8%	-	124%	5%	9%	7%	12%	7%	-	8%	-
Guarantee that the parcel would arrive intact	42	3	39	-	7	34	1	41	1	-	-	42	-
8%	8%	11%	8%	-	4%	11%	3%	8%	6%	-	-	8%	-
Recommended by others	60	5	52	3	18	35	7	55	2	3	-	60	-
11%	11%	16%	11%	95%	10%	11%	28%	11%	13%	69%	-	12%	-
Better delivery options for disabled consumers	20	4	15	-	11	9	-	16	-	1	-	20	-
4%	4%	14%	3%	-	6%	3%	-	4%	-	30%	-	4%	-
More environmentally friendly delivery options	28	7	21	-	15	9	4	23	2	2	-	28	-
5%	5%	22%	4%	-	91%	3%	14%	5%	12%	46%	-	5%	-
Better complaint handling policy / procedure	25	2	21	1	8	14	3	20	3	1	-	25	-
5%	5%	8%	4%	41%	4%	4%	12%	4%	18%	30%	-	5%	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	39	5	33	2	19	17	3	37	2	-	-	39	-
7%	7%	15%	7%	54%	11%	5%	10%	7%	8%	-	100%	7%	-
Other: please specify	38	2	36	-	13	25	-	38	-	-	-	38	-
7%	7%	7%	7%	5%	7%	8%	-	8%	-	-	-	7%	-
NET Cost	155	12	144	-	54	94	7	148	6	1	-	155	-
30%	30%	37%	29%	-	30%	30%	27%	30%	34%	34%	-	30%	-
NET Reliability	110	5	103	2	39	67	5	105	3	-	-	109	1
21%	21%	16%	21%	54%	21%	21%	18%	21%	18%	-	-	21%	95%
NET Speed	104	10	92	1	37	64	4	94	8	2	-	104	-
30%	30%	34%	19%	47%	20%	20%	14%	19%	42%	49%	-	30%	-
NET Convenience	202	10	192	-	72	119	11	191	6	3	-	200	1
39%	39%	32%	39%	-	40%	37%	43%	38%	32%	70%	100%	38%	95%

Proportions/Means. Columns Tested (5% risk level) - a-b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Table 231

Base : Didn't use Royal Mail services to send parcels

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	636	127	128	137	144	46	40	41	41	45	42	50	53	34	49	52	43
Weighted Base	624	126*	108*	153*	137*	45**	39**	43**	31**	41**	36**	58*	58*	36**	47**	48*	42**
Effective Base	316	74	70	89	84	26	26	23	23	24	24	32	34	23	26	31	27
Lower cost of postage	131	28	30	36	38	8	5	14	11	11	7	16	8	12	12	14	12
25%	25%	22%	27%	23%	28%	18%	14%	33%	37%	27%	19%	27%	14%	32%	26%	29%	29%
Lower cost of insurance	42	10	11	8	12	1	2	7	4	4	3	5	-	3	4	3	6
8%	8%	9%	10%	8%	9%	3%	6%	17%	13%	10%	8%	9%	-	8%	8%	6%	14%
Guarantee that the parcel would arrive on time	48	9	9	13	17	2	5	2	3	3	3	5	4	3	2	9	5
9%	9%	7%	8%	8%	12%	5%	13%	5%	9%	7%	9%	9%	7%	10%	5%	19%	13%
Better ability to track the delivery	83	16	16	32	19	4	8	4	6	7	3	12	11	10	5	8	6
16%	13%	13%	15%	21%	14%	9%	20%	10%	20%	18%	7%	20%	18%	11	10%	17%	14%
Parcel less likely to get lost	46	11	6	13	15	-	2	9	4	*	2	5	1	7	6	8	1
9%	9%	9%	6%	9%	11%	-	5%	21%	13%	1%	9%	2%	20%	13%	12%	9%	3%
Ability to select an express service	29	5	1	12	11	*	4	1	1	-	-	6	3	4	5	4	2
6%	4%	1%	1%	8%	8%	*	9%	2%	5%	-	-	10%	5%	11%	10%	9%	4%
Quicker delivery	89	16	22	22	29	6	2	9	5	8	9	11	8	2	15	10	4
17%	13%	23%	14%	21%	13%	13%	4%	21%	15%	20%	26%	19%	14%	6%	32%	21%	9%
More convenient for me to drop the parcel off	127	22	30	33	42	8	5	9	12	9	9	14	12	6	13	13	16
24%	18%	28%	21%	31%	19%	12%	21%	38%	23%	25%	24%	21%	17%	28%	27%	38%	38%
More convenient for me to have the parcel collected	131	42	21	43	24	14	17	12	9	11	1	21	12	10	12	4	8
25%	19%	20%	28%	18%	30%	43%	29%	30%	27%	30%	3%	13%	21%	27%	26%	9%	18%
More convenient for the recipient to take the delivery	74	26	11	17	20	7	10	9	5	1	5	7	4	6	5	7	8
14%	20%	10%	11%	15%	17%	25%	20%	16%	2%	15%	7	12%	7%	16%	11%	14%	20%
Ability to set a specific deadline for delivery	40	5	14	10	11	3	*	2	3	7	5	1	5	4	6	3	1
8%	4%	13%	7%	8%	7%	7%	*	4%	8%	16%	14%	1%	9%	10%	13%	7%	3%
Guarantee that the parcel would arrive intact	42	11	8	10	12	1	6	5	3	2	3	2	4	4	2	6	5
8%	9%	7%	7%	9%	2%	14%	11%	9%	4%	4%	9%	3%	8%	12%	5%	12%	11%
Recommended by others	60	21	9	12	19	5	4	12	1	8	1	9	2	1	10	5	3
17%	16%	8%	8%	14%	11%	9%	26%	2%	20%	1%	15%	3%	3%	22%	11%	7%	7%
Better delivery options for disabled consumers	20	5	1	5	1	1	3	1	6	3	1	-	1	-	4	*	1
4%	4%	1%	1%	4%	3%	8%	2%	18%	7%	1%	-	-	1%	-	8%	1%	2%
More environmentally friendly delivery options	28	8	4	4	12	1	5	2	-	1	3	-	1	3	4	5	2
5%	7%	4%	2%	8%	2%	13%	6%	-	3%	8%	-	1%	1%	8%	9%	11%	5%
Better complaint handling policy / procedure	25	1	6	10	8	1	*	-	1	4	1	5	-	5	4	*	3
8%	1%	6%	6%	5%	2%	1%	-	4%	9%	3%	3%	8%	-	14%	8%	*	8%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	39	9	13	4	14	1	3	5	4	6	3	2	1	*	6	7	*
7%	7%	12%	2%	16%	1%	9%	11%	14%	13%	8%	8%	3%	3%	*	13%	15%	*
Other: please specify	38	7	8	14	10	4	3	*	6	1	1	6	6	2	*	5	5
7%	5%	7%	9%	7%	8%	7%	8%	*	20%	2%	2%	11%	10%	4%	*	10%	12%
NET Cost	188	32	38	42	44	9	5	18	13	15	10	19	9	14	14	14	17
30%	25%	35%	27%	32%	20%	14%	14%	41%	41%	37%	27%	33%	14%	40%	29%	29%	39%
NET Reliability	110	26	19	32	33	3	9	14	6	5	8	12	10	11	6	16	11
21%	20%	18%	21%	24%	7%	23%	32%	20%	20%	12%	22%	20%	16%	30%	13%	33%	26%
NET Speed	104	19	23	32	29	6	4	9	8	8	9	16	11	6	15	10	4
20%	15%	22%	21%	21%	13%	9%	22%	20%	20%	20%	26%	27%	18%	17%	32%	22%	9%
NET Convenience	202	42	48	57	55	14	13	15	16	17	15	18	26	13	17	17	21
39%	33%	45%	37%	40%	31%	33%	35%	35%	52%	43%	41%	32%	44%	35%	37%	35%	50%

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	480	59	421	147	333	198	282	90	100	108	89	61	35	17	190	177	113	52	389	76
Weighted Base	486	71*	414	161*	325	228	258	100*	110*	113*	64*	51*	32**	12**	212	177	98*	44**	374	105*
Effective Base	272	48	226	87	186	118	156	55	59	65	37	32	17	7	115	102	56	24	214	56
Lower cost of postage	182	12	140	61	91	76	76	31	22	41	23	16	13	7	52	64	36	20	114	38
31%		17%	34%	38%	28%	33%	30%	30%	20%	38%	35%	31%	42%	53%	25%	36%	37%	45%	30%	36%
Lower cost of insurance	94	5	49	14	35	26	28	11	17	13	10	8	5	3	28	20	5	1	70	26
17%		7%	12%	8%	12%	11%	11%	11%	16%	12%	10%	8%	4%	-	13%	11%	6%	1%	19%	24%
Guarantee that the parcel would arrive on time	93	21	73	36	58	51	43	26	22	17	18	9	-	2	48	34	11	2	50	41
19%		29%	18%	22%	18%	22%	17%	25%	20%	15%	27%	18%	-	17%	23%	19%	12%	5%	13%	38%
Better ability to track the delivery	107	21	86	46	61	57	50	32	17	22	21	11	1	2	49	43	14	3	77	27
22%		29%	21%	29%	19%	25%	19%	32%	15%	20%	33%	21%	3%	20%	23%	25%	15%	8%	21%	26%
Parcel less likely to get lost	89	17	81	48	50	54	43	16	25	30	15	8	1	-	43	45	10	1	70	26
26%		23%	20%	23%	15%	24%	17%	17%	23%	27%	24%	16%	5%	-	20%	23%	10%	3%	19%	24%
Ability to select an express service	49	4	45	24	25	34	15	15	9	7	12	4	3	-	24	19	7	3	27	20
10%		6%	11%	15%	8%	12%	6%	15%	8%	6%	18%	8%	8%	-	11%	11%	7%	6%	7%	13%
Quicker delivery	109	16	93	47	61	46	62	29	28	16	14	10	3	2	57	50	21	5	69	39
22%		22%	22%	29%	19%	20%	24%	29%	26%	14%	22%	11%	9%	16%	27%	17%	22%	12%	19%	37%
More convenient for me to drop the parcel off	151	28	122	44	107	61	90	32	27	35	25	14	13	6	58	59	33	19	110	36
31%		40%	30%	27%	33%	27%	35%	31%	24%	31%	39%	27%	41%	47%	26%	34%	34%	43%	29%	34%
More convenient for me to have the parcel collected	120	9	111	50	71	60	60	29	28	21	11	16	15	1	56	32	32	16	100	19
25%		13%	37%	31%	22%	26%	23%	28%	25%	18%	17%	31%	47%	9%	27%	18%	34%	37%	27%	18%
More convenient for the recipient to take the delivery	104	22	82	34	70	47	57	17	35	23	10	9	2	8	52	33	18	9	83	19
21%		30%	20%	21%	22%	20%	22%	16%	32%	20%	15%	18%	5%	62%	25%	18%	19%	21%	22%	18%
Ability to set a specific deadline for delivery	64	7	57	35	29	35	29	26	14	9	5	8	2	-	40	14	10	2	41	23
13%		10%	14%	22%	9%	16%	11%	23%	13%	8%	8%	16%	6%	-	18%	8%	11%	5%	11%	23%
Guarantee that the parcel would arrive intact	99	8	51	29	29	27	32	14	21	13	9	-	2	-	35	22	2	2	34	25
12%		11%	12%	11%	12%	12%	12%	14%	13%	11%	14%	1%	7%	-	11%	12%	2%	5%	9%	23%
Recommended by others	63	5	58	31	32	41	22	23	20	8	12	-	1	-	43	19	1	1	39	22
13%		7%	14%	10%	10%	13%	8%	15%	13%	7%	12%	1%	2%	-	22%	14%	1%	1%	10%	21%
Better delivery options for disabled consumers	48	2	46	25	24	34	15	13	19	5	4	4	3	-	32	9	7	3	29	19
10%		3%	11%	16%	7%	18%	6%	13%	17%	7%	6%	8%	10%	-	16%	5%	8%	7%	8%	18%
More environmentally friendly delivery options	99	2	86	21	77	35	24	15	7	10	4	5	2	-	32	16	11	7	29	29
12%		3%	12%	13%	11%	15%	9%	14%	16%	6%	15%	8%	15%	15%	15%	9%	11%	13%	8%	23%
Better complaint handling policy / procedure	41	5	36	15	25	27	14	13	6	8	8	3	1	2	18	16	6	3	25	16
8%		6%	9%	10%	8%	12%	5%	12%	5%	8%	12%	6%	3%	16%	9%	9%	6%	6%	7%	13%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	65	4	61	32	33	37	27	18	22	7	4	7	3	4	40	11	14	7	48	17
13%		6%	15%	16%	10%	16%	11%	17%	25%	6%	6%	14%	8%	32%	19%	6%	15%	15%	13%	16%
Other: please specify	38	5	32	6	31	14	24	6	6	6	8	3	7	1	12	14	11	8	37	1
8%		7%	8%	4%	10%	6%	9%	6%	6%	6%	12%	6%	2%	11%	6%	8%	12%	19%	7%	1%
NET Cost	183	15	168	66	117	90	94	37	34	46	28	18	13	7	71	74	38	20	135	46
36%		22%	41%	41%	36%	36%	36%	36%	31%	41%	43%	36%	42%	53%	33%	42%	40%	45%	36%	44%
NET Reliability	167	28	139	74	93	89	78	36	47	43	23	12	3	2	83	66	18	6	102	63
34%		39%	34%	29%	39%	39%	30%	35%	43%	38%	36%	24%	11%	17%	32%	24%	19%	12%	27%	34%
NET Speed	136	20	116	60	76	66	70	38	32	20	23	18	3	2	69	43	24	5	84	49
28%		28%	28%	37%	23%	27%	27%	31%	29%	17%	16%	16%	9%	16%	33%	24%	25%	12%	22%	47%
NET Convenience	252	40	211	88	163	120	132	68	44	56	37	26	14	6	113	93	46	19	179	69
52%		56%	51%	55%	50%	53%	51%	51%	40%	49%	58%	51%	42%	47%	53%	52%	46%	44%	48%	61%

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	480	162	143	85	90	305	175	356	123	24	40	103	158	125	301	24	440	106	368	16
Weighted Base	486	128*	159*	106*	93*	287	199	393	93*	31**	31**	111*	162*	120*	303	31**	436	97*	370	19**
Effective Base	272	72	85	59	58	156	117	208	69	17	21	60	91	67	171	17	246	58	205	9
Lower cost of postage	152	34	59	34	27	92	60	117	35	9	12	43	40	40	96	9	139	36	110	6
31%		27%	36%	32%	29%	32%	30%	30%	39%	29%	40%	39%	29%	33%	32%	32%	37%	30%	34%	
Lower cost of insurance	84	13	17	7	17	30	24	46	8	2	4	22	15	9	42	2	51	15	37	1
11%		10%	11%	6%	18%	17%	12%	12%	8%	7%	15%	20% <u>m</u>	10%	7%	14%	7%	12%	16%	10%	7%
Guarantee that the parcel would arrive on time	93	36	33	18	7	69	25	123	7%	4	4	18	34	25	57	4	82	19	72	3
19%		23% <u>m</u>	21% <u>m</u>	17%	7%	23% <u>m</u>	12%	21%	11%	14%	14%	17%	21%	21%	19%	14%	19%	19%	19%	16%
Better ability to track the delivery	107	33	36	16	22	69	38	83	24	11	13	25	30	23	68	11	91	20	83	3
22%		20%	22%	15%	24%	24%	19%	21%	26%	30%	43%	22%	19%	19%	22%	35%	21%	21%	23%	17%
Parcel less likely to get lost	98	28	29	23	17	57	40	87	11	8	5	27	34	17	86	8	83	23	69	5
20%		22%	18%	22%	18%	20%	20%	22%	11%	16%	16%	24%	21%	14%	22%	28%	19%	24%	19%	28%
Ability to select an express service	49	17	15	10	8	32	17	43	6	5	1	20	16	8	37	5	45	15	34	1
10%		13%	10%	8%	8%	11%	9%	11%	7%	15%	3%	10%	6%	15%	12%	15%	15%	9%	3%	
Quicker delivery	109	29	34	23	23	63	46	89	19	8	9	31	35	19	75	8	96	23	84	2
22%		23%	21%	21%	25%	22%	23%	23%	21%	27%	31%	28%	22%	16%	25%	27%	24%	23%	10%	
More convenient for me to drop the parcel off	101	34	45	38	34	78	72	120	31	7	12	35	52	37	99	7	142	34	117	1
31%		26%	28%	36%	37%	27%	36%	31%	33%	23%	40%	32%	32%	31%	33%	33%	35%	32%	32%	2%
More convenient for me to have the parcel collected	120	26	46	28	20	72	48	93	28	9	1	35	38	26	74	9	104	30	84	6
25%		21%	29%	26%	22%	25%	24%	24%	30%	29%	4%	31%	24%	22%	25%	29%	24%	31%	23%	34%
More convenient for the recipient to take the delivery	104	30	46	16	13	75	28	87	16	6	3	27	28	29	58	6	91	21	81	1
21%		23%	28% <u>m</u>	15%	14%	23% <u>m</u>	14%	22%	17%	19%	9%	24%	17%	24%	19%	19%	21%	22%	22%	6%
Ability to set a specific date/time for delivery	64	23	19	11	12	41	23	58	6	5	4	21	17	15	42	5	57	14	50	-
13%		18%	12%	11%	13%	14%	12%	15%	6%	17%	12%	19%	10%	12%	14%	17%	15%	14%	-	-
Guarantee that the parcel would arrive intact	59	21	17	14	7	38	21	53	6	7	2	10	15	24	27	7	51	12	46	-
12%		16%	11%	13%	8%	13%	11%	13%	6%	21%	8%	9%	9%	20% <u>m</u>	9%	21%	12%	13%	13%	-
Recommended by others	63	23	21	13	6	44	19	57	6	3	*	19	22	18	41	3	60	15	47	1
13%		18%	13%	12%	7%	15%	10%	14%	7%	9%	1%	17%	14%	15%	14%	9%	15%	13%	13%	6%
Better delivery options for disabled consumers	48	12	19	7	10	31	17	42	6	4	1	16	15	11	32	4	44	16	30	2
10%		10%	12%	7%	10%	11%	9%	11%	7%	14%	4%	14%	9%	9%	11%	14%	10%	17%	8%	10%
More environmentally friendly delivery options	59	15	23	11	10	38	21	55	4	5	2	18	22	12	42	5	54	12	45	2
12%		12%	14%	11%	11%	13%	11%	13% <u>m</u>	4%	16%	5%	16%	14%	10%	14%	16%	12%	13%	12%	9%
Better complaint handling policy / procedure	41	16	8	6	10	25	16	35	6	1	1	10	15	12	26	1	38	11	28	1
8%		13%	5%	5%	11%	9%	8%	9%	6%	4%	3%	9%	9%	10%	9%	4%	9%	12%	8%	5%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	65	19	23	13	10	41	24	59	6	4	3	15	21	7	69	4	58	26	35	3
13%		14%	15%	13%	11%	14%	12%	15%	6%	12%	8%	14%	18% <u>m</u>	6%	16% <u>m</u>	12%	13%	27% <u>m</u>	10%	17%
Other, please specify	38	6	10	9	12	16	21	30	7	5	7	10	8	5	25	5	31	11	27	-
8%		5%	6%	9%	13%	6%	11%	8%	6%	15%	23%	9%	5%	4%	8%	15%	11%	7%	7%	-
NET Cost	183	44	69	37	34	113	71	146	37	10	12	57	50	47	120	10	169	45	132	6
36%		34%	43%	35%	36%	39%	36%	37%	40%	33%	40%	35% <u>m</u>	31%	39%	39%	33%	39%	46%	36%	34%
NET Reliability	167	51	56	35	25	106	61	147	20	14	8	36	62	40	106	14	145	37	125	5
34%		40%	35%	33%	27%	37%	31%	37% <u>m</u>	22%	46%	26%	32%	38%	33%	35%	46%	33%	36%	34%	28%
NET Speed	136	40	45	26	24	85	50	113	22	8	10	39	47	24	97	8	123	33	100	2
26%		31%	26%	25%	26%	30%	25%	29%	24%	26%	33%	35%	29%	20%	32%	26%	26%	34%	27%	13%
NET Convenience	262	68	79	53	52	147	105	205	47	16	23	68	81	62	181	16	229	61	197	3
52%		53%	50%	50%	56%	51%	53%	52%	60%	54%	73%	68	80%	62%	63%	54%	52%	62%	63%	18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Rurality			Nation					Region													
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber/side (j)	East Midlands (k)	West Midlands (l)	East of England / East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)				
Unweighted Base	480	311	169	77	240	89	77	74	14	26	24	23	37	32	32	26	26	17	72				
Weighted Base	486	415	71**	13**	410	37*	22**	16*	11**	45**	35**	27**	60*	50**	75*	66**	40**	7**	30**				
Effective Base	272	241	33	10	209	32	37	54	12	25	23	23	33	28	31	24	24	4	29				
Lower cost of postage	152	123	30	3	131	7	9	6	1	7	16	6	12	21	26	24	19	1	6				
	31%	30%	42%	23%	32%	18%	39%	34%	12%	15%	47%	20%	20%	42%	34%	36%	47%	9%	20%				
Lower cost of insurance	94	47	7	1	48	2	2	2	-	4	7	4	7	7	12	5	3	*	2				
	11%	11%	10%	5%	12%	4%	10%	12%	-	10%	20%	15%	7	11%	14%	15%	7%	7%	2%				
Guarantee that the parcel would arrive on time	93	88	5	*	81	8	2	2	1	10	5	5	12	11	14	16	7	1	7				
	19%	21%	7%	3%	20%	21%	11%	11%	5%	23%	14%	16%	19%	23%	19%	25%	16%	16%	22%				
Better ability to track the delivery	107	97	10	2	88	9	6	4	1	7	6	4	16	4	22	16	13	1	8				
	22%	23%	14%	11%	21%	24%	28%	25%	5%	15%	17%	13%	27%	9%	29%	25%	31%	14%	26%				
Parcel less likely to get lost	96	89	8	1	92	2	2	2	2	10	13	6	8	2	10	25	17	1	2				
	20%	20%	11%	5%	20%	7%	8%	10%	19%	23%	36%	22%	13%	19%	33%	26%	3%	11%	6%				
Ability to select an express service	49	41	8	1	38	8	2	2	1	2	1	1	7	5	12	6	3	*	7				
	10%	10%	11%	5%	9%	13% u	8%	9%	6%	4%	4%	4%	12%	10%	17%	9%	7%	6%	24%				
Quicker delivery	109	94	15	2	90	10	5	4	1	10	10	9	11	11	12	16	10	1	9				
	23%	23%	21%	13%	23%	28%	21%	23%	12%	23%	29%	31%	18%	22%	16%	24%	24%	16%	30%				
More convenient for me to drop the parcel off	161	135	15	4	122	14	9	6	2	16	15	6	14	15	16	26	12	2	12				
	31%	33%	22%	27%	30%	38%	41%	34%	18%	36%	42%	21%	24%	30%	21%	39%	31%	33%	39%				
More convenient for me to have the parcel collected	120	99	22	4	97	16	4	4	2	5	7	5	17	11	16	16	18	5	10				
	25%	24%	27%	27%	24%	42% u	19%	24%	14%	11%	19%	19%	28%	22%	21%	25%	46%	75%	34%				
More convenient for the recipient to take the delivery	104	97	7	2	91	4	4	5	5	15	1	5	4	9	23	20	8	2	3				
	21%	23%	10%	15%	22%	11%	19%	26% u	48%	33%	3%	16%	7%	18%	31% u	31%	21%	23%	9%				
Ability to set a specific date/time for delivery	64	58	7	1	54	7	4	*	2	-	6	2	7	7	18	10	3	1	4				
	13%	14%	9%	5%	13% u	14%	20% u	3%	14%	-	16%	9%	11%	14%	23%	15%	7%	16%	14%				
Guarantee that the parcel would arrive intact	99	55	3	1	51	3	3	1	1	5	6	1	9	4	19	4	1	1	2				
	12%	13%	5%	4%	13%	8%	13%	7%	9%	12%	16%	4%	15%	8%	25%	7%	3%	15%	7%				
Recommended by others	83	61	2	1	53	4	2	3	2	7	2	4	10	6	14	2	6	*	4				
	13%	13%	3%	7%	13%	12%	9%	20%	14%	16%	5%	4	15%	16%	12%	19%	3%	16%	13%				
Better delivery options for disabled consumers	48	45	4	1	44	2	1	2	-	1	1	1	9	3	18	7	3	*	1				
	10%	11%	5%	8%	11%	5%	5%	12%	-	2%	4%	5%	15%	7%	23%	11%	7%	4%	5%				
More environmentally friendly delivery options	99	68	1	*	54	3	2	*	2	4	3	4	8	5	11	12	6	-	3				
	12%	14% u	2%	3%	13% u	8%	7%	2%	14%	8%	7%	14%	14%	11%	14%	16%	15%	-	9%				
Better complaint handling policy / procedure	41	36	4	1	33	5	2	*	-	1	3	-	6	4	8	5	5	*	5				
	8%	9%	6%	6%	8%	14%	8%	3%	-	3%	9%	-	9%	9%	17%	8%	14%	1%	17%				
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	65	54	10	1	56	5	3	1	-	2	3	4	7	7	13	15	5	3	1				
	13%	13%	15%	5%	14%	12%	14%	9%	-	4%	9%	14%	11%	14%	17%	23%	13%	48%	4%				
Other: please specify	38	30	8		32	3	1	1	1	9	-	-	10	2	4	6	1	*	3				
	8%	7%	11%	33%	8%	8%	4%	8%	11%	19%	-	-	16%	4%	5%	8%	3%	1%	9%				
NET Cost	183	151	32	3	161	7	10	6	1	10	19	10	16	16	26	35	24	20	1				
	36%	36%	46%	25%	36% u	19%	10% u	37%	12%	21%	54%	35%	27%	52%	46%	36%	50%	11%	21%				
NET Reliability	167	153	14	1	149	10	4	4	2	17	17	4	18	16	38	24	7	1	9				
	34%	33% u	19%	8%	33% u	28%	19%	22%	19%	36%	49%	36%	30%	33%	50%	36%	16%	20%	30%				
NET Speed	136	117	19	2	113	13	6	4	2	12	12	10	16	16	19	16	10	1	12				
	26%	26%	27%	16%	27%	34%	26%	27%	20%	27%	33%	36%	26%	32%	26%	24%	24%	19%	36%				
NET Convenience	261	224	27	5	257	22	15	8	3	18	22	11	30	24	41	40	19	2	20				
	52%	54%	39%	35%	50%	59%	67%	60%	28%	42%	62%	33%	60%	49%	64%	61%	45%	33%	64%				

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

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Table 232

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	480	216	135	325	244	216	8	45	135	9	44	163	218	50	37	12	381	49	239	193	30	12	6	432	18	194	286
Weighted Base	486	225	148*	317	240	225	11**	31**	176*	207	49**	176*	207	49**	40**	14**	383	54**	238	201	28**	12**	7**	439	19**	218	268
Effective Base	272	127	79	181	132	127	6	27	79	7	26	91	126	29	23	6	215	28	136	108	18	7	5	243	11	114	160
Lower cost of postage	152	62	35	84	63	62	3	9	62	53	22	63	53	8	6	118	14	83	58	12	*	*	*	140	*	63	89
31%	26%	43% 44%	27%	35%	28%	28%	29%	29%	41%	55%	64%	36%	29%	45%	21%	41%	30%	27%	35%	44%	3%	-	-	32%	2%	29%	33%
Lower cost of insurance	54	35	12	41	19	35	-	3	12	2	3	21	26	4	3	*	47	3	27	27	*	*	*	32	*	32	22
11%	19% 18%	8%	13%	8%	16%	16%	9%	9%	8%	20%	10%	12%	13%	8%	7%	1%	12%	11%	13%	1%	2%	-	12%	1%	13%	8%	
Guarantee that the parcel would arrive on time	93	55	14	30	35	55	2	6	14	1	37	38	9	10	*	75	10	52	37	4	1	-	88	1	50	43	
19%	23% 24%	10%	24% 24%	15%	25%	17%	19%	19%	10%	11%	4%	21%	18%	18%	24%	3%	20%	22%	18%	15%	4%	-	20%	3%	23%	16%	
Better ability to track the delivery	107	58	25	79	43	58	7	9	25	2	10	41	45	10	9	2	42	52	5	7	-	-	94	7	57	49	
22%	26%	17%	24%	18%	26%	66%	30%	30%	17%	20%	31%	23%	22%	21%	16%	22%	20%	18%	26%	20%	69%	-	22%	7	26%	16%	
Parcel less likely to get lost	98	70	14	82	25	70	5	6	14	2	3	42	44	8	2	1	86	4	47	40	6	1	3	87	4	67	31
20%	31% 30%	9%	23% 23%	11%	31%	50%	21%	21%	9%	20%	10%	24%	21%	16%	6%	9%	22%	7%	20%	20%	21%	10%	41%	20%	4	22%	
Ability to select an express service	49	33	4	43	15	33	3	4	26	14	5	28	14	5	3	1	40	4	26	17	5	1	43	1	32	17	
10%	13% 13%	3%	14% 14%	6%	15%	28%	10%	10%	7%	11%	4%	15%	7%	10%	8%	9%	10%	8%	11%	8%	-	17%	10%	6%	13%	6%	
Quicker delivery	109	61	25	81	45	61	4	9	25	1	5	44	38	20	7	*	82	7	52	42	9	4	1	94	5	58	51
22%	27%	17%	25%	19%	27%	39%	29%	29%	17%	11%	15%	25%	18%	41%	17%	3%	21%	22%	21%	33%	34%	17%	21%	5	27%	19%	
More convenient for me to drop the parcel off	161	68	47	96	75	68	4	14	60	58	17	60	58	17	10	5	119	15	63	62	3	2	*	145	2	62	89
31%	30%	32%	30%	31%	30%	39%	45%	45%	32%	22%	30%	34%	28%	34%	25%	37%	31%	35%	31%	13%	14%	4%	33%	10%	28%	33%	
More convenient for me to have the parcel collected	120	55	34	79	59	55	3	6	34	3	12	51	49	7	10	3	100	14	74	41	3	2	1	114	3	61	60
25%	24%	23%	25%	24%	24%	26%	20%	20%	23%	32%	35%	29%	24%	13%	26%	24%	26%	31%	20%	11%	16%	17%	26%	16%	3	26%	22%
More convenient for the recipient to take the delivery	104	53	29	72	47	53	4	6	29	1	8	38	45	8	12	1	83	13	51	44	6	1	2	95	3	54	50
21%	24%	20%	23%	20%	24%	41%	18%	18%	20%	11%	22%	22%	22%	16%	30%	7%	22%	21%	22%	22%	5%	30%	22%	3	15%	25%	19%
Ability to set a specific date/time for delivery	64	41	11	49	19	41	2	4	11	2	2	33	24	6	*	1	57	1	32	29	-	3	1	61	4	38	26
13%	19% 18%	7%	12% 12%	8%	18%	17%	12%	12%	7%	20%	7%	19%	11%	13%	*	7%	15%	2%	13%	14%	-	22%	1	14%	4	18%	10%
Guarantee that the parcel would arrive intact	69	40	7	50	17	40	3	2	7	3	4	25	26	1	7	2	51	7	36	18	2	2	-	54	2	37	22
12%	19% 19%	5%	16% 16%	7%	18%	28%	7%	7%	5%	30%	11%	14%	12%	1%	17%	3%	13%	15%	9%	9%	20%	-	12%	2	12%	17%	8%
Recommended by others	63	42	13	48	19	42	*	1	13	1	3	24	20	12	7	*	44	7	33	25	4	1	-	58	1	38	25
13%	19% 19%	9%	15%	8%	19%	4%	4%	4%	9%	11%	9%	14%	10%	24%	17%	3%	12%	14%	12%	15%	13%	-	13%	8%	1	17%	9%
Better delivery options for disabled consumers	48	36	4	44	13	36	3	3	24	17	7	3	24	7	*	3	41	*	24	19	3	1	-	43	2	43	6
10%	14% 14%	3%	13% 13%	5%	16%	27%	11%	11%	7%	11%	8%	14%	8%	15%	1%	-	11%	1%	10%	11%	9%	1	10%	10%	2	8%	2%
More environmentally friendly delivery options	69	36	14	44	22	36	-	-	14	5	4	28	22	7	2	-	50	2	32	19	6	-	1	51	1	42	17
12%	16%	10%	14%	9%	16%	-	-	-	10%	46%	11%	16%	10%	14%	5%	-	13%	14%	10%	22%	-	17%	12%	7%	1	19%	6%
Better complaint handling policy / procedure	41	30	4	36	11	30	-	3	4	1	1	23	16	*	2	-	38	2	22	16	2	1	-	37	1	31	10
8%	13% 13%	3%	11% 11%	4%	13%	-	11%	11%	3%	11%	4%	13%	8%	1%	5%	-	10%	4%	9%	8%	6%	12%	-	9%	7%	14%	4%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	65	39	11	53	25	39	3	3	11	1	1	32	29	2	1	-	61	1	42	20	3	*	-	62	*	49	15
13%	17% 17%	7%	17% 17%	10%	17%	23%	8%	8%	7%	11%	3%	18%	14%	4%	4%	-	16%	16%	10%	10%	9%	1%	-	14%	1%	53%	6%
Other: please specify	38	12	12	26	25	12	-	2	12	1	1	18	15	2	2	*	33	2	18	12	6	-	2	30	2	13	25
8%	6%	8%	8%	10%	6%	6%	5%	5%	8%	7%	4%	10%	7%	4%	6%	1%	9%	4%	7%	6%	20%	-	30%	7%	11%	6%	9%
NET Cost	183	83	68	109	94	83	3	10	75	69	26	8	10	6	144	14	96	96	74	12	*	-	171	*	84	99	
38%	37%	46%	34%	39%	37%	28%	33%	33%	42%	33%	67%	42%	33%	53%	21%	41%	37%	40%	37%	46%	3%	-	39%	2%	39%	37%	
NET Reliability	167	109	27	135	53	109	7	11	27	4	6	62	72	15	16	2	135	18	87	63	10	4	3	150	7	96	71
34%	49% 49%	18%	43% 43%	22%	49%	68%	35%	35%	35%	39%	16%	35%	35%	30%	41%	11%	35%	33%	36%	32%	38%	31%	41%	34%	35%	44%	27%
NET Speed	136	78	26	106	53	78	4	11	26	1	5	56	49	20	9	2	105	11	64	56	9	4	3	120	7	78	57
39%	33% 33%	17%	32% 32%	22%	39%	39%	35%	35%	17%	15%	15%	32%	24%	41%	24%	12%	21%	27%	28%	33%	34%	34%	27%	34%	7	59%	21%
NET Convenience	282	127	62	171	106	127	10	19	62	3	16	99	105	25	15	8	204	23	120	116	7	7	2	236	9	124	127
52%	47% 47%	42%	54%	44%	57%	85%	62%	62%	42%	32%	47%	55%	51%	51%	38%	53%	53%	50%	58%	25%	61%	22%	54%	46%	57%	48%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Table 232

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Housebound			Disability			Internet access						
Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use elsewhere (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
480	28	445	7	150	314	16	464	13	2	1	479	-	
486	24**	459	3**	147*	320	19**	465	16**	4**	***	486	**	
272	14	256	3	81	183	9	261	9	2	1	272	-	
152	5	147	-	50	93	10	144	4	4	-	152	-	
31%	21%	32%	11%	34%	29%	51%	31%	23%	100%	-	31%	-	
54	1	52	-	19	33	3	50	4	-	*	54	-	
11%	5%	11%	-	13%	10%	14%	11%	25%	-	100%	11%	-	
93	2	91	-	24	61	8	93	-	-	-	93	-	
17%	8%	20%	17%	17%	19%	43%	20%	1%	-	-	19%	-	
107	4	102	1	30	73	4	102	3	2	-	107	-	
22%	15%	22%	48%	20%	23%	24%	22%	20%	40%	-	22%	-	
98	6	92	*	29	58	10	90	6	2	-	98	-	
20%	24%	20%	4%	20%	18%	55%	19%	36%	40%	-	20%	-	
49	3	47	-	16	33	5	41	5	3	-	49	-	
15%	11%	10%	11%	4%	10%	12%	9%	34%	60%	-	15%	-	
109	5	104	*	35	70	4	100	6	3	*	109	-	
22%	20%	23%	4%	23%	22%	22%	22%	37%	60%	100%	22%	-	
151	8	143	-	48	97	5	144	4	3	-	151	-	
31%	34%	31%	3%	33%	30%	29%	31%	24%	60%	-	31%	-	
120	9	111	-	42	70	8	113	5	3	*	120	-	
25%	38%	24%	-	28%	22%	43%	24%	31%	60%	100%	25%	-	
104	12	91	*	29	68	6	101	3	-	-	104	-	
21%	49%	20%	17%	20%	21%	33%	22%	20%	-	-	21%	-	
64	3	62	-	21	36	8	61	4	-	-	64	-	
13%	11%	13%	-	14%	11%	42%	13%	22%	-	-	13%	-	
59	*	59	-	14	40	4	59	-	-	*	59	-	
12%	*	13%	-	10%	12%	23%	13%	-	-	100%	12%	-	
63	4	58	1	18	45	*	59	4	-	-	63	-	
13%	17%	13%	21%	12%	14%	1%	13%	28%	-	-	13%	-	
48	6	41	1	13	33	3	39	5	4	-	48	-	
10%	26%	9%	48%	9%	10%	54%	9%	32%	100%	-	10%	-	
59	6	53	-	15	43	1	53	3	3	-	59	-	
12%	25%	12%	-	10%	13%	6%	11%	20%	60%	-	12%	-	
41	1	38	1	16	23	2	38	2	-	-	41	-	
8%	4%	8%	48%	11%	7%	9%	8%	15%	-	-	8%	-	
65	8	55	1	31	32	1	61	1	3	-	65	-	
13%	34%	12%	48%	23%	10%	6%	13%	9%	60%	-	13%	-	
38	2	35	-	16	22	-	38	-	-	-	38	-	
8%	9%	8%	-	11%	7%	-	8%	-	-	-	8%	-	
183	6	177	-	57	116	10	172	7	4	*	183	-	
38%	26%	39%	11%	38%	36%	51%	37%	45%	100%	-	38%	-	
167	6	161	1	49	108	12	159	6	2	-	167	-	
34%	24%	35%	21%	33%	33%	66%	34%	38%	40%	100%	34%	-	
136	5	131	*	42	90	4	125	8	3	*	135	-	
26%	20%	28%	4%	28%	28%	22%	27%	51%	60%	100%	26%	-	
252	12	238	1	75	163	13	240	7	4	-	252	-	
52%	51%	52%	51%	51%	51%	69%	52%	46%	100%	-	52%	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Table 232

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	480	114	129	112	125	33	32	49	37	44	48	50	31	31	29	48	48
Weighted Base	486	109*	130*	113*	134*	25**	37**	47**	31**	45**	54**	48**	38**	27**	34**	53**	47**
Effective Base	272	63	74	63	72	14	20	30	20	26	29	28	20	16	16	26	28
Lower cost of postage	162	27	41	43	41	6	6	14	8	12	22	16	19	9	8	20	13
31%	31%	24%	32%	38%	31%	25%	17%	30%	25%	26%	40%	33%	49%	32%	25%	37%	28%
Lower cost of insurance	54	13	16	11	13	4	2	7	3	6	7	5	6	-	2	8	3
11%	11%	12%	12%	10%	10%	15%	7%	15%	9%	14%	13%	11%	15%	2%	6%	15%	9%
Guarantee that the parcel would arrive on time	93	16	30	24	24	5	2	8	6	7	17	10	6	8	5	8	10
19%	19%	15%	23%	21%	18%	21%	7%	18%	19%	15%	31%	21%	15%	31%	16%	15%	22%
Better ability to track the delivery	107	23	36	23	25	4	10	8	6	13	17	8	7	8	5	10	10
22%	22%	21%	28%	20%	19%	17%	27%	17%	21%	28%	32%	17%	18%	30%	15%	19%	21%
Parcel less likely to get lost	98	18	38	19	22	2	8	8	12	10	17	5	7	7	6	6	11
20%	20%	17%	29%	17%	17%	7%	22%	17%	37%	22%	31%	11%	19%	25%	10%	14%	24%
Ability to select an express service	49	8	25	5	11	2	5	1	8	5	12	2	1	2	1	3	7
10%	10%	7%	38% Red	5%	8%	8%	12%	3%	25%	12%	23%	5%	4%	6%	3%	5%	14%
Quicker delivery	109	21	31	25	32	6	7	8	6	8	17	9	10	6	5	15	11
23%	23%	19%	24%	22%	24%	23%	20%	17%	21%	18%	31%	19%	27%	23%	15%	28%	24%
More convenient for me to drop the parcel off	161	30	43	32	45	2	15	13	11	14	19	12	10	10	11	18	16
31%	31%	27%	33%	29%	34%	7%	40%	27%	35%	30%	35%	25%	38%	33%	34%	34%	34%
More convenient for me to have the parcel collected	120	22	34	28	37	5	4	13	5	14	15	12	4	11	9	20	7
25%	25%	20%	26%	25%	27%	21%	11%	27%	15%	31%	39%	26%	11%	41%	28%	38%	15%
More convenient for the recipient to take the delivery	104	18	33	23	30	4	6	8	9	13	11	7	6	10	10	8	12
21%	21%	16%	26%	20%	22%	17%	16%	16%	28%	39%	21%	14%	15%	38%	29%	16%	25%
Ability to set a specific deadline for delivery	64	16	23	14	11	4	4	11	8	8	14%	5	4	10%	4	5	2
13%	13%	15%	18%	13%	8%	15%	4%	23%	25%	17%	14%	5	10%	4	13%	10%	3%
Guarantee that the parcel would arrive intact	59	10	14	22	12	4	3	6	3	4	7	5	13	4	3	6	4
12%	12%	9%	11%	20%	9%	16%	9%	6	10%	9%	13%	11%	34%	4	16%	9%	8%
Recommended by others	63	10	24	10	19	1	5	5	3	7	13	8	1	1	1	4	14
13%	13%	10%	19%	8%	14%	3%	14%	10%	11%	17%	25%	16%	4%	2%	3%	7%	29%
Better delivery options for disabled consumers	48	11	20	8	10	3	2	6	10	2	8	2	6	-	2	-	8
10%	10%	10%	15%	7%	8%	13%	5%	12%	31%	4%	15%	4%	15%	1%	6%	-	17%
More environmentally friendly delivery options	59	7	26	13	13	-	-	6	7	7	12	7	4	2	2	5	5
12%	12%	6%	33% Red	11%	10%	-	1%	14%	23%	15%	22%	15%	10%	8%	7%	9%	12%
Better complaint handling policy / procedure	41	9	17	8	7	2	2	5	5	6	6	-	3	5	-	7	-
8%	8%	8%	13%	7%	5%	6%	5%	11%	15%	13%	11%	1%	8%	18%	-	13%	1%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	65	14	25	14	12	3	5	5	11	10	4	8	1	4	1	4	7
13%	13%	12%	19%	12%	9%	14%	13%	11%	36%	22%	8%	17%	4%	15%	2%	8%	15%
Other: please specify	38	8	7	9	14	2	5	2	2	2	3	4	3	2	7	-	6
8%	8%	7%	5%	8%	10%	7%	13%	4%	8%	3%	5%	8%	8%	8%	21%	-	14%
NET Cost	103	38	51	46	48	10	8	20	10	14	26	18	13	9	11	24	14
35%	35%	35%	39%	41%	36%	40%	22%	43%	33%	32%	46%	38%	49%	34%	32%	44%	35%
NET Reliability	167	30	53	44	40	7	10	13	15	15	23	16	16	12	10	12	18
34%	34%	27%	41%	39%	30%	28%	27%	28%	46%	34%	42%	33%	42%	46%	29%	23%	39%
NET Speed	136	25	45	28	36	6	11	9	13	10	23	11	7	6	15	15	15
28%	28%	24%	35%	25%	27%	23%	29%	30%	42%	21%	42%	23%	27%	28%	18%	28%	32%
NET Convenience	262	56	75	51	70	8	20	28	18	27	29	20	17	14	19	30	21
82%	82%	81%	88%	85%	82%	82%	83%	88%	88%	81%	84%	82%	84%	83%	87%	88%	85%

Q16_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Table 261

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1) 35	6	29	6	29	22	13	12	5	4	2	3	5	3	18	6	11	8	31	3
	1%	*	1%	1%	1%	1%	*	1%	*	*	*	*	1%	1%	1%	*	*	*	1%	*
Not very important	(2) 98	25	72	12	86	49	48	22	14	21	12	13	6	11	36	32	29	16	80	17
	2%	2%	1%	1%	2%	2%	2%	3%	2%	2%	1%	1%	1%	2%	2%	2%	1%	1%	2%	2%
Neither important nor unimportant	(3) 727	97	629	86	640	424	303	95	112	132	65	137	103	84	206	197	324	187	593	123
	12%	8%	12%	12%	12%	12%	10%	11%	12%	12%	8%	12%	12%	12%	12%	10%	12%	12%	12%	13%
Important	(4) 2845	606	2339	343	2622	1416	1525	362	401	556	438	526	373	289	764	994	1198	692	2477	439
	46%	49%	47%	43%	48%	47%	49%	44%	46%	50%	43%	47%	49%	46%	45%	51%	47%	48%	46%	47%
Very important	(5) 2285	487	1768	338	1947	1061	1218	316	330	405	304	431	267	232	646	709	930	499	1916	351
	37%	39%	36%	33%	36%	35%	38%	36%	36%	36%	37%	38%	35%	37%	36%	36%	37%	36%	37%	37%
Don't know	71	11	61	5	67	38	34	15	5	4	12	20	6	9	20	16	35	15	60	10
	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	132	31	101	17	115	71	61	34	20	24	14	16	10	14	54	38	40	24	111	20
	2%	3%	2%	2%	2%	2%	2%	4%	2%	2%	2%	1%	1%	2%	3%	2%	2%	2%	2%	2%
NET Important / Very important	5230	1093	4136	681	4549	2477	2743	678	731	961	742	957	640	520	1410	1703	2117	1161	4393	790
	85%	85%	84%	80%	85%	82%	82%	83%	84%	86%	82%	85%	84%	83%	83%	84%	84%	85%	84%	84%
Mean	4.21	4.19	4.19	4.27	4.20	4.16	4.19	4.18	4.20	4.20	4.25	4.23	4.18	4.19	4.19	4.22	4.21	4.19	4.21	4.20
Std Dev.	0.76	0.73	0.76	0.77	0.75	0.78	0.72	0.85	0.77	0.74	0.68	0.73	0.74	0.77	0.81	0.72	0.74	0.75	0.75	0.76
Std Error	0.01	0.02	0.01	0.03	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.01	0.02	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q16_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Table 251

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	35	9	9	8	8	19	16	19	16	4	3	10	8	5	20	4	30	10	24	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important (2)	98	25	29	23	22	53	44	60	36	7	13	26	23	21	62	9	87	17	77	4
	2%	2%	2%	2%	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%
Neither important nor unimportant (3)	727	160	217	171	179	377	350	404	310	56	84	155	185	170	424	56	616	123	563	41
	12%	4.5% ^{ab}	11%	12%	10%	12%	11%	11%	13%	11%	11%	10%	12%	15%	11%	10%	12%	10%	11%	14%
Important (4)	2945	553	948	657	788	1501	1444	1813	1093	230	308	708	810	569	1828	236	2512	591	2222	131
	48%	49%	50%	47%	46%	49%	46%	49%	46%	42%	42%	47%	51% ^{gh}	52% ^{gh}	48% ^{gh}	44%	49%	46%	48%	46%
Very important (5)	2285	379	688	506	710	1068	1216	1340	912	209	314	586	546	325	1448	219	1884	527	1663	95
	37%	33%	36%	37%	43% ^{op}	35%	43% ^{op}	37%	36%	44% ^{op}	45% ^{op}	47% ^{op}	44%	39%	37% ^{op}	41%	36%	41% ^{op}	38%	33%
Don't know	71	11	22	20	19	33	38	35	30	10	12	16	13	6	41	10	47	15	40	16
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	6% ^{qr}
NET Not at all important/ Not very important	132	34	38	31	30	72	60	78	52	10	16	35	31	26	82	12	117	27	101	5
	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
NET Important/ Very important	5230	932	1638	1163	1467	2568	2660	3153	2095	440	621	1294	1350	888	3272	456	4396	1119	3885	226
	85%	82%	83% ^{ab}	84%	87% ^{ab}	84%	85%	86%	84%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Mean	4.21	4.13	4.23 ^{ab}	4.20	4.27 ^{op}	4.18	4.24 ^{op}	4.21	4.20	4.26 ^{op}	4.27 ^{op}	4.24 ^{op}	4.24 ^{op}	4.19 ^{op}	4.23 ^{op}	4.26	4.20	4.27 ^{op}	4.19	4.16
Std Dev.	0.75	0.79	0.74	0.76	0.74	0.76	0.75	0.74	0.77	0.76	0.77	0.76	0.73	0.75	0.75	0.77	0.75	0.75	0.75	0.75
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Table 261

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	967	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 35	32	2	*	31	3	1	*	3	3	2	-	1	6	3	6	7	-	3	
	1%	1%	*	*	1%	1%	*	*	4%h	1%	*	*	*	1%	*	1%	1%	-	1%	
Not very important	(2) 98	80	18	1	86	4	4	2	11	11	6	4	4	11	15	20	5	-	5	
	2%	2%	2%	1%	2%	1%	1%	1%	4%h/mnp	2%	1%	1%	1%	2%	2%	2%	1%	-	1%	
Neither important nor unimportant	(3) 727	622	105	17	600	79	31	17	27	59	56	57	49	64	121	104	63	9	70	
	12%	12%	10%	12%	12%	13%h/m	11%	10%	11%	9%	11%	12%	8%	11%	11%	12%	12%	13%	10%h	
Important	(4) 2945	2508	437	90	2462	253	155	75	100	315	243	216	264	283	393	385	263	38	215	
	48%	47%	51%	54%	49%	49%	53%h/m	44%	40%	47%	48%h	48%h	49%h	49%h	49%h	46%	50%h	57%h	48%h	
Very important	(5) 2285	1995	290	58	1936	174	101	74	107	293	194	168	215	210	264	323	177	20	154	
	37%	38%	34%	37%	37%	34%	34%	43%h/m	41%h/m	41%h/m	36%	37%	40%	37%	33%	38%	34%	30%	34%	
Don't know	71	61	10	1	63	3	3	2	3	8	7	3	10	-	13	5	13	-	3	
	1%	1%	1%	*	1%	1%	1%	1%	1%h	1%h	1%h	1%	2%h	-	2%h	1%	2%h/m	-	1%	
NET Not at all important/ Not very important	132	112	20	1	117	8	5	3	13	14	7	4	5	17	18	26	12	-	8	
	2%	2%	2%	1%	2%	1%	2%	2%	4%h/mnp	2%	1%	1%	1%	3%	2%	3%	2%	-	2%	
NET Important / Very important	5230	4553	727	148	4398	428	256	148	207	594	437	364	479	492	658	708	440	58	369	
	85%	85%	84%	89%	85%	83%	87%	87%	83%	87%h	86%	88%	85%h/m	86%	87%	84%	83%	87%	82%	
Mean	4.21	4.21	4.17	4.23	4.21	4.15	4.20	4.30h/m	4.20	4.30h/m	4.30h	4.23	4.30h/m	4.19	4.13	4.19	4.16	4.17	4.15	
Std Dev.	0.75	0.76	0.74	0.66	0.76	0.75	0.71	0.72	0.88	0.73	0.72	0.70	0.68	0.78	0.76	0.80	0.78	0.64	0.76	
Std Error	0.01	0.01	0.02	0.02	0.01	0.02	0.02	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Table 251

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816		
Not at all important	(1)	38	14	16	15	18	-	5	16	4	10	11	10	2	8	3	21	12	7	9	4	7	4	16	11	15	20		
Not very important	(2)	98	42	24	65	42	7	15	24	2	15	29	42	14	11	-	72	11	30	37	17	11	2	67	13	38	60		
Neither important nor unimportant	(3)	25	2%	1%	2%	2%	4%	2%	1%	1%	1%	1%	2%	2%	2%	-	2%	1%	1%	2%	2%	2%	1%	2%	2%	2%	1%		
Important	(4)	12%	13%	9%	13%	13%	13%	12%	9%	6%	9%	9%	12%	18%	18%	11%	12%	9%	9%	11%	11%	11%	14%	10%	12%	12%	12%		
Very important	(5)	2945	1164	1027	1685	1547	1164	74	1027	87	478	843	1300	387	302	110	2143	412	1140	1237	309	180	70	2377	250	632	2313		
Don't know	71	15	28	21	33	15	2	3	28	-	14	14	18	17	7	5	32	12	14	15	15	11	8	28	19	10	61		
NET Not at all important/ Not very important	132	55	40	81	65	55	7	20	40	5	24	40	53	16	19	3	93	22	37	46	21	18	6	83	24	53	79		
NET Important / Very important	5230	2022	1901	2930	2809	2022	133	623	1901	195	912	1780	2120	623	492	201	3901	693	2332	1981	485	278	138	4313	414	1281	3949		
Mean	4.21	4.17	4.27	4.17	4.24	4.17	4.16	4.16	4.27	4.38	4.27	4.32	4.38	4.07	4.14	4.18	4.24	4.15	4.34	4.36	4.36	4.40	4.38	4.26	4.05	4.23	4.20		
Std Dev.	0.75	0.76	0.73	0.76	0.74	0.76	0.80	0.80	0.73	0.78	0.76	0.75	0.73	0.76	0.79	0.79	0.74	0.79	0.71	0.72	0.81	0.85	0.90	0.72	0.87	0.83	0.73		
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.05	0.02	0.02	0.01	0.03	0.03	0.05	0.01	0.03	0.01	0.02	0.03	0.05	0.07	0.01	0.04	0.02	0.01		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Table 261

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22*	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Not at all important	(1)	35	2	33	-	9	22	4	26	6	1	34	-	
		1%	1%	1%	-	1%	1%	1%	6% _{ab}	1%	1%	1%	-	
Not very important	(2)	88	5	92	-	28	65	5	88	2	5	95	2	
		2%	2%	2%	-	2%	2%	2%	1%	2%	5% _{ab}	2%	7%	
Neither important nor unimportant	(3)	727	48	667	12	201	470	56	667	33	14	714	5	
		12%	14%	12%	23% _{ab}	12%	11%	18% _{ab}	11%	28% _{ab}	24% _{ab}	12%	23%	
Important	(4)	2945	156	2779	11	752	2071	122	2844	43	15	2802	7	
		48%	52% _{ab}	53% _{ab}	26%	45%	52% _{ab}	39%	45% _{ab}	37%	28%	54% _{ab}	34%	
Very important	(5)	2285	124	2144	17	659	1510	116	2213	32	17	2263	4	
		37%	37%	37%	39%	36%	37%	38%	28%	30%	27%	37%	16%	
Don't know		71	1	68	2	27	36	9	59	-	6	65	4	
		1%	-	1%	2% _{ab}	1%	2% _{ab}	1%	1%	-	1% _{ab}	1%	16%	
NET Not at all important/ Not very important		132	7	125	-	37	87	9	115	9	6	129	2	
		2%	2%	2%	-	2%	2%	3%	2%	7% _{ab}	10% _{ab}	2%	7%	
NET Important / Very important		5230	280	4923	27	1411	3581	238	5057	76	32	5165	12	
		85%	83% _{ab}	86% _{ab}	66%	84% _{ab}	86% _{ab}	76%	86% _{ab}	69%	56%	81% _{ab}	80% _{ab}	
Mean	4.21	4.18	4.21	4.12	4.23	4.20	4.13	4.22 _{ab}	3.79	3.84	4.10	4.23 _{ab}	3.78	
Std Dev.	0.76	0.77	0.75	0.86	0.77	0.74	0.85	0.74	1.05	1.05	0.76	0.75	0.92	
Std Error	0.01	0.04	0.01	0.12	0.02	0.01	0.05	0.01	0.10	0.14	0.10	0.01	0.21	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Table 261

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1)	35	10	6	6	13	2	4	3	*	2	4	3	2	*	2	3				
	1%	1%	*	*	1%	*	1%	1%	*	1%	1%	1%	*	*	*	1%	1%				
Not very important	(2)	98	26	23	21	27	10	11	5	2	6	15	5	11	5	9	10				
	2%	2%	2%	1%	2%	2%	2%	1%	*	1%	3%	3%	1%	2%	1%	2%	1%				
Neither important nor unimportant	(3)	727	207	168	165	187	69	74	63	66	46	55	56	53	56	61	57				
	12%	13%	11%	11%	12%	14%	14%	14%	12%	12%	9%	11%	11%	10%	11%	12%	11%				
Important	(4)	2945	712	740	774	720	222	243	247	245	244	251	264	267	243	253	231				
	48%	46%	48%	50%	47%	46%	46%	47%	46%	46%	46%	51%	51%	51%	48%	50%	46%				
Very important	(5)	2285	575	583	556	571	181	190	203	212	205	166	182	178	195	173	203				
	37%	37%	38%	36%	37%	37%	36%	39%	40%	40%	33%	35%	34%	39%	34%	40%	37%				
Don't know		71	21	15	18	18	6	10	5	6	4	5	8	7	4	8	5				
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	*	1%	2%	1%				
NET Not at all important/ Not very important		132	36	30	27	40	12	15	8	3	8	19	8	14	5	11	13				
	2%	2%	2%	2%	3%	3%	3%	3%	2%	1%	2%	4%	2%	3%	1%	2%	3%				
NET Important / Very important		5230	1286	1323	1329	1291	403	433	450	457	449	417	446	445	439	426	434				
	85%	83%	86%	86%	84%	82%	81%	85%	86%	86%	84%	86%	86%	86%	87%	85%	85%				
Mean		4.21	4.19	4.23	4.22	4.19	4.18	4.16	4.23	4.21	4.20	4.14	4.21	4.19	4.26	4.18	4.23				
Std Dev.		0.76	0.78	0.73	0.72	0.78	0.78	0.80	0.75	0.70	0.71	0.79	0.72	0.74	0.70	0.74	0.77				
Std Error		0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.04				

Q16_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Table 252

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1)	48	9	38	5	43	12	14	9	3	4	3	8	7	22	6	19	15	37	10
		1%	1%	1%	1%	1%		1%	1%				1%	1%	1%		1%	1%	1%	1%
Not very important	(2)	99	12	88	7	92	59	40	15	21	10	11	22	12	30	21	42	21	86	11
	2%	1%	2%	1%	2%	2%		2%	2%	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%
Neither important nor unimportant	(3)	623	63	560	63	561	357	266	69	95	130	63	118	79	164	193	266	148	524	94
	10%	5%	11%	8%	10%	10%	8%	8%	11%	12%	8%	10%	10%	11%	10%	10%	11%	11%	10%	10%
Important	(4)	2788	502	2286	342	2456	1302	1491	373	379	517	415	478	352	752	932	1114	636	2357	407
	45%	41%	47%	43%	46%	43%	44%	43%	44%	46%	45%	42%	46%	45%	45%	46%	44%	46%	46%	43%
Very important	(5)	2813	827	1886	372	2141	1218	1290	333	359	454	332	493	300	242	692	787	1035	541	2087
	47%	53%	38%	41%	40%	40%	41%	40%	41%	40%	44%	39%	39%	39%	41%	40%	41%	39%	40%	43%
Don't know		79	20	59	1	78	38	41	12	4	7	8	16	8	18	23	15	41	26	66
		1%	2%	1%		1%	1%	1%	1%		1%	1%	1%	1%	1%	1%	2%	2%	1%	1%
NET Not at all important/ Not very important	147	21	126	12	135	95	52	28	30	13	15	25	21	15	58	27	61	36	123	21
	2%	2%	3%	1%	3%	3%	2%	3%	3%	1%	2%	2%	3%	2%	3%	1%	2%	3%	2%	2%
NET Important / Very important	5311	1129	4182	714	4597	2520	2781	708	738	972	747	971	652	525	1444	1719	2148	1177	4444	816
	86%	86%	85%	86%	86%	84%	86%	86%	85%	87%	86%	86%	86%	84%	85%	86%	85%	85%	86%	87%
Mean	4.26	4.25	4.21	4.24	4.24	4.21	4.25	4.24	4.23	4.27	4.29	4.29	4.23	4.22	4.23	4.27	4.25	4.22	4.25	4.26
Std Dev.	0.77	0.71	0.77	0.72	0.77	0.82	0.71	0.82	0.82	0.72	0.70	0.79	0.79	0.79	0.82	0.71	0.77	0.79	0.76	0.78
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

Q16_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Table 262

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	48	7	16	18	7	23	25	27	20	3	4	14	9	11	27	3	40	5	37	8
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% ^{ab}
Not very important (2)	99	19	36	16	28	55	44	63	37	9	14	33	16	20	62	9	84	16	79	4
	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%
Neither important nor unimportant (3)	623	90	201	145	187	291	332	353	254	63	80	137	169	109	386	65	523	118	477	27
	10%	6%	11%	10%	11%	10%	11%	10%	11%	12%	11%	9%	11%	10%	12%	12%	10%	9%	10%	10%
Important (4)	2798	491	902	630	774	1394	1404	1685	1078	229	310	675	773	517	1758	238	2387	569	2097	132
	45%	43%	47%	46%	45%	46%	45%	46%	45%	44%	42%	45%	46%	47%	46%	45%	46%	44%	46%	46%
Very important (5)	2513	515	739	554	704	1254	1259	1511	966	200	310	625	608	435	1543	204	2092	551	1859	103
	41%	45%	39%	40%	41%	41%	40%	41%	40%	40%	39%	42%	38%	40%	40%	39%	40%	43%	41%	35%
Don't know	79	15	19	21	25	33	46	30	43	11	15	17	10	7	43	14	50	24	39	16
	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	3%	1%	2%	1%	6%
NET Not at all important/ Not very important	147	25	52	34	35	78	69	90	57	12	17	47	25	31	89	12	124	22	116	9
	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	3%	3%
NET Important/ Very important	5311	1096	1641	1185	1478	2647	2663	3196	2044	429	620	1300	1381	953	3301	443	4478	1120	3956	235
	86%	89%	86%	86%	86%	87%	86%	87%	86%	83%	85%	87%	87%	87%	86%	87%	87%	87%	86%	82%
Mean	4.25	4.33 ^{ac}	4.22	4.24	4.26	4.26	4.25	4.26	4.25	4.22	4.27	4.26	4.24	4.23	4.25	4.22	4.25	4.31 ^f	4.24	4.19
Std Dev.	0.77	0.74	0.78	0.79	0.75	0.77	0.77	0.76	0.77	0.77	0.77	0.79	0.73	0.78	0.76	0.77	0.76	0.73	0.77	0.82
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Table 252

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 48	45	3	*	43	3	1	*	3	4	4	1	4	4	11	9	4	-	3	
	1%	1%	*	*	1%	1%	*	*	1%	1%	1%	*	1%	1%	1%	1%	1%	-	1%	
Not very important	(2) 99	78	21	2	82	7	9	1	8	10	6	7	6	13	11	10	12	1	6	
	2%	1%	2%	1%	2%	1%	3%	1%	3%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	
Neither important nor unimportant	(3) 623	528	95	13	510	71	29	12	26	59	67	40	36	81	83	70	48	5	67	
	16%	10%	11%	7%	10%	14%	10%	7%	10%	9%	13%	9%	7%	14%	10%	8%	8%	7%	13%	
Important	(4) 2798	2394	403	77	2339	230	146	83	105	313	213	213	245	252	383	366	248	29	201	
	45%	42%	47%	46%	45%	44%	50%	48%	42%	46%	42%	48%	45%	44%	47%	43%	47%	43%	45%	
Very important	(5) 2913	2185	328	72	2135	202	104	72	105	282	206	185	241	220	314	380	203	33	169	
	47%	41%	38%	43%	47%	38%	33%	42%	42%	42%	41%	41%	44%	39%	39%	45%	38%	46%	38%	
Don't know	79	68	11	4	69	4	5	2	3	8	12	2	11	2	9	7	14	-	4	
	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	3%	*	2%	*	1%	1%	3%	-	1%	
NET Not at all important/ Not very important	147	123	24	2	125	10	13	2	11	13	10	8	10	17	21	19	16	1	9	
	2%	2%	3%	1%	2%	2%	3%	1%	4%	2%	2%	2%	2%	3%	2%	3%	2%	1%	2%	
NET Important / Very important	5311	4579	732	149	4474	432	250	105	210	555	419	358	488	472	697	747	451	61	371	
	86%	86%	80%	89%	86%	84%	80%	81%	84%	84%	83%	83%	89%	85%	86%	89%	85%	92%	82%	
Mean	4.25	4.26	4.21	4.34	4.26	4.21	4.18	4.33	4.22	4.26	4.23	4.29	4.22	4.18	4.22	4.33	4.23	4.39	4.18	
Std Dev	0.77	0.77	0.76	0.68	0.77	0.77	0.76	0.67	0.85	0.73	0.79	0.71	0.72	0.81	0.79	0.76	0.77	0.68	0.78	
Std Error	0.01	0.01	0.02	0.02	0.01	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	

Proportions/Mean: Columns Tested (5% risk level) - abc - def/fg - hij/klm/nop/pqr
* small base

Q16_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Table 252

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges				
		1st class - all/most of the time (a)		2nd class - all/most of the time (b)		Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)			
Total																																
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708					
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2480	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640					
Effective Base	3716	1429	1318	1967	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1593	1381	408	211	112	2963	323	901	2816					
Not at all important	(1)	48	13	23	18	28	13	1	2	13	2	7	17	11	11	1	24	12	13	13	9	9	3	25	12	17	31					
Not very important	(2)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%					
Neither important nor unimportant	(3)	99	34	45	50	61	34	8	12	45	-	20	42	23	10	4	62	14	34	21	30	5	7	56	12	27	72					
Important	(4)	2798	1032	1036	1525	1032	60	328	1036	103	496	798	1303	343	248	102	2101	350	1054	1209	305	158	67	2263	225	722	2075					
Very important	(5)	2513	1143	792	1589	1143	76	355	792	75	388	1025	865	267	257	91	1891	348	1332	825	167	137	59	2138	196	581	1932					
Don't know	79	12	32	18	38	12	1	4	32	4	21	11	21	19	7	8	32	15	16	14	15	9	13	30	23	10	69					
NET Not at all important/ Not very important	147	47	69	67	89	47	9	14	69	2	30	27	59	34	21	8	86	27	47	34	39	14	10	81	24	44	103					
NET Important / Very important	86%	2175	1799	3114	2738	2175	136	681	1799	178	884	1823	2168	609	505	193	3992	698	2386	2015	472	295	125	4401	421	1303	4008					
Mean	4.25	4.36sd	4.16	4.33sd	4.19	4.36	4.27	4.34	4.16	4.20	4.20	4.40sd	4.20sd	4.06	4.27sd	4.16	4.28sd	4.24sd	4.41sd	4.21sd	3.89	4.18	4.04	4.32sd	4.19	4.21	4.27					
Std Dev.	0.77	0.73	0.80	0.73	0.78	0.73	0.87	0.72	0.80	0.73	0.78	0.71	0.73	0.87	0.84	0.80	0.73	0.83	0.71	0.71	0.88	0.87	0.94	0.71	0.90	0.79	0.76					
Std Error	0.01	0.01	0.02	0.01	0.01	0.01	0.06	0.02	0.02	0.05	0.02	0.02	0.02	0.03	0.04	0.05	0.01	0.03	0.01	0.01	0.04	0.05	0.08	0.01	0.04	0.02	0.01					

Q16_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 48	3	44	-	15	31	2	41	3	3	1	46	-
	1%	1%	1%	-	1%	1%	1%	1%	2%	8%	2%	1%	-
Not very important	(2) 99	3	96	-	30	56	13	82	10	6	*	97	2
	2%	1%	2%	-	2%	1%	4%	1%	9%	10%	1%	2%	7%
Neither important nor unimportant	(3) 623	36	578	9	170	410	43	578	22	5	11	605	7
	10%	11%	10%	22%	10%	10%	14%	10%	19%	8%	17%	10%	31%
Important	(4) 2798	148	2635	15	715	1958	125	2681	51	30	28	2762	7
	45%	44%	45%	35%	43%	47%	40%	45%	43%	53%	43%	45%	34%
Very important	(5) 2513	143	2355	15	717	1677	120	2447	31	12	21	2490	3
	41%	43%	41%	36%	43%	40%	38%	41%	26%	21%	32%	41%	12%
Don't know	79	2	74	3	29	41	9	69	1	2	4	72	4
	1%	1%	1%	7%	2%	1%	7%	1%	1%	4%	6%	1%	16%
NET Not at all important/ Not very important	147	6	141	-	45	87	15	123	12	9	2	144	2
	2%	2%	2%	-	3%	2%	8%	2%	11%	19%	2%	2%	7%
NET Important / Very important	6311	291	4991	29	1432	3635	244	5128	82	42	49	5252	10
	86%	87%	86%	71%	85%	87%	78%	87%	70%	73%	75%	86%	45%
Mean	4.25	4.27	4.25	4.15	4.27	4.26	4.14	4.27	3.84	3.77	4.09	4.26	3.59
Std Dev.	0.77	0.76	0.77	0.78	0.79	0.75	0.87	0.75	0.99	1.07	0.85	0.76	0.86
Std Error	0.01	0.04	0.01	0.11	0.02	0.01	0.05	0.01	0.09	0.14	0.11	0.01	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Table 262

Base : All participants

		Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base		6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501			
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521			
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312			
(1)	Not at all important	48	8	11	12	16	4	2	3	*	9	2	6	2	4	3	5	8			
		1%	1%	1%	1%	1%	1%	*	*	2%	*	1%	*	1%	1%	1%	2%	2%			
(2)	Not very important	99	27	25	24	23	11	10	6	7	12	5	12	7	11	4	8	4			
		2%	2%	2%	2%	1%	2%	2%	1%	1%	1%	2%	1%	2%	1%	2%	1%	2%			
(3)	Neither important nor unimportant	623	178	146	154	145	59	60	59	54	40	52	57	48	49	56	48	41			
		10%	12%	9%	10%	9%	12%	11%	11%	10%	8%	11%	11%	9%	10%	11%	9%	8%			
(4)	Important	2798	708	675	680	735	223	232	252	221	220	234	242	228	210	263	230	241			
		45%	45%	44%	44%	45%	45%	44%	46%	42%	43%	47%	47%	44%	42%	41%	45%	46%			
(5)	Very important	2513	607	657	648	601	189	221	198	244	225	187	200	220	228	165	221	215			
		41%	39%	43%	42%	39%	38%	43%	38%	46%	44%	36%	39%	42%	45%	33%	43%	41%			
Don't know		79	21	21	20	17	5	8	7	6	8	8	8	5	6	4	7	4			
		1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%			
NET Not at all important/ Not very important		147	36	36	36	39	15	12	9	6	16	14	11	14	11	9	17	17			
		2%	2%	2%	2%	3%	3%	2%	2%	1%	3%	3%	2%	3%	2%	3%	2%	3%			
NET Important / Very important		4911	1315	1332	1328	1336	412	453	451	465	445	421	442	448	438	428	451	456			
		86%	85%	87%	86%	87%	84%	85%	86%	87%	86%	85%	85%	86%	86%	87%	85%	88%			
Mean		4.25	4.23	4.28	4.27	4.34	4.19	4.26	4.23	4.34	4.26	4.21	4.23	4.28	4.16	4.30	4.26	4.26			
Std Dev.		0.77	0.76	0.76	0.77	0.77	0.80	0.76	0.73	0.71	0.81	0.76	0.77	0.76	0.77	0.75	0.75	0.80			
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.04			

Q16_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Table 263

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	699	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1) 49	6	42	6	42	33	16	13	8	6	2	4	9	6	22	9	18	14	43	6
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	4%	1%	1%	1%	1%	1%
Not very important	(2) 173	40	133	18	156	92	80	21	14	26	13	37	32	29	35	39	49	63	154	18
	3%	3%	3%	3%	3%	3%	3%	3%	2%	2%	2%	3%	4%	4%	2%	2%	4%	4%	3%	2%
Neither important nor unimportant	(3) 790	90	610	61	639	398	302	79	84	122	63	135	105	112	163	185	352	217	590	101
	13%	7%	12%	8%	12%	13%	10%	10%	10%	11%	8%	12%	10%	16%	10%	9%	13%	10%	11%	11%
Important	(4) 2845	508	2337	331	2513	1340	1501	376	382	477	423	525	381	299	768	900	1177	653	2429	385
	46%	47%	47%	42%	47%	40%	48%	46%	45%	43%	51%	46%	47%	47%	46%	46%	47%	47%	41%	41%
Very important	(5) 2310	564	1746	371	1939	1107	1197	315	364	479	322	414	242	173	679	801	829	415	1874	419
	37%	46%	35%	37%	36%	37%	38%	33%	43%	43%	38%	37%	32%	28%	33%	33%	33%	36%	36%	35%
Don't know	64	24	69	3	81	39	44	17	5	11	9	16	11	16	23	19	42	26	70	13
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%
NET Not at all important/ Not very important	222	46	176	24	198	125	96	35	22	32	16	41	41	35	57	48	117	76	196	24
	4%	4%	4%	3%	4%	4%	3%	4%	3%	3%	2%	4%	4%	4%	3%	2%	5%	5%	4%	3%
NET Important / Very important	5154	1072	4083	702	4452	2447	2698	691	758	958	745	939	603	465	1447	1701	2006	1068	4302	805
	84%	86%	83%	83%	83%	81%	87%	84%	86%	86%	84%	86%	82%	74%	83%	83%	80%	77%	83%	85%
Mean	4.18	4.31	4.15	4.16	4.14	4.14	4.15	4.29	4.30	4.30	4.30	4.30	4.06	3.98	4.30	4.30	4.09	4.02	4.17	4.15
Std Dev.	0.80	0.79	0.81	0.78	0.81	0.84	0.76	0.84	0.78	0.79	0.70	0.79	0.86	0.86	0.81	0.75	0.83	0.86	0.81	0.78
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.02	0.02	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q16_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Table 263

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	49	8	17	12	12	25	24	26	22	2	7	13	7	15	27	2	44	6	41	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	1%	*	1%	1%	*	1%	*	1%	*
Not very important (2)	173	30	61	37	45	92	81	81	87	17	21	44	51	25	116	21	144	31	136	6
	3%	3%	3%	3%	3%	3%	3%	2%	4%	3%	3%	3%	3%	2%	3%	4%	3%	2%	3%	2%
Neither important nor unimportant (3)	790	103	205	144	249	308	393	368	322	73	92	173	157	112	421	73	563	129	527	44
	13%	8%	11%	10%	15%	10%	13%	10%	12%	13%	13%	12%	10%	10%	11%	13%	11%	10%	11%	13%
Important (4)	2845	511	928	630	775	1440	1405	1661	1140	234	319	691	759	530	1769	238	2419	587	2131	127
	46%	45%	49%	46%	45%	47%	45%	45%	48%	45%	44%	46%	48%	48%	46%	45%	47%	46%	46%	44%
Very important (5)	2319	472	683	537	616	1156	1152	1520	784	177	279	562	588	413	1439	185	1951	511	1710	89
	37%	42%	36%	39%	38%	38%	37%	41%	29%	34%	38%	37%	38%	38%	38%	35%	39%	38%	37%	31%
Don't know	84	11	19	24	29	30	54	35	42	13	15	20	12	4	47	14	54	19	42	22
	1%	1%	1%	2%	2%	1%	2%	1%	2%	2%	2%	1%	1%	*	1%	3%	1%	2%	1%	8%
NET Not at all important / Not very important	222	38	78	49	57	116	105	107	105	18	28	57	58	40	143	23	188	38	177	7
	4%	3%	4%	4%	3%	4%	3%	3%	4%	4%	4%	4%	4%	4%	4%	4%	4%	3%	4%	2%
NET Important / Very important	8154	182	1611	1167	1390	2556	2557	3160	1925	411	598	1282	1357	844	3308	423	4370	1098	3842	215
	84%	85%	84%	84%	81%	84%	82%	86%	80%	80%	82%	82%	82%	84%	84%	79%	84%	84%	84%	75%
Mean	4.18	4.38sd	4.16	4.21	4.14	4.20	4.17	4.28h	4.09	4.13	4.17	4.18	4.20	4.19	4.19	4.12	4.19	4.24r	4.17	4.11
Std Dev.	0.80	0.78	0.81	0.80	0.81	0.80	0.81	0.78	0.83	0.80	0.83	0.81	0.78	0.81	0.80	0.82	0.80	0.77	0.81	0.78
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Table 263

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 49	44	5	*	43	3	1	1	3	4	3	1	-	7	12	9	4	*	2	
	1%	1%	1%	*	1%	*	*	1%	3%	1%	1%	*	*	3%	2%	1%	1%	*	1%	
Not very important	(2) 173	145	28	7	144	18	7	4	9	6	15	21	8	17	22	24	22	*	18	
	3%	3%	3%	4%	3%	3%	2%	3%	3%	1%	3%	6%	1%	3%	3%	3%	4%	1%	4%	
Neither important nor unimportant	(3) 700	613	88	17	582	67	36	15	29	96	56	62	58	61	77	87	56	4	63	
	11%	12%	10%	10%	11%	12%	12%	9%	12%	14%	11%	14%	11%	11%	9%	10%	11%	6%	14%	
Important	(4) 2845	2428	417	75	2377	242	147	78	102	311	239	198	262	289	403	345	227	35	207	
	46%	46%	48%	45%	46%	47%	50%	46%	41%	46%	47%	44%	46%	51%	50%	41%	43%	52%	46%	
Very important	(5) 2310	1993	317	68	1957	184	100	89	104	245	185	162	202	195	284	373	207	27	157	
	37%	38%	37%	40%	38%	38%	34%	43%	41%	38%	36%	36%	37%	34%	35%	43%	35%	41%	35%	
Don't know	84	76	8	1	74	3	4	2	4	13	10	3	13	3	12	6	11	-	3	
	1%	1%	1%	*	1%	1%	1%	1%	1%	2%	2%	1%	3%	*	1%	1%	2%	-	1%	
NET Not at all important/ Not very important	222	189	33	7	187	21	8	6	12	10	18	22	8	24	34	33	27	1	20	
	4%	4%	4%	4%	4%	4%	3%	3%	3%	1%	4%	3%	1%	3%	3%	4%	3%	1%	4%	
NET Important / Very important	6154	4421	734	143	4334	420	247	147	206	556	423	361	464	485	687	718	434	62	364	
	84%	83%	85%	85%	84%	82%	84%	86%	82%	82%	83%	81%	86%	85%	85%	85%	82%	93%	81%	
Mean	4.18	4.18	4.19	4.22	4.19	4.14	4.16	4.24	4.19	4.19	4.18	4.12	4.20	4.14	4.16	4.20	4.18	4.32	4.12	
Std Dev.	0.80	0.81	0.79	0.80	0.81	0.81	0.76	0.79	0.87	0.76	0.79	0.84	0.70	0.81	0.82	0.83	0.85	0.64	0.83	
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Table 253

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	2413	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all important	(1)	49	14	18	24	14	-	6	18	2	12	15	15	4	12	3	29	15	8	10	13	9	6	18	15	22	27		
Not very important	(2)	173	47	95	69	116	47	8	95	9	55	68	64	22	13	7	131	20	66	48	34	17	5	115	23	53	120		
Neither important nor unimportant	(3)	700	193	302	340	449	193	12	302	36	146	186	280	151	99	51	29	466	80	213	260	160	40	36	473	67	187		
Important	(4)	2845	1087	1037	1576	1525	1087	72	1037	100	501	818	1287	353	269	114	2105	362	1076	1195	320	178	69	2271	245	668	2177		
Very important	(5)	2310	1054	676	1472	1094	1054	67	676	62	314	918	613	251	233	86	1721	319	1230	775	138	104	53	2006	156	576	1733		
Don't know	84	17	35	22	40	17	1	8	35	4	22	13	26	19	5	8	40	13	13	14	16	11	18	27	29	14	70		
NET Not at all important/ Not very important	222	61	112	93	144	61	8	21	112	10	66	82	79	26	25	10	161	35	75	59	47	27	12	133	38	75	147		
NET Important / Very important	6164	2141	1713	3047	2620	2141	138	651	1713	162	815	1735	2101	604	502	200	3836	701	2306	1920	458	280	121	4277	401	1244	3910		
Mean	4.18	4.36sd	4.06	4.26sd	4.10	4.30sd	4.24	4.20	4.06	4.02	4.02	4.28sd	4.16sd	4.06	4.21sd	4.14	4.28sd	4.16sd	4.33sd	4.17sd	3.81	4.00	3.98	4.26sd	4.00	4.14	4.20		
Std Dev.	0.80	0.75	0.84	0.77	0.83	0.75	0.81	0.77	0.84	0.84	0.87	0.82	0.76	0.82	0.85	0.84	0.79	0.85	0.76	0.74	0.89	0.93	0.99	0.76	0.95	0.87	0.78		
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.05	0.01	0.03	0.01	0.02	0.04	0.05	0.08	0.01	0.04	0.02	0.01		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Table 253

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2654	191	3551	69	38	46	3657	15
Not at all important	(1) 49	2	46	-	12	36	-	39	7	1	1	47	-
	1%	1%	1%	-	1%	1%	-	1%	6% _{gh}	2%	2%	1%	-
Not very important	(2) 173	15	158	-	51	112	10	152	8	6	4	166	3
	3%	4%	3%	-	3%	3%	3%	3%	7% _{gh}	6% _{gh}	6%	3%	14%
Neither important nor unimportant	(3) 700	39	653	8	204	439	57	641	27	10	16	677	7
	11%	12%	11%	20%	12%	11%	19% _{de}	11%	23% _{gh}	17%	23% _{gh}	11%	30%
Important	(4) 2845	160	2674	11	753	1970	122	2740	50	23	25	2813	6
	46%	43% _{de}	47% _{de}	27%	40%	48% _{de}	39%	46%	43%	40%	38%	46%	28%
Very important	(5) 2310	115	2173	19	623	1571	115	2257	23	15	12	2265	5
	37%	30%	38%	47%	37%	38%	37%	36% _{gh}	20%	25%	19%	35% _{gh}	12%
Don't know	84	2	79	3	31	44	8	68	2	4	7	74	4
	1%	1%	1%	7% _{de}	2% _{de}	1%	2% _{de}	1%	2%	3% _{gh}	3% _{gh}	1%	16%
NET Not at all important/ Not very important	222	18	204	-	63	140	10	192	15	7	5	213	3
	4%	5%	4%	-	4%	4%	3%	3%	13% _{gh}	11% _{gh}	8%	4%	14%
NET Important / Very important	6154	277	4847	30	1377	3541	236	4907	74	38	38	5108	9
	84%	83%	84%	74%	82% _f	86% _{de}	76%	89% _{gh}	63%	65%	57%	84% _{gh}	40%
Mean	4.18	4.12	4.19	4.29	4.17	4.19	4.13	4.20% _{gh}	3.65	3.83	3.74	4.18% _{gh}	3.44
Std Dev.	0.80	0.84	0.80	0.80	0.82	0.80	0.83	0.79	1.07	1.01	0.95	0.80	0.95
Std Error	0.01	0.04	0.01	0.12	0.02	0.01	0.05	0.01	0.10	0.14	0.12	0.01	0.22

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Table 253

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 49	10	17	13	8	2	5	3	5	8	4	7	6	-	1	1	6				
	1%	1%	1%	1%	1%	*	1%	1%	1%	25%	1%	15%	1%	-	*	*	1%				
Not very important	(2) 173	42	48	42	41	18	14	10	8	17	23	12	12	18	12	18	11				
	3%	3%	3%	3%	3%	4%	3%	2%	2%	3%	5%	2%	2%	4%	2%	4%	2%				
Neither important nor unimportant	(3) 700	206	174	160	159	62	77	68	51	64	59	51	58	51	52	46	61				
	11%	13%	11%	10%	10%	13%	16%	13%	10%	13%	12%	10%	11%	10%	10%	9%	12%				
Important	(4) 2845	704	701	716	723	231	226	247	252	227	222	238	242	237	248	226	249				
	46%	45%	46%	47%	47%	47%	43%	47%	47%	42%	42%	46%	47%	47%	49%	44%	46%				
Very important	(5) 2310	559	573	589	589	169	200	190	209	184	181	202	194	192	183	218	188				
	37%	36%	37%	38%	38%	34%	38%	36%	39%	36%	37%	39%	37%	38%	36%	43%	36%				
Don't know	84	29	20	18	16	9	10	9	7	7	8	5	5	5	8	3	5				
	1%	2%	1%	1%	1%	2%	2%	2%	1%	1%	2%	1%	1%	1%	2%	1%	1%				
NET Not at all important/ Not very important	222	52	65	55	49	20	19	13	13	26	27	19	18	18	13	19	18				
	4%	3%	4%	4%	3%	4%	4%	2%	2%	5%	5%	4%	4%	4%	3%	4%	3%				
NET Important / Very important	5154	1263	1275	1305	1311	400	426	437	461	410	404	440	436	429	431	444	437				
	84%	81%	83%	85%	85%	81%	80%	83%	87%	81%	81%	85%	84%	85%	86%	87%	84%				
Mean	4.18	4.16	4.17	4.20	4.21	4.13	4.15	4.18	4.24	4.12	4.13	4.21	4.18	4.21	4.21	4.26	4.17				
Std Dev.	0.80	0.81	0.83	0.80	0.78	0.81	0.84	0.77	0.77	0.88	0.86	0.82	0.82	0.77	0.74	0.78	0.81				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.04				

Q16_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Table 254

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	699	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1) 167	14	143	23	134	84	73	8	22	21	12	38	27	29	29	33	94	56	180	6
	3%	1%	3%	3%	2%	3%	2%		3%	2%	1%	4%	3%	4%	2%	2%	4%	4%	3%	1%
Not very important	(2) 385	41	314	52	304	184	171	34	46	45	63	73	44	50	80	108	167	74	307	45
	6%	3%	6%	7%	6%	6%	5%	4%	5%	4%	6%	6%	6%	6%	5%	6%	7%	7%	6%	5%
Neither important nor unimportant	(3) 1218	112	1107	131	1087	620	594	139	119	207	123	269	198	164	258	330	630	361	1089	134
	20%	9%	23%	17%	20%	21%	19%	17%	14%	19%	15%	24%	23%	23%	15%	17%	23%	23%	21%	14%
Important	(4) 2754	575	2180	315	2340	1290	1452	353	404	537	425	477	347	280	758	913	1084	607	2317	408
	45%	47%	44%	40%	45%	43%	47%	43%	47%	45%	49%	49%	46%	41%	45%	47%	43%	44%	45%	43%
Very important	(5) 1589	470	1119	267	1321	792	792	287	272	336	221	251	137	104	538	557	493	241	1241	335
	26%	38%	23%	34%	25%	26%	25%	35%	33%	33%	27%	25%	18%	17%	33%	33%	20%	17%	24%	35%
Don't know	67	21	66	2	85	40	46	21	44	5	7	22	8	19	26	12	49	27	72	14
	1%	2%	1%	0%	2%	1%	1%	3%	5%	0%	1%	2%	1%	3%	2%	1%	2%	2%	1%	1%
NET Not at all important/ Not very important	512	55	457	75	437	267	245	42	68	66	75	111	71	79	110	141	261	151	458	51
	8%	4%	9%	9%	8%	9%	8%	5%	8%	6%	9%	10%	9%	12%	6%	7%	10%	11%	9%	5%
NET Important / Very important	4343	1045	3298	582	3761	2082	2255	620	678	844	627	728	484	365	1296	1470	1577	848	3559	744
	71%	85%	67%	74%	70%	69%	72%	35%	36%	36%	33%	33%	34%	58%	77%	77%	63%	61%	69%	72%
Mean	3.67	3.79	3.79	3.85	3.85	3.85	3.88	3.89	3.90	3.90	3.92	3.90	3.70	3.59	3.89	3.89	3.69	3.65	3.82	3.89
Std Dev.	0.85	0.83	0.97	1.02	0.94	0.98	0.93	0.87	0.95	0.90	0.92	0.99	0.95	1.02	0.91	0.91	0.99	0.99	0.97	0.87
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q16_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Table 254

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 167	35	49	25	48	84	73	71	79	19	19	30	43	34	92	19	130	35	119	3
		3%	3%	3%	3%	3%	2%	2%	3%	4%	3%	2%	3%	3%	2%	4%	3%	3%	3%	1%
Not very important	(2) 365	44	128	77	105	173	183	198	153	36	40	93	84	74	217	38	300	82	264	10
		6%	4%	7%	6%	6%	6%	5%	6%	7%	6%	6%	5%	7%	6%	7%	6%	6%	6%	3%
Neither important nor unimportant	(3) 1218	147	389	290	393	536	682	633	682	128	157	315	295	183	787	129	1000	237	936	46
		12%	15%	15%	15%	18%	17%	17%	17%	13%	13%	13%	12%	17%	20%	19%	19%	18%	20%	16%
Important	(4) 2754	507	886	630	731	1394	1361	1654	1064	198	336	660	746	509	1741	209	2368	564	2050	140
		45%	45%	46%	45%	46%	44%	45%	44%	38%	46%	44%	47%	46%	46%	39%	46%	44%	45%	49%
Very important	(5) 1889	359	438	343	416	628	759	1080	490	122	169	382	406	293	957	125	1325	346	1175	67
		28%	25%	23%	24%	27%	24%	29%	24%	12%	23%	25%	28%	27%	25%	23%	23%	27%	28%	23%
Don't know	87	14	22	20	31	36	51	33	45	13	13	22	10	6	45	13	52	20	44	22
		1%	1%	1%	2%	1%	2%	1%	2%	3%	2%	1%	1%	1%	1%	2%	1%	2%	1%	8%
NET Not at all important/ Not very important	512	79	177	102	153	256	256	269	232	55	59	123	127	106	309	57	430	117	383	13
		8%	7%	8%	8%	8%	8%	7%	7%	11%	8%	8%	8%	10%	8%	11%	8%	8%	8%	4%
NET Important/ Very important	4343	897	1325	972	1147	2222	2120	2734	1954	319	604	1042	1152	802	2698	334	3693	910	3226	208
		77%	70%	69%	67%	72%	68%	76%	69%	62%	69%	67%	72%	67%	71%	63%	71%	71%	70%	72%
Mean	3.87	4.98bcd	3.81	3.87	3.80	3.90f	3.83	3.73	3.83	3.73	3.83	3.88	3.86	3.87	3.87	3.73	3.87	3.87	3.86	3.98
Std Dev.	0.95	0.96	0.95	0.92	0.97	0.96	0.95	0.93	0.97	1.03	0.94	0.94	0.94	0.99	0.94	1.02	0.95	0.98	0.96	0.82
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Table 254

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 167	127	30	4	133	11	10	3	12	14	12	17	12	17	7	31	11	1	9	
		3%	2%	3%	3%	2%	3%	2%	3%	3%	3%	4%	3%	5%	2%	8%	3%	2%	2%	
Not very important	(2) 355	291	65	11	300	34	14	7	13	22	34	27	22	30	40	56	56	6	28	
	6%	5%	7%	7%	6%	7%	5%	4%	5%	3%	7%	6%	4%	5%	5%	7%	11%	8%	6%	
Neither important nor unimportant	(3) 1218	1048	170	28	1012	117	62	27	47	144	116	82	102	125	143	144	111	21	96	
	20%	20%	20%	17%	26%	23%	13%	16%	19%	21%	23%	18%	18%	22%	18%	17%	21%	13%	21%	
Important	(4) 2754	2360	395	76	2322	213	144	76	108	289	214	201	225	273	401	389	221	25	188	
	45%	42%	46%	45%	45%	41%	49%	44%	43%	43%	42%	45%	41%	48%	50%	46%	42%	37%	42%	
Very important	(5) 1589	1395	194	47	1333	140	80	36	64	195	121	115	173	123	208	211	122	14	126	
	26%	26%	22%	28%	26%	23%	20%	33%	26%	24%	24%	26%	25%	21%	29%	25%	23%	21%	13%	
Don't know	87	78	9	1	77	3	5	2	5	10	10	6	10	4	11	12	8	-	3	
	1%	1%	1%	*	1%	1%	2%	1%	2%	2%	2%	1%	2%	1%	1%	1%	2%	-	1%	
NET Not at all important/ Not very important	512	418	64	15	433	45	24	10	26	35	46	44	34	48	48	67	66	7	38	
	8%	8%	11%	9%	8%	9%	8%	6%	10%	9%	10%	10%	6%	8%	6%	10%	13%	11%	8%	
NET Important/ Very important	4343	3755	588	123	3655	353	264	131	172	485	335	316	367	396	609	600	343	39	314	
	71%	71%	68%	74%	71%	68%	69%	77%	69%	72%	66%	77%	69%	69%	71%	71%	65%	68%	70%	
Mean	3.87	3.87	3.77	3.91	3.87	3.85	3.79	4.04	3.81	3.98	3.80	3.84	3.98	3.80	3.98	3.83	3.75	3.67	3.88	
Std Dev.	0.95	0.95	1.00	0.96	0.96	0.96	0.94	0.91	1.05	0.91	0.97	1.00	0.94	0.94	0.85	1.00	1.00	0.98	0.96	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.08	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Table 254

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)			
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all important	(1)	167	117	111	35	129	17	1	4	111	13	67	63	47	16	21	10	111	31	66	31	24	18	17	97	35	33	123	
Not very important	(2)	356	84	195	132	243	84	17	34	195	16	85	119	144	35	40	17	263	57	153	111	47	27	14	265	65	79	276	
Neither important nor unimportant	(3)	1218	353	554	575	776	353	32	154	554	62	282	348	508	202	110	46	856	156	416	468	225	72	35	883	108	256	962	
Important	(4)	2754	1123	898	1633	1633	112	59	373	898	83	428	825	1204	371	255	95	2028	350	1078	1160	294	151	60	2239	211	692	2083	
Very important	(5)	1598	821	368	1106	625	821	50	138	368	37	168	648	558	161	144	71	1207	215	880	518	76	74	37	1396	112	449	1139	
Don't know		87	15	36	21	42	15	1	7	36	2	19	13	25	16	12	8	38	20	14	17	17	15	15	30	30	10	76	
NET Not at all important/ Not very important		512	101	306	167	372	101	18	37	306	29	152	183	191	50	61	27	374	89	219	142	71	45	31	361	75	113	399	
NET Important / Very important		4343	1944	1267	2739	2062	1944	109	566	1267	119	596	1473	1762	532	399	166	3235	566	1958	1626	369	226	97	3634	322	1141	3202	
Mean	3.87	4.10new	3.57	4.65new	3.66%	4.10%	3.88	3.96	3.57	3.54	3.53	3.96new	3.85	3.80	3.81	3.84	3.89	3.82	3.86new	3.86new	3.53	3.68	3.53	3.64new	3.64	3.96%	3.84		
Std Dev.	0.95	0.83	1.04	0.85	1.01	0.83	0.99	0.83	1.04	1.06	1.06	1.01	0.90	0.88	1.01	1.06	0.95	1.02	0.98	0.86	0.91	1.06	1.23	0.93	1.12	0.94	0.96		
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.02	0.01		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Table 254

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important (1)	187	10	147	-	47	103	7	145	7	2	2	155	-
	3%	3%	3%	-	3%	2%	2%	2%	6%	4%	3%	3%	-
Not very important (2)	365	12	342	1	107	228	21	333	10	6	5	349	2
	6%	4%	6%	2%	6%	5%	7%	6%	8%	11%	7%	6%	7%
Neither important nor unimportant (3)	1218	69	1136	13	353	787	78	1146	32	12	19	1190	9
	20%	21%	20%	32%	21%	19%	25% ab	19%	28%	21%	29%	20%	40%
Important (4)	2754	142	2596	16	715	1924	116	2652	47	24	26	2723	5
	45%	42%	45%	39%	42%	45% ab	37%	45%	40%	42%	39%	42%	24%
Very important (5)	1589	97	1483	9	421	1066	82	1551	21	8	6	1590	3
	26%	26%	26%	22%	25%	26%	26%	26% ab	18%	14%	9%	26% ab	12%
Don't know	87	5	80	2	33	45	9	70	-	5	8	75	4
	1%	1%	1%	0%	2% ab	1%	3% ab	1%	-	5% ab	5% ab	1%	16%
NET Not at all important/ Not very important	512	22	489	1	154	331	28	478	17	9	7	504	2
	8%	7%	8%	2%	9%	8%	9%	8%	14%	15%	10%	8%	7%
NET Important / Very important	4343	239	4078	25	1136	3010	197	4203	68	32	32	4303	8
	71%	71%	71%	61%	68%	72% ab	63%	71% ab	58%	56%	49%	71% ab	36%
Mean	3.87	3.92	3.86	3.85	3.83	3.89	3.81	3.88% ab	3.55	3.55	3.51	3.87% ab	3.49
Std Dev.	0.96	0.96	0.96	0.80	0.98	0.94	0.99	0.95	1.07	1.03	0.92	0.95	0.87
Std Error	0.01	0.05	0.01	0.12	0.02	0.01	0.06	0.01	0.10	0.14	0.12	0.01	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Table 254

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 187	30	38	42	46	6	12	12	9	14	14	16	15	11	15	13	18				
	3%	2%	2%	3%	3%	1%	2%	2%	2%	3%	3%	3%	3%	2%	3%	3%	4%				
Not very important	(2) 365	92	96	67	100	27	41	24	27	28	41	21	21	25	36	23	40				
	6%	6%	6%	4%	6%	5%	8%	8%	5%	6%	7%	4%	4%	5%	7%	5%	8%				
Neither important nor unimportant	(3) 1218	325	302	302	289	104	110	111	106	92	104	116	97	89	89	97	103				
	20%	21%	20%	20%	19%	21%	21%	21%	20%	18%	21%	22%	19%	18%	18%	19%	20%				
Important	(4) 2754	677	692	686	699	224	221	233	244	223	225	224	240	222	237	237	225				
	45%	44%	45%	45%	46%	46%	41%	44%	46%	44%	45%	43%	46%	44%	47%	46%	43%				
Very important	(5) 1689	402	387	416	384	124	140	137	137	142	107	130	135	151	122	135	127				
	26%	26%	25%	27%	25%	24%	26%	26%	26%	28%	22%	25%	26%	30%	24%	26%	24%				
Don't know	67	23	21	26	17	6	8	9	9	6	5	11	10	5	4	6	7				
	1%	1%	1%	2%	1%	1%	2%	2%	2%	1%	1%	2%	2%	1%	1%	1%	1%				
NET Not at all important/ Not very important	512	123	134	109	146	33	53	37	36	43	55	37	36	36	51	37	59				
	8%	8%	9%	7%	10%	7%	10%	7%	7%	8%	11%	7%	7%	7%	10%	7%	11%				
NET Important / Very important	4343	1079	1078	1102	1083	348	361	370	381	365	332	354	375	373	359	372	352				
	71%	70%	70%	72%	70%	71%	68%	70%	72%	72%	67%	68%	72%	74%	71%	73%	68%				
Mean	3.87	3.87	3.85	3.90	3.84	3.89	3.83	3.89	3.91	3.90	3.75	3.85	3.90	3.90	3.83	3.90	3.78				
Std Dev.	0.95	0.94	0.96	0.95	0.98	0.89	0.99	0.93	0.90	0.97	0.98	0.96	0.94	0.94	0.98	0.94	1.02				
Std Error	0.01	0.02	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05				

Q16_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Table 255

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	699	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1) 163	10	142	32	121	87	65	14	20	17	13	33	31	25	34	30	89	66	148	4
	2%	1%	2%ab	4%cd	2%	3%	2%	2%	2%	1%	2%	3%	4%efgh	4%efgh	2%	2%	6%klmn	4%klmn	2%rs	*
Not very important	(2) 419	69	350	43	376	233	188	35	44	60	57	80	69	64	79	117	223	113	311	37
	7%	6%	7%	5%	7%	6%cd	6%	4%	5%	5%	7%	9%efgh	9%efgh	10%ijklm	5%	6%	9%klmn	10%klmn	3%rs	4%
Neither important nor unimportant	(3) 1351	142	1209	158	1193	708	640	132	140	205	131	280	254	209	272	335	744	464	1212	119
	22%	12%	20%ab	20%	22%	20%cd	20%	16%	16%	18%	16%	22%efgh	22%efgh	22%efgh	16%	17%	22%klmn	22%klmn	12%rs	13%
Important	(4) 2671	530	2091	315	2355	1249	1410	389	399	519	413	455	295	222	766	933	972	518	2187	456
	43%	47%ab	42%	40%	44%	42%	45%cd	45%efgh	45%efgh	45%efgh	45%efgh	45%efgh	40%	39%	45%ijklm	45%ijklm	45%klmn	39%	42%	46%rs
Very important	(5) 1458	400	1058	230	1229	685	770	252	257	309	207	249	97	88	510	515	433	184	1138	311
	24%	35%ab	27%	23%cd	23%	23%	25%	25%efgh	25%efgh	25%efgh	25%efgh	25%efgh	13%	14%	35%ijklm	35%ijklm	35%klmn	16%rs	22%	25%rs
Don't know	107	30	77	11	96	47	60	20	8	12	12	23	13	19	26	24	65	32	91	16
	2%	2%	2%	1%	2%	2%	2%	2%cd	1%	1%	1%	2%	2%	3%efgh	2%	1%	2%	2%	2%	2%
NET Not at all important/ Not very important	572	80	492	75	497	320	252	49	64	76	70	123	100	89	113	147	312	189	530	41
	9%	6%	10%ab	5%	9%	10%cd	8%	6%	7%	7%	8%	11%efgh	12%efgh	14%efgh	7%	8%	12%ijklm	14%ijklm	10%rs	4%
NET Important / Very important	4130	981	3149	545	3585	1935	2188	620	658	828	620	704	392	310	1278	1448	1406	702	3325	767
	67%	66%ab	64%	69%	67%	64%	64%	62%cd	62%efgh	62%efgh	62%efgh	62%efgh	52%	49%	67%ijklm	67%ijklm	67%klmn	51%	64%	61%rs
Mean	3.90	4.03ab	3.74	3.86	3.80	3.75	3.75	3.59%cd	3.59%efgh	3.59%efgh	3.59%efgh	3.59%efgh	3.48	3.47	3.90%ijklm	3.90%ijklm	3.90%klmn	3.47	3.75	4.11%rs
Std Dev.	0.96	0.87	0.98	1.03	0.95	0.99	0.93	0.90	0.94	0.90	0.91	1.00	0.97	1.00	0.92	0.90	1.00	0.98	0.98	0.81
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ijklm - ntop/q - rs

Q16_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Table 255

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	163	33	48	27	45	81	72	69	82	22	21	36	40	29	97	22	130	33	119	*
	2%	3%	3%	2%	3%	3%	2%	2%	3%	4%	3%	2%	3%	3%	3%	4%	3%	3%	3%	*
Not very important (2)	419	82	145	96	96	227	192	221	197	45	35	96	107	111	238	45	361	62	343	15
	7%	7%	8%	7%	6%	7%	6%	6%	7%	9%	6%	7%	7%	10%/min	6%	9%	7%	5%	7%	5%
Neither important nor unimportant (3)	1381	212	387	310	432	609	742	680	661	116	173	342	328	227	843	120	1133	280	1021	51
	22%	19%	21%	22%	27%/max	20%	27%/max	18%	24%	22%	24%	23%	21%	21%	22%	22%	22%	22%	22%	18%
Important (4)	2671	472	861	615	722	1333	1337	1669	972	198	302	673	749	448	1724	207	2279	537	2009	124
	43%	41%	45%	44%	42%	44%	43%	45%/h	41%	39%	41%	45%	47%/min	41%	48%	39%	44%	42%	44%	43%
Very important (5)	1458	354	428	312	395	752	707	1005	429	118	180	332	345	278	853	123	1205	350	1037	72
	24%	31%/max	22%	23%	23%	25%	23%	27%/h	18%	23%	22%	22%	22%	25%	22%	23%	23%	27%	23%	25%
Don't know	107	15	34	24	35	48	59	42	58	16	22	22	16	7	59	16	67	22	59	26
	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%/min	3%/min	3%/min	1%	1%	2%	3%/p	1%	2%	1%	3%/p
NET Not at all important / Not very important	572	115	193	123	141	308	264	280	276	67	56	131	147	140	335	67	462	95	452	15
	9%	10%	10%	9%	8%	10%	8%	8%	10%	12%/min	8%	9%	8%	12%/min	9%	13%	10%	7%	10%/min	5%
NET Important / Very important	4190	795	1290	927	1117	2085	2044	2678	1400	316	482	1006	1054	727	2582	330	3484	887	3046	196
	67%	67%/h	67%	67%	65%	68%	65%	67%/h	59%	61%	66%	67%	66%	66%	67%	62%	67%/h	69%	68%	68%
Mean	3.80	3.87	3.79	3.80	3.78	3.82	3.79	3.92	3.63	3.69	3.82	3.79	3.80	3.76	3.80	3.70	3.80	3.88/r	3.77	3.86/r
Std Dev.	0.96	1.01	0.97	0.94	0.95	0.98	0.95	0.93	0.99	1.06	0.96	0.94	0.94	1.03	0.95	1.06	0.96	0.96	0.97	0.84
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.05	0.04	0.02	0.02	0.03	0.02	0.05	0.01	0.03	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/min - op - q/r/s

Q16_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Table 255

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	617	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 163	128	25	9	125	12	13	2	12	13	5	16	14	18	10	20	16	2	10	
	2%	2%	3%	0.9%	2%	2%	0.5%	1%	0.5%	2%	1%	0.5%	3%	2%	1%	2%	3%	4%	2%	
Not very important	(2) 419	329	90	12	344	44	19	12	18	28	43	27	28	47	37	63	53	6	38	
	7%	6%	10%	7%	7%	9%	7%	7%	7%	4%	9%	6%	5%	6%	5%	8%	10%	9%	9%	
Neither important nor unimportant	(3) 1381	1132	219	40	1122	127	68	35	58	158	121	109	92	119	132	192	141	19	108	
	22%	21%	13%	24%	22%	23%	23%	20%	2.5%	8.5%	3.4%	2.4%	17%	21%	16%	25%	19%	2.3%	12%	
Important	(4) 2671	2296	376	77	2258	214	134	66	98	289	204	187	252	259	401	367	202	30	194	
	43%	43%	44%	46%	44%	41%	49%	39%	39%	43%	40%	42%	46%	45%	49%	44%	38%	45%	41%	
Very important	(5) 1488	1315	144	29	1224	115	55	54	59	170	123	105	146	124	214	192	100	9	105	
	24%	23%	17%	17%	24%	22%	19%	15%	2.4%	24%	25%	24%	23%	27%	22%	27%	23%	14%	23%	
Don't know	107	98	9	*	94	5	6	2	6	18	12	3	9	5	16	9	17	*	5	
	2%	2%	1%	*	2%	1%	2%	1%	2%	3%	2%	1%	2%	1%	2%	1%	3%	*	1%	
NET Not at all important/ Not very important	572	457	115	21	469	57	32	14	29	40	46	43	43	66	47	84	68	8	48	
	9%	9%	13%	12%	9%	7%	7%	8%	1.2%	6%	10%	10%	8%	1.2%	6%	10%	13%	1.3%	1.1%	
NET Important / Very important	4190	3610	519	107	3493	328	189	120	156	459	327	292	400	383	615	608	302	40	289	
	67%	65%	60%	64%	67%	62%	64%	63%	63%	63%	64%	63%	64%	63%	67%	66%	57%	59%	64%	
Mean	3.80	3.83bc	3.61	3.64	3.81f	3.73	3.69	3.93def	3.71	3.89abc	3.89p	3.76	3.92abcopqr	3.74	3.97abcopqr	3.77p	3.62	3.57	3.76	
Std Dev.	0.96	0.96	0.98	1.02	0.96	0.98	1.00	0.97	1.06	0.91	0.95	1.00	0.95	1.00	0.86	0.97	1.01	0.97	0.98	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Table 265

Base : All participants

		Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (j)	Fairly reliant (k)	Neither reliant nor not reliant (l)	Not very reliant (m)	Not at all reliant (n)	Net reliant (o)	Net not reliant (p)	Very reliant (q)	Fairly reliant (r)	Neither reliant nor not reliant (s)	Not very reliant (t)	Not at all reliant (u)	Net reliant (v)	Net not reliant (w)	Any affordability challenges (y)	No affordability challenges (z)					
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708				
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640				
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816				
Not at all important	(1)	163	27	95	45	114	27	3	12	95	11	52	71	32	20	19	11	103	30	67	24	28	17	13	91	30	37	116			
	2%	1%	1%	4%	1%	5%	1%	2%	2%	4%	5%	4%	1%	1%	2%	4%	2%	4%	3%	1%	4%	1%	1%	7%	2%	2%	2%				
Not very important	(2)	419	123	213	181	271	123	16	105	213	25	105	152	155	43	46	22	307	68	200	123	52	28	17	322	45	75	344			
	7%	3%	2%	21%	1%	7%	2%	7%	10%	7%	10%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%			
Neither important nor unimportant	(3)	1351	424	605	656	837	424	43	191	605	51	330	435	540	218	104	51	975	155	499	497	220	84	47	996	131	264	1087			
	22%	18%	18%	28%	19%	28%	18%	27%	26%	24%	32%	22%	22%	22%	18%	21%	22%	19%	19%	22%	32%	24%	26%	20%	24%	17%	23%				
Important	(4)	2671	1055	890	1568	1403	1055	47	890	82	398	725	1227	360	263	94	1952	356	1007	1169	283	150	53	2178	203	679	1893				
	43%	43%	41%	40%	42%	43%	29%	47%	38%	38%	38%	36%	36%	36%	36%	38%	36%	39%	39%	39%	39%	39%	39%	39%	39%	43%	43%				
Very important	(5)	1458	780	323	1021	584	780	50	186	323	42	130	813	502	140	140	58	1115	159	812	472	80	64	26	1284	90	450	1008			
	24%	12%	15%	15%	12%	12%	31%	15%	12%	12%	12%	32%	20%	18%	11%	24%	24%	31%	20%	12%	18%	15%	26%	17%	30%	22%					
Don't know		107	23	37	31	45	23	1	37	2	25	20	30	20	11	11	50	22	21	18	19	15	22	39	37	16	91				
	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%				
NET Not at all important/ Not very important		572	150	308	226	384	150	19	63	308	35	157	224	187	62	65	33	410	89	267	147	80	45	30	414	75	112	480			
	9%	6%	6%	14%	6%	12%	6%	12%	14%	7%	15%	11%	8%	8%	11%	13%	9%	12%	10%	6%	12%	13%	8%	14%	7%	10%	10%				
Columns Tested (5% risk level)		4130	1815	1213	2589	1987	1815	96	500	1213	508	1338	1729	500	403	152	3067	555	1819	1641	363	214	79	3480	293	1129	3001				
	67%	10%	12%	10%	7%	10%	60%	65%	56%	50%	66%	66%	70%	63%	60%	62%	60%	67%	70%	71%	53%	60%	48%	74%	55%	74%	65%				
Mean		3.80	4.90	3.53	3.86	3.65	4.00	3.78	3.81	3.53	3.53	3.68	3.62	3.72	3.80	3.70	3.77	3.68	3.68	3.51	3.63	3.63	3.40	3.67	3.56	3.84	3.75				
Std Dev		0.96	0.90	1.01	0.90	0.99	0.90	1.05	0.94	1.01	1.09	1.01	0.87	0.91	1.00	1.08	0.96	1.03	1.02	0.84	0.95	1.03	1.14	0.94	1.07	0.94	0.97				
Std Error		0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.03	0.02	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.02	0.01				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Table 265

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important (1)	163	8	145	-	50	94	8	141	10	1	1	152	-
	2%	2%	3%	-	3%	2%	3%	2%	9%	2%	1%	3%	-
Not very important (2)	419	17	400	2	114	288	18	387	17	8	5	412	2
	7%	5%	7%	5%	7%	7%	6%	7%	15%	14%	7%	7%	11%
Neither important nor unimportant (3)	1351	77	1265	9	410	871	70	1288	19	13	21	1320	10
	22%	23%	22%	22%	34%	21%	22%	22%	15%	23%	12%	22%	47%
Important (4)	2671	151	2506	14	688	1867	116	2568	54	23	24	2644	3
	43%	40%	43%	33%	41%	45%	37%	44%	46%	40%	36%	44%	14%
Very important (5)	1458	80	1364	14	377	994	87	1422	18	7	9	1447	3
	24%	24%	24%	33%	23%	24%	28%	24%	15%	12%	14%	24%	12%
Don't know	107	2	102	3	35	58	13	92	1	5	6	97	4
	2%	1%	2%	7%	2%	1%	4%	2%	1%	5%	6%	2%	16%
NET Not at all important/ Not very important	572	25	545	2	164	382	26	527	28	9	5	564	2
	9%	7%	9%	5%	10%	9%	8%	9%	24%	16%	8%	9%	11%
NET Important / Very important	4130	232	3871	27	1056	2862	202	3920	71	30	33	4051	6
	67%	69%	67%	66%	64%	69%	65%	67%	61%	52%	50%	67%	26%
Mean	3.80	3.84	3.80	4.01	3.75	3.82	3.86	3.82	3.44	3.50	3.61	3.81	3.32
Std Dev.	0.96	0.93	0.97	0.91	0.99	0.95	0.99	0.96	1.18	1.00	0.88	0.96	0.90
Std Error	0.01	0.05	0.01	0.13	0.02	0.02	0.06	0.01	0.11	0.14	0.11	0.01	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16.5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Table 255

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 163	27	40	46	40	5	8	14	10	16	15	12	17	17	12	8	19				
	2%	2%	3%	3%	3%	1%	1%	3%	2%	3%	3%	2%	3%	3%	2%	2%	4%				
Not very important	(2) 419	116	89	86	126	44	26	45	22	36	31	29	30	29	49	29	47				
	7%	7%	6%	6%	8%	9%	5%	9%	4%	7%	6%	6%	6%	6%	10%	6%	9%				
Neither important nor unimportant	(3) 1381	359	314	338	340	127	126	107	120	101	93	134	119	84	101	112	127				
	22%	23%	20%	22%	22%	26%	24%	20%	23%	20%	19%	28%	23%	17%	20%	22%	24%				
Important	(4) 2871	680	673	686	630	200	242	238	224	209	240	230	214	236	226	209	194				
	43%	44%	44%	45%	41%	41%	47%	45%	42%	41%	47%	45%	41%	47%	46%	41%	37%				
Very important	(5) 1458	333	391	358	377	104	116	112	140	111	97	131	130	107	145	125	125				
	24%	21%	25%	23%	25%	21%	22%	21%	28%	22%	19%	28%	26%	21%	28%	26%	24%				
Don't know	107	35	27	22	24	10	14	11	15	5	6	11	6	5	7	8	8				
	2%	2%	2%	1%	2%	1%	1%	1%	3%	1%	1%	2%	1%	1%	1%	2%	2%				
NET Not at all important/ Not very important	572	142	129	134	166	49	34	59	33	51	46	41	48	46	62	38	67				
	9%	9%	8%	9%	11%	10%	6%	11%	6%	10%	9%	8%	9%	9%	12%	7%	13%				
NET Important / Very important	4130	1013	1065	1046	1008	304	359	350	364	350	351	332	345	368	333	354	319				
	67%	65%	69%	68%	66%	62%	67%	66%	68%	68%	71%	64%	67%	73%	66%	69%	61%				
Mean	3.80	3.78	3.85	3.81	3.78	3.74	3.84	3.76	3.84	3.82	3.74	3.80	3.80	3.74	3.74	3.80	3.70				
Std Dev.	0.96	0.93	0.96	0.96	1.00	0.94	0.88	0.98	0.92	1.01	0.95	0.91	1.00	0.98	0.99	0.94	1.05				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05				

Q16_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Table 256

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	699	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1) 54	10	44	8	46	35	19	8	6	2	3	10	14	10	14	6	34	24	49	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important	(2) 172	33	140	27	145	89	83	23	28	15	18	31	29	29	51	33	30	37	151	20
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
Neither important nor unimportant	(3) 816	80	737	63	753	446	370	86	103	124	81	170	110	143	189	205	423	253	703	103
	13%	8%	14%	8%	14%	13%	12%	10%	12%	11%	10%	15%	12%	16%	11%	10%	16%	10%	14%	11%
Important	(4) 2947	583	2364	358	2550	1349	1599	359	402	539	425	556	350	278	758	964	1225	659	2491	423
	48%	48%	48%	48%	48%	48%	48%	43%	46%	48%	42%	49%	44%	44%	45%	49%	49%	48%	48%	45%
Very important	(5) 2100	535	1566	333	1768	1056	1037	333	322	435	298	337	219	156	655	733	713	376	1708	379
	34%	44%	32%	33%	33%	33%	33%	29%	29%	30%	29%	29%	25%	25%	39%	39%	28%	27%	33%	45%
Don't know	70	13	57	2	68	37	33	15	6	7	7	16	7	11	22	14	34	18	56	13
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	226	42	184	35	191	124	102	31	34	18	21	41	42	39	65	39	122	81	200	24
	4%	3%	4%	4%	4%	4%	3%	4%	4%	2%	3%	4%	4%	4%	4%	2%	5%	5%	4%	3%
NET Important / Very important	5047	1058	3950	689	4358	2402	2635	689	724	673	723	903	601	434	1413	1697	1938	1035	4199	802
	82%	86%	80%	82%	81%	80%	81%	79%	79%	79%	79%	80%	79%	79%	80%	80%	77%	75%	81%	80%
Mean	4.13	4.09	4.09	4.11	4.11	4.11	4.14	4.10	4.10	4.10	4.10	4.10	4.09	4.09	4.10	4.10	4.09	4.09	4.11	4.10
Std Dev.	0.81	0.77	0.81	0.82	0.81	0.85	0.77	0.82	0.81	0.72	0.73	0.80	0.87	0.90	0.82	0.72	0.85	0.88	0.82	0.77
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q16_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Table 256

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	54	12	27	12	4	38	16	32	20	4	6	13	11	11	31	4	49	3	46	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important (2)	172	37	54	35	46	91	81	86	85	11	15	50	40	33	105	13	145	36	124	12
	3%	3%	3%	3%	3%	3%	3%	2%	4%	2%	2%	3%	3%	3%	3%	3%	3%	3%	3%	4%
Neither important nor unimportant (3)	816	134	250	194	248	385	432	387	410	87	105	189	203	142	498	91	663	156	629	31
	13%	12%	13%	13%	14%	13%	14%	11%	15%	1%	1%	13%	13%	13%	13%	13%	13%	12%	14%	11%
Important (4)	2947	496	962	651	836	1458	1487	1772	1137	244	342	713	807	521	1861	251	2497	611	2199	138
	48%	44%	50%	47%	48%	48%	48%	48%	47%	47%	47%	47%	51%	47%	49%	47%	48%	48%	48%	48%
Very important (5)	2100	446	599	486	569	1046	1054	1364	711	156	253	522	512	389	1287	161	1779	459	1555	87
	34%	39%	31%	35%	33%	34%	34%	37%	30%	30%	34%	35%	32%	35%	34%	30%	34%	36%	34%	30%
Don't know	70	10	21	17	22	31	39	28	35	13	12	15	10	4	37	13	42	19	35	16
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	5%
NET Not at all important / Not very important	228	49	80	47	50	129	97	118	105	15	22	63	52	44	136	18	194	39	171	16
	4%	4%	4%	3%	3%	4%	3%	3%	4%	3%	3%	4%	3%	4%	4%	3%	4%	3%	4%	6%
NET Important / Very important	3047	943	1561	1136	1405	2505	2541	3136	1847	400	595	1234	1319	910	3148	412	4277	1069	3754	224
	82%	83%	82%	81%	81%	82%	82%	82%	77%	78%	81%	82%	82%	80%	82%	77%	83%	83%	82%	79%
Mean	4.13	4.18%	4.09	4.14	4.13	4.12	4.13	4.18%	4.03	4.07	4.14	4.13	4.12	4.13	4.13	4.06	4.13	4.17	4.12	4.07
Std Dev.	0.81	0.84	0.83	0.81	0.77	0.83	0.79	0.79	0.83	0.80	0.80	0.82	0.78	0.82	0.80	0.81	0.81	0.77	0.82	0.86
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.02	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Table 256

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 54	43	11	1	46	2	6	*	4	2	3	5	4	6	4	9	9	-	2	
	1%	1%	1%	*	1%	*	2% ^{ab}	*	2% ^{ab}	*	1%	1%	1%	1%	*	1%	2%	-	*	
Not very important	(2) 172	144	28	4	142	18	8	3	10	19	12	7	10	14	14	29	26	*	18	
	3%	3%	3%	2%	3%	4%	3%	2%	4% ^{ab}	4%	2%	2%	2%	3%	2%	3%	8% ^{ab}	*	4% ^{ab}	
Neither important nor unimportant	(3) 816	684	133	26	686	78	35	17	35	75	74	69	73	102	85	99	73	6	72	
	13%	13%	16%	16%	13%	13% ^{ab}	12%	10%	14%	11%	10%	10%	13%	15% ^{ab}	11%	12%	14%	8%	13% ^{ab}	
Important	(4) 2947	2541	406	84	2470	250	146	80	99	332	251	220	223	269	419	401	257	41	209	
	48%	48%	47%	50%	48%	48%	50%	47%	39%	49% ^{ab}	49% ^{ab}	49% ^{ab}	41%	47%	52% ^{ab}	48% ^{ab}	49% ^{ab}	69% ^{ab}	47%	
Very important	(5) 2100	1823	277	53	1773	164	95	86	86	238	155	143	221	180	279	298	156	21	144	
	34%	34%	32%	32%	34%	32%	32%	32%	43% ^{ab}	49% ^{ab}	39%	31%	32%	41% ^{ab}	32%	34%	35%	31%	32%	
Don't know	70	63	7	*	60	4	4	2	3	8	10	3	11	1	9	7	8	-	4	
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2% ^{ab}	1%	2% ^{ab}	*	1%	1%	2%	-	1%	
NET Not at all important/ Not very important	226	187	39	4	188	20	14	4	14	21	15	12	14	20	18	38	35	*	20	
	4%	4%	8%	3%	4%	4%	3% ^{ab}	2%	5% ^{ab}	3%	3%	2%	3%	4%	2%	5%	8% ^{ab}	*	4%	
NET Important/ Very important	8047	4364	683	137	4243	414	242	148	198	570	409	364	444	449	698	699	412	61	353	
	82%	82%	79%	82%	82%	80%	82%	87% ^{ab}	79%	87% ^{ab}	81%	81%	82%	79%	87% ^{ab}	83%	79%	91% ^{ab}	78%	
Mean	4.13	4.14	4.07	4.10	4.13	4.09	4.09	4.25 ^{ab}	4.13	4.18 ^{ab}	4.10	4.10	4.13	4.05	4.18 ^{ab}	4.14 ^{ab}	4.01	4.22	4.07	
Std Dev.	0.81	0.80	0.85	0.76	0.81	0.80	0.85	0.73	0.92	0.76	0.78	0.79	0.81	0.83	0.73	0.83	0.90	0.60	0.83	
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.05	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Table 256

Base : All participants

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)		Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)				
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708				
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640				
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816				
Not at all important	(1)	64	4	37	10	44	4	-	37	4	18	18	15	6	11	4	33	15	19	11	8	10	3	30	13	13	41				
Not very important	(2)	172	39	88	71	131	39	6	98	6	58	53	63	25	24	6	117	29	65	51	29	19	7	116	26	67	108				
Neither important nor unimportant	(3)	816	234	366	377	509	234	100	366	39	211	232	326	150	62	42	558	104	251	287	179	58	41	539	59	194	622				
Important	(4)	2947	1103	1108	1619	1624	1103	70	1109	106	502	867	1331	368	273	103	2198	375	1130	1262	324	149	69	2392	218	666	2281				
Very important	(5)	2100	1023	528	1406	912	1023	60	528	56	246	837	733	232	207	86	1570	293	1131	675	127	112	68	1806	160	573	1528				
Don't know	70	10	25	19	34	10	2	2	25	2	15	10	18	18	7	6	28	13	10	16	15	10	9	26	19	8	62				
NET Not at all important/ Not very important	226	43	136	82	174	43	6	17	136	10	76	71	78	32	35	10	149	44	84	63	37	29	11	146	39	79	147				
NET important / Very important	5847	2126	1636	3025	2536	2126	130	644	1636	161	747	1704	2054	600	479	189	3767	658	2261	1937	451	261	117	4198	378	1238	3809				
Mean	4.13	4.28sd	3.93	4.28sd	4.06	4.28sd	4.16	4.19	3.93	3.96	3.87	4.22sd	4.16sd	4.02	4.11	4.09	4.16sd	4.11	4.27sd	4.11sd	3.80	3.86	3.90	4.16sd	3.84	4.14	4.12				
Std Dev.	0.81	0.72	0.87	0.75	0.85	0.72	0.80	0.75	0.87	0.86	0.90	0.82	0.76	0.83	0.89	0.88	0.79	0.89	0.79	0.74	0.84	0.98	0.93	0.77	0.96	0.86	0.79				
Std Error	0.01	0.01	0.02	0.01	0.01	0.01	0.06	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.01				

Q16_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Table 256

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	1660	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Not at all important	(1) 54	-	54	-	15	36	3	50	-	2	1	51	2	
	1%	-	1%	-	1%	1%	1%	1%	-	3%	1%	1%	7%	
Not very important	(2) 172	16	157	-	59	105	8	146	11	11	2	169	2	
	3%	5%	3%	-	4%	3%	3%	2%	100% ^h	100% ^h	3%	3%	8%	
Neither important nor unimportant	(3) 816	59	750	7	239	525	53	754	39	10	14	795	7	
	13%	18%	13%	17%	14%	13%	17%	13%	28% ^h	18%	22%	13%	32%	
Important	(4) 2947	150	2782	15	755	2065	128	2839	51	25	26	2915	5	
	48%	43%	43%	38%	42%	50% ^h	47%	49%	44%	44%	40%	46%	24%	
Very important	(5) 2100	109	1974	17	580	1405	112	2049	24	7	17	2081	3	
	34%	33%	34%	42%	35%	34%	36%	35% ^h	21%	26%	26%	34% ^h	12%	
Don't know	70	2	66	-	28	34	9	60	-	2	5	62	4	
	1%	1%	1%	0%	2%	1%	3%	1%	-	4%	0%	1%	16%	
NET Not at all important/ Not very important	228	16	210	-	74	141	11	198	11	13	3	220	3	
	4%	5%	4%	-	4%	3%	4%	3%	9% ^h	23% ^h	4%	4%	15%	
NET Important / Very important	6047	259	4756	32	1335	3474	238	4988	76	32	44	4995	8	
	82%	77%	82%	78%	80%	82% ^h	77%	83% ^h	65%	56%	66%	82% ^h	36%	
Mean	4.13	4.06	4.13	4.26	4.11	4.14	4.11	4.10 ^h	3.76	3.44	3.44	4.12 ^h	3.32	
Std Dev.	0.81	0.83	0.81	0.75	0.84	0.79	0.86	0.80	0.89	1.05	0.89	0.81	1.12	
Std Error	0.01	0.04	0.01	0.11	0.02	0.01	0.05	0.01	0.08	0.14	0.11	0.01	0.26	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Table 266

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 54	8	16	10	17	5	1	2	4	6	7	7	*	3	7	4	6				
	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	1%	*	1%	1%	1%	1%				
Not very important	(2) 172	38	48	46	40	13	15	10	13	16	19	7	18	22	16	11	14				
	3%	2%	3%	3%	3%	3%	3%	2%	3%	3%	3%	1%	4%	5%	3%	2%	3%				
Neither important nor unimportant	(3) 816	241	187	192	197	72	88	80	72	60	54	77	56	59	62	67	68				
	13%	16%	12%	12%	13%	12%	17%	15%	14%	12%	11%	15%	11%	12%	12%	13%	13%				
Important	(4) 2947	736	728	743	740	228	251	257	255	232	241	254	257	233	265	229	245				
	48%	47%	47%	48%	48%	46%	47%	49%	46%	46%	46%	49%	50%	46%	53%	45%	47%				
Very important	(5) 2100	510	538	528	525	168	169	173	181	189	166	180	180	182	150	195	180				
	34%	33%	35%	34%	34%	34%	32%	33%	34%	37%	34%	32%	35%	36%	30%	38%	35%				
Don't know	70	18	17	19	16	5	9	5	6	4	6	9	7	4	4	5	7				
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%				
NET Not at all important/ Not very important	226	46	66	56	58	19	16	11	18	22	26	13	18	25	22	15	21				
	4%	3%	4%	4%	4%	4%	3%	2%	3%	4%	5%	3%	4%	5%	4%	3%	4%				
NET Important / Very important	6047	1245	1266	1271	1265	396	420	430	435	421	409	419	437	415	415	425	426				
	82%	80%	82%	83%	82%	81%	79%	82%	82%	83%	82%	81%	84%	83%	82%	83%	82%				
Mean	4.13	4.11	4.13	4.14	4.13	4.11	4.09	4.13	4.13	4.16	4.11	4.11	4.17	4.14	4.07	4.18	4.13				
Std Dev.	0.81	0.79	0.83	0.80	0.82	0.83	0.79	0.76	0.80	0.84	0.85	0.80	0.76	0.83	0.82	0.80	0.83				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.04	0.04				

Q16_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Table 257

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	510	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Not at all important (1)	74	7	67	18	55	39	10	12	7	3	16	10	15	22	11	41	25	71	3	
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%	
Not very important (2)	137	24	113	18	119	85	12	26	29	18	25	11	16	38	46	52	27	104	27	
	2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	2%	1%	3%	2%	2%	2%	2%	2%	3%	
Neither important nor unimportant (3)	867	111	756	101	766	471	394	119	100	149	93	166	108	220	241	406	240	731	129	
	14%	9%	15%	13%	14%	13%	15%	12%	13%	17%	15%	19%	16%	13%	12%	16%	16%	14%	14%	
Important (4)	2988	586	2422	327	2661	1454	1532	390	391	536	444	542	384	781	979	1228	686	2526	433	
	48%	46%	49%	41%	49%	48%	47%	45%	48%	48%	44%	48%	51%	46%	50%	49%	49%	49%	46%	
Very important (5)	1987	457	1480	321	1666	919	1063	272	326	392	261	359	212	598	653	736	377	1633	338	
	32%	36%	30%	31%	31%	26%	35%	32%	36%	37%	26%	32%	26%	36%	36%	29%	27%	32%	36%	
Don't know	107	25	79	5	103	42	65	19	13	9	13	23	12	30	23	54	32	93	14	
	2%	2%	2%	1%	2%	2%	2%	1%	1%	1%	2%	2%	2%	2%	1%	2%	2%	2%	1%	
NET Not at all important/ Not very important	210	30	180	36	174	124	86	23	38	36	21	41	21	61	57	93	52	175	30	
	3%	2%	4%	5%	3%	3%	3%	4%	3%	3%	4%	3%	5%	4%	3%	4%	4%	3%	3%	
NET Important / Very important	4976	1064	3912	648	4327	2373	2595	662	717	928	705	900	596	1379	1633	1964	1064	4159	771	
	81%	86%	79%	82%	81%	79%	81%	81%	81%	81%	80%	80%	79%	81%	81%	78%	77%	81%	82%	
Mean	4.10	4.05	4.06	4.17	4.09	4.05	4.10	4.10	4.10	4.10	4.10	4.04	3.97	4.10	4.10	4.04	4.01	4.09	4.16	
Std Dev.	0.81	0.75	0.82	0.90	0.80	0.84	0.79	0.81	0.85	0.79	0.73	0.83	0.80	0.83	0.77	0.83	0.84	0.82	0.79	
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.02	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03	

Q16_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Table 257

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	74	7	16	28	23	23	81	33	39	21	5	17	18	7	40	21	50	17	52	4
	1%	1%	1%	2%	1%	1%	3%	1%	2%	0.3%	0%	1%	1%	1%	1%	0.3%	1%	1%	1%	1%
Not very important (2)	137	30	31	20	55	61	76	77	52	12	23	26	48	10	97	14	109	32	98	7
	2%	3%	2%	1%	3%	2%	2%	2%	2%	2%	3%	2%	3%	1%	3%	3%	2%	2%	2%	2%
Neither important nor unimportant (3)	867	148	280	197	264	406	461	478	375	91	90	218	200	143	509	94	689	169	643	55
	14%	13%	14%	14%	15%	13%	15%	13%	15%	13%	12%	15%	13%	13%	13%	13%	13%	13%	14%	13%
Important (4)	2988	545	945	675	822	1490	1497	1757	1188	214	354	783	793	562	1909	220	2594	596	2263	129
	49%	48%	49%	49%	48%	49%	49%	48%	50%	42%	48%	51%	50%	51%	50%	41%	50%	46%	49%	45%
Very important (5)	1987	354	630	441	521	1024	963	1282	867	160	242	456	508	368	1206	167	1667	445	1470	71
	32%	30%	32%	32%	30%	34%	31%	37%	29%	31%	33%	30%	32%	33%	32%	31%	32%	33%	32%	25%
Don't know	107	15	30	23	39	45	62	43	57	17	19	22	17	9	58	17	66	25	62	21
	2%	1%	2%	2%	2%	1%	2%	1%	2%	0.3%	0.3%	1%	1%	1%	2%	0.3%	1%	2%	1%	7%
NET Not at all important/ Not very important	210	36	47	49	78	84	127	110	91	33	28	43	66	17	137	35	159	49	151	11
	3%	3%	2%	4%	5%	3%	4%	3%	4%	0.8%	0.8%	3%	0.8%	2%	4%	0.8%	3%	4%	3%	4%
NET Important/ Very important	4976	939	1576	1116	1344	2514	2460	3039	1875	374	696	1216	1300	931	3115	387	4261	1041	3733	201
	81%	83%	82%	81%	78%	81%	79%	81%	79%	72%	81%	81%	81%	80%	82%	73%	82%	81%	81%	70%
Mean	4.10	4.18d	4.18d	4.09	4.05	4.14f	4.06	4.18h	4.04	3.96	4.13i	4.09	4.10	4.13i	4.10	3.97	4.12o	4.13o	4.10o	3.96
Std Dev.	0.81	0.79	0.77	0.84	0.85	0.78	0.84	0.79	0.83	0.99	0.80	0.79	0.82	0.73	0.80	0.99	0.79	0.83	0.80	0.85
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

Q16_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 74	65	9	5	66	3	3	1	3	5	7	6	7	7	6	17	7	2	1	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	*	
Not very important	(2) 137	117	19	5	110	15	5	6	5	20	8	10	14	6	14	18	14	1	14	
	2%	2%	2%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	1%	2%	2%	3%	2%	3%	
Neither important nor unimportant	(3) 867	743	124	26	727	77	42	21	33	82	79	58	70	82	108	127	90	9	69	
	14%	14%	14%	14%	14%	14%	14%	12%	13%	12%	12%	13%	13%	14%	13%	13%	17%	13%	15%	
Important	(4) 2988	2551	438	81	2489	270	151	78	114	319	238	226	249	275	431	392	244	37	233	
	49%	48%	51%	48%	49%	52%	51%	46%	46%	47%	47%	51%	46%	48%	53%	46%	46%	55%	52%	
Very important	(5) 1967	1725	262	48	1652	147	86	82	86	227	167	145	190	199	235	279	160	18	129	
	32%	33%	30%	28%	33%	28%	29%	33%	33%	34%	33%	32%	35%	35%	39%	33%	30%	27%	29%	
Don't know	107	97	10	3	94	3	7	2	5	21	8	3	14	3	15	11	14	-	3	
	2%	2%	1%	2%	2%	1%	3%	1%	2%	2%	2%	1%	3%	*	2%	1%	3%	-	1%	
NET Not at all important/ Not very important	210	182	28	10	176	19	8	7	9	25	15	15	21	13	20	35	21	3	15	
	3%	3%	3%	6%	3%	4%	3%	4%	3%	4%	3%	3%	4%	2%	3%	4%	4%	5%	3%	
NET Important / Very important	4975	4276	700	129	4180	417	237	140	204	548	406	371	439	475	686	670	404	55	363	
	81%	81%	81%	77%	81%	81%	80%	82%	81%	81%	80%	81%	81%	81%	82%	80%	78%	82%	81%	
Mean	4.10	4.11	4.08	3.99	4.11	4.06	4.08	4.15	4.14	4.15	4.10	4.11	4.14	4.15	4.10	4.08	4.04	4.01	4.06	
Std Dev.	0.81	0.82	0.80	0.91	0.82	0.79	0.78	0.82	0.83	0.81	0.82	0.80	0.83	0.79	0.75	0.87	0.85	0.88	0.77	
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.07	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Table 257

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	2413	2163	2163	3502	3253	2413	160	764	2163	213	1049	2017	2480	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all important	(1)	74	14	36	22	45	14	-	5	38	12	23	31	16	12	2	44	14	22	17	12	16	5	39	21	26	48		
	1%	1%	3%	2%	1%	1%	-	1%	2%	6%	2%	1%	1%	2%	2%	1%	1%	2%	1%	2%	2%	4%	1%	1%	4%	2%	1%		
Not very important	(2)	137	41	60	65	85	41	6	13	60	5	32	41	48	30	13	3	90	17	45	53	20	13	6	98	19	45	92	
	2%	2%	3%	2%	3%	2%	4%	2%	3%	2%	3%	2%	2%	2%	2%	2%	1%	2%	2%	2%	3%	4%	3%	2%	3%	2%	3%		
Neither important nor unimportant	(3)	867	292	323	464	495	292	24	111	323	34	160	213	372	165	74	39	584	113	278	338	188	40	42	616	81	220	647	
	14%	12%	13%	14%	15%	12%	15%	15%	15%	16%	15%	11%	12%	21%	13%	16%	12%	11%	11%	10%	10%	11%	11%	13%	19%	14%	14%		
Important	(4)	2869	1163	1076	1695	1608	1163	75	379	1076	89	526	886	1324	371	282	120	2211	402	1155	1249	324	191	53	2405	244	682	2307	
	49%	49%	50%	49%	49%	49%	47%	50%	50%	42%	50%	44%	45%	45%	49%	49%	49%	49%	44%	45%	45%	45%	30%	45%	45%	45%	45%		
Very important	(5)	1857	874	629	1218	973	874	52	247	629	68	281	842	676	199	120	76	1518	266	1080	624	140	86	52	1703	137	531	1456	
	32%	36%	29%	30%	36%	33%	32%	32%	29%	32%	27%	42%	27%	25%	12%	31%	34%	32%	41%	34%	27%	21%	24%	29%	35%	26%	38%		
Don't know	107	28	38	38	47	28	2	9	38	4	27	23	34	18	12	7	57	19	25	22	16	13	20	48	33	17	91		
	2%	1%	2%	1%	1%	1%	1%	1%	2%	2%	3%	1%	1%	2%	2%	3%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%	2%		
NET Not at all important/ Not very important	210	55	96	88	130	55	6	17	96	17	55	53	80	48	26	5	133	30	68	70	32	29	11	138	39	71	140		
	3%	2%	4%	3%	4%	2%	4%	2%	4%	8%	5%	3%	3%	6%	4%	2%	3%	4%	3%	3%	6%	6%	3%	3%	6%	3%	3%		
NET Important / Very important	4978	2037	1705	2913	2581	2037	128	627	1705	157	807	1728	2000	570	472	196	3728	667	2235	1873	465	277	105	4108	382	1213	3762		
	81%	84%	79%	83%	79%	84%	80%	82%	79%	74%	77%	80%	80%	71%	81%	79%	82%	80%	76%	81%	68%	77%	59%	84%	71%	80%	81%		
Mean	4.10	4.16	4.04	4.16	4.05	4.19	4.10	4.13	4.04	3.94	3.99	4.26	4.09	3.90	4.06	4.11	4.16	4.16	4.25	4.06	3.84	3.92	3.89	4.16	3.91	4.10	4.11		
Std Dev.	0.81	0.76	0.84	0.77	0.83	0.76	0.80	0.76	0.84	1.06	0.87	0.78	0.79	0.89	0.86	0.77	0.79	0.83	0.78	0.76	0.85	0.96	1.01	0.78	0.98	0.87	0.79		
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.02	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.02	0.01	0.03	0.02	0.02	0.03	0.05	0.08	0.01	0.05	0.02	0.01		

Q16_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Table 257

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 74	4	69	-	32	39	3	68	6	-	-	74	-
	1%	1%	1%	-	2.3% a	1%	1%	1%	5.1% a	-	-	1%	-
Not very important	(2) 137	8	126	3	36	82	18	115	5	10	4	130	3
	2%	2%	2%	7%	2%	2%	6.0% a	2%	4%	17.3% gh	6%	2%	14%
Neither important nor unimportant	(3) 867	56	800	11	247	556	63	806	23	13	18	842	7
	14%	17%	14%	27% b	15%	13%	32% de	14%	19%	23%	32% gh	14%	32%
Important	(4) 2988	141	2837	11	752	2096	130	2879	60	22	20	2961	7
	49%	42%	49% a	27%	45%	51% de	42%	47.4% d	5.1% c	39%	31%	49% d	33%
Very important	(5) 1987	120	1852	14	558	1342	87	1535	24	8	19	1967	1
	32%	36%	32%	34%	33%	32%	28%	33% de	20%	14%	29%	32% de	4%
Don't know	107	7	98	2	40	58	9	95	-	4	5	99	4
	2%	2%	2%	5%	2.3% a	1%	3%	2%	-	5.1% gh	7.4% gh	2%	17%
NET Not at all important/ Not very important	210	12	195	3	68	121	21	183	11	10	4	204	3
	3%	4%	3%	7%	4%	3%	7% a	3%	9.5% a	17% gh	6%	3%	14%
NET important / Very important	4975	261	4699	25	1320	3438	218	4814	84	31	39	4928	8
	81%	70% a	81% a	61%	73% d	82% de	70%	82% de	77%	53%	60%	81% de	36%
Mean	4.10	4.11	4.10	3.93	4.09 a	4.12 a	3.93	4.12 a	3.77	3.54	3.89	4.10 a	3.31
Std Dev.	0.81	0.86	0.81	0.98	0.87	0.78	0.91	0.80	0.98	0.97	0.92	0.81	0.83
Std Error	0.01	0.04	0.01	0.14	0.02	0.01	0.05	0.01	0.09	0.13	0.12	0.01	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16.7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Table 257

Base : All participants

		Quarter				Month															
Total		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base		6160	1550	1535	1539	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512				
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317				
Not at all important		(1) 74	12	21	30	11	2	6	4	4	7	10	15	8	6	4	1				
		1%	1%	1%	2%	1%	*	1%	1%	1%	1%	2%	3%	1%	1%	*	1%				
Not very important		(2) 137	34	29	40	34	14	13	7	10	3	13	10	12	13	12	11				
		2%	2%	2%	3%	2%	3%	3%	1%	2%	1%	3%	3%	2%	3%	2%	2%				
Neither important nor unimportant		(3) 867	250	212	216	190	89	81	80	71	72	69	75	70	70	65	71				
		14%	16%	14%	14%	12%	16%	15%	15%	13%	14%	14%	15%	14%	14%	13%	14%				
Important		(4) 2988	731	764	729	764	221	238	273	278	248	238	230	245	254	259	241				
		48%	47%	50%	47%	50%	45%	46%	52%	53%	49%	48%	44%	47%	50%	51%	47%				
Very important		(5) 1987	491	484	482	520	153	182	156	158	168	157	166	175	152	161	185				
		32%	32%	32%	32%	34%	31%	34%	30%	30%	33%	32%	32%	34%	30%	32%	36%				
Don't know		167	31	26	32	17	12	12	7	12	9	5	17	7	8	5	8				
		2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	1%	3%	1%	2%	1%	2%				
NET Not at all important/ Not very important		210	46	50	70	45	16	19	11	14	10	28	31	20	19	16	11				
		3%	3%	3%	5%	3%	3%	4%	2%	3%	2%	5%	5%	4%	4%	3%	2%				
NET Important / Very important		4975	1223	1247	1221	1284	374	420	429	436	416	395	395	420	406	417	425				
		81%	79%	81%	79%	84%	76%	79%	81%	82%	82%	80%	76%	81%	81%	83%	86%				
Mean		4.10	4.09	4.10	4.07	4.13	4.06	4.11	4.10	4.11	4.14	4.05	4.02	4.11	4.08	4.12	4.16				
Std Dev.		0.81	0.80	0.81	0.87	0.77	0.81	0.84	0.75	0.76	0.78	0.88	0.94	0.84	0.81	0.78	0.75				
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.04	0.04	0.04	0.03	0.03				

Q16_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Table 258

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Not at all important	(1)	237	20	217	34	204	138	99	8	15	27	27	69	45	46	23	54	161	92	234	4
		4%	2%	2%a	4%	4%	2%	2%	1%	2%	2%	3%a	3%a	2%a	1%	3%a	6%a	7%a	3%a	*	
Not very important	(2)	408	84	323	80	348	223	184	54	65	50	26	60	39	73	120	76	211	112	357	46
	7%	7%	7%	7%	6%	7%	6%	7%	7%	6%	4%	3%	7%a	6%a	4%	7%a	4%	8%a	10%a	7%	5%
Neither important nor unimportant	(3)	1312	162	1151	135	1177	675	634	148	140	201	164	248	228	188	287	365	560	412	1156	147
	21%	12%	23%a	77%	22%a	22%	20%	18%	18%	18%	20%	22%a	23%a	23%a	17%	17%	19%	23%a	23%a	22%a	16%
Important	(4)	2620	537	2083	300	2321	1242	1375	389	394	538	400	439	290	196	760	935	925	486	2120	468
	43%	44%	42%	38%	43%a	41%	44%	40%Min	40%Min	40%Min	40%Min	39%Min	39%Min	31%	46%a	46%a	37%	35%	41%	50%a	
Very important	(5)	1445	398	1047	258	1189	674	769	228	244	299	199	262	116	99	470	498	478	215	1172	264
	23%	36%a	21%	23%a	22%	24%	22%	23%a	23%a	23%a	23%a	23%a	15%	16%	33%a	33%a	33%a	16%	23%	23%a	23%a
Don't know		137	31	105	5	132	59	79	21	9	9	16	31	23	27	30	25	82	51	120	14
	2%	3%	2%	1%	2%a	2%	2%	2%	1%	1%	2%	3%a	3%a	4%a	2%	1%	3%a	4%a	2%	2%	
NET Not at all important / Not very important		645	104	541	94	551	361	283	62	81	77	54	149	105	119	143	130	372	223	591	49
	10%	8%	11%a	12%	10%	12%a	9%	7%	7%	9%	7%	6%	13%a	14%a	13%a	8%	7%	16%a	16%a	11%a	5%
NET Important / Very important		4065	935	3130	555	3510	1915	2144	592	638	835	599	701	406	295	1229	1434	1402	701	3291	733
	66%	66%a	64%	60%a	65%	64%	64%	62%Min	62%Min	62%Min	62%Min	62%Min	62%Min	53%	47%	42%a	42%a	40%a	51%	64%	42%a
Mean		3.77	3.63%a	3.71	3.75	3.71	3.75	3.63%a	3.63%a	3.63%a	3.63%a	3.63%a	3.63%a	3.50	3.38	3.63%a	3.63%a	3.63%a	3.45	3.72	4.05%a
Std Dev.		1.01	0.95	1.02	1.08	1.00	1.05	0.98	0.90	0.95	0.92	0.93	1.10	1.05	1.13	0.93	0.92	1.10	1.09	1.04	0.82
Std Error		0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.04	0.05	0.02	0.02	0.02	0.03	0.01	0.03

Q16_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 237	40	68	52	77	108	129	107	127	31	35	63	64	38	162	31	205	87	177	3
		4%	4%	4%	4%	4%	4%	3%	5%	6%	6%	4%	4%	3%	4%	6%	4%	5%	4%	1%
Not very important	(2) 408	89	146	85	88	234	173	202	195	30	33	95	104	90	232	35	345	67	322	18
		7%	8%	7%	5%	7%	6%	6%	7%	6%	6%	6%	7%	6%	6%	6%	7%	5%	7%	6%
Neither important nor unimportant	(3) 1312	213	383	320	387	606	706	665	624	121	162	303	327	241	792	122	1097	250	999	63
		3%	2%	3%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Important	(4) 2620	487	857	580	695	1344	1275	1671	923	172	290	662	741	478	1693	182	2271	538	1966	116
		43%	43%	45%	42%	44%	41%	46%	38%	33%	40%	44%	47%	43%	44%	34%	44%	42%	43%	40%
Very important	(5) 1445	254	409	322	421	703	742	971	454	134	189	343	333	247	864	137	1175	342	1042	61
		23%	23%	23%	24%	23%	24%	23%	19%	26%	23%	23%	21%	22%	23%	29%	23%	23%	23%	21%
Don't know	137	13	41	25	58	53	84	54	75	27	24	36	16	6	78	27	82	30	81	26
		2%	1%	2%	3%	2%	3%	1%	3%	5%	3%	2%	1%	1%	2%	2%	2%	2%	2%	3%
NET Not at all important/ Not very important	645	129	214	138	165	343	302	308	322	61	68	198	198	128	394	68	550	124	500	22
		16%	11%	10%	10%	11%	10%	8%	12%	12%	9%	11%	12%	12%	10%	12%	11%	10%	11%	8%
NET Important/ Very important	4065	781	1266	901	1115	2047	2017	2642	1377	306	479	1005	1073	725	2657	319	3446	880	3009	177
		66%	69%	66%	65%	67%	65%	72%	57%	59%	69%	67%	67%	60%	67%	60%	67%	69%	66%	62%
Mean	3.77	3.81	3.74	3.76	3.78	3.77	3.77	3.77	3.59	3.71	3.80	3.77	3.75	3.74	3.77	3.71	3.77	3.83	3.75	3.81
Std Dev.	1.01	1.03	1.00	1.01	1.03	1.01	1.02	0.96	1.06	1.12	1.04	1.02	0.99	1.01	1.01	1.12	1.01	1.03	1.01	0.91
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01	0.03	0.02	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 237	199	38	14	203	17	11	6	11	27	26	17	16	17	15	44	30	4	13	
	4%	4%	4%	4%	4%	3%	4%	3%	4%	4%	4%	4%	3%	3%	2%	13%	8%	3%	3%	
Not very important	(2) 408	324	84	10	347	34	17	10	19	42	22	26	24	46	42	64	62	3	30	
	7%	6%	10%	6%	7%	7%	6%	6%	7%	6%	4%	6%	4%	8%	5%	8%	12%	5%	7%	
Neither important nor unimportant	(3) 1312	1128	184	35	1089	120	72	31	70	142	108	122	102	123	119	171	131	13	107	
	21%	21%	21%	21%	21%	23%	14%	18%	21%	21%	21%	21%	19%	21%	15%	20%	21%	20%	21%	
Important	(4) 2620	2243	377	69	2201	219	129	71	89	269	215	180	230	257	428	337	198	30	189	
	43%	42%	44%	41%	43%	42%	44%	41%	36%	40%	42%	40%	42%	40%	42%	40%	37%	45%	42%	
Very important	(5) 1445	1260	165	37	1216	121	58	50	58	168	125	92	150	124	191	208	93	16	105	
	23%	20%	19%	22%	23%	23%	20%	23%	23%	23%	23%	21%	23%	22%	24%	24%	16%	24%	23%	
Don't know	137	123	14	2	121	6	7	3	3	26	11	11	12	7	15	21	15	*	5	
	2%	2%	2%	1%	2%	1%	3%	2%	1%	7%	2%	2%	2%	1%	2%	3%	3%	1%	1%	
NET Not at all important/ Not very important	645	523	122	24	550	51	28	16	29	69	48	43	40	62	57	108	52	8	44	
	10%	10%	13%	13%	11%	10%	10%	8%	12%	10%	10%	10%	7%	11%	7%	13%	13%	11%	10%	
NET Important/ Very important	4065	3523	542	106	3417	340	187	121	147	437	340	272	389	380	619	543	291	46	295	
	66%	67%	63%	63%	66%	66%	67%	61%	59%	67%	67%	61%	67%	67%	67%	64%	55%	68%	61%	
Mean	3.77	3.78	3.64	3.63	3.77	3.77	3.71	3.68	3.67	3.78	3.78	3.69	3.69	3.78	3.78	3.73	3.51	3.75	3.77	
Std Dev.	1.01	1.01	1.04	1.15	1.02	0.99	0.98	1.01	1.05	1.03	1.04	1.00	0.97	0.98	0.87	1.09	1.10	1.07	0.98	
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.05	0.06	0.05	0.05	0.05	0.05	0.06	0.06	0.08	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Table 258

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	794	2163	213	1049	2017	2486	800	583	247	4503	835	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1380	408	211	112	2963	323	901	2816
Not at all important	(1)	237	87	140	87	237	6	28	140	20	76	112	75	19	22	10	186	32	122	52	23	23	15	174	38	42	196
Not very important	(2)	4%	2%	6%	2%	4%	4%	4%	6%	9%	7%	6%	3%	2%	4%	4%	4%	4%	9%	2%	3%	7%	6%	4%	7%	3%	45%
Neither important nor unimportant	(3)	408	128	191	190	128	12	53	191	15	103	146	153	43	50	12	299	61	173	136	51	34	8	309	42	84	324
Important	(4)	1312	429	535	669	428	39	197	535	45	280	392	517	226	105	69	909	174	486	471	227	77	49	957	125	257	1055
Very important	(5)	21%	18%	22%	19%	18%	25%	26%	25%	21%	26%	19%	21%	28%	18%	28%	20%	21%	19%	20%	33%	21%	21%	19%	22%	17%	23%
NET Important / Very important	645	1058	870	1551	1362	1058	56	293	870	68	383	724	1192	348	258	97	1915	355	993	1152	272	150	45	2145	195	673	1947
NET Not at all important/ Not very important	42%	44%	49%	42%	42%	44%	35%	38%	40%	32%	36%	36%	36%	32%	36%	39%	36%	36%	36%	36%	36%	36%	36%	36%	36%	44%	42%
Don't know	137	32	57	44	70	32	3	17	57	8	33	39	40	24	11	10	80	21	35	37	23	13	19	72	32	24	114
NET Not at all important/ Not very important	2%	1%	1%	1%	1%	1%	2%	2%	1%	4%	3%	2%	2%	3%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%
NET Important / Very important	645	186	331	277	422	186	18	81	331	35	179	258	227	62	72	22	485	93	295	189	74	57	23	484	80	125	520
NET Important / Very important	10%	8%	10%	8%	10%	8%	11%	11%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
Mean	3.77	3.94	3.54	3.80	3.64	3.74	3.76	3.72	3.54	3.62	3.45	3.79	3.78	3.70	3.77	3.69	3.78	3.75	3.64	3.60	3.52	3.56	3.58	3.62	3.56	3.62	3.72
Std Dev.	1.01	0.95	1.09	0.95	1.05	0.95	1.06	1.02	1.10	1.23	1.10	1.12	0.95	0.91	1.03	0.99	1.03	1.02	1.08	0.90	0.93	1.10	1.20	1.00	1.13	0.97	1.02
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.03	0.02	0.09	0.03	0.02	0.02	0.03	0.04	0.06	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 237	8	229	-	64	166	8	232	5	-	1	236	-
	4%	2%	4%	-	4%	4%	2%	4%	4%	-	1%	4%	-
Not very important	(2) 408	22	385	1	115	270	23	380	14	9	2	403	2
	7%	7%	7%	2%	7%	6%	7%	6%	12%	15%	4%	7%	8%
Neither important nor unimportant	(3) 1312	66	1232	14	354	901	58	1239	39	12	13	1289	10
	21%	20%	21%	32% ^h	21%	22%	19%	21%	33% ^{gh}	20%	19%	21%	47%
Important	(4) 2620	129	2454	7	666	1830	124	2527	41	23	26	2590	4
	43%	33% ^h	42% ^h	18%	40%	44% ^h	40%	43%	33%	40%	39%	43%	18%
Very important	(5) 1445	105	1324	16	431	930	85	1402	15	10	15	1422	2
	23%	28% ^h	23%	38% ^h	24% ^h	22%	27%	24% ^h	13%	17%	23%	24% ^h	11%
Don't know	137	6	128	3	46	76	15	117	5	4	9	125	4
	2%	2%	2%	7%	3%	2%	5%	2%	4%	6%	13% ^{gh}	2%	16%
NET Not at all important/ Not very important	645	31	614	1	178	436	30	612	18	9	3	640	2
	10%	9%	11%	2%	11%	10%	10%	10%	16%	5%	5%	11%	8%
NET Important / Very important	4065	234	3809	23	1097	2760	209	3929	56	33	41	4018	6
	66%	70%	66%	56%	65%	66%	67%	67% ^h	48%	57%	63%	66% ^h	29%
Mean	3.77	3.91% ^h	3.76	3.99	3.79	3.75	3.86	3.78% ^h	3.42	3.62	3.81% ^h	3.72% ^h	3.38
Std Dev.	1.01	1.01	1.02	0.94	1.04	1.01	1.00	1.02	1.01	0.99	0.90	1.02	0.86
Std Error	0.01	0.05	0.01	0.14	0.02	0.02	0.06	0.01	0.10	0.13	0.12	0.01	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16.8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Table 258

Base : All participants

		Quarter				Month															
Total		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base		6160	1550	1535	1539	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	510	512				
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317				
(1)	Not at all important	237	53	63	58	64	23	12	18	25	14	24	19	16	22	26	15				
	4%	3%	4%	4%	4%	5%	2%	3%	5%	3%	5%	4%	3%	4%	5%	3%	4%				
(2)	Not very important	498	100	100	96	112	37	37	26	31	33	36	45	20	31	43	30				
	7%	6%	6%	6%	7%	20%	7%	6%	6%	6%	7%	20%	15%	4%	6%	15%	10%				
(3)	Neither important nor unimportant	1312	351	326	327	309	123	104	123	124	111	91	104	120	103	95	95				
	21%	23%	21%	21%	20%	20%	20%	20%	23%	22%	18%	20%	23%	20%	19%	19%	23%				
(4)	Important	2820	671	630	666	652	205	242	223	206	199	224	226	229	213	222	198				
	43%	43%	41%	43%	42%	42%	46%	42%	39%	39%	40%	44%	44%	42%	44%	45%	38%				
(5)	Very important	1445	341	382	353	368	91	126	124	129	143	110	108	124	122	108	131				
	23%	22%	25%	23%	24%	19%	24%	24%	24%	25%	22%	21%	24%	24%	21%	19%	25%				
(6)	Don't know	157	34	35	38	31	11	11	12	17	7	11	16	10	11	9	10				
	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	1%	2%	3%	2%	2%	2%	2%				
NET Not at all important/ Not very important		645	153	163	153	176	60	49	44	56	47	60	64	36	53	69	45				
10%		10%	11%	10%	11%	12%	9%	8%	11%	9%	12%	12%	12%	7%	11%	14%	9%				
NET Important / Very important		4065	1012	1012	1021	1020	296	368	347	335	343	334	334	353	335	330	362				
66%		65%	66%	66%	66%	60%	69%	66%	63%	66%	67%	64%	67%	68%	67%	66%	71%				
Mean		3.77	3.76	3.78	3.77	3.76	3.63	3.76	3.76	3.74	3.76	3.74	3.71	3.76	3.78	3.69	3.80				
Std Dev.		1.01	0.99	1.03	1.00	1.04	1.03	0.95	0.98	1.05	1.00	1.04	1.02	0.94	1.04	1.07	0.97				
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.04	0.04	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.05				

Q16_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Table 259

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1)	43	6	37	3	40	32	12	8	2	4	4	7	11	7	11	8	25	18	36
		7%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important	(2)	135	22	114	19	116	47	48	18	24	24	9	28	8	24	43	33	59	31	117
	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	1%	2%	1%	4%	3%	2%	2%	2%	2%
Neither important nor unimportant	(3)	954	111	843	102	851	493	459	94	140	172	107	182	138	235	279	440	258	822	122
	15%	9%	12%	12%	16%	16%	15%	11%	12%	15%	13%	12%	13%	12%	14%	14%	12%	12%	16%	13%
Important	(4)	3121	577	2545	388	2736	1487	1629	408	407	586	483	558	416	308	813	1030	1279	722	2617
	51%	47%	52%	49%	51%	49%	52%	49%	47%	50%	50%	50%	49%	49%	48%	50%	51%	52%	51%	50%
Very important	(5)	1804	488	1316	276	1527	863	938	273	289	346	235	338	175	147	562	581	660	322	1480
	29%	39%	27%	30%	26%	29%	30%	23%	26%	27%	28%	30%	23%	23%	32%	32%	26%	23%	29%	32%
Don't know	102	22	73	3	100	48	55	22	4	9	15	18	12	23	26	22	54	35	85	17
	2%	2%	1%	*	2%	2%	2%	2%	*	1%	2%	2%	2%	4%	2%	1%	2%	3%	2%	2%
NET Not at all important/ Not very important	179	28	151	22	157	119	60	27	27	29	13	35	18	31	37	41	84	49	153	23
	3%	2%	3%	3%	3%	3%	2%	3%	3%	3%	2%	3%	2%	4%	3%	2%	3%	4%	3%	2%
NET Important / Very important	4925	1055	3860	662	4263	2350	2567	679	698	913	698	895	591	453	1375	1611	1939	1044	4097	782
	80%	86%	78%	72%	79%	79%	79%	81%	82%	81%	81%	81%	79%	72%	81%	82%	77%	75%	79%	83%
Mean	4.07	4.07	4.03	4.06	4.06	4.03	4.03	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.01	3.98	4.06	4.10
Std Dev.	0.78	0.74	0.78	0.77	0.78	0.82	0.73	0.79	0.79	0.76	0.70	0.77	0.77	0.84	0.79	0.73	0.80	0.80	0.78	0.76
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q16_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Table 259

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	43	6	14	10	13	21	23	24	20	3	10	7	10	8	27	3	40	7	36	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important (2)	135	27	44	27	37	71	64	77	56	17	15	34	29	21	78	17	103	27	101	7
	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%
Neither important nor unimportant (3)	894	161	310	211	270	470	482	519	415	90	112	217	263	148	592	93	784	188	711	55
	15%	14%	16%	15%	16%	15%	16%	14%	15%	16%	15%	14%	17%	13%	17%	17%	15%	15%	15%	19%
Important (4)	3121	556	1001	729	836	1556	1565	1862	1215	230	364	800	822	597	1886	237	2709	633	2358	130
	51%	49%	52%	53%	48%	51%	50%	51%	51%	45%	50%	50%	52%	54%	52%	45%	52%	49%	51%	45%
Very important (5)	1804	372	514	384	535	885	918	1145	635	161	212	424	444	322	1079	168	1476	408	1326	70
	29%	25%	27%	28%	31%	29%	30%	31%	28%	31%	29%	38%	28%	29%	28%	32%	29%	32%	29%	24%
Don't know	102	15	31	23	33	46	57	40	57	14	20	19	17	5	56	14	64	20	57	25
	2%	1%	2%	2%	2%	1%	2%	1%	2%	2%	3%	1%	1%	*	1%	3%	1%	2%	1%	8%
NET Not at all important / Not very important	179	33	58	37	50	92	87	101	75	21	24	42	39	26	105	21	143	35	137	8
	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	3%	3%	2%	3%	3%	4%	3%	3%	3%	3%
NET Important / Very important	4926	927	1514	1112	1371	2442	2483	3011	1850	390	576	1224	1266	919	3066	408	4165	1040	3684	200
	80%	82%	79%	80%	79%	80%	80%	80%	77%	79%	79%	82%	80%	80%	79%	79%	81%	81%	80%	75%
Mean	4.07	4.13%	4.04	4.06	4.09	4.07	4.08	4.11%	4.02	4.05	4.06	4.08	4.06	4.10	4.07	4.06	4.07	4.11	4.07	4.00
Std Dev.	0.78	0.78	0.77	0.76	0.79	0.78	0.78	0.77	0.79	0.84	0.81	0.75	0.76	0.75	0.77	0.83	0.77	0.77	0.78	0.77
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Table 259

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	967	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	178	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1)	43	41	3	1	38	3	1	1	8	3	3	6	2	3	7	7	2	*	3
Not very important	(2)	135	114	21	8	109	15	8	3	13	8	7	8	17	17	18	14	1	14	
Neither important nor unimportant	(3)	894	812	141	21	787	95	48	24	36	102	78	68	70	100	110	136	87	11	
Important	(4)	3121	2666	455	82	2629	257	157	79	117	328	254	231	273	281	445	416	283	35	
Very important	(5)	1804	1577	227	52	1527	143	75	80	76	207	157	133	175	164	220	280	129	20	
Don't know		102	88	15	3	89	6	6	2	5	21	8	3	12	7	12	7	13	-	
NET Not at all important/ Not very important		179	155	24	8	147	18	10	5	13	17	10	13	10	20	23	25	16	1	
NET Important/ Very important		4925	4243	682	134	4155	399	221	139	197	535	411	364	451	446	665	675	412	55	
Mean	4.08	4.08	4.07	4.08	4.08	4.04	4.02	4.02	4.05	4.10	4.11	4.08	4.16	4.04	4.07	4.08	4.01	4.10	4.01	
Std Dev.	0.78	0.78	0.75	0.82	0.77	0.80	0.77	0.80	0.88	0.77	0.75	0.79	0.73	0.80	0.75	0.79	0.75	0.74	0.80	
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Table 259

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2480	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all important (1)	43	9	23	14	28	9	-	-	23	3	15	13	10	11	8	2	24	9	16	9	3	9	5	25	14	13	31		
	1%																												
Not very important (2)	135	33	71	52	90	33	5	13	71	11	29	29	52	25	21	8	81	29	39	46	27	14	10	85	24	39	98		
	2%	1%				1%			2%																				
Neither important nor unimportant (3)	954	289	373	490	575	289	25	122	373	38	184	241	380	152	81	47	630	128	305	354	158	54	40	659	94	240	713		
	15%	12%				12%			15%			12%							12%				15%						
Important (4)	3121	1128	1029	1672	1672	1128	73	373	1029	91	565	923	1330	378	298	125	2314	423	1233	1303	321	196	54	2538	250	705	2416		
	51%	50%	52%	50%	51%	50%	45%	49%	51%	48%	51%	46%	50%	47%	51%	51%	51%	51%	51%	51%	51%	51%	30%	52%	46%				
Very important (5)	1804	848	523	1170	845	848	55	243	523	68	233	784	614	177	169	56	1397	226	889	574	114	72	68	1553	120	512	1291		
	29%	29%	24%	29%	26%	35%	34%	32%	24%	3	24	26%	29%	22%	22%	23%	23%	27%	29%	29%	17%	20%	19%	52%	22%	24%	29%		
Don't know	102	25	31	37	44	25	2	13	37	3	24	26	31	17	6	9	57	15	24	18	13	20	41	33	10	92			
	1%					1%			2%			1%							1%				1%						
NET Not at all important/ Not very important	179	43	94	66	118	43	5	13	94	14	43	42	62	38	29	9	104	38	55	55	30	23	15	110	38	52	127		
	3%	2%				2%	3%	2%	4%	1%	4%	2%	2%				4%	2%	2%	2%							3%		
NET Important / Very important	4928	2056	1658	2915	2517	2056	128	616	1658	159	798	1707	2004	555	457	182	3711	649	2222	1877	435	268	102	4099	370	1218	3707		
	80%	79%	77%	77%	77%	80%	77%	77%	79%	78%	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%		
Mean	4.07	4.16sd	3.97	4.16sd	4.00	4.19	4.12	4.13	3.97	4.00	3.95	4.22sd	4.04sd	3.88	4.04sd	3.95	4.12sd	4.01sd	4.22sd	4.04sd	3.78	3.89	3.82	4.16sd	3.87	4.10	4.06		
Std Dev.	0.78	0.73	0.81	0.74	0.80	0.73	0.80	0.73	0.81	0.82	0.80	0.76	0.73	0.84	0.84	0.79	0.75	0.82	0.76	0.72	0.79	0.87	1.04	0.74	0.93	0.82	0.76		
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.02	0.02	0.06	0.02	0.02	0.01	0.03	0.04	0.05	0.01	0.03	0.01	0.02	0.03	0.05	0.09	0.01	0.04	0.02	0.01		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Table 259

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 43	3	40	-	10	33	*	41	2	*	-	43	-
	1%	1%	1%	-	1%	1%	*	1%	2%	-	-	1%	-
Not very important	(2) 135	5	131	-	49	84	3	118	5	9	1	132	2
	2%	1%	2%	-	3%	2%	1%	2%	5%	15% ^{ab}	2%	2%	10%
Neither important nor unimportant	(3) 954	59	889	6	251	631	72	883	35	16	13	934	7
	15%	17%	15%	15%	15%	15%	22% ^{de}	15%	28% ^{gh}	28% ^{gh}	20%	15%	31%
Important	(4) 3121	159	2947	15	824	2161	136	3017	53	18	26	3088	7
	51%	47%	51%	37%	49%	52% ^f	44%	51% ^{hi}	43%	31%	40%	51% ^{kl}	31%
Very important	(5) 1804	109	1679	17	506	1205	93	1752	21	11	16	1785	3
	29%	32%	29%	41%	30%	29%	30%	30% ^h	18%	20%	25%	29% ^{kl}	12%
Don't know	102	3	97	3	36	60	7	86	1	4	9	90	4
	2%	1%	2%	7% ^{ab}	2%	1%	2%	1%	1%	12% ^{gh}	13% ^{gh}	1%	16%
NET Not at all important/ Not very important	179	8	171	-	59	117	3	159	8	9	1	176	2
	3%	2%	3%	-	4%	3%	1%	3%	6%	19% ^{gh}	2%	3%	10%
NET important / Very important	4925	267	4626	32	1329	3366	229	4769	74	29	43	4873	9
	80%	79%	80%	78%	79%	81% ^f	74%	81% ^{hi}	63%	51%	65%	80% ^{kl}	43%
Mean	4.07	4.09	4.07	4.27	4.08	4.07	4.05	4.08 ^h	3.74	3.59	4.01 ⁱ	4.08 ^{kl}	3.53
Std Dev.	0.78	0.80	0.78	0.74	0.80	0.77	0.77	0.77	0.87	1.01	0.78	0.78	0.90
Std Error	0.01	0.04	0.01	0.11	0.02	0.01	0.04	0.01	0.08	0.14	0.10	0.01	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16.9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Table 259

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 43	6	14	8	14	2	*	4	5	5	5	5	1	2	3	5	6				
	1%	*	1%	1%	1%	*	*	1%	1%	1%	1%	1%	*	*	1%	1%	1%				
Not very important	(2) 135	34	43	34	25	11	8	15	6	22	15	16	10	7	7	11	8				
	2%	2%	3%	2%	2%	2%	1%	3%	1%	4%	3%	3%	2%	1%	1%	2%	1%				
Neither important nor unimportant	(3) 954	283	216	258	216	90	85	88	85	70	61	95	72	91	75	74	68				
	15%	17%	14%	17%	14%	16%	16%	17%	16%	14%	12%	18%	14%	18%	15%	14%	13%				
Important	(4) 3121	774	769	772	807	242	263	269	266	240	263	264	268	220	269	242	277				
	57%	50%	50%	50%	53%	49%	49%	51%	50%	47%	51%	51%	51%	44%	51%	47%	53%				
Very important	(5) 1804	440	467	441	455	136	167	138	156	146	125	141	175	127	173	154	154				
	29%	28%	30%	29%	30%	28%	31%	26%	29%	29%	30%	24%	27%	25%	25%	24%	30%				
Don't know	162	33	25	25	19	10	9	13	14	6	5	12	5	8	4	8	7				
	2%	2%	2%	2%	1%	2%	2%	2%	3%	1%	1%	2%	1%	2%	1%	1%	1%				
NET Not at all important/ Not very important	179	40	58	42	40	12	8	19	11	27	20	22	12	9	10	16	14				
	3%	3%	4%	3%	3%	3%	2%	4%	2%	4%	4%	4%	2%	2%	2%	3%	3%				
NET Important / Very important	4925	1214	1236	1213	1281	378	430	407	422	405	409	389	430	395	415	415	431				
	80%	78%	81%	79%	82%	77%	81%	77%	79%	80%	80%	75%	82%	79%	82%	81%	83%				
Mean	4.07	4.06	4.08	4.06	4.10	4.04	4.10	4.01	4.08	4.07	4.08	3.96	4.06	4.06	4.06	4.06	4.08				
Std Dev.	0.78	0.77	0.80	0.77	0.76	0.77	0.73	0.80	0.77	0.85	0.79	0.81	0.72	0.78	0.71	0.80	0.77				
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.04	0.03	0.04	0.04	0.04	0.03	0.04	0.03	0.04	0.03				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Q16_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Table 260

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important (1)	92	17	76	9	84	61	32	10	24	6	6	26	12	9	34	12	47	21	81	9
	7%	1%	2%	1%	2%	2%	1%	1%	3%	1%	1%	2%	2%	1%	2%	1%	3%	2%	2%	1%
Not very important (2)	279	56	223	24	256	135	144	32	45	47	37	53	24	41	77	84	118	65	229	48
	5%	5%	5%	3%	5%	4%	5%	4%	5%	4%	4%	5%	3%	5%	5%	4%	5%	5%	4%	5%
Neither important nor unimportant (3)	1181	164	1017	104	1078	583	599	134	133	197	161	244	178	137	267	358	557	313	1016	161
	19%	13%	21%	13%	20%	19%	19%	16%	15%	18%	19%	21%	16%	19%	16%	18%	21%	19%	16%	19%
Important (4)	2862	554	2308	374	2488	1388	1469	375	402	544	394	489	354	303	778	938	1146	657	2393	446
	46%	45%	47%	47%	46%	46%	47%	46%	46%	49%	47%	43%	47%	46%	46%	46%	46%	47%	46%	47%
Very important (5)	1629	413	1216	275	1354	792	833	245	255	313	225	290	188	113	500	538	581	301	1345	269
	26%	30%	25%	25%	25%	27%	27%	26%	26%	26%	26%	26%	18%	15%	26%	26%	23%	22%	26%	29%
Don't know	116	22	87	4	112	52	64	25	9	14	9	29	6	25	35	23	59	30	94	20
	2%	2%	2%	1%	2%	2%	2%	3%	1%	1%	1%	3%	1%	2%	2%	1%	2%	2%	2%	2%
NET Not at all important/ Not very important	371	72	299	32	339	195	176	42	69	53	43	79	36	50	111	96	165	86	310	57
	6%	6%	6%	4%	6%	6%	6%	5%	8%	5%	5%	7%	5%	8%	7%	5%	7%	6%	6%	6%
NET Important / Very important	4491	967	3524	650	3841	2190	2302	620	657	857	620	779	542	416	1277	1477	1737	958	3738	715
	73%	76%	72%	72%	72%	72%	72%	73%	73%	73%	73%	69%	71%	65%	73%	73%	73%	69%	72%	70%
Mean	3.94	4.03	3.91	4.03	3.91	3.92	3.95	4.03	4.03	4.03	4.03	3.88	4.03	3.78	4.03	4.03	3.86	3.85	3.93	4.00
Std Dev.	0.88	0.89	0.88	0.83	0.89	0.91	0.86	0.87	0.95	0.82	0.84	0.93	0.86	0.88	0.91	0.83	0.90	0.87	0.89	0.87
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.02	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.01	0.03	0.03

Q16_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Table 260

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 92	14	28	20	24	42	51	55	37	8	14	19	26	18	60	8	83	16	74	2
	1%	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%	1%	2%	2%	2%	1%	2%	1%	2%	1%
Not very important	(2) 279	35	108	60	76	143	137	160	115	22	36	82	63	50	181	24	244	64	207	8
	5%	3%	6%	4%	4%	5%	4%	4%	5%	4%	5%	5%	4%	5%	5%	5%	5%	5%	5%	3%
Neither important nor unimportant	(3) 1181	211	386	258	329	597	584	673	486	107	132	285	300	209	716	108	974	227	902	52
	19%	19%	20%	18%	19%	20%	19%	18%	20%	21%	18%	19%	19%	19%	19%	20%	19%	18%	20%	18%
Important	(4) 2862	513	919	640	789	1432	1428	1701	1124	211	335	688	787	548	1810	217	2478	553	2188	121
	46%	45%	48%	46%	46%	47%	46%	46%	47%	41%	46%	46%	50%	50%	47%	41%	48%	43%	48%	42%
Very important	(5) 1629	347	442	372	489	789	841	1030	576	148	198	400	390	252	988	157	1320	383	1150	82
	26%	30%	23%	27%	29%	28%	27%	29%	28%	27%	27%	27%	28%	24%	26%	29%	29%	25%	28%	28%
Don't know	116	16	32	30	38	48	69	50	59	19	18	28	18	13	63	19	76	25	67	24
	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	1%	2%	4%	1%	2%	1%	8%
NET Not at all important / Not very important	371	49	135	87	101	164	187	215	152	30	50	102	89	68	241	32	327	81	281	10
	6%	4%	7%	6%	6%	6%	6%	6%	6%	6%	7%	7%	6%	6%	6%	6%	6%	6%	6%	3%
NET Important / Very important	4491	861	1360	1012	1257	2221	2269	2731	1700	369	533	1088	1178	810	2798	374	3799	951	3338	203
	73%	75%	71%	73%	72%	73%	73%	74%	71%	70%	73%	72%	74%	74%	73%	74%	73%	74%	73%	70%
Mean	3.94	4.03%	3.87	3.94	3.96	3.93	3.94	3.89	3.89	3.95	3.93	3.93	3.93	3.91	3.96	3.96	3.92	3.96	3.91	4.04
Std Dev.	0.88	0.86	0.89	0.90	0.88	0.88	0.89	0.88	0.88	0.91	0.92	0.89	0.86	0.87	0.89	0.91	0.88	0.90	0.88	0.83
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Table 260

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 92	79	13	2	82	4	4	2	5	10	6	4	5	10	10	19	12	1	3	
	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	
Not very important	(2) 279	241	38	6	226	32	15	6	11	28	27	20	13	30	26	36	36	3	29	
	5%	5%	4%	4%	4%	6%	5%	4%	4%	4%	5%	4%	2%	5%	3%	4%	7%	4%	6%	
Neither important nor unimportant	(3) 1181	1000	182	31	991	110	60	20	53	136	108	91	100	110	144	143	107	16	94	
	19%	19%	21%	18%	17%	24%	12%	12%	21%	20%	21%	20%	18%	19%	19%	17%	20%	24%	21%	
Important	(4) 2862	2455	406	80	2407	236	142	77	115	280	217	219	259	266	415	412	224	31	205	
	46%	46%	47%	48%	46%	46%	48%	45%	46%	41%	43%	49%	48%	46%	91%	49%	42%	46%	46%	
Very important	(5) 1629	1426	203	44	1369	131	89	80	58	207	137	110	155	146	198	220	135	16	115	
	26%	27%	24%	26%	26%	25%	24%	23%	23%	27%	27%	24%	29%	26%	34%	26%	24%	24%	25%	
Don't know	116	97	19	4	103	5	5	4	8	14	13	4	10	6	18	13	14	-	5	
	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	3%	1%	2%	1%	2%	2%	3%	-	1%	
NET Not at all important/ Not very important	371	320	51	8	308	36	19	9	16	38	33	24	19	40	36	54	49	4	32	
	6%	6%	6%	6%	6%	7%	6%	5%	6%	6%	6%	5%	3%	7%	4%	6%	9%	6%	5%	
NET Important / Very important	4491	3882	609	125	3776	367	211	137	174	467	354	329	414	415	612	633	359	47	320	
	73%	73%	71%	74%	73%	71%	72%	81%	69%	72%	70%	73%	74%	72%	74%	71%	68%	70%	71%	
Mean	3.94	3.94	3.97	3.94	3.94	3.89	3.88	3.88	3.91	3.98	3.91	3.92	3.92	3.91	3.96	3.94	3.84	3.86	3.90	
Std Dev.	0.88	0.89	0.88	0.85	0.89	0.88	0.88	0.87	0.89	0.91	0.90	0.85	0.82	0.91	0.82	0.90	0.97	0.89	0.88	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.04	0.05	0.04	0.05	0.05	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - abc - defg - hijklmnopqr
* small base

Q16_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Table 260

Base : All participants

		Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)				
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708				
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640				
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816				
Not at all important	(1)	92	30	42	42	30	2	8	42	4	19	27	39	15	7	4	66	11	38	24	10	14	4	62	18	19	74				
Not very important	(2)	279	85	119	130	85	12	30	119	7	57	104	101	35	27	11	205	38	106	104	38	20	10	210	31	72	207				
Neither important nor unimportant	(3)	1181	406	433	647	408	30	158	433	45	196	336	487	193	96	64	823	161	397	433	207	87	49	830	136	251	931				
Important	(4)	1191	17%	53%	68%	17%	19%	21%	20%	21%	19%	17%	22%	17%	17%	22%	18%	19%	115%	12%	30%	24%	20%	17%	23%	17%	17%				
Very important	(5)	2862	1111	1061	1608	1549	56	355	1051	92	521	869	1265	360	266	99	2135	365	1138	1202	297	157	63	2340	219	680	2182				
Don't know		46%	46%	49%	46%	46%	35%	35%	46%	43%	50%	43%	43%	43%	46%	40%	47%	44%	44%	44%	44%	44%	44%	44%	44%	47%	47%				
NET Not at all important/ Not very important	371	115	150	172	215	115	14	38	160	11	77	131	140	50	34	15	271	49	144	128	48	34	14	272	48	90	281				
NET important / Very important	4491	1874	1518	2656	2300	1874	114	558	1518	150	751	1529	1823	635	442	156	3352	598	2036	1716	401	226	101	3752	327	1160	3331				
Mean	3.94	4.56new	3.84	4.40new	3.87	4.54y	3.99	3.95	3.84	3.93	3.86	4.62new	3.90	3.83	4.61new	3.82	3.98new	3.96new	4.07new	3.91new	3.68	3.71	3.74	4.06new	3.72	4.02z	3.91				
Std Dev.	0.88	0.86	0.90	0.86	0.89	0.86	0.99	0.85	0.90	0.90	0.89	0.91	0.85	0.89	0.88	0.91	0.88	0.89	0.89	0.83	0.86	0.98	0.97	0.87	0.98	0.89	0.88				
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.08	0.01	0.05	0.02	0.01				

Q16_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Table 260

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 92	4	86	2	26	64	3	88	3	1	-	92	-
	1%	1%	1%	5%	2%	2%	1%	1%	2%	2%	-	2%	-
Not very important	(2) 279	23	254	2	79	180	20	251	12	9	5	272	2
	5%	7%	4%	4%	5%	4%	6%	4%	10%	15%	8%	4%	10%
Neither important nor unimportant	(3) 1181	66	1107	9	311	801	70	1112	35	10	16	1157	8
	19%	20%	19%	21%	19%	19%	22%	19%	30%	18%	24%	19%	38%
Important	(4) 2862	136	2717	9	751	1988	124	2753	52	25	26	2831	5
	46%	40%	47%	22%	45%	48%	40%	47%	45%	44%	39%	47%	23%
Very important	(5) 1629	90	1513	18	470	1072	87	1594	11	7	14	1612	3
	26%	29%	26%	43%	26%	26%	28%	27%	9%	12%	22%	27%	13%
Don't know	118	8	106	2	39	67	10	100	3	5	5	108	4
	2%	2%	2%	3%	2%	2%	3%	2%	2%	5%	8%	2%	16%
NET Not at all important/ Not very important	371	27	341	4	105	244	22	338	16	10	5	364	2
	6%	8%	6%	9%	6%	6%	7%	6%	13%	18%	8%	6%	10%
NET important / Very important	4491	235	4230	27	1221	3060	210	4348	63	32	40	4443	8
	73%	70%	73%	65%	73%	73%	67%	74%	54%	56%	60%	72%	36%
Mean	3.94	3.92	3.94	3.97	3.95	3.93	3.90	3.90	3.49	3.53	3.80	3.94	3.46
Std Dev.	0.88	0.94	0.88	1.18	0.90	0.88	0.92	0.88	0.91	1.01	0.89	0.88	0.91
Std Error	0.01	0.05	0.01	0.17	0.02	0.01	0.05	0.01	0.09	0.14	0.11	0.01	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Table 260

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)			
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1)	82	18	22	21	31	4	8	5	8	7	8	7	6	8	11	6	14			
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	3%				
Not very important	(2)	279	66	57	63	93	22	25	19	17	11	30	19	25	18	27	40				
	5%	4%	4%	4%	2%	4%	5%	4%	3%	2%	4%	4%	4%	5%	4%	5%	3%	9%			
Neither important nor unimportant	(3)	1181	317	293	278	293	106	100	111	110	99	85	97	98	83	106	91	96			
	19%	20%	19%	18%	19%	22%	19%	19%	21%	21%	19%	17%	19%	17%	21%	18%	18%				
Important	(4)	2862	748	710	745	659	238	249	261	234	233	242	266	242	236	205	219	235			
	46%	45%	46%	47%	43%	49%	47%	47%	44%	46%	45%	45%	47%	47%	47%	41%	43%	45%			
Very important	(5)	1629	373	422	399	435	114	141	118	149	148	125	117	136	146	151	160	124			
	26%	24%	27%	26%	28%	23%	27%	22%	28%	29%	25%	23%	26%	29%	30%	31%	24%				
Don't know	116	28	31	33	24	7	9	12	15	10	6	12	11	10	4	8	12	12			
	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	1%	2%	2%	2%	1%	2%	2%	2%			
NET Not at all important/ Not very important	371	84	80	84	124	26	33	24	25	18	37	26	31	27	36	34	54				
	6%	5%	5%	5%	8%	5%	6%	5%	5%	3%	8%	5%	6%	5%	7%	7%	10%	15%			
NET Important / Very important	4491	1121	1132	1144	1094	352	391	379	383	381	367	383	378	383	357	380	358				
	73%	72%	74%	74%	71%	72%	73%	72%	72%	75%	74%	74%	73%	76%	71%	74%	69%				
Mean	3.94	3.92	3.97	3.95	3.91	3.90	3.94	3.91	3.93	3.92	3.91	3.92	3.94	3.93	3.92	3.93	3.81				
Std Dev.	0.88	0.85	0.87	0.86	0.95	0.84	0.89	0.83	0.88	0.84	0.90	0.83	0.88	0.88	0.95	0.91	0.88				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Q16_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Table 261

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Don't sell online (c)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	60	4	45	7	42	44	6	11	11	5	5	7	5	5	23	10	17	10	48	2
	1%	+	1%	1%	1%	1%	+	1%	1%	+	1%	1%	1%	1%	1%	1%	1%	1%	1%	+
Not very important	138	33	105	16	122	71	67	14	41	32	10	24	6	11	36	42	40	17	115	21
	2%	3%	2%	2%	2%	2%	2%	2%	5%	3%	1%	2%	1%	2%	3%	2%	2%	1%	2%	2%
Neither important nor unimportant	808	119	689	89	718	418	390	143	134	138	91	136	92	74	277	229	302	165	636	161
	13%	10%	13%	11%	13%	14%	12%	17%	16%	12%	11%	12%	12%	12%	14%	12%	12%	12%	12%	13%
Important	2764	688	2196	313	2471	1353	1426	359	366	545	396	498	361	262	723	940	1121	624	2341	415
	45%	48%	45%	40%	45%	43%	45%	43%	42%	49%	48%	43%	42%	42%	43%	49%	45%	45%	45%	44%
Very important	2290	466	1823	355	1934	1083	1203	280	305	392	318	447	288	259	586	710	994	547	1946	327
	37%	36%	37%	30%	36%	36%	38%	34%	35%	35%	38%	40%	38%	31%	35%	36%	39%	34%	38%	35%
Don't know	91	23	68	9	82	42	48	17	9	11	12	18	8	16	25	23	42	24	72	16
	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%	3%	2%	1%	2%	2%	1%	2%
NET Not at all important / Not very important	188	37	151	23	165	114	74	26	53	37	16	31	11	16	78	52	57	27	163	23
	3%	3%	3%	3%	3%	3%	2%	3%	7%	3%	2%	3%	1%	3%	5%	3%	2%	2%	3%	2%
NET Important / Very important	6074	1054	4020	668	4405	2435	2628	637	672	937	713	945	650	521	1309	1650	2115	1171	4287	742
	82%	82%	82%	80%	82%	81%	82%	77%	77%	83%	83%	83%	83%	81%	77%	80%	83%	83%	83%	79%
Mean	4.17	4.22	4.16	4.02	4.16	4.13	4.13	4.09	4.06	4.16	4.10	4.10	4.10	4.10	4.08	4.10	4.10	4.10	4.18	4.13
Std Dev.	0.80	0.76	0.81	0.81	0.80	0.85	0.76	0.85	0.91	0.78	0.74	0.79	0.74	0.80	0.88	0.76	0.77	0.76	0.81	0.79
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

Q16_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Table 261

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	99	11	9	17	13	19	30	29	19	4	6	9	15	12	31	4	45	5	43	2
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
Not very important (2)	138	29	51	25	34	80	58	98	39	13	11	36	44	30	91	13	123	37	97	4
	2%	3%	3%	2%	2%	3%	2%	3%	2%	2%	1%	2%	3%	3%	2%	3%	2%	3%	2%	1%
Neither important nor unimportant (3)	898	150	245	194	219	395	413	472	318	68	98	189	211	162	477	72	673	154	609	44
	13%	13%	13%	14%	13%	13%	13%	13%	13%	13%	13%	13%	13%	13%	13%	13%	13%	13%	13%	15%
Important (4)	2784	484	914	609	767	1408	1376	1708	1038	213	304	697	748	507	1750	220	2380	558	2110	116
	45%	44%	48%	44%	44%	46%	44%	47%	43%	41%	41%	46%	47%	46%	46%	41%	45%	43%	46%	40%
Very important (5)	2299	439	670	517	662	1109	1179	1322	943	205	298	573	548	383	1418	211	1891	506	1676	107
	37%	39%	36%	37%	38%	36%	38%	36%	35%	40%	41%	38%	35%	35%	40%	40%	37%	39%	37%	37%
Don't know	91	14	25	22	30	38	52	40	43	13	16	18	18	7	52	13	63	24	52	15
	1%	1%	1%	2%	2%	1%	2%	1%	2%	3%	2%	1%	1%	1%	1%	2%	1%	2%	1%	8%
NET Not at all important / Not very important	188	40	60	42	47	99	89	128	57	16	17	44	59	41	121	17	168	42	140	6
	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	2%	3%	4%	4%	3%	3%	3%	3%	3%	2%
NET Important / Very important	8074	933	1584	1126	1429	2517	2555	3030	1979	418	602	1270	1296	889	3168	431	4271	1064	3787	223
	82%	82%	83%	81%	83%	83%	82%	83%	83%	81%	82%	80%	82%	81%	83%	81%	83%	83%	83%	77%
Mean	4.17	4.18	4.16	4.16	4.20	4.17	4.18	4.16	4.21	4.20	4.20	4.13	4.12	4.18	4.20	4.20	4.16	4.21	4.16	4.18
Std Dev.	0.80	0.83	0.78	0.83	0.79	0.80	0.81	0.81	0.79	0.82	0.80	0.78	0.82	0.83	0.80	0.82	0.81	0.79	0.81	0.80
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

Q16_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Table 261

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	467*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 99	44	6	4	43	3	2	1	4	-	4	3	2	3	6	15	6	-	3	
	1%	1%	1%	0.5%	1%	1%	1%	1%	2.5%	-	1%	1%	-	1%	1%	2.5%	1.5%	-	1%	
Not very important	(2) 138	113	25	1	117	13	6	2	5	15	8	11	14	21	7	18	19	-	13	
	2%	2%	3%	1%	2%	2%	2%	1%	2%	2%	2%	2%	3%	4%	1%	2%	4%	-	3%	
Neither important nor unimportant	(3) 808	693	115	14	689	71	36	15	35	94	89	69	55	66	105	95	79	5	66	
	13%	13%	13%	5%	11.3%	4.4%	12%	9%	14%	14%	8.1%	7.1%	10%	12%	13%	11%	10%	7%	10.9%	
Important	(4) 2784	2409	375	64	2368	211	135	71	101	285	215	206	249	292	430	382	208	26	185	
	45%	42%	44%	38%	46%	41%	46%	42%	40%	42%	42%	46%	46%	51%	51%	45%	39%	39%	41%	
Very important	(5) 2290	1961	328	81	1853	215	113	78	102	272	180	156	211	181	251	326	204	38	179	
	37%	37%	38%	4.9%	36%	42.9%	38%	4.3%	4.1%	4.7%	3.5%	3.5%	3.9%	3.2%	3.7%	3.9%	3.3%	4.7%	4.9%	
Don't know	81	79	12	2	81	5	3	2	3	8	12	3	12	9	12	7	13	-	5	
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	2%	-	1%	
NET Not at all important/ Not very important	(3) 188	156	31	6	160	16	8	4	9	15	12	14	17	24	12	33	25	-	16	
	3%	3%	4%	3%	3%	3%	3%	2%	4%	2%	2%	3%	3%	7%	2%	4%	3%	-	4%	
NET Important/ Very important	8074	4370	703	145	4261	426	248	150	203	557	395	362	460	474	680	708	412	62	364	
	82%	82%	82%	87%	82%	82%	84%	81.5%	81%	83%	79%	81%	81%	83%	84%	84%	79%	83.7%	81%	
Mean	4.17	4.17	4.17	4.31ab	4.16	4.21	4.20	4.33ab	4.18	4.22	4.13	4.23	4.11	4.14	4.18	4.14	4.18	4.67%klmnopqr	4.17	
Std Dev.	0.80	0.80	0.82	0.87	0.80	0.82	0.79	0.75	0.87	0.77	0.81	0.81	0.77	0.79	0.72	0.85	0.88	0.63	0.84	
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.05	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/kl/mn/op/pqr
* small base

Q16_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Table 261

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all important (1)	60	10	21	15	38	10	4	3	31	2	10	9	18	7	13	2	27	16	13	12	8	10	6	25	16	15	35		
Not very important (2)	138	50	47	81	78	50	4	8	47	3	20	42	55	12	18	10	97	28	43	54	22	14	4	98	18	46	92		
Neither important nor unimportant (3)	808	294	256	471	433	294	22	101	256	29	118	180	327	176	69	54	506	123	250	316	173	34	32	556	68	222	585		
Important (4)	2784	1110	969	1607	1456	1110	63	328	959	92	452	789	1268	369	254	101	2057	355	1031	1193	302	188	58	2223	247	644	2141		
Very important (5)	2280	934	833	1306	1205	934	70	318	833	86	430	982	797	216	218	70	1779	287	1249	714	157	100	62	1954	151	585	1704		
Don't know	91	15	36	23	44	15	1	5	36	1	19	16	22	21	10	10	38	21	19	14	21	11	15	34	27	8	83		
NET Not at all important/ Not very important	188	60	79	96	114	60	4	11	79	5	30	51	73	19	31	12	123	44	58	66	30	24	10	122	34	61	127		
NET important / Very important	5074	2044	1792	2913	2661	2044	133	646	1792	178	882	1771	2054	584	472	171	3635	642	2280	1907	458	288	120	4187	408	1229	3845		
Mean	4.17	4.21	4.18	4.16	4.18	4.21	4.25	4.25	4.18	4.22	4.23	4.38	4.22	3.99	4.13	3.95	4.22	4.08	4.34	4.26	4.11	4.02	4.02	4.23	4.02	4.15	4.18		
Std Dev.	0.80	0.77	0.84	0.78	0.83	0.77	0.79	0.75	0.84	0.79	0.80	0.77	0.77	0.80	0.91	0.88	0.78	0.90	0.76	0.76	0.85	0.90	1.01	0.77	0.94	0.85	0.79		
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.02	0.05	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.01	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.01		

Q16_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Table 261

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 80	7	41	2	18	32	-	43	1	2	-	50	-
	1%	2% ab	1%	4% cd	1%	1%	-	1%	1% gh	4% ijk	-	1%	-
Not very important	(2) 138	8	129	1	38	92	8	119	9	6	3	133	2
	2%	2%	2%	3%	2%	2%	3%	2%	2% gh	1% hij	4%	2%	8%
Neither important nor unimportant	(3) 808	51	749	8	205	532	70	741	33	16	12	790	7
	13%	15%	13%	19%	12%	13%	22% de	13%	28% gh	28% ijk	16%	13%	30%
Important	(4) 2784	135	2637	12	711	1945	125	2678	48	19	32	2745	7
	45%	40%	46%	29%	42%	47% ef	40%	45%	41%	34%	49%	46%	34%
Very important	(5) 2280	130	2143	17	670	1521	99	2236	24	11	15	2222	3
	37%	39%	37%	46%	40% ef	36%	32%	39% hij	20%	20%	23%	37% lm	12%
Don't know	91	6	83	2	33	48	10	81	-	2	4	83	4
	1%	2%	1%	5%	2%	1%	7% kl	1%	-	4%	6% ghlm	1%	16%
NET Not at all important/ Not very important	188	15	170	3	56	123	8	162	13	8	3	183	2
	3%	4%	3%	7%	3%	3%	3%	3%	11% ghk	18% lm	4%	3%	8%
NET Important / Very important	6074	265	4781	29	1381	3469	223	4914	72	31	48	5016	10
	82%	79%	83%	70%	82% ef	82% ef	72%	83% hij	67%	53%	72%	82% lm	46%
Mean	4.17	4.13	4.18	4.04	4.09	4.17	4.04	4.18	3.67	3.56	3.97	4.18	3.59
Std Dev.	0.80	0.90	0.79	1.07	0.83	0.79	0.82	0.79	1.01	1.08	0.79	0.80	0.87
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.05	0.01	0.10	0.15	0.10	0.01	0.20

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghijkl
* small base, ** very small base (under 30) ineligible for sig testing

Q16_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Table 261

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 60	11	14	16	8	7	1	3	2	4	9	9	8	*	3	1	5				
	1%	1%	1%	1%	1%	1%	*	1%	*	1%	2%	2%	1%	*	1%	*	1%				
Not very important	(2) 138	37	34	36	31	8	26	8	15	2	17	8	15	14	12	10	10				
	2%	2%	2%	2%	2%	2%	2%	2%	3%	*	3%	1%	3%	3%	2%	2%	2%				
Neither important nor unimportant	(3) 808	215	181	208	204	72	70	72	71	54	56	89	57	62	78	65	61				
	13%	14%	12%	14%	13%	15%	13%	14%	13%	11%	11%	17%	11%	12%	15%	13%	12%				
Important	(4) 2764	700	673	691	719	222	235	243	215	235	224	227	240	224	251	215	254				
	45%	45%	44%	45%	47%	45%	44%	46%	45%	46%	45%	44%	46%	45%	47%	42%	47%				
Very important	(5) 2290	564	610	563	553	176	197	191	222	205	183	176	194	193	156	214	183				
	37%	36%	40%	37%	36%	36%	37%	36%	42%	40%	37%	34%	37%	38%	31%	42%	35%				
Don't know	91	24	22	25	20	6	8	10	8	8	7	10	5	10	4	7	9				
	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	1%	2%				
NET Not at all important/ Not very important	188	47	48	53	40	15	21	11	16	6	28	16	22	14	14	11	15				
	3%	3%	3%	3%	3%	3%	4%	2%	3%	1%	5%	3%	4%	3%	3%	2%	3%				
NET Important / Very important	6074	1264	1283	1254	1273	398	432	434	437	440	407	403	434	417	406	429	437				
	82%	82%	84%	81%	83%	81%	81%	82%	82%	87%	82%	78%	84%	83%	81%	84%	84%				
Mean	4.17	4.16	4.21	4.15	4.17	4.14	4.16	4.18	4.20	4.27	4.14	4.09	4.17	4.21	4.09	4.20	4.17				
Std Dev.	0.80	0.80	0.81	0.82	0.78	0.83	0.81	0.77	0.81	0.73	0.86	0.85	0.84	0.77	0.78	0.77	0.78				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.04	0.04	0.03	0.03	0.03	0.03				

Q16_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Table 262

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1)	44	4	39	6	37	28	15	8	12	4	3	5	6	20	6	17	12	37	6
		1%	*	1%	1%	1%	*	1%	1%	*	*	*	1%	1%	1%	*	1%	1%	1%	1%
Not very important	(2)	112	15	97	10	102	72	40	18	24	17	11	18	13	42	28	42	23	94	17
	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%
Neither important nor unimportant	(3)	570	70	500	47	523	314	256	97	89	121	58	95	53	186	179	205	109	456	108
	9%	6%	10%	6%	10%	10%	8%	10%	10%	10%	7%	8%	7%	9%	11%	9%	8%	8%	9%	11%
Important	(4)	2824	528	2295	317	2507	1386	1433	361	387	513	415	462	367	748	929	1147	654	2368	424
	46%	43%	47%	40%	47%	46%	46%	44%	44%	45%	48%	49%	44%	46%	44%	48%	46%	47%	46%	45%
Very important	(5)	2544	600	1944	408	2138	1174	1365	320	351	461	335	504	314	671	796	1077	573	2148	378
	41%	47%	39%	41%	40%	39%	40%	39%	40%	40%	40%	40%	41%	41%	40%	41%	43%	41%	42%	40%
Don't know		66	14	52	3	64	35	31	19	4	5	10	15	9	22	15	29	14	55	10
	1%	1%	1%	*	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important / Not very important		156	20	136	17	139	101	55	27	36	21	14	23	16	62	35	59	36	131	23
	3%	2%	3%	2%	3%	3%	3%	3%	3%	3%	2%	2%	3%	3%	4%	2%	2%	3%	3%	2%
NET Important / Very important		5368	1128	4240	723	4645	2590	2799	681	738	974	751	996	682	1419	1725	2224	1227	4516	802
	87%	87%	86%	86%	86%	85%	85%	85%	87%	87%	87%	87%	87%	87%	84%	86%	86%	86%	86%	85%
Mean		4.27	4.26	4.23	4.24	4.21	4.20	4.21	4.26	4.26	4.29	4.29	4.27	4.27	4.20	4.20	4.20	4.26	4.27	4.23
Std Dev		0.76	0.69	0.77	0.73	0.76	0.80	0.72	0.81	0.84	0.74	0.69	0.73	0.74	0.77	0.83	0.72	0.75	0.76	0.78
Std Error		0.01	0.02	0.01	0.03	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.01	0.02	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q16_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Table 262

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	44	7	14	12	10	21	22	24	17	4	4	12	11	7	27	4	36	7	36	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*
Not very important (2)	112	18	47	23	23	65	47	76	36	9	13	27	33	22	72	9	101	23	86	3
	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%
Neither important nor unimportant (3)	570	90	181	120	179	271	299	322	231	47	78	135	141	81	354	49	463	115	414	41
	9%	8%	9%	9%	10%	9%	10%	9%	10%	9%	11%	9%	9%	7%	9%	9%	9%	9%	9%	11%
Important (4)	2824	547	882	615	780	1429	1395	1684	1100	216	317	662	797	543	1776	225	2426	545	2151	128
	46%	48%	46%	44%	45%	47%	45%	46%	46%	42%	43%	44%	46%	45%	47%	42%	42%	42%	47%	44%
Very important (5)	2544	464	773	595	711	1237	1306	1534	962	229	309	553	595	442	1557	233	2111	575	1871	96
	41%	41%	40%	43%	41%	42%	42%	42%	41%	44%	42%	43%	43%	40%	41%	44%	41%	41%	41%	34%
Don't know	66	9	16	18	23	26	41	30	31	13	12	13	8	5	33	13	38	19	31	17
	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	2%	1%	1%	*	1%	3%	1%	1%	1%	6%
NET Not at all important / Not very important	198	26	61	36	33	67	69	100	53	13	17	39	44	26	99	13	137	30	122	4
	3%	2%	3%	3%	2%	3%	2%	3%	2%	3%	2%	3%	3%	3%	3%	3%	3%	3%	3%	1%
NET Important / Very important	5368	1011	1655	1210	1490	2666	2701	3219	2082	442	626	1315	1392	685	3333	468	4537	1120	4022	226
	87%	89%	87%	87%	88%	87%	87%	88%	87%	88%	89%	88%	88%	89%	87%	88%	88%	87%	88%	79%
Mean	4.27	4.28	4.24	4.29	4.27	4.26	4.28	4.27	4.27	4.30	4.27	4.29	4.23	4.27	4.26	4.30	4.26	4.31	4.26	4.17
Std Dev.	0.76	0.73	0.78	0.77	0.75	0.76	0.76	0.76	0.75	0.78	0.77	0.77	0.75	0.73	0.76	0.77	0.76	0.75	0.76	0.76
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Table 262

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4181	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 44	40	4	2	41	1	1	*	6	4	3	4	3	3	5	8	6	1	*	
	1%	1%	*	1%	1%	*	*	*	2% ^{ab}	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	
Not very important	(2) 112	92	21	4	97	8	5	2	5	5	10	12	9	14	18	6	*	*	8	
	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	3%	2%	3%	2%	2%	1%	*	2%	
Neither important nor unimportant	(3) 570	492	78	9	463	64	31	12	23	59	52	38	46	51	79	63	51	4	60	
	9%	8%	8%	6%	8%	5% ^{ab}	1% ^{ab}	7%	9%	9%	10%	8%	8%	9%	10%	7%	10%	6%	11% ^{ab}	
Important	(4) 2824	2410	414	80	2368	229	150	76	102	315	228	205	230	268	400	373	247	33	196	
	46%	45%	48%	48%	46%	44%	51% ^{ab}	45%	41%	47%	45%	46%	42%	47%	49% ^{ab}	44%	47%	49%	44%	
Very important	(5) 2544	2206	338	71	2151	211	103	78	111	284	206	186	246	235	299	378	209	29	182	
	41%	42%	39%	43%	40%	41%	33%	43% ^{ab}	44%	42%	41%	41%	45%	41%	37%	45% ^{ab}	40%	44%	40%	
Don't know	66	59	8	*	57	3	4	2	3	8	9	3	9	1	9	5	10	-	3	
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	2% ^{ab}	1%	2% ^{ab}	*	1%	1%	2% ^{ab}	-	1%	
NET Not at all important / Not very important	198	131	24	6	138	9	7	3	11	9	12	16	12	17	23	26	12	1	8	
	3%	2%	3%	4%	3%	2%	2%	2%	4% ^{ab}	1%	2%	3%	2%	3%	3%	3%	2%	1%	2%	
NET Important / Very important	5368	4816	752	152	4520	441	253	154	213	598	434	391	478	503	699	749	456	62	378	
	87%	87%	87%	91%	87%	85%	88%	85% ^{ab}	85%	89%	85%	87%	88%	86%	86%	89%	86%	93%	84%	
Mean	4.27	4.27	4.24	4.27	4.27	4.25	4.20	4.36 ^{ab}	4.24	4.31	4.25	4.25	4.33 ^{ab}	4.26	4.21	4.30	4.25	4.35	4.23	
Std Dev.	0.76	0.76	0.75	0.78	0.77	0.75	0.73	0.69	0.88	0.71	0.76	0.79	0.75	0.76	0.76	0.78	0.77	0.69	0.75	
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Table 262

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)			
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816		
Not at all important	(1) 44	15	20	21	26	15	2	4	20	2	10	12	13	7	7	3	25	10	12	9	6	10	5	22	15	10	34		
Not very important	(2) 112	30	51	54	74	30	5	9	51	4	17	24	49	25	12	2	73	14	27	39	28	12	6	66	17	45	67		
Neither important nor unimportant	(3) 570	162	158	308	344	162	10	63	198	19	90	118	248	127	44	28	365	72	163	199	144	31	28	363	59	184	386		
Important	(4) 2824	1122	1002	1611	1491	1122	57	354	1002	99	478	747	1259	400	261	109	2045	370	1023	1237	318	159	70	2280	229	653	2171		
Very important	(5) 2544	1075	869	1495	1285	1075	84	330	869	87	441	1105	659	225	254	97	1967	351	1370	808	173	135	58	2176	192	820	1924		
Don't know	66	8	24	13	29	8	1	3	24	1	13	8	19	16	5	7	27	13	10	13	12	11	11	23	21	9	58		
NET Not at all important/ Not very important	186	45	71	75	101	45	7	14	71	6	27	36	62	32	19	5	98	24	40	48	34	22	11	88	33	55	101		
NET Important / Very important	5368	2198	1871	3106	2779	2198	142	684	1871	186	919	1855	2158	625	515	206	4013	721	2393	2042	491	294	128	4436	422	1273	4095		
Mean	4.27	4.36sd	4.24	4.28sd	4.22	4.34	4.37	4.31	4.24	4.25	4.28	4.40mmopq	4.19m	4.03	4.26mm	4.23m	4.31m	4.27m	4.43stuvwx	4.22svx	3.93	4.14b	4.01	4.33stuvwx	4.10b	4.21	4.29y		
Std Dev.	0.76	0.71	0.79	0.74	0.79	0.71	0.84	0.72	0.79	0.78	0.77	0.71	0.73	0.81	0.79	0.80	0.74	0.79	0.70	0.70	0.85	0.92	0.98	0.71	0.94	0.82	0.74		
Std Error	0.01	0.01	0.02	0.01	0.01	0.01	0.06	0.02	0.02	0.05	0.02	0.02	0.02	0.03	0.03	0.05	0.01	0.03	0.01	0.01	0.03	0.05	0.08	0.01	0.04	0.02	0.01		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Table 262

Base : All participants

		Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22*	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Not at all important (1)	44	1	40	2	19	23	1	36	5	2	-	44	-	
	1%	-	1%	4%ab	1%	1%	-	1%	4%ab	4%ab	-	1%	-	
Not very important (2)	112	12	100	-	42	65	5	95	8	4	2	108	-	
	3%	4%	2%	-	3%	2%	2%	3%	4%ab	4%ab	4%	3%	10%	
Neither important nor unimportant (3)	570	41	522	7	153	353	64	518	21	13	9	553	8	
	9%	12%	9%	17%	9%	8%	21%de	9%	18%ab	23%ab	13%	9%	38%	
Important (4)	2824	141	2689	14	694	2002	127	2706	60	25	28	2750	6	
	46%	42%	46%	33%	41%	48%ef	41%	46%	51%	43%	42%	46%	27%	
Very important (5)	2544	138	2389	17	739	1699	106	2487	24	9	23	2520	2	
	41%	41%	41%	41%	40%ef	41%	34%	42%hi	20%	16%	34%	41%hi	8%	
Don't know	66	3	62	2	28	30	9	55	-	4	4	59	4	
	1%	1%	1%	2%b	2%b	1%	3%b	1%	-	4%gh	7%gh	1%	16%	
NET Not at all important/ Not very important	156	13	141	2	81	89	6	132	13	7	2	151	2	
	3%	4%	2%	4%	4%b	2%	2%	2%	11%ab	12%ab	4%	2%	10%	
NET important / Very important	5368	280	5058	30	1433	3702	233	5193	83	34	50	5310	8	
	87%	83%	87%bc	74%	86%ef	86%ef	75%	86%hi	77%	59%	76%	87%hi	35%	
Mean	4.27	4.21	4.27	4.12	4.27f	4.28f	4.10	4.28hi	3.77	3.63	4.14g	4.27hi	3.40	
Std Dev.	0.76	0.82	0.75	1.00	0.82	0.73	0.80	0.74	0.99	1.01	0.81	0.76	0.84	
Std Error	0.01	0.04	0.01	0.14	0.02	0.01	0.05	0.01	0.09	0.14	0.10	0.01	0.19	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Table 262

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Not at all important	(1) 44	8	11	11	14	5	1	2	3	4	4	7	1	3	1	3	9
	1%	*	1%	1%	1%	1%	*	*	1%	1%	1%	1%	*	1%	*	1%	2%
Not very important	(2) 112	33	32	20	27	5	29	8	11	4	17	2	12	6	9	8	10
	2%	2%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	2%
Neither important nor unimportant	(3) 870	143	148	128	150	49	55	39	51	47	50	46	33	50	51	44	55
	9%	9%	10%	8%	10%	10%	10%	7%	10%	9%	10%	9%	6%	10%	10%	9%	11%
Important	(4) 2824	707	692	730	694	211	237	260	221	232	239	241	244	245	249	219	227
	46%	46%	45%	47%	45%	43%	44%	47%	41%	46%	48%	46%	47%	49%	49%	43%	44%
Very important	(5) 2544	639	636	634	635	215	212	213	242	215	179	216	221	196	187	234	214
	41%	41%	41%	41%	41%	44%	40%	40%	45%	42%	36%	42%	43%	39%	37%	46%	41%
Don't know	(6) 66	20	15	16	16	7	7	6	5	4	6	7	7	3	7	3	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	166	41	43	31	41	10	22	9	14	8	21	9	13	9	10	12	20
	3%	3%	3%	2%	3%	2%	4%	2%	3%	2%	4%	2%	3%	2%	2%	2%	4%
NET Important / Very important	5368	1348	1329	1364	1329	426	449	472	462	448	419	457	466	441	436	453	440
	87%	87%	87%	89%	87%	87%	84%	80%	87%	88%	84%	88%	89%	88%	87%	88%	85%
Mean	4.27	4.27	4.26	4.28	4.26	4.29	4.21	4.26	4.20	4.29	4.17	4.28	4.31	4.25	4.23	4.32	4.21
Std Dev.	0.76	0.76	0.77	0.73	0.76	0.77	0.80	0.70	0.77	0.74	0.80	0.76	0.72	0.73	0.72	0.75	0.85
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.03	0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.04

Q16_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Table 263

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	671	474	363	1014	1167	1536	836	3182	511
Not at all important	(1)	41	4	37	7	33	11	11	13	2	3	4	5	4	24	5	12	8	34	6
		1%	*	1%	1%	1%	1%	1%	1%	*	*	*	1%	1%	1%	*	*	1%	1%	1%
Not very important	(2)	109	14	95	12	96	63	10	19	20	15	18	15	12	28	36	44	27	89	18
		2%	1%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Neither important nor unimportant	(3)	690	87	513	56	544	348	88	92	114	52	102	78	68	180	166	254	146	487	105
	10%	7%	10%	7%	10%	10%	8%	10%	10%	10%	8%	10%	10%	10%	11%	9%	10%	10%	9%	11%
Important	(4)	2781	501	2280	338	2463	1343	381	362	528	382	485	355	288	743	910	1138	653	2349	414
	45%	47%	45%	42%	46%	46%	46%	46%	42%	47%	46%	43%	46%	46%	44%	49%	47%	46%	47%	44%
Very important	(5)	2539	609	1929	384	2154	1190	316	377	451	369	492	292	242	693	820	1026	534	2133	385
	47%	50%	48%	49%	46%	49%	49%	38%	43%	40%	44%	44%	38%	39%	47%	42%	47%	47%	47%	47%
Don't know		61	15	63	2	80	37	18	4	7	10	22	6	14	22	17	42	20	66	14
	1%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%
NET Not at all important/ Not very important		149	18	131	20	129	93	20	32	23	18	21	20	15	52	40	56	35	123	24
	2%	1%	1%	2%	2%	2%	2%	2%	4%	2%	2%	2%	3%	2%	3%	2%	2%	3%	2%	3%
NET Important / Very important		5330	1110	4220	712	4618	2533	696	739	978	752	978	696	530	1435	1730	2164	1186	4482	799
	87%	90%	86%	89%	86%	89%	89%	85%	85%	87%	85%	87%	86%	84%	85%	89%	86%	86%	87%	85%
Mean		4.26	4.29	4.23	4.26	4.21	4.22	4.24	4.24	4.26	4.23	4.31	4.23	4.23	4.26	4.23	4.23	4.27	4.24	4.27
Std Dev.		0.76	0.70	0.77	0.76	0.76	0.80	0.71	0.79	0.84	0.73	0.71	0.74	0.76	0.82	0.72	0.75	0.76	0.76	0.78
Std Error		0.01	0.02	0.01	0.03	0.01	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.01	0.02	0.01	0.03

Q16_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Table 263

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	41	7	15	11	8	22	18	22	18	2	3	8	8	10	19	2	36	8	33	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Not very important (2)	109	17	31	21	40	47	61	57	50	10	11	30	32	13	73	12	92	27	74	8
	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	2%	3%
Neither important nor unimportant (3)	600	109	177	124	189	287	313	328	262	68	76	135	152	83	363	68	478	114	453	34
	10%	10%	9%	9%	11%	9%	10%	9%	11%	13%	10%	9%	10%	8%	10%	13%	9%	9%	10%	12%
Important (4)	2791	485	912	631	753	1407	1384	1648	1102	217	303	684	768	531	1754	225	2388	554	2119	118
	45%	44%	48%	46%	44%	46%	45%	45%	46%	42%	41%	46%	48%	45%	46%	42%	46%	43%	46%	41%
Very important (5)	2539	457	757	577	707	1254	1284	1576	932	209	322	628	613	449	1561	217	2126	566	1861	111
	41%	44%	46%	42%	41%	41%	41%	41%	39%	41%	44%	42%	38%	41%	41%	41%	41%	44%	41%	35%
Don't know	81	11	21	20	29	32	49	38	35	10	18	19	11	9	49	10	59	15	49	17
	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%	3%	1%	1%	1%	1%	2%	1%	1%	1%	6%
NET Not at all important / Not very important	149	24	46	32	48	70	79	79	67	11	14	37	40	28	92	14	128	34	107	8
	2%	2%	2%	2%	3%	2%	3%	2%	3%	2%	2%	2%	3%	3%	2%	3%	2%	3%	2%	3%
NET Important / Very important	5330	992	1669	1208	1460	2661	2668	3225	2034	428	625	1302	1381	980	3312	442	4511	1121	3980	229
	87%	87%	87%	87%	85%	87%	85%	85%	85%	83%	85%	87%	87%	86%	87%	83%	85%	87%	87%	80%
Mean	4.26	4.30	4.25	4.28	4.24	4.27	4.26	4.28	4.22	4.23	4.30	4.28	4.24	4.27	4.26	4.23	4.27	4.30	4.26	4.23
Std Dev.	0.76	0.76	0.75	0.75	0.78	0.75	0.77	0.75	0.78	0.78	0.75	0.75	0.75	0.76	0.75	0.78	0.76	0.76	0.76	0.78
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.02	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

Q16_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Table 263

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Not at all important	(1) 41	36	4	1	34	5	1	*	3	2	2	-	1	6	5	13	3	1	4
	1%	1%	*	*	1%	1%	*	*	1%	*	*	*	*	1%	1%	1%	1%	1%	1%
Not very important	(2) 109	102	7	2	93	7	6	2	5	12	11	5	12	5	12	23	8	1	7
	2%	2%	1%	1%	2%	1%	2%	1%	2%	2%	2%	1%	2%	1%	1%	3%	2%	1%	1%
Neither important nor unimportant	(3) 600	512	87	11	499	60	29	12	27	55	58	40	41	61	99	68	48	6	54
	10%	10%	10%	6%	10%	12%	10%	7%	11%	8%	11%	8%	8%	11%	12%	8%	8%	2%	12%
Important	(4) 2791	2384	407	71	2340	227	149	75	112	290	236	215	249	259	360	386	232	28	199
	45%	43%	47%	43%	45%	44%	50%def	44%	45%	43%	46%	46%	46%	45%	44%	38%	44%	42%	44%
Very important	(5) 2539	2194	344	83	2140	214	105	79	99	304	195	183	229	238	320	349	224	31	183
	41%	41%	40%	49%ab	41%	41%	38%	43%def	40%	45%	38%	41%	42%	41%	39%	41%	42%	47%	41%
Don't know	81	69	12	*	72	3	4	2	3	12	7	5	10	4	13	6	13	-	3
	1%	1%	1%	*	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%	-	1%
NET Not at all important/ Not very important	149	138	11	2	127	12	7	3	8	14	12	5	13	11	17	39	11	2	11
	2%	3%	1%	1%	2%	2%	2%	2%	3%	2%	2%	1%	2%	2%	2%	4%	2%	3%	2%
NET Important / Very important	5330	4579	751	154	4480	442	254	154	212	594	430	398	479	497	680	733	457	59	382
	87%	86%	87%	75%ab	87%	85%	88%	87%def	85%	88%	83%	89%	88%	87%	84%	87%	85%	89%	89%
Mean	4.26	4.26	4.27	4.48ab	4.26	4.24	4.21	4.37def	4.21	4.33%	4.22	4.30	4.30	4.26	4.23	4.23	4.29	4.31	4.23
Std Dev.	0.76	0.77	0.71	0.69	0.76	0.79	0.73	0.69	0.82	0.73	0.76	0.68	0.72	0.77	0.77	0.83	0.74	0.79	0.79
Std Error	0.01	0.01	0.02	0.02	0.01	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.03

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

Q16_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Table 263

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all important (1)	41	12	20	18	26	12	-	4	20	2	10	7	17	3	10	3	24	13	9	11	9	7	4	20	11	13	27		
Not very important (2)	109	30	51	54	74	30	7	11	51	1	27	26	47	18	13	4	74	17	33	37	18	10	9	70	20	41	68		
Neither important nor unimportant (3)	600	193	226	315	345	193	19	76	226	30	112	143	231	145	46	32	374	77	164	210	152	42	30	374	72	169	431		
Important (4)	2791	1041	1028	1535	1523	1041	58	338	1028	102	490	776	1267	368	269	107	2042	376	1014	1232	314	165	59	2248	224	685	2106		
Very important (5)	2538	1121	807	1555	1241	1121	75	331	807	76	395	1055	900	242	241	94	1655	336	1378	727	121	63	2175	185	805	1934			
Don't know	81	16	31	25	40	16	2	5	31	1	16	10	24	22	4	7	33	11	9	16	17	11	12	25	24	7	74		
NET Not at all important/ Not very important	148	42	70	72	101	42	7	14	70	3	37	33	65	21	23	7	98	30	41	48	27	17	13	89	31	54	95		
NET Important / Very important	87%	59%	50%	58%	50%	83%	87%	84%	50%	87%	84%	59%	67%	76%	87%	82%	59%	60%	52%	50%	50%	49%	50%	50%	44%	50%	88%	87%	
Mean	4.26	4.36sd	4.20	4.31sd	4.21	4.35	4.27	4.29	4.20	4.18	4.19	4.42sd	4.21sd	4.07	4.26sd	4.20	4.36sd	4.23sd	4.43sd	4.21sd	3.94	4.11sd	4.02	4.33sd	4.08	4.21	4.29		
Std Dev.	0.76	0.72	0.79	0.74	0.79	0.72	0.84	0.74	0.79	0.75	0.80	0.71	0.74	0.79	0.83	0.81	0.74	0.82	0.70	0.71	0.84	0.87	1.01	0.71	0.92	0.81	0.74		
Std Error	0.01	0.01	0.02	0.01	0.01	0.01	0.06	0.03	0.02	0.05	0.02	0.02	0.02	0.03	0.03	0.05	0.01	0.03	0.01	0.01	0.03	0.05	0.08	0.01	0.04	0.02	0.01		

Q16_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Base : All participants

		Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2654	191	3551	69	38	46	3657	15	
Not at all important	(1) 41	3	37	-	11	26	4	38	3	-	-	41	-	
	1%	1%	1%	-	1%	1%	1%	1%	2%	-	-	1%	-	
Not very important	(2) 109	8	101	-	31	69	9	91	9	7	*	107	2	
	2%	2%	2%	-	2%	2%	3%	2%	8%	11%	*	2%	7%	
Neither important nor unimportant	(3) 600	34	559	7	169	376	55	549	26	8	10	583	7	
	16%	10%	10%	16%	10%	9%	18%	9%	22%	13%	15%	10%	30%	
Important	(4) 2791	150	2626	15	732	1927	132	2679	50	27	29	2756	6	
	45%	45%	45%	36%	44%	46%	42%	45%	42%	48%	45%	46%	28%	
Very important	(5) 2539	139	2382	18	706	1729	104	2471	30	11	24	2512	3	
	41%	41%	41%	43%	42%	41%	33%	42%	25%	20%	36%	41%	12%	
Don't know	81	1	78	2	27	46	8	69	4	2	4	74	5	
	1%	*	1%	3%	2%	1%	3%	1%	*	7%	4%	1%	23%	
NET Not at all important/ Not very important	149	11	138	-	42	95	12	129	12	7	*	147	2	
	2%	3%	2%	-	2%	2%	4%	2%	10%	11%	*	2%	7%	
NET Important / Very important	6330	289	5008	33	1438	3656	236	5150	79	39	53	6268	9	
	87%	86%	87%	79%	86%	86%	76%	87%	68%	68%	81%	87%	40%	
Mean	4.26	4.24	4.26	4.28	4.27	4.28	4.07	4.28	3.81	3.83	4.22	4.27	3.58	
Std Dev.	0.76	0.80	0.76	0.74	0.77	0.75	0.87	0.75	0.98	0.91	0.71	0.76	0.89	
Std Error	0.01	0.04	0.01	0.11	0.02	0.01	0.05	0.01	0.09	0.12	0.09	0.01	0.21	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Table 263

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 41	8	9	9	15	2	1	4	1	6	3	3	4	2	6	2	6				
	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	*	1%	*	1%	*	1%				
Not very important	(2) 109	19	34	23	34	6	9	4	15	6	13	7	9	7	14	13	6				
	2%	1%	2%	1%	2%	1%	2%	1%	3%	1%	3%	1%	2%	1%	3%	3%	1%				
Neither important nor unimportant	(3) 600	187	114	145	154	52	66	69	32	39	43	52	52	41	52	43	58				
	10%	12%	7%	9%	10%	10%	12%	13%	6%	8%	9%	10%	10%	8%	10%	8%	11%				
Important	(4) 2791	684	731	680	696	238	219	226	251	217	263	225	228	226	238	229	230				
	45%	44%	48%	44%	45%	46%	41%	43%	47%	43%	51%	43%	44%	44%	47%	45%	44%				
Very important	(5) 2539	634	624	660	621	188	229	217	224	234	166	222	220	218	188	219	214				
	41%	41%	41%	43%	40%	38%	43%	41%	42%	46%	34%	43%	42%	43%	37%	43%	41%				
Don't know	81	20	23	22	17	6	7	7	10	6	7	10	5	7	5	5	6				
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%				
NET Not at all important/ Not very important	149	26	43	31	48	8	11	8	15	12	16	9	13	9	20	15	13				
	2%	2%	3%	2%	3%	2%	2%	1%	3%	2%	3%	2%	3%	2%	4%	3%	2%				
NET Important / Very important	5330	1317	1355	1340	1318	425	448	443	475	450	430	447	449	445	426	448	444				
	87%	85%	88%	87%	86%	87%	84%	84%	89%	89%	87%	86%	87%	89%	85%	87%	85%				
Mean	4.26	4.25	4.27	4.29	4.23	4.24	4.27	4.25	4.31	4.30	4.18	4.29	4.27	4.30	4.18	4.28	4.24				
Std Dev.	0.76	0.75	0.75	0.75	0.79	0.73	0.77	0.77	0.72	0.77	0.74	0.74	0.77	0.72	0.82	0.76	0.80				
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.04				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Q16_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Table 264

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	699	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important (1)	21	4	17	2	19	18	3	4	1	2	3	3	5	3	5	5	11	7	19	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important (2)	77	5	72	19	66	56	21	14	25	17	3	9	3	6	30	19	18	9	67	8
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Neither important nor unimportant (3)	802	58	444	60	441	281	221	98	88	95	56	72	49	46	184	151	167	95	403	94
	8%	5%	5%	8%	8%	8%	7%	8%	8%	8%	7%	8%	8%	7%	8%	8%	8%	8%	8%	10%
Important (4)	2667	513	2153	315	2352	1268	1394	372	382	481	377	468	331	257	754	857	1056	588	2212	420
	43%	42%	44%	40%	44%	42%	44%	45%	44%	43%	45%	41%	44%	41%	45%	44%	42%	42%	43%	45%
Very important (5)	2822	637	2185	397	2424	1352	1464	318	369	518	389	559	365	304	687	907	1228	669	2399	405
	46%	52%	44%	49%	45%	45%	47%	39%	43%	45%	45%	45%	45%	43%	47%	49%	49%	49%	47%	43%
Don't know	73	15	57	5	68	35	37	19	3	9	6	18	7	12	22	15	36	18	58	14
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	98	9	89	12	86	73	24	18	25	19	5	12	8	9	44	25	29	17	86	10
	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%
NET Important / Very important	5488	1150	4338	712	4776	2620	2858	689	751	999	765	1027	698	561	1440	1764	2284	1257	4611	826
	89%	93%	88%	90%	89%	87%	84%	87%	84%	87%	84%	84%	84%	84%	85%	89%	89%	89%	89%	88%
Mean	4.35	4.40	4.32	4.40	4.34	4.30	4.37	4.23	4.27	4.34	4.30	4.34	4.30	4.30	4.25	4.30	4.30	4.30	4.35	4.31
Std Dev.	0.71	0.64	0.73	0.71	0.71	0.76	0.66	0.76	0.76	0.72	0.66	0.68	0.69	0.71	0.76	0.69	0.69	0.70	0.71	0.70
Std Error	0.01	0.02	0.01	0.02	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.02	0.02	0.01	0.02	0.01	0.03

Q16_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Table 264

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 21	3	7	6	4	11	10	12	8	2	2	2	8	3	12	2	17	3	15	2
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important	(2) 77	23	31	4	19	54	22	55	18	3	4	22	18	23	44	5	66	20	55	2
		2% <i>de</i>	2% <i>de</i>	1%	1% <i>de</i>	2% <i>f</i>	1%	2% <i>de</i>	1%	1%	1%	1%	1%	2% <i>de</i>	1%	1%	1%	2%	1%	1%
Neither important nor unimportant	(3) 502	89	145	122	146	234	268	296	195	48	59	112	132	89	302	88	410	86	387	29
		8%	8%	8%	8%	8%	9%	8%	8%	8%	7%	8%	8%	8%	8%	8%	8%	7%	8%	10%
Important	(4) 2667	454	890	606	717	1343	1323	1615	1012	204	312	647	765	447	1724	213	2284	509	2030	129
		43%	40%	47% <i>de</i>	44%	44%	43%	44%	42%	40%	43%	43%	48% <i>de</i>	41%	48% <i>de</i>	40%	44%	40%	44%	45%
Very important	(5) 2822	556	821	625	819	1377	1443	1661	1130	248	345	703	653	531	1701	252	2353	647	2063	111
		46% <i>de</i>	43% <i>de</i>	45%	47% <i>de</i>	45%	46%	45%	47%	43% <i>de</i>	41% <i>de</i>	47% <i>de</i>	41%	47% <i>de</i>	45%	47%	45%	45% <i>de</i>	45%	38%
Don't know	73	11	19	22	21	30	42	31	36	12	11	16	9	8	36	12	44	19	38	15
		1%	1%	1%	2%	1%	1%	1%	1%	2% <i>de</i>	2%	1%	1%	1%	1%	2% <i>de</i>	1%	2%	1%	8% <i>de</i>
NET Not at all important / Not very important	96	27	38	10	23	65	33	68	25	5	6	24	26	26	55	7	84	23	70	4
		2% <i>de</i>	2% <i>de</i>	1%	1%	2% <i>f</i>	1%	2%	1%	1%	1%	2%	2%	2% <i>de</i>	1%	1%	2%	2%	2%	1%
NET Important / Very important	5488	1010	1711	1231	1535	2721	2766	3276	2142	450	658	1350	1418	977	3426	466	4638	1156	4053	240
		89%	89%	89%	89%	89%	89%	89%	89%	87%	90%	90%	89%	89%	87%	89%	89%	89% <i>de</i>	89% <i>de</i>	83%
Mean	4.35	4.31	4.36	4.35	4.36	4.33	4.37	4.33	4.37	4.37	4.38	4.38	4.29	4.35	4.34	4.36	4.34	4.35	4.33	4.26
Std Dev.	0.71	0.74	0.72	0.69	0.71	0.73	0.70	0.72	0.69	0.71	0.68	0.70	0.71	0.74	0.70	0.73	0.71	0.71	0.71	0.74
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Table 264

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1)	21	19	2	*	18	2	*	3	-	2	2	-	3	1	4	3	1	2	
		*	*	*	*	*	*	*	1% <i>ab</i>	-	*	*	-	1%	*	*	1%	1% <i>ab</i>	*	
Not very important	(2)	77	62	15	2	68	5	2	2	4	4	2	7	11	18	9	9	-	5	
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%	-	1%	
Neither important nor unimportant	(3)	502	449	53	10	419	48	27	9	25	59	44	38	30	45	77	68	33	4	
	8%	8%	6%	6%	7% <i>ab</i>	4% <i>ab</i>	3% <i>ab</i>	5%	1% <i>ab</i>	9%	8%	8%	8%	9%	9%	9%	8%	6%	11% <i>ab</i>	
Important	(4)	2667	2284	383	74	2227	218	142	79	98	292	224	202	232	255	380	314	231	23	
	43%	43%	44%	44%	43%	42%	49% <i>ab</i>	47%	39%	43%	44%	49% <i>ab</i>	43%	44%	47% <i>ab</i>	44%	44%	35%	43%	
Very important	(5)	2822	2423	399	82	2383	240	120	78	116	312	222	201	263	257	323	444	244	39	
	46%	46%	46%	46%	46% <i>ab</i>	46%	41%	46%	47%	46%	44%	45%	49% <i>ab</i>	45%	46%	53% <i>ab</i>	46%	44% <i>ab</i>	45%	
Don't know	73	62	11	*	64	4	3	2	4	8	12	3	11	2	11	3	9	-	4	
	1%	1%	1%	*	1%	1%	1%	1%	2% <i>ab</i>	1%	2% <i>ab</i>	1%	2% <i>ab</i>	*	1%	*	2%	-	1%	
NET Not at all important/ Not very important	96	80	17	2	85	8	3	2	5	4	6	4	7	14	20	13	12	1	7	
	2%	2%	2%	1%	2%	1%	1%	1%	2% <i>ab</i>	1%	1%	1%	1%	2% <i>ab</i>	2% <i>ab</i>	2%	2% <i>ab</i>	1%	2%	
NET Important / Very important	5488	4707	781	155	4611	468	262	157	215	604	446	403	495	512	703	759	475	63	395	
	89%	89%	91%	93%	89%	89%	89%	89% <i>ab</i>	86%	90%	89%	89%	93% <i>ab</i>	89%	87%	90%	90%	93%	88%	
Mean	4.35	4.34	4.36	4.40	4.35	4.34	4.30	4.38	4.31	4.33%	4.33	4.35	4.31%	4.32	4.26	4.41%	4.35	4.50%	4.31	
Std Dev.	0.71	0.71	0.70	0.67	0.71	0.73	0.68	0.66	0.80	0.67	0.70	0.69	0.66	0.74	0.74	0.73	0.73	0.70	0.73	
Std Error	0.01	0.01	0.02	0.02	0.01	0.02	0.02	0.02	0.04	0.03	0.04	0.04	0.03	0.04	0.04	0.04	0.04	0.05	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Table 264

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
Not at all important	(1)	21	3	14	4	3	-	-	14	2	7	6	7	4	3	2	12	4	4	4	1	8	3	8	11	4	17
Not very important	(2)	77	26	21	47	26	4	6	21	-	6	9	33	13	17	4	43	21	13	22	28	6	6	35	13	42	35
Neither important nor important	(3)	502	167	164	272	167	12	50	164	18	74	84	203	135	45	31	287	77	109	203	138	29	21	312	50	159	342
Important	(4)	2667	997	960	1499	1453	97	313	950	89	447	692	1245	361	249	116	1937	364	928	1168	320	172	66	2098	238	648	2019
Very important	(5)	2822	1205	985	1861	1442	1205	82	985	102	499	1218	980	269	229	88	2169	347	1560	829	179	131	70	2434	201	856	2168
Don't know	73	14	28	19	33	14	1	5	28	2	17	8	18	18	10	6	26	16	11	13	15	12	11	24	23	12	60
NET Not at all important/ Not very important	98	29	36	51	57	29	4	6	36	2	12	15	40	17	29	5	55	25	17	26	29	14	10	43	24	45	52
NET important / Very important	5488	2202	1935	3161	2894	2202	143	703	1935	191	946	1910	2225	630	508	204	4135	712	2489	2061	499	303	136	4530	439	1303	4185
Mean	4.35	4.41sd	4.34	4.37d	4.32	4.41	4.39	4.43	4.34	4.38	4.38	4.58mnsq	4.28m	4.12	4.30m	4.19	4.46mnsq	4.27m	4.64stuvwx	4.28sx	3.97	4.18	4.16	4.42stuvwx	4.18	4.27	4.37y
Std Dev.	0.71	0.68	0.72	0.70	0.72	0.68	0.73	0.65	0.72	0.70	0.70	0.63	0.69	0.78	0.78	0.77	0.68	0.78	0.62	0.68	0.61	0.84	0.93	0.66	0.87	0.78	0.69
Std Error	0.01	0.01	0.02	0.01	0.01	0.01	0.05	0.02	0.02	0.05	0.02	0.01	0.01	0.03	0.03	0.05	0.01	0.03	0.01	0.01	0.03	0.05	0.08	0.01	0.04	0.02	0.01

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Table 264

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2654	191	3551	69	38	46	3657	15	
Not at all important	(1)	21	-	-	4	16	1	18	-	2	1	20	-	
		-	-	-	-	-	-	-	-	3%	1%	-	1%	
Not very important	(2)	77	69	-	23	38	15	64	6	6	-	75	2	
		1%	2%	-	1%	1%	3%	1%	5%	10%	-	1%	2%	
Neither important nor unimportant	(3)	502	33	469	9	134	331	37	452	23	9	484	10	
		8%	10%	8%	22%	8%	8%	37	452	23	9	484	10	
Important	(4)	2667	133	2525	9	691	1842	2581	53	21	23	2636	8	
		43%	40%	70%	41%	44%	43%	43%	46%	37%	35%	43%	36%	
Very important	(5)	2822	160	2642	20	795	1905	2743	34	16	28	2793	1	
		46%	48%	46%	45%	46%	39%	47%	29%	28%	42%	46%	4%	
Don't know	73	3	67	3	26	41	5	60	1	4	6	65	2	
		1%	1%	1%	2%	1%	2%	1%	1%	7%	8%	1%	3%	
NET Not at all important/ Not very important	98	8	89	-	27	54	16	82	6	7	1	95	2	
		2%	2%	-	2%	1%	5%	1%	5%	12%	1%	2%	8%	
NET Important / Very important	5488	293	5167	29	1488	3747	253	5305	87	37	51	5429	9	
		89%	87%	89%	89%	90%	81%	90%	74%	65%	77%	89%	39%	
Mean	4.35	4.33	4.35	4.28	4.37	4.38	4.16	4.38	3.98	3.84	4.27	4.38	3.37	
Std Dev.	0.71	0.75	0.71	0.84	0.71	0.70	0.84	0.70	0.84	1.07	0.83	0.71	0.76	
Std Error	0.01	0.04	0.01	0.12	0.02	0.01	0.05	0.01	0.08	0.15	0.10	0.01	0.17	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Table 264

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1)	21	4	7	3	6	3	-	1	1	5	2	3	-	-	1	5				
		*	*	*	*	1%	-	-	-	-	1%	-	-	-	-	-	-				
Not very important	(2)	77	19	18	17	23	6	11	2	5	2	12	9	2	6	5	12				
		1%	1%	1%	1%	1%	1%	2%	1%	1%	-	2%	2%	-	1%	1%	2%				
Neither important nor unimportant	(3)	602	152	106	119	125	47	56	50	48	35	22	42	46	31	43	29				
		8%	10%	7%	8%	8%	10%	10%	9%	9%	7%	5%	8%	9%	6%	8%	6%				
Important	(4)	2667	672	646	665	685	218	225	229	213	192	241	218	234	212	254	214				
		43%	43%	42%	43%	45%	44%	45%	43%	40%	38%	41%	42%	45%	42%	41%	42%				
Very important	(5)	2822	682	744	717	679	212	233	237	261	268	214	238	232	248	196	248				
		46%	44%	48%	47%	44%	43%	44%	45%	49%	49%	43%	46%	45%	49%	39%	48%				
Don't know		73	21	15	16	19	6	8	7	4	6	5	9	4	6	5	7				
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%				
NET Not at all important/ Not very important		98	23	26	20	29	9	11	3	5	7	13	11	3	6	5	14				
		2%	1%	2%	1%	2%	2%	2%	1%	1%	1%	3%	2%	1%	1%	1%	3%				
NET Important / Very important		5488	1354	1389	1382	1363	429	458	466	474	460	455	456	466	460	450	463				
		89%	87%	90%	89%	87%	87%	88%	88%	89%	91%	92%	88%	90%	91%	89%	90%				
Mean		4.35	4.31	4.35	4.37	4.32	4.30	4.30	4.34	4.38	4.43	4.33	4.34	4.35	4.41	4.29	4.38				
Std Dev.		0.71	0.72	0.71	0.69	0.72	0.74	0.74	0.69	0.70	0.72	0.71	0.74	0.66	0.66	0.67	0.73				
Std Error		0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03				

Q16_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Table 265

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	699	1608	1539	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1654	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1) 83	8	75	10	73	51	32	7	13	9	8	16	12	18	20	17	46	30	75	8
	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	3%	1%	1%	3%	2%	1%	1%
Not very important	(2) 269	36	232	37	231	125	143	43	39	67	16	50	32	40	80	65	123	72	216	46
	4%	3%	5%	5%	4%	4%	5%	5%	4%	4%	2%	4%	4%	5%	5%	3%	8%	5%	4%	5%
Neither important nor unimportant	(3) 1118	103	1015	105	1013	582	534	157	172	196	125	204	141	124	329	320	469	265	955	149
	18%	8%	20%	13%	16%	19%	17%	19%	22%	19%	15%	18%	19%	20%	19%	16%	19%	19%	19%	16%
Important	(4) 2768	543	2243	340	2446	1361	1423	352	382	531	433	507	323	255	734	997	1065	578	2317	444
	45%	44%	46%	43%	46%	45%	45%	43%	44%	46%	44%	45%	43%	41%	43%	49%	43%	42%	45%	47%
Very important	(5) 1803	527	1276	291	1512	845	953	235	255	325	240	335	237	176	490	565	748	413	1517	275
	29%	29%	26%	26%	29%	28%	30%	29%	29%	29%	29%	30%	31%	28%	29%	29%	30%	30%	29%	29%
Don't know	102	15	86	6	95	46	55	28	8	9	10	17	14	15	36	19	46	26	78	21
	2%	1%	2%	1%	2%	2%	2%	5%	1%	1%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%
NET Not at all important/ Not very important	351	44	307	47	304	176	175	50	51	58	25	66	45	57	100	82	168	102	291	54
	6%	4%	6%	6%	6%	6%	6%	7%	7%	5%	3%	6%	5%	6%	6%	4%	7%	6%	6%	6%
NET Important / Very important	4699	1070	3520	631	3958	2206	2376	587	637	859	673	843	560	431	1224	1532	1833	991	3834	719
	76%	76%	71%	74%	74%	72%	75%	73%	73%	73%	73%	74%	74%	69%	72%	73%	73%	71%	74%	76%
Mean	3.98	3.91	3.91	3.97	3.97	3.95	3.97	3.96	3.96	3.96	3.96	3.99	3.97	3.97	3.96	3.96	3.96	3.94	3.98	4.01
Std Dev.	0.88	0.79	0.89	0.89	0.88	0.90	0.87	0.89	0.89	0.85	0.78	0.89	0.91	1.00	0.89	0.82	0.93	0.95	0.89	0.86
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.03

Q16_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Table 265

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	83	12	31	22	18	43	39	44	38	7	16	23	18	15	57	7	75	14	68	1
	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	-
Not very important (2)	268	61	86	48	72	148	121	129	133	24	29	62	70	54	161	24	224	45	204	19
	4%	5%	5%	3%	4%	5%	4%	4%	6%	5%	4%	4%	4%	5%	4%	5%	4%	3%	4%	7%
Neither important nor unimportant (3)	1118	168	321	282	345	489	628	628	475	99	128	276	294	186	699	102	919	228	835	56
	18%	15%	17%	23%	21%	16%	22%	17%	17%	15%	18%	18%	19%	17%	18%	19%	18%	18%	18%	19%
Important (4)	2786	479	938	627	741	1417	1369	1889	1067	218	303	700	771	541	1774	229	2414	560	2124	101
	45%	42%	49%	45%	43%	46%	44%	46%	44%	42%	41%	47%	49%	49%	48%	43%	47%	44%	48%	35%
Very important (5)	1803	356	512	385	511	907	896	1137	637	151	241	419	420	288	1080	154	1479	412	1301	91
	29%	30%	27%	28%	30%	24%	29%	31%	27%	25%	31%	29%	27%	29%	28%	29%	29%	29%	28%	31%
Don't know	102	19	25	20	37	44	57	44	48	18	15	21	12	17	48	18	64	26	56	20
	2%	2%	1%	1%	2%	1%	2%	1%	2%	2%	2%	1%	1%	2%	1%	3%	1%	2%	1%	7%
NET Not at all important / Not very important	351	74	117	70	96	191	190	172	171	31	45	85	88	69	216	31	299	58	272	20
	6%	7%	6%	5%	6%	6%	6%	5%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	7%
NET Important / Very important	4599	875	1450	1012	1253	2325	2265	2906	1703	368	544	1119	1191	829	2854	383	3863	972	3425	192
	75%	76%	72%	72%	72%	74%	72%	77%	71%	77%	74%	72%	72%	72%	72%	72%	72%	72%	72%	67%
Mean	3.98	4.08	3.96	3.96	3.98	4.00	3.97	4.03	3.91	3.97	4.01	3.97	3.96	3.95	3.97	3.97	3.98	4.04	3.97	3.97
Std Dev.	0.88	0.91	0.88	0.88	0.88	0.89	0.88	0.86	0.92	0.90	0.94	0.88	0.86	0.87	0.88	0.89	0.88	0.86	0.89	0.93
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

Q16_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Table 265

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 83	71	12	2	69	8	5	1	7	12	9	6	8	9	4	9	5	2	6	
	2%	1%	1%	1%	1%	2%	2%	1%	2%	2%	2%	1%	1%	2%	*	1%	1%	3%	1%	
Not very important	(2) 268	223	46	10	225	20	13	9	11	14	26	22	22	27	30	43	30	4	17	
	4%	4%	5%	6%	4%	4%	4%	6%	4%	2%	6%	6%	4%	5%	4%	6%	6%	5%	4%	
Neither important nor unimportant	(3) 1118	936	182	32	937	93	63	25	47	122	109	91	89	103	128	151	97	11	83	
	18%	18%	21%	19%	18%	18%	13%	15%	19%	18%	21%	20%	16%	16%	16%	16%	16%	16%	16%	
Important	(4) 2786	2408	378	74	2342	237	131	76	103	299	216	195	219	263	422	388	238	33	204	
	45%	43%	44%	44%	45%	46%	44%	45%	41%	44%	42%	43%	40%	46%	82%	46%	45%	49%	45%	
Very important	(5) 1803	1572	232	48	1515	155	77	56	80	215	140	130	195	163	207	239	147	18	137	
	29%	30%	27%	29%	29%	30%	26%	33%	32%	32%	28%	29%	39%	29%	29%	29%	28%	28%	30%	
Don't know	102	89	13	2	90	4	5	3	3	11	8	5	11	7	20	13	11	*	4	
	2%	2%	2%	1%	2%	1%	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%	2%	*	1%	
NET Not at all important/ Not very important	351	294	57	11	294	26	18	11	18	26	35	28	30	36	34	52	35	5	23	
	6%	6%	7%	7%	6%	6%	6%	6%	7%	4%	7%	6%	6%	6%	4%	6%	7%	8%	5%	
NET Important / Very important	4599	3900	610	122	3857	392	298	120	182	515	356	324	413	427	626	626	385	51	341	
	75%	75%	77%	73%	74%	76%	77%	76%	73%	78%	70%	72%	78%	74%	78%	74%	73%	78%	76%	
Mean	3.98	3.91	3.95	3.95	3.98	3.99	3.91	4.06	3.96	4.06	3.90	3.95	4.01	3.97	4.01	3.97	3.95	3.92	4.00	
Std Dev.	0.88	0.88	0.91	0.91	0.88	0.89	0.90	0.88	0.97	0.87	0.93	0.91	0.91	0.90	0.79	0.88	0.89	0.94	0.88	
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.07	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Table 265

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Not at all important	(1)	63	19	51	29	60	19	-	51	7	31	28	20	12	9	13	49	22	34	18	7	14	8	53	23	13	69
	1%	1%	2%	1%	2%	1%	-	1%	2%	3%	3%	1%	1%	2%	2%	6%	1%	3%	1%	1%	1%	4%	6%	1%	4%	1%	1%
Not very important	(2)	268	89	110	138	159	89	11	110	7	64	75	115	35	29	14	189	43	101	101	25	28	11	201	49	59	209
	4%	4%	5%	4%	5%	4%	7%	5%	5%	3%	6%	4%	5%	4%	5%	6%	4%	5%	4%	4%	4%	6%	5%	4%	6%	4%	4%
Neither important nor unimportant	(3)	1118	368	437	582	651	368	28	437	48	216	264	492	198	108	50	755	159	357	411	224	75	47	768	122	270	848
	18%	15%	20%	17%	20%	15%	17%	18%	13%	20%	22%	13%	22%	19%	19%	20%	17%	19%	14%	18%	10%	21%	16%	22%	16%	18%	18%
Important	(4)	2786	1088	974	1596	1482	1088	69	974	82	449	804	1232	377	259	107	2037	366	1083	1182	309	147	52	2264	199	685	2101
	45%	45%	45%	46%	45%	45%	43%	45%	45%	38%	43%	40%	45%	44%	44%	44%	44%	44%	45%	45%	35%	29%	29%	45%	37%	45%	45%
Very important	(5)	1803	835	550	1132	947	835	51	550	68	286	836	591	153	167	53	1427	220	1013	554	99	79	45	1577	125	475	1329
	29%	29%	25%	27%	26%	29%	32%	29%	25%	32%	29%	41%	29%	19%	29%	21%	32%	28%	39%	24%	14%	22%	20%	32%	22%	47%	29%
Don't know		102	13	41	25	53	13	2	41	1	23	10	36	23	11	10	46	21	19	28	17	14	14	46	28	18	84
	2%	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
NET Not at all important/ Not very important		351	108	161	167	219	108	11	161	13	86	103	135	47	38	27	238	65	135	119	33	42	30	254	62	73	278
	6%	4%	7%	5%	7%	4%	7%	6%	7%	6%	9%	5%	5%	6%	7%	11%	5%	8%	5%	5%	5%	12%	11%	5%	12%	5%	6%
NET Important / Very important		4889	1923	1524	2729	2329	1923	120	1524	150	714	1640	1823	531	425	160	3464	586	2096	1745	408	227	97	3841	324	1160	3430
	78%	78%	70%	79%	72%	78%	80%	79%	70%	71%	68%	81%	73%	66%	73%	69%	77%	71%	80%	70%	60%	63%	55%	78%	60%	76%	74%
Mean		3.98	4.10	4.66	4.66	4.10	4.01	4.02	3.88	3.94	3.83	4.17	4.00	3.80	3.95	3.73	4.03	3.89	4.14	4.00	3.70	3.73	3.70	4.03	3.72	4.03	3.97
Std Dev.		0.88	0.84	0.93	0.85	0.91	0.84	0.88	0.93	0.98	0.98	0.89	0.84	0.86	0.91	1.05	0.87	0.96	0.89	0.82	0.81	1.04	1.10	0.86	1.06	0.86	0.89
Std Error		0.01	0.02	0.02	0.01	0.02	0.02	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.03	0.06	0.09	0.01	0.05	0.02	0.01

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 83	7	75	-	25	54	4	75	4	2	1	82	-
	1%	2%	1%	-	1%	1%	1%	1%	4%	4%	1%	1%	-
Not very important	(2) 268	10	255	4	90	165	13	245	9	7	4	261	3
	4%	3%	4%	10%	5%	4%	4%	4%	8%	12% ^{ab}	6%	4%	14%
Neither important nor unimportant	(3) 1118	64	1043	11	328	731	61	1051	26	17	17	1095	6
	18%	19%	18%	27%	19%	18%	20%	18%	22%	30% ^{ab}	26%	18%	26%
Important	(4) 2786	158	2617	10	689	1973	123	2689	45	18	28	2751	7
	45%	43% ^{ab}	45% ^{ab}	25%	41%	47% ^{ab}	40%	45% ^{ab}	39%	28%	43%	45% ^{ab}	31%
Very important	(5) 1803	93	1696	14	511	1192	101	1749	30	11	12	1789	3
	29%	28%	29%	34%	31%	29%	32%	30%	25%	19%	16%	29%	12%
Don't know	102	3	97	2	34	58	10	88	3	4	4	94	4
	2%	1%	2%	3%	2%	1%	3%	1%	2%	5% ^{ab}	5% ^{ab}	2%	16%
NET Not at all important/ Not very important	351	17	330	4	115	219	17	320	13	9	5	343	3
	6%	5%	6%	10%	7%	5%	5%	5%	11% ^{ab}	16% ^{ab}	7%	6%	14%
NET important / Very important	4589	252	4313	24	1200	3165	224	4438	75	27	40	4540	10
	75%	73%	76% ^{ab}	59%	72%	76% ^{ab}	72%	76% ^{ab}	64%	47%	61%	76% ^{ab}	44%
Mean	3.98	3.96	3.99	3.87	3.96	3.99	4.01	4.00 ^{ab}	3.76	3.49	3.74	3.98 ^{ab}	3.50
Std Dev.	0.88	0.89	0.88	1.03	0.93	0.86	0.90	0.88	1.05	1.08	0.89	0.88	0.97
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.05	0.01	0.10	0.15	0.11	0.01	0.22

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Table 265

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Not at all important	(1) 83	17	25	20	21	8	3	6	14	6	5	10	6	5	3	6	11				
	1%	1%	2%	1%	1%	2%	*	1%	3%	1%	2%	1%	1%	1%	1%	1%	2%				
Not very important	(2) 269	59	71	58	79	24	22	13	18	24	29	26	15	17	29	18	31				
	4%	4%	5%	4%	5%	5%	4%	2%	3%	5%	5%	4%	3%	3%	5%	3%	5%				
Neither important nor unimportant	(3) 1118	279	271	285	283	97	91	91	100	89	81	115	85	86	111	91	81				
	18%	18%	18%	19%	18%	20%	17%	17%	19%	18%	16%	22%	16%	17%	22%	18%	16%				
Important	(4) 2786	716	667	711	693	222	237	256	234	212	221	229	239	243	225	232	236				
	45%	46%	43%	46%	45%	45%	46%	49%	44%	42%	42%	44%	46%	48%	45%	45%	45%				
Very important	(5) 1803	447	480	436	440	131	164	153	159	169	152	128	162	146	129	158	152				
	29%	29%	31%	28%	29%	27%	31%	29%	30%	32%	31%	25%	31%	29%	26%	31%	29%				
Don't know	162	32	21	28	21	8	15	8	6	7	8	11	11	6	6	7	7				
	2%	2%	1%	2%	1%	2%	2%	2%	1%	1%	2%	2%	2%	1%	1%	1%	1%				
NET Not at all important/ Not very important	351	76	96	79	100	33	25	19	32	30	34	36	21	22	32	24	44				
	6%	5%	6%	5%	7%	7%	5%	4%	6%	6%	7%	7%	4%	4%	6%	5%	9%				
NET Important / Very important	4589	1163	1147	1147	1132	353	401	409	394	381	373	357	402	399	355	390	388				
	75%	75%	75%	75%	74%	72%	76%	78%	74%	75%	75%	69%	77%	77%	70%	76%	74%				
Mean	3.98	4.00	4.00	3.98	3.98	3.92	4.00	4.00	3.96	4.00	3.87	4.00	3.87	4.00	3.90	4.00	3.94				
Std Dev.	0.88	0.86	0.91	0.87	0.90	0.91	0.84	0.82	0.83	0.91	0.90	0.92	0.84	0.83	0.88	0.86	0.85				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04				

Q16_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Table 266

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1)	334	29	305	30	304	218	116	17	35	51	53	91	35	53	104	177	86	319	15
	5%		2%	6%a	4%	6%	3%	4%	2%	4%	6%	6%	6%	5%	3%	6%	6%	6%	6%	2%
Not very important	(2)	412	46	366	60	352	233	182	62	50	89	45	78	57	111	134	166	88	356	50
	7%		4%	7%a	8%	7%	5%	6%	7%	6%	8%	7%	8%	5%	7%	7%	7%	6%	7%	5%
Neither important nor unimportant	(3)	1625	255	1370	175	1450	786	837	180	193	267	207	321	238	372	474	778	457	1407	203
	26%		21%	26%a	22%	25%	27%	22%	22%	24%	23%	23%	23%	23%	22%	24%	24%	23%	23%	22%
Important	(4)	2431	555	1876	319	2112	1128	1301	351	347	448	383	419	285	698	811	922	503	2003	404
	39%		45%b	38%	40%	39%	37%	41%a	43%a	40%	40%	44%ab	37%	35%	41%ab	45%ab	37%	38%	39%	43%
Very important	(5)	1245	312	933	198	1047	595	645	197	233	257	150	195	116	430	406	409	214	978	255
	20%		25%b	19%	20%	20%	21%	25%ab	23%ab	25%ab	18%	17%	15%	15%	23%ab	23%ab	16%	15%	19%	23%a
Don't know		113	35	78	8	105	53	60	16	9	9	15	25	14	25	24	65	40	95	16
	2%		3%a	2%	1%	2%	2%	2%	1%	1%	2%	2%	2%	2%	1%	1%	3%a	2%	2%	2%
NET Not at all important / Not very important		746	75	670	90	655	448	298	79	85	140	99	170	108	164	238	343	173	675	65
	12%		6%	10%a	11%	12%	13%a	9%	10%	10%	12%	12%	13%ab	10%	10%	12%	10%a	12%	12%a	7%
NET Important / Very important		3676	867	2809	517	3159	1723	1946	548	580	705	512	614	401	1128	1218	1331	717	2981	659
	60%		69%b	57%	59%	57%	59%	63%ab	63%ab	63%ab	63%ab	63%ab	63%ab	54%	60%ab	63%ab	53%	52%	58%	63%a
Mean		3.64	3.50	3.57	3.62	3.56	3.59	3.59ab	3.59ab	3.59ab	3.59ab	3.59	3.48	3.52	3.59ab	3.59ab	3.59	3.59	3.59	3.59
Std Dev.		1.05	0.91	1.08	1.04	1.06	1.12	0.99	0.96	1.03	1.05	1.05	1.11	1.06	1.00	1.05	1.07	1.04	1.07	0.92
Std Error		0.01	0.03	0.02	0.04	0.01	0.02	0.02	0.03	0.04	0.03	0.04	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q16_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Table 266

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 334	43	100	89	102	143	191	194	138	33	38	85	86	62	209	35	287	62	265	7
		3%	4%	9%	6%	5%	6%	5%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	2%
Not very important	(2) 412	71	137	107	97	207	204	237	169	37	37	97	104	90	238	40	343	83	306	22
		7%	6%	7%	6%	7%	7%	6%	7%	7%	6%	6%	7%	6%	6%	8%	7%	6%	7%	8%
Neither important nor unimportant	(3) 1625	296	517	340	471	813	811	874	720	129	183	387	432	294	1002	132	1364	326	1226	72
		26%	28%	27%	28%	27%	28%	24%	26%	23%	25%	26%	27%	27%	26%	23%	25%	23%	27%	23%
Important	(4) 2431	448	781	560	642	1229	1202	1499	902	195	276	609	670	422	1555	202	2082	488	1832	112
		39%	39%	41%	40%	40%	39%	41%	38%	38%	38%	41%	42%	38%	41%	38%	40%	38%	40%	39%
Very important	(5) 1245	262	350	259	372	614	631	827	393	106	173	297	279	222	749	108	1023	297	892	55
		23%	19%	19%	22%	20%	20%	21%	16%	10%	14%	20%	18%	20%	20%	10%	10%	23%	19%	19%
Don't know	113	14	29	30	40	43	70	39	67	16	26	26	15	9	66	16	76	27	67	19
		2%	1%	1%	2%	1%	2%	1%	2%	3%	3%	2%	1%	1%	2%	3%	1%	2%	1%	2%
NET Not at all important/ Not very important	746	114	237	190	199	351	395	431	307	70	75	182	190	153	447	75	630	145	571	29
		12%	10%	12%	12%	11%	13%	12%	13%	14%	10%	12%	12%	14%	12%	14%	12%	11%	12%	10%
NET Important/ Very important	3676	713	1131	818	1014	1843	1833	2325	1295	300	449	906	949	644	2364	310	3105	785	2724	167
		60%	63%	59%	59%	60%	59%	54%	58%	58%	61%	60%	60%	59%	60%	58%	60%	61%	59%	58%
Mean	3.64	3.73bc	3.61	3.59	3.64	3.65	3.62	3.53	3.61	3.72	3.63	3.61	3.61	3.60	3.63	3.60	3.63	3.70	3.61	3.69
Std Dev.	1.05	1.01	1.04	1.08	1.07	1.03	1.08	1.06	1.04	1.10	1.06	1.05	1.03	1.08	1.04	1.10	1.05	1.06	1.06	0.98
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01	0.03	0.02	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Table 266

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 334	278	56	14	285	25	16	8	20	39	31	27	28	28	28	49	36	2	22	
		5%	6%	6%	5%	5%	6%	5%	6%	6%	6%	6%	6%	6%	3%	6%	6%	4%	5%	
Not very important	(2) 412	344	68	11	329	47	20	16	20	47	41	28	28	44	33	42	46	7	40	
		6%	8%	7%	6%	8%	7%	9%	6%	7%	9%	6%	6%	6%	4%	5%	9%	10%	9%	
Neither important nor unimportant	(3) 1625	1361	264	46	1340	155	88	42	80	156	137	128	125	147	192	226	149	19	136	
		36%	13%	27%	36%	30%	30%	25%	24%	23%	27%	29%	23%	26%	24%	27%	38%	28%	20%	
Important	(4) 2431	2118	313	60	2070	188	115	58	88	271	176	169	240	246	375	311	194	27	161	
		39%	40%	36%	40%	36%	39%	34%	35%	40%	35%	38%	44%	42%	46%	37%	37%	40%	36%	
Very important	(5) 1245	1096	147	34	1054	97	49	44	38	141	111	90	110	105	172	185	92	12	85	
		28%	21%	21%	28%	20%	19%	23%	16%	21%	22%	20%	20%	19%	21%	23%	17%	18%	19%	
Don't know	113	98	15	2	100	5	6	2	6	20	12	6	12	2	10	20	12	*	5	
		2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	*	1%	2%	2%	*	1%	
NET Not at all important/ Not very important	746	622	124	25	613	72	36	24	40	86	72	55	56	72	60	91	62	9	63	
		12%	14%	12%	12%	14%	12%	14%	10%	13%	12%	12%	10%	13%	7%	11%	12%	14%	14%	
NET Important/ Very important	3676	3217	459	94	3125	285	164	102	125	412	287	259	351	351	547	608	285	39	246	
		60%	53%	56%	60%	55%	56%	60%	52%	57%	57%	54%	55%	55%	57%	59%	54%	58%	55%	
Mean	3.64	3.58	3.50	3.54	3.65	3.56	3.56	3.68	3.42	3.68	3.59	3.68	3.71	3.63	3.79	3.68	3.50	3.60	3.55	
Std Dev.	1.05	1.05	1.07	1.15	1.05	1.05	1.03	1.11	1.10	1.08	1.11	1.07	1.02	1.03	0.94	1.07	1.10	1.02	1.06	
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.05	0.05	0.05	0.06	0.06	0.08	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Table 266

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	164	764	2163	213	1049	2017	2480	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all important	(1)	334	97	158	138	97	6	39	158	18	67	145	117	31	23	19	261	42	160	104	27	23	16	264	39	50	284		
Not very important	(2)	5%	4%	7%	4%	4%	4%	5%	7%	9%	6%	7%	5%	4%	4%	4%	6%	5%	6%	5%	4%	6%	9%	5%	7%	3%	6%		
Neither important nor unimportant	(3)	412	135	180	197	412	135	14	180	18	72	137	158	43	55	17	295	72	189	135	43	30	14	323	44	89	323		
Important	(4)	1625	527	661	830	527	34	208	661	60	345	453	634	286	154	92	1087	245	585	588	268	124	53	1173	176	332	1293		
Very important	(5)	2431	1025	780	1465	1025	64	291	780	71	387	724	1123	272	224	85	1947	308	938	1062	249	129	45	2001	175	624	1807		
Don't know		113	28	44	40	28	1	15	44	3	30	20	31	26	12	10	51	22	22	19	18	12	28	42	39	19	95		
NET Not at all important/ Not very important	746	232	338	335	441	232	20	100	338	37	139	281	275	74	78	36	556	114	349	239	71	53	30	587	83	139	606		
NET Important / Very important	3678	1625	1120	2298	1793	1625	106	442	1120	112	535	1263	1546	414	339	109	2809	448	1650	1457	324	169	67	3107	237	1030	2646		
Mean	3.64	3.60	3.46	3.77	3.54	3.60	3.77	3.61	3.46	3.47	3.47	3.66	3.64	3.56	3.62	3.33	3.66	3.63	3.72	3.66	3.45	3.39	3.28	3.68	3.36	3.63	3.57		
Std Dev.	1.05	1.01	1.09	1.01	1.06	1.01	1.05	1.06	1.09	1.16	1.04	1.15	0.99	0.98	1.04	1.03	1.07	1.04	1.13	0.98	0.92	1.02	1.16	1.06	1.06	1.00	1.06		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.04	0.02	0.08	0.03	0.03	0.02	0.03	0.04	0.06	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02		

Q16_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Table 266

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3478	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important	(1) 334	12	317	5	80	237	7	327	2	2	3	331	-
	5%	4%	5%	12% ^a	5%	6% ^a	2%	6%	7%	4%	5%	5%	-
Not very important	(2) 412	16	395	2	118	269	24	383	14	9	3	406	3
	7%	5%	7%	4%	7%	6%	2%	6%	12%	15% ^a	4%	7%	15%
Neither important nor unimportant	(3) 1625	98	1519	8	469	1080	76	1537	41	15	21	1594	10
	26%	29%	26%	20%	28%	26%	24%	26%	35%	26%	31%	26%	47%
Important	(4) 2431	130	2291	11	602	1712	118	2333	51	21	23	2405	3
	39%	39%	40%	27%	36%	41% ^a	38%	40%	43%	37%	35%	40%	13%
Very important	(5) 1245	74	1158	14	358	810	78	1223	6	6	9	1237	2
	20%	22%	20%	33%	21%	19%	25%	21% ^a	7%	11%	6%	20% ^a	8%
Don't know	113	7	104	2	50	55	8	95	1	4	10	100	4
	2%	2%	2%	0%	3% ^a	1%	3%	2%	1%	7% ^a	15% ^a	2%	16%
NET Not at all important/ Not very important	746	28	711	6	198	517	31	709	16	11	6	736	3
	12%	8%	12%	16%	12%	12%	10%	13%	13%	19%	9%	12%	15%
NET Important / Very important	3676	203	3448	24	958	2522	196	3556	59	27	29	3642	5
	60%	61%	60%	59%	57%	60%	63%	60% ^a	50%	47%	44%	60% ^a	22%
Mean	3.64	3.72	3.63	3.68	3.64	3.62	3.78	3.64	3.43	3.37	3.46	3.64	3.18
Std Dev.	1.05	0.99	1.06	1.34	1.05	1.06	0.99	1.06	0.85	1.04	0.96	1.06	0.86
Std Error	0.01	0.05	0.01	0.19	0.03	0.02	0.06	0.01	0.08	0.14	0.13	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Not at all important	(1) 334	85	75	81	93	38	24	24	21	28	25	27	22	31	23	21	49
5%		6%	5%	5%	6%	9% u	4%	5%	4%	6%	5%	5%	4%	6%	5%	4%	8% u u u
Not very important	(2) 412	89	104	95	124	29	33	27	36	26	42	33	39	23	44	32	48
7%		6%	7%	6%	8% u	6%	6%	5%	7%	5%	9%	6%	8%	5%	8% u	6%	8% u u
Neither important nor unimportant	(3) 1625	420	391	417	397	144	126	150	137	122	132	141	129	147	129	137	131
26%		27%	25%	27%	26%	29%	24%	28%	26%	24%	27%	27%	25%	29%	26%	27%	25%
Important	(4) 2431	608	607	625	591	169	218	221	222	208	176	207	229	189	216	199	176
39%		39%	40%	41%	38%	34%	41%	41% u	41% u	41%	36%	40%	41% u u	38%	41% u	39%	34%
Very important	(5) 1245	321	326	292	306	103	122	96	104	118	105	93	93	106	82	118	106
20%		21%	21%	19%	20%	21%	23% u	18%	19%	23% u	21%	18%	18%	21%	16%	23% u	20%
Don't know	113	27	32	28	25	9	10	8	12	5	15	16	6	6	10	5	11
2%		2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	1%	2%	1%	2%
NET Not at all important/ Not very important	746	174	178	176	217	67	56	51	57	54	68	60	61	55	67	53	97
12%		11%	12%	11%	14%	14%	11%	10%	11%	11%	14%	12%	12%	11%	13%	10%	18% u u u
NET Important / Very important	3676	929	933	918	896	272	340	317	326	326	281	301	322	295	297	317	282
60%		60%	61%	60%	58%	55%	64% u	60%	61%	64% u	57%	58%	62% u	59%	59%	62% u	54%
Mean	3.64	3.65	3.67	3.63	3.59	3.56	3.69	3.65	3.69	3.69	3.61	3.61	3.65	3.63	3.59	3.64	3.48
Std Dev.	1.05	1.05	1.05	1.03	1.09	1.12	1.03	0.99	1.00	1.05	1.06	1.03	1.00	1.06	1.02	1.02	1.20
Std Error	0.01	0.01	0.01	0.01	0.02	0.02	0.02	0.04	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.05

Q16_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Table 267

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1) 256	35	220	19	236	133	122	12	15	23	22	82	47	53	27	45	183	100	249	6
		4%	2% ab	2%	2% ab	4%	4%	1%	2%	2%	3%	7% cd	4% cd	3% cd	2%	2%	7% cd	7% cd	3% cd	1%
Not very important	(2) 517	94	423	67	450	254	262	57	68	52	52	89	102	97	126	104	288	190	471	40
		8%	6%	8%	8%	8%	8%	7%	8% cd	5%	6%	8% cd	13% efgh	13% efgh	9%	5%	11% efgh	14% efgh	8% cd	4%
Neither important nor unimportant	(3) 1492	173	1319	167	1325	761	730	154	162	194	243	194	252	242	316	437	740	444	1290	190
		24%	14%	21% ab	25%	23%	23%	19%	19%	22%	23%	23% cd	23% cd	23% cd	19%	22% cd	23% cd	23% cd	23% cd	20%
Important	(4) 2468	561	1905	300	2167	1188	1276	340	377	492	389	420	258	181	717	881	888	436	2028	412
		40%	45% ab	39%	40%	39%	41%	41% efgh	44% efgh	44% efgh	47% efgh	38% cd	34%	29%	42% efgh	46% efgh	34%	32%	39%	44%
Very important	(5) 1318	343	975	234	1048	624	689	245	237	295	165	210	94	73	482	460	378	167	1028	282
		21%	28% ab	20%	22%	21%	22%	32% efgh	27% efgh	25% efgh	20% cd	17% cd	12%	12%	33% efgh	23% cd	19% cd	12%	20%	35% ab
Don't know	111	25	85	3	109	50	62	14	8	16	11	25	25	22	22	27	62	37	95	14
		2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	4% kl	1%	1%	2% no	3% no	2%	2%
NET Not at all important / Not very important	772	129	644	86	686	388	384	69	83	76	74	171	150	150	152	149	471	300	720	46
	13%	10%	13%	11%	13%	13%	12%	8%	10%	7%	9%	13% efgh	23% efgh	23% efgh	9%	8%	16% efgh	25% efgh	14% cd	5%
NET Important / Very important	3785	904	2880	534	3051	1812	1965	585	615	787	554	639	352	254	1199	1311	1245	606	3063	693
		61% ab	56% ab	53% cd	60%	61%	63%	43% efgh	43% efgh	42% efgh	43% efgh	43% efgh	46%	40%	43% cd	43% cd	43% cd	44%	59%	73% ab
Mean	3.67	3.25	3.62	3.44	3.65	3.65	3.70	3.33	3.50	3.50	3.30	3.33	3.30	3.20	3.30	3.30	3.33	3.28	3.61	3.30
Std Dev.	1.04	0.99	1.04	1.02	1.04	1.05	1.03	0.95	0.96	0.92	0.93	1.11	1.06	1.12	0.96	0.93	1.11	1.09	1.06	0.86
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.04	0.05	0.02	0.02	0.02	0.03	0.01	0.03

Q16_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Table 267

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important (1)	288	35	86	53	81	121	134	113	137	29	41	67	56	45	164	29	220	55	195	5
	4%	3%	6%	4%	5%	4%	4%	3%	5%	6%	6%	4%	4%	4%	4%	5%	4%	4%	4%	2%
Not very important (2)	817	100	152	100	166	252	265	223	287	46	61	144	128	86	333	51	436	117	383	17
	8%	9%	8%	7%	10%	8%	9%	6%	12%	9%	8%	10%	8%	8%	9%	10%	8%	9%	8%	6%
Neither important nor unimportant (3)	1492	233	471	364	424	704	788	788	684	125	180	352	390	256	822	128	1253	290	1138	64
	24%	30%	25%	27%	25%	23%	25%	21%	25%	24%	23%	23%	23%	23%	24%	24%	24%	23%	23%	22%
Important (4)	2466	453	794	553	665	1247	1218	1575	861	197	274	589	672	470	1535	206	2096	532	1824	110
	40%	40%	41%	40%	39%	41%	39%	42%	36%	38%	37%	39%	42%	43%	40%	39%	41%	41%	40%	38%
Very important (5)	1318	256	382	251	350	678	641	925	370	102	161	322	321	235	805	103	1099	271	978	69
	21%	20%	20%	21%	20%	22%	21%	25%	19%	10%	22%	21%	20%	21%	21%	19%	21%	21%	21%	24%
Don't know	111	20	28	24	40	48	63	44	58	15	16	28	16	9	60	15	72	19	70	22
	2%	2%	1%	2%	2%	2%	2%	1%	2%	3%	2%	2%	1%	1%	2%	3%	1%	1%	2%	8%
NET Not at all important / Not very important	772	135	238	153	240	373	399	336	424	75	102	211	184	130	497	80	656	172	578	23
	13%	12%	12%	11%	14%	12%	13%	9%	15%	15%	14%	14%	12%	12%	13%	15%	13%	13%	13%	8%
NET Important / Very important	3788	749	1176	844	1015	1524	1859	2501	1231	300	435	911	964	705	2340	309	3195	803	2802	170
	61%	59%	61%	61%	59%	61%	60%	60%	61%	58%	59%	61%	63%	64%	61%	58%	62%	63%	61%	62%
Mean	3.67	3.78sd	3.65	3.68	3.62	3.70	3.65	3.69	3.44	3.60	3.63	3.65	3.69	3.70	3.66	3.59	3.67	3.67	3.67	3.63
Std Dev.	1.04	1.03	1.03	1.01	1.07	1.04	1.04	0.98	1.08	1.09	1.10	1.06	1.00	1.02	1.04	1.08	1.04	1.05	1.04	0.96
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01	0.03	0.02	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

Q16_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Table 267

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Not at all important	(1) 255	219	36	8	219	13	18	5	14	18	26	19	20	28	12	47	34	3	11	
		4%	4%	6%	4%	3%	4%	3%	4%	3%	5%	4%	4%	5%	2%	5%	4%	4%	2%	
Not very important	(2) 817	411	106	21	428	48	28	12	28	42	42	30	43	52	38	63	91	6	42	
		8%	12%	12%	8%	9%	10%	7%	11%	8%	9%	7%	8%	9%	5%	7%	12%	9%	9%	
Neither important nor unimportant	(3) 1492	1259	233	37	1251	148	62	34	57	164	129	116	126	142	189	197	135	32	114	
		24%	27%	22%	24%	23%	21%	20%	23%	24%	23%	20%	23%	25%	23%	23%	20%	13%	25%	
Important	(4) 2466	2132	334	71	2081	194	122	69	89	269	192	193	214	227	385	347	164	16	178	
		40%	39%	42%	40%	38%	41%	40%	36%	40%	38%	43%	39%	40%	40%	40%	31%	24%	40%	
Very important	(5) 1318	1189	138	28	1102	111	57	49	55	157	105	85	131	117	178	181	93	10	100	
		21%	16%	17%	21%	21%	18%	23%	22%	23%	21%	18%	24%	20%	22%	21%	18%	15%	22%	
Don't know	111	97	14	2	97	5	7	2	6	24	14	5	10	7	11	8	12	-	5	
		2%	2%	1%	2%	1%	2%	1%	3%	7%	3%	1%	2%	1%	1%	1%	2%	-	1%	
NET Not at all important/ Not very important	772	630	142	30	647	61	47	17	42	60	68	49	63	60	50	110	125	8	53	
		12%	16%	16%	12%	12%	16%	10%	11%	9%	13%	11%	13%	13%	6%	13%	24%	12%	13%	
NET Important / Very important	3786	3312	473	99	3183	305	179	117	144	426	297	278	344	345	563	628	257	26	279	
		58%	52%	59%	58%	59%	61%	68%	58%	60%	57%	59%	58%	59%	61%	61%	49%	39%	58%	
Mean	3.67	3.64	3.51	3.54	3.67	3.67	3.60	3.65	3.59	3.79	3.59	3.59	3.69	3.73	3.63	3.59	3.37	3.39	3.71	
Std Dev.	1.04	1.04	1.04	1.07	1.04	1.00	1.10	1.02	1.13	0.98	1.07	1.00	1.04	1.06	0.87	1.07	1.16	0.98	1.00	
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.05	0.06	0.05	0.06	0.06	0.05	0.06	0.06	0.08	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Table 267

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)			
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all important	(1)	268	62	146	95	62	3	35	146	14	79	122	79	24	18	10	203	29	123	70	29	16	14	193	30	39	216		
	4%	3%	3%	4%	3%	3%	2%	7%	7%	7%	8%	6%	3%	3%	3%	4%	4%	3%	9%	3%	4%	4%	1%	4%	4%	3%	6%		
Not very important	(2)	517	152	249	237	152	12	76	249	29	153	185	200	48	53	28	385	80	217	172	69	37	29	389	385	66	97		
	8%	8%	7%	7%	7%	8%	7%	8%	12%	14%	13%	9%	9%	9%	9%	10%	9%	9%	8%	7%	9%	10%	8%	8%	8%	8%	8%		
Neither important nor unimportant	(3)	1492	522	575	806	522	47	215	575	53	309	448	628	242	108	60	1076	168	553	555	241	87	49	1108	137	302	1190		
	24%	24%	22%	27%	23%	22%	29%	29%	27%	25%	29%	22%	22%	24%	19%	24%	24%	20%	21%	24%	24%	24%	24%	24%	24%	24%	20%		
Important	(4)	2466	1005	792	1471	1005	61	281	792	73	354	710	1086	320	255	93	1795	349	939	1070	256	154	40	2009	194	641	1825		
	40%	40%	37%	44%	39%	40%	38%	37%	37%	34%	34%	35%	40%	40%	38%	38%	38%	38%	38%	38%	38%	38%	38%	38%	38%	38%	39%		
Very important	(5)	1318	644	353	580	644	36	145	353	41	125	520	464	145	139	47	984	186	742	411	80	49	30	1153	80	427	891		
	21%	21%	16%	25%	17%	21%	19%	19%	16%	16%	12%	20%	19%	18%	16%	19%	22%	22%	26%	18%	18%	12%	14%	17%	23%	15%	28%		
Don't know		111	27	48	34	27	2	13	48	3	29	31	29	20	10	9	61	19	31	25	15	14	15	57	29	14	97		
	2%	1%	1%	1%	1%	1%	1%	2%	1%	3%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%		
NET Not at all important/ Not very important		772	215	398	332	215	15	111	398	43	232	307	279	73	71	38	586	109	340	243	89	53	43	582	96	136	636		
	13%	9%	18%	9%	16%	9%	10%	10%	18%	20%	22%	16%	17%	11%	9%	12%	16%	13%	13%	11%	13%	15%	14%	12%	18%	9%	14%		
NET Important / Very important		3785	1649	1145	2331	1649	97	425	1145	113	479	1230	1550	465	394	140	2780	534	1682	1480	337	203	71	3162	274	1069	2716		
	61%	61%	53%	67%	56%	61%	60%	56%	61%	53%	46%	61%	62%	58%	50%	57%	62%	64%	65%	64%	49%	57%	40%	64%	51%	70%	89%		
Mean		3.67	3.65	3.45	3.45	3.67	3.72	3.56	3.48	3.46	3.29	3.67	3.67	3.66	3.78	3.58	3.67	3.72	3.76	3.65	3.45	3.53	3.27	3.76	3.45	3.65	3.61		
Std Dev.		1.04	0.98	1.11	0.98	1.07	0.98	0.97	1.06	1.11	1.15	1.10	1.14	0.98	0.95	1.02	1.07	1.05	1.04	1.10	0.95	0.97	1.02	1.21	1.04	1.09	0.98		
Std Error		0.01	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.08	0.03	0.03	0.02	0.03	0.04	0.07	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.03	0.02		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Table 267

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3478	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important (1)	285	15	240	-	73	174	7	241	8	4	4	251	-
	4%	5%	4%	-	4%	4%	2%	4%	8%	7%	6%	4%	1%
Not very important (2)	517	34	481	3	170	324	23	484	12	14	5	510	2
	8%	10%	8%	7%	10%	8%	7%	8%	10%	10%	8%	8%	8%
Neither important nor unimportant (3)	1492	70	1412	10	435	987	69	1431	27	10	15	1468	9
	24%	21%	24%	24%	26%	24%	22%	24%	23%	17%	24%	24%	40%
Important (4)	2466	137	2314	15	590	1765	110	2355	52	25	29	2433	5
	40%	47%	40%	37%	35%	42%	35%	40%	45%	43%	43%	40%	23%
Very important (5)	1318	74	1234	10	372	857	89	1289	17	2	8	1308	3
	21%	22%	21%	24%	22%	21%	28%	22%	15%	4%	12%	22%	12%
Don't know	111	5	103	3	33	64	14	98	2	2	5	102	4
	2%	2%	2%	7%	2%	2%	5%	2%	2%	4%	5%	2%	16%
NET Not at all important/ Not very important	772	49	720	3	244	490	30	724	18	18	9	761	2
	13%	15%	12%	7%	15%	12%	10%	12%	16%	12%	13%	13%	9%
NET Important / Very important	3785	211	3548	25	962	2623	199	3644	69	27	36	3741	8
	61%	63%	61%	62%	57%	63%	64%	62%	59%	47%	55%	62%	35%
Mean	3.67	3.67	3.67	3.85	3.62	3.68	3.64	3.68	3.54	3.13	3.52	3.68	3.44
Std Dev.	1.04	1.07	1.04	0.91	1.08	1.02	1.01	1.04	1.04	1.08	1.03	1.04	0.92
Std Error	0.01	0.06	0.01	0.13	0.03	0.02	0.06	0.01	0.10	0.15	0.13	0.01	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Table 267

Base : All participants

		Quarter				Month															
Total		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base		6160	1550	1535	1539	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	510	521				
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317				
(1)	Not at all important	265	51	65	65	73	21	17	14	22	18	26	25	19	21	21	22				
		4%	3%	4%	4%	5%	4%	3%	3%	4%	3%	5%	5%	4%	4%	4%	6%				
(2)	Not very important	817	141	127	120	130	63	52	35	39	44	45	47	41	31	45	39				
		8%	9%	8%	8%	8%	13%	10%	7%	7%	9%	9%	9%	8%	6%	9%	8%				
(3)	Neither important nor unimportant	1492	394	350	376	373	133	128	133	139	109	101	135	119	121	136	124				
		24%	25%	23%	24%	24%	27%	24%	25%	26%	22%	20%	26%	23%	24%	27%	24%				
(4)	Important	2466	590	632	641	603	173	205	212	208	207	217	208	222	211	181	211				
		40%	38%	41%	42%	39%	35%	39%	40%	39%	41%	43%	40%	43%	42%	38%	41%				
(5)	Very important	1318	345	328	310	335	102	120	123	109	122	98	92	108	110	113	110				
		21%	22%	21%	20%	22%	21%	22%	23%	20%	24%	20%	18%	21%	22%	22%	21%				
(6)	Don't know	111	29	32	28	22	9	10	10	16	8	8	10	9	9	8	9				
		2%	2%	2%	2%	1%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	1%				
NET Not at all important/ Not very important		772	192	192	185	203	73	69	49	60	61	71	72	61	52	66	62				
		13%	12%	13%	12%	13%	12%	13%	9%	11%	12%	14%	14%	12%	10%	13%	12%				
NET Important / Very important		3785	935	960	951	938	276	325	334	317	329	315	301	330	321	293	321				
		61%	60%	63%	62%	61%	56%	61%	63%	60%	63%	64%	58%	64%	64%	58%	63%				
Mean		3.67	3.68	3.69	3.67	3.66	3.59	3.69	3.70	3.67	3.75	3.65	3.58	3.70	3.72	3.64	3.68				
Std Dev.		1.04	1.03	1.04	1.02	1.06	1.07	1.03	0.98	1.02	1.03	1.07	1.04	1.01	1.06	1.04	1.10				
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.05				

Q16_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Not at all important	(1)	206	14	192	24	182	115	91	24	18	27	43	47	25	42	69	94	48	185	9
	3%	1%	2%	3%	4%	3%	3%	2%	2%	2%	5%	4%	3%	4%	2%	4%	4%	3%	4%	1%
Not very important	(2)	303	27	276	41	262	157	148	36	57	69	22	47	33	93	91	119	72	252	47
	5%	2%	2%	5%	5%	5%	4%	7%	6%	3%	4%	4%	3%	6%	5%	5%	5%	5%	5%	5%
Neither important nor unimportant	(3)	1369	187	1182	159	1210	683	686	143	155	238	146	296	248	297	383	688	392	1211	149
	22%	15%	20%	20%	23%	22%	17%	18%	21%	18%	23%	23%	23%	18%	20%	23%	23%	23%	23%	16%
Important	(4)	2641	588	2054	330	2311	1285	1351	391	382	632	413	422	275	772	915	954	532	2154	454
	43%	45%	42%	42%	43%	43%	48%	44%	49%	49%	50%	47%	41%	37%	46%	47%	48%	38%	42%	49%
Very important	(5)	1440	379	1062	222	1218	678	759	199	237	270	191	261	151	436	462	543	282	1177	247
	23%	36%	22%	23%	23%	24%	24%	24%	24%	23%	23%	23%	20%	21%	26%	24%	22%	20%	23%	26%
Don't know		201	35	163	13	187	93	108	29	29	17	18	55	30	40	34	118	61	168	28
	3%	3%	3%	2%	3%	3%	6%	2%	1%	2%	2%	4%	4%	5%	3%	2%	5%	4%	3%	3%
NET Not at all important/ Not very important		508	41	467	65	444	272	237	61	74	95	65	94	58	135	160	214	119	447	55
	8%	3%	5%	8%	8%	9%	7%	9%	8%	8%	8%	8%	8%	10%	8%	8%	8%	9%	8%	6%
NET Important / Very important		4082	955	3115	552	3529	1983	2109	590	619	772	604	683	426	1208	1378	1497	814	3332	711
	66%	65%	65%	66%	66%	67%	62%	67%	62%	63%	62%	62%	60%	56%	62%	62%	59%	59%	65%	63%
Mean		3.81	3.74	3.88	3.80	3.77	3.79	3.79	3.79	3.79	3.75	3.68	3.73	3.73	3.79	3.79	3.72	3.70	3.77	3.86
Std Dev.		0.97	0.82	1.00	0.98	0.97	0.99	0.96	0.94	0.95	0.95	0.99	1.01	0.96	0.95	0.96	0.99	0.98	0.91	0.85
Std Error		0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.04	0.03	0.03	0.02	0.02	0.02	0.03	0.01	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q16_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Not at all important	(1) 206	25	79	43	59	104	102	134	68	18	29	43	65	42	137	18	184	40	159	7
	3%	2%	5%	3%	3%	3%	3%	4%	3%	4%	4%	3%	4%	4%	4%	3%	4%	3%	3%	2%
Not very important	(2) 303	48	109	62	84	157	146	180	117	20	42	64	84	61	190	20	261	60	227	16
	5%	4%	6%	4%	5%	5%	5%	5%	5%	4%	6%	4%	5%	6%	5%	4%	5%	5%	5%	6%
Neither important nor unimportant	(3) 1369	239	415	335	380	654	715	734	615	124	153	306	374	270	833	128	1156	250	1067	52
	22%	21%	22%	24%	22%	21%	23%	20%	23%	24%	21%	20%	24%	25%	22%	24%	22%	19%	23%	18%
Important	(4) 2641	482	869	610	680	1352	1290	1629	985	196	296	680	715	467	1690	204	2275	527	1987	128
	43%	42%	45%	44%	39%	44%	41%	44%	41%	38%	40%	40%	40%	42%	44%	38%	44%	41%	43%	44%
Very important	(5) 1440	304	385	253	457	689	750	904	512	137	187	350	312	234	843	143	1148	368	1010	64
	23%	21%	20%	21%	27%	23%	24%	27%	21%	13%	17%	23%	20%	21%	22%	13%	23%	23%	22%	22%
Don't know	201	39	55	43	65	94	107	89	100	20	26	59	35	26	120	20	150	41	138	21
	3%	3%	3%	3%	4%	3%	3%	2%	3%	4%	4%	4%	2%	2%	3%	4%	3%	3%	3%	7%
NET Not at all important / Not very important	508	73	189	105	143	261	248	314	165	38	71	107	149	103	327	38	445	100	398	23
	8%	6%	10%	8%	8%	8%	8%	9%	8%	7%	10%	7%	8%	9%	9%	7%	8%	8%	8%	8%
NET Important / Very important	4082	786	1255	902	1137	2041	2039	2533	1497	333	483	1030	1027	702	2539	347	3424	863	2997	192
	66%	69%	66%	65%	66%	67%	65%	67%	62%	60%	60%	60%	60%	64%	60%	60%	60%	63%	63%	67%
Mean	3.81	3.98	3.74	3.78	3.94	3.80	3.81	3.93	3.76	3.84	3.80	3.89	3.73	3.74	3.79	3.85	3.78	3.87	3.78	3.85
Std Dev.	0.97	0.93	0.99	0.94	1.00	0.97	0.98	0.98	0.95	1.00	1.03	0.94	0.98	0.99	0.97	0.99	0.97	0.98	0.97	0.94
Std Error	0.01	0.02	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

Q16_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Table 268

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Not at all important	(1) 206	170	36	5	162	11	8	5	11	26	23	17	19	16	14	27	29	1	9
	3%	3%	4%	3%	4%	2%	3%	3%	7% _{ab}	4%	5% _{ab}	4%	3%	3%	2%	3%	5% _{ab}	2%	2%
Not very important	(2) 303	251	52	8	253	25	17	8	19	24	26	29	16	40	37	40	34	2	23
	5%	5%	6%	5%	5%	5%	6%	5%	7% _{ab}	4%	6%	6% _{ab}	3%	7% _{ab}	5%	5%	4%	3%	5%
Neither important nor unimportant	(3) 1369	1173	198	39	1132	136	65	36	57	132	121	99	105	128	174	171	189	22	114
	22%	22%	23%	23%	22%	23% _{ab}	22%	21%	23%	20%	24%	22%	19%	22%	21%	20%	23% _{ab}	21% _{ab}	23% _{ab}
Important	(4) 2641	2264	377	74	2232	210	129	71	94	311	192	184	242	234	387	372	216	25	194
	43%	43%	44%	44%	43%	41%	44%	41%	38%	46% _{ab}	38%	41%	42%	41%	46% _{ab}	44%	41%	38%	41%
Very important	(5) 1440	1271	170	37	1202	130	63	46	63	157	127	106	145	137	171	199	98	16	114
	23%	23% _{ab}	20%	22%	23%	21%	21%	23% _{ab}	23% _{ab}	23%	22% _{ab}	24%	24%	24%	21%	24%	18%	23%	23% _{ab}
Don't know	201	170	31	5	178	6	12	5	8	26	19	13	17	19	26	34	17	*	6
	3%	3%	4%	3%	3% _{ab}	1%	4% _{ab}	3% _{ab}	3%	4% _{ab}	4% _{ab}	3%	3%	3%	3%	4% _{ab}	3%	*	1%
NET Not at all important/ Not very important	508	420	88	13	434	36	26	13	26	50	49	46	35	55	51	66	53	4	32
	8%	8%	10%	8%	8%	7%	8%	8%	13% _{ab}	7%	10%	8%	6%	10%	6%	8%	10%	5%	7%
NET Important/ Very important	4062	3535	547	111	3433	330	192	116	157	467	319	290	387	370	559	571	313	41	298
	66%	67%	63%	66%	66%	66%	65%	66%	63%	47% _{ab}	63%	65%	47% _{ab}	65%	47% _{ab}	48% _{ab}	59%	61%	46% _{ab}
Mean	3.81	3.82% _{ab}	3.71	3.80	3.80	3.83	3.78	3.87	3.75	3.94% _{ab}	3.77	3.76	3.91% _{ab}	3.79	3.85% _{ab}	3.84% _{ab}	3.64	3.77	3.83% _{ab}
Std Dev.	0.97	0.97	1.00	0.95	0.98	0.94	0.96	0.98	1.06	0.96	1.04	1.02	0.95	0.99	0.88	0.96	1.02	0.92	0.94
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.07	0.03

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q16_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Table 268

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	2413	2163	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Not at all important	(1)	206	46	116	68	46	1	14	116	12	36	89	61	22	27	14	142	41	63	48	22	26	16	141	41	37	169		
Not very important	(2)	303	81	128	145	81	7	29	128	8	61	87	133	38	34	11	220	45	118	108	45	24	6	228	30	82	220		
Neither important nor unimportant	(3)	1369	487	542	741	487	40	205	542	43	274	401	575	204	113	66	976	179	505	492	226	92	43	998	135	269	1101		
Important	(4)	2225	20%	22%	21%	20%	25%	21%	20%	20%	26%	20%	23%	20%	19%	22%	22%	22%	19%	21%	33%	26%	24%	20%	22%	18%	24%		
Very important	(5)	2641	1069	898	1523	1069	59	298	898	90	441	769	1182	341	254	95	1951	349	1017	1142	269	155	53	2159	209	675	1986		
Don't know		201	45	93	69	45	1	21	93	7	50	60	66	26	20	15	126	35	61	59	26	16	25	120	41	17	184		
NET Not at all important/ Not very important		508	127	243	213	127	8	43	243	20	97	167	195	60	61	25	362	86	211	156	67	49	22	366	71	119	389		
NET Important / Very important		4082	1754	1285	2479	1754	110	495	1285	143	628	1388	1650	511	389	141	3038	530	1829	1596	362	200	87	3425	288	1156	2965		
Mean	3.91	3.96	3.63	3.82	3.70	3.96	3.96	3.86	3.63	3.80	3.68	3.96	3.77	3.77	3.77	3.64	3.74	3.74	3.92	3.82	3.56	3.50	3.55	3.67	3.51	3.93	3.76		
Std Dev.	0.97	0.90	1.03	0.91	1.01	0.90	0.90	0.92	1.03	1.05	0.96	1.03	0.91	0.94	1.03	1.04	0.97	1.04	1.01	0.88	0.93	1.05	1.18	0.95	1.09	0.95	0.98		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.03	0.02	0.02	0.03	0.02	0.02	0.03	0.04	0.02	0.01	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.03	0.01		

Q16_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Not at all important (1)	206	7	199	-	47	155	4	194	6	3	3	203	-
	3%	2%	3%	-	3%	4%	1%	3%	5%	5%	4%	3%	1%
Not very important (2)	303	10	291	2	72	206	25	284	7	6	3	298	2
	5%	3%	5%	4%	4%	5%	6%	5%	6%	11%	5%	5%	7%
Neither important nor unimportant (3)	1369	66	1291	12	346	983	60	1293	35	17	14	1345	10
	22%	20%	22%	30%	21%	23%	19%	22%	30%	30%	21%	22%	45%
Important (4)	2641	132	2496	13	666	1862	113	2540	48	24	25	2612	4
	43%	35%	43%	32%	40%	46%	38%	43%	41%	41%	38%	42%	20%
Very important (5)	1440	113	1315	12	488	862	80	1397	21	5	15	1423	3
	23%	30%	23%	29%	27%	21%	26%	24%	18%	9%	23%	23%	12%
Don't know	201	7	191	2	56	125	20	189	-	2	6	191	3
	3%	2%	3%	5%	3%	3%	6%	3%	-	4%	8%	3%	14%
NET Not at all important/ Not very important	508	17	490	2	120	361	28	478	13	9	6	500	2
	8%	5%	8%	4%	7%	9%	9%	8%	11%	16%	9%	8%	8%
NET Important / Very important	4082	246	3811	25	1154	2724	203	3937	69	29	40	4035	7
	66%	72%	66%	61%	63%	65%	65%	67%	59%	50%	60%	66%	32%
Mean	3.81	4.02%	3.79	3.91	3.81%	3.76	3.90	3.80	3.60	3.39	3.77	3.8%	3.41
Std Dev.	0.97	0.92	0.98	0.89	0.97	0.97	0.98	0.97	1.01	0.99	1.04	0.97	0.89
Std Error	0.01	0.05	0.01	0.13	0.02	0.02	0.06	0.01	0.10	0.13	0.13	0.01	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Table 268

Base : All participants

		Quarter				Month															
Total		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base		6160	1550	1535	1539	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base		6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	510	512				
Effective Base		3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317				
(1)	Not at all important	206	47	53	46	59	14	16	18	15	17	22	19	15	12	23	11				
		3%	3%	3%	3%	4%	3%	3%	3%	3%	4%	4%	3%	2%	5%	2%	5%				
		303	84	55	73	91	25	38	21	13	17	25	29	23	21	33	25				
(2)	Not very important	363	84	55	73	91	25	38	21	13	17	25	29	23	21	33	25				
		5%	5%	4%	5%	5%	5%	4%	2%	3%	5%	6%	5%	4%	5%	5%	5%				
		1369	379	322	337	330	131	128	120	139	90	93	119	114	105	115	107				
(3)	Neither important nor unimportant	22%	24%	21%	22%	22%	27%	24%	23%	26%	18%	19%	23%	22%	21%	23%	21%				
		2641	639	674	663	665	191	211	237	216	238	220	213	236	214	218	219				
	Important	43%	41%	44%	43%	43%	39%	40%	40%	41%	47%	44%	47%	46%	43%	43%	43%				
(5)	Very important	1440	357	382	359	342	114	123	120	125	133	124	112	132	106	130	106				
		23%	23%	25%	23%	22%	23%	24%	23%	26%	25%	22%	22%	26%	21%	25%	20%				
		201	42	48	60	50	15	16	12	24	12	12	28	15	20	7	20				
Don't know		3%	3%	3%	4%	3%	3%	3%	2%	5%	2%	2%	5%	3%	4%	1%	4%				
NET Not at all important/ Not very important		508	132	109	119	149	39	54	38	28	35	46	48	39	32	56	36				
		8%	8%	7%	8%	10%	8%	10%	7%	6%	7%	9%	9%	7%	6%	14%	7%				
NET Important / Very important		4082	997	1056	1022	1007	306	334	357	341	371	344	325	351	346	324	349				
		66%	64%	69%	66%	66%	62%	63%	68%	64%	72%	69%	63%	68%	69%	64%	64%				
Mean		3.81	3.78	3.86	3.82	3.77	3.77	3.75	3.82	3.84	3.74	3.83	3.75	3.82	3.71	3.80	3.72				
Std Dev.		0.97	0.97	0.96	0.96	1.00	0.97	1.00	0.95	0.93	0.95	1.01	1.00	0.94	0.93	1.02	0.93				
Std Error		0.01	0.03	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.05	0.04				

Q16_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Table 269

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	8160	1017	5143	807	3353	2862	3185	791	817	1134	805	1152	852	809	1608	1939	2813	1481	5468	844
Weighted Base	8160	1233	4927	769	3371	3010	3140	822	867	1122	832	1130	760	827	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Low cost	8230	1093	4136	681	4549	2477	2743	678	731	961	742	957	640	520	1410	1703	2117	1161	4393	790
85%	89%	84%	86%	86%	85%	82%	87%	83%	84%	86%	89%	89%	84%	83%	83%	87%	84%	84%	85%	84%
Guarantee that the parcel will arrive on time	8311	1129	4182	714	4597	2520	2781	706	738	972	747	971	652	525	1444	1719	2148	1177	4444	816
86%	83%	85%	85%	86%	84%	84%	85%	86%	85%	87%	85%	86%	86%	84%	85%	87%	85%	85%	86%	87%
Ability to track the delivery	8154	1072	4083	702	4452	2447	2698	691	756	956	745	939	603	465	1447	1701	2006	1068	4302	805
84%	83%	83%	85%	83%	83%	81%	83%	84%	83%	85%	85%	85%	79%	74%	82%	83%	80%	77%	83%	80%
Ability to choose an express or next day service	4343	1045	3298	582	3761	2082	2255	620	676	844	627	728	484	365	1295	1470	1577	848	3559	744
71%	89%	87%	74%	70%	69%	72%	75%	75%	75%	75%	75%	74%	64%	58%	77%	75%	63%	61%	69%	78%
Ability to select a specific date/time for delivery	4130	981	3149	545	3585	1935	2188	620	656	828	620	704	392	310	1276	1448	1406	702	3325	767
67%	89%	86%	64%	69%	67%	64%	70%	75%	75%	74%	74%	74%	52%	49%	76%	74%	66%	51%	64%	81%
Fast delivery	5047	1098	3950	689	4358	2402	2635	689	724	973	723	903	601	434	1413	1697	1938	1035	4199	802
82%	89%	80%	87%	81%	80%	80%	84%	84%	83%	87%	87%	87%	80%	69%	84%	87%	77%	75%	81%	89%
Convenient options for me to drop the parcel off	4975	1054	3912	648	4327	2373	2595	682	717	928	705	900	596	468	1379	1633	1964	1064	4159	771
81%	89%	79%	82%	81%	79%	79%	83%	81%	83%	83%	83%	83%	79%	75%	82%	83%	78%	77%	81%	82%
Convenient options for the operator to pick the parcel up from me	4065	935	3130	555	3510	1915	2144	592	638	835	599	701	498	295	1229	1434	1402	701	3291	733
66%	89%	64%	85%	65%	64%	64%	69%	72%	74%	74%	72%	73%	53%	47%	72%	72%	60%	51%	64%	73%
Convenient options for the recipient to accept the delivery	4925	1095	3860	662	4263	2350	2567	679	696	913	698	895	591	453	1375	1611	1939	1044	4097	782
80%	89%	78%	85%	79%	78%	78%	82%	83%	80%	81%	84%	84%	78%	72%	81%	82%	77%	75%	79%	83%
Insurance against damage or loss	4491	967	3524	650	3841	2180	2302	620	657	857	620	779	542	416	1277	1477	1737	958	3738	715
72%	89%	72%	85%	72%	72%	72%	73%	82%	82%	82%	82%	82%	69%	71%	80%	80%	69%	69%	72%	75%
Same price to send to anywhere within the UK	5074	1054	4020	688	4605	2425	2629	637	672	937	713	945	650	521	1303	1653	2115	1173	4287	742
87%	89%	82%	85%	82%	81%	81%	84%	77%	77%	84%	85%	84%	85%	82%	77%	84%	84%	84%	83%	79%
Proof of postage/ dispatch	5368	1128	4240	723	4645	2560	2799	681	738	974	751	956	682	546	1419	1725	2224	1227	4516	802
87%	89%	86%	86%	86%	85%	85%	87%	83%	85%	87%	86%	86%	82%	67%	84%	86%	86%	86%	89%	85%
Proof of receipt/ delivery	5335	1110	4220	712	4618	2533	2789	666	739	978	752	978	659	530	1435	1730	2164	1185	4482	799
87%	89%	86%	86%	86%	84%	84%	89%	85%	85%	87%	86%	86%	86%	84%	85%	86%	86%	86%	87%	85%
Delivery to recipient's door	5488	1150	4338	712	4776	2620	2856	689	751	999	765	1027	696	561	1440	1764	2284	1257	4611	826
89%	89%	89%	89%	89%	87%	87%	91%	84%	87%	89%	89%	89%	89%	87%	89%	89%	89%	89%	89%	89%
Daily collection service	4689	1070	3520	631	3958	2206	2376	587	637	859	673	843	560	431	1224	1532	1833	991	3834	719
76%	87%	71%	85%	74%	73%	73%	76%	71%	73%	77%	81%	79%	74%	69%	72%	76%	73%	71%	74%	76%
Parcel provider operates in an environmentally responsible way	3676	867	2809	517	3159	1723	1946	548	580	705	512	614	401	316	1128	1218	1331	717	2981	659
66%	89%	57%	85%	59%	57%	57%	62%	61%	61%	63%	62%	61%	54%	50%	67%	69%	53%	52%	58%	73%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3785	904	2880	534	3251	1812	1965	585	615	787	554	639	352	254	1199	1341	1245	606	3053	693
67%	89%	58%	85%	61%	60%	60%	63%	71%	71%	76%	76%	76%	46%	40%	71%	69%	69%	44%	59%	73%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	4882	965	3115	522	3528	1963	2199	590	619	772	604	683	426	388	1209	1370	1497	814	3332	711
66%	89%	63%	85%	66%	65%	65%	67%	72%	71%	72%	73%	73%	60%	56%	72%	76%	59%	59%	65%	78%

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Q16_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1638	1207	1640	3312	2847	3378	2700	537	737	1479	1696	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Low cost	932	1030	1163	1497	2568	2660	3153	2005	440	621	1294	1395	898	3272	456	4396	1119	3695	226
80%	82%	83%	84%	85%	84%	86%	86%	84%	80%	80%	83%	83%	82%	82%	80%	80%	80%	82%	79%
Guarantee that the parcel will arrive on time	1006	1641	1185	1478	2647	2963	3196	2044	429	620	1300	1381	953	3301	443	4478	1120	3956	235
86%	89%	86%	86%	86%	87%	86%	87%	85%	83%	85%	87%	87%	87%	86%	83%	87%	87%	86%	82%
Ability to track the delivery	984	1611	1167	1390	2596	2557	3160	1925	411	598	1252	1357	944	3208	423	4370	1098	3842	215
84%	87%	84%	84%	84%	85%	82%	86%	80%	80%	82%	83%	86%	86%	84%	79%	84%	86%	84%	75%
Ability to choose an express or next day service	897	1325	972	1147	2222	2120	2734	1554	319	504	1042	1152	802	2698	334	3693	910	3226	208
77%	79%	69%	70%	67%	72%	68%	73%	65%	62%	69%	69%	72%	72%	71%	63%	71%	71%	70%	72%
Ability to select a specific date/time for delivery	735	1290	927	1117	2085	2044	2678	1400	316	482	1006	1094	727	2592	330	3484	887	3046	196
67%	70%	67%	67%	65%	68%	66%	72%	58%	61%	66%	67%	68%	66%	66%	62%	69%	69%	66%	68%
Fast delivery	943	1561	1136	1405	2505	2541	3136	1847	400	595	1234	1319	910	3148	412	4277	1069	3754	224
82%	83%	82%	82%	81%	82%	82%	82%	77%	78%	81%	82%	83%	83%	82%	77%	83%	83%	82%	78%
Convenient options for me to drop the parcel off	839	1576	1116	1344	2514	2480	3039	1875	374	595	1219	1300	931	3115	387	4251	1041	3723	201
87%	83%	82%	81%	78%	82%	79%	83%	78%	73%	81%	81%	82%	80%	82%	73%	82%	81%	81%	70%
Convenient options for the operator to pick the parcel up from me	781	1266	901	1115	2047	2017	2642	1377	306	479	1005	1073	725	2557	319	3445	880	3009	177
66%	69%	66%	65%	65%	67%	65%	72%	57%	59%	65%	67%	68%	68%	67%	60%	67%	69%	66%	62%
Convenient options for the recipient to accept the delivery	927	1514	1112	1371	2442	2483	3011	1850	390	576	1224	1266	918	3066	406	4155	1040	3694	200
80%	82%	79%	80%	79%	80%	80%	81%	77%	76%	79%	80%	80%	80%	79%	76%	81%	81%	79%	75%
Insurance against damage or loss	891	1360	1012	1257	2221	2289	2731	1700	359	533	1088	1178	810	2798	374	3799	951	3338	203
73%	71%	71%	72%	72%	73%	73%	73%	71%	70%	73%	73%	74%	74%	73%	70%	73%	74%	72%	70%
Same price to send to anywhere within the UK	833	1584	1126	1429	2517	2555	3030	1979	418	602	1270	1296	889	3168	431	4271	1064	3787	223
82%	82%	83%	81%	83%	83%	82%	83%	83%	81%	82%	85%	82%	81%	83%	81%	83%	83%	83%	77%
Proof of postage/ dispatch	1011	1655	1210	1490	2660	2701	3219	2062	442	626	1315	1392	985	3333	458	4537	1120	4022	226
87%	89%	87%	87%	86%	87%	87%	88%	87%	86%	86%	88%	88%	87%	87%	86%	88%	87%	87%	79%
Proof of receipt/ delivery	992	1669	1208	1460	2661	2668	3225	2034	426	625	1309	1381	980	3315	442	4511	1121	3980	229
87%	87%	87%	87%	85%	87%	86%	86%	85%	83%	85%	87%	87%	89%	89%	83%	87%	87%	87%	80%
Delivery to recipient's door	1010	1711	1231	1535	2721	2786	3279	2142	450	658	1350	1418	977	3426	486	4638	1159	4083	240
88%	89%	89%	89%	89%	89%	89%	89%	89%	87%	89%	90%	89%	89%	90%	87%	89%	89%	89%	83%
Daily collection service	875	1450	1012	1253	2325	2265	2826	1703	368	544	1119	1191	829	2854	383	3893	972	3425	192
75%	72%	76%	73%	73%	73%	73%	74%	71%	71%	74%	75%	75%	75%	75%	72%	75%	73%	73%	67%
Parcel provider operates in an environmentally responsible way	713	1131	818	1014	1843	1833	2325	1295	300	449	998	949	644	2304	310	3105	785	2724	167
60%	63%	59%	59%	59%	60%	59%	63%	54%	58%	61%	60%	60%	59%	60%	59%	60%	61%	59%	58%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	749	1176	844	1015	1924	1859	2501	1231	300	435	911	994	705	2340	309	3195	803	2862	179
61%	60%	61%	59%	59%	60%	60%	61%	51%	58%	59%	61%	63%	64%	61%	59%	62%	63%	61%	62%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	786	1255	902	1137	2041	2039	2533	1497	333	483	1030	1027	702	2539	347	3424	893	2997	192
66%	69%	66%	65%	66%	67%	66%	69%	62%	65%	66%	69%	65%	64%	66%	65%	66%	66%	65%	67%

Q16_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Table 269

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3209	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Low cost	6230	4503	727	148	4398	428	256	148	207	594	437	384	479	492	656	708	440	58	369		
	80%	80%	84%	89%	85%	83%	87%	87%	83%	83% 83% 83%	86%	86%	83% 83% 83%	86%	81%	84%	82%	87%	82%		
Guarantee that the parcel will arrive on time	5311	4579	732	149	4474	432	250	155	210	595	419	398	496	472	697	747	451	61	371		
	86%	86%	85%	89%	86%	84%	85%	85%	84%	86% 86% 86%	83%	89% 89% 89%	86% 86% 86%	82%	86%	89% 89% 89%	85%	82%	82%		
Ability to track the delivery	5154	4421	734	143	4334	426	247	147	206	556	423	361	464	485	687	718	434	62	364		
	84%	83%	85%	85%	84%	82%	84%	86%	82%	82% 82% 82%	83%	81%	86%	85%	85%	85%	82%	83% 83% 83%	81%		
Ability to choose an express or next day service	4343	3755	588	123	3655	353	204	131	172	485	335	316	397	396	609	600	343	39	314		
	77%	71%	68%	74%	71%	68%	69%	77% 77% 77%	69%	72% 72% 72%	66%	71% 71% 71%	71% 71% 71%	69%	72% 72% 72%	71% 71% 71%	65%	58%	70%		
Ability to select a specific date/time for delivery	4130	3610	519	107	3493	328	189	120	156	459	327	252	400	383	615	558	302	40	289		
	67%	66%	60%	64%	67%	64%	64%	70% 70% 70%	63%	69% 69% 69%	64%	66% 66% 66%	74% 74% 74%	67% 67% 67%	70% 70% 70%	60% 60% 60%	57%	59%	64% 64% 64%		
Fast delivery	5047	4364	683	137	4243	414	242	148	198	570	409	364	444	449	698	699	412	61	353		
	82%	82%	79%	82%	82%	80%	82%	82%	79%	82% 82% 82%	81%	81%	82%	78%	82% 82% 82%	83%	78%	83% 83% 83%	78%		
Convenient options for me to drop the parcel off	4975	4276	700	129	4160	417	237	140	204	549	406	371	439	475	696	670	404	55	363		
	81%	81%	81%	77%	81%	81%	80%	82%	81%	81% 81% 81%	80%	83% 83% 83%	81% 81% 81%	82%	80%	82%	76%	82%	81%		
Convenient options for the operator to pick the parcel up from me	4865	3523	542	196	3417	340	187	121	147	437	340	272	399	393	619	543	291	46	295		
	66%	67%	63%	63%	66%	66%	63%	71% 71% 71%	59%	65% 65% 65%	67% 67% 67%	61% 61% 61%	72% 72% 72%	69% 69% 69%	76% 76% 76%	64% 64% 64%	55%	68%	69% 69% 69%		
Convenient options for the recipient to accept the delivery	4928	4243	682	134	4155	399	231	139	197	535	411	364	451	448	665	675	412	55	345		
	80%	80%	79%	80%	80%	77%	78%	82%	79%	80% 80% 80%	81%	81%	83% 83% 83%	80%	82%	80%	78%	81%	77%		
Insurance against damage or loss	4491	3882	609	125	3778	367	211	137	174	487	354	329	414	415	612	633	359	47	320		
	73%	73%	71%	74%	73%	71%	72%	81% 81% 81%	69%	72% 72% 72%	70%	73% 73% 73%	73% 73% 73%	72%	76% 76% 76%	73% 73% 73%	68%	70%	71%		
Same price to send to anywhere within the UK	5074	4370	703	145	4251	426	248	150	203	557	395	362	460	474	680	708	412	62	364		
	82%	82%	82%	87%	82%	82%	84%	89% 89% 89%	81%	83% 83% 83%	78%	81% 81% 81%	85% 85% 85%	83%	84% 84% 84%	84% 84% 84%	78%	83% 83% 83%	81%		
Proof of postage/ dispatch	5365	4616	752	152	4520	441	253	154	213	598	434	391	476	503	699	749	456	62	378		
	87%	87%	87%	87%	87%	85%	86%	86%	85%	85% 85% 85%	85%	87%	88%	86%	89% 89% 89%	85% 85% 85%	86%	84%	84%		
Proof of receipt/ delivery	5330	4579	751	154	4480	442	254	154	212	594	430	398	479	497	680	733	457	59	382		
	87%	86%	87%	92% 92% 92%	87%	85%	86%	86%	85%	85% 85% 85%	85%	89%	88%	87%	84%	87%	86%	89%	85%		
Delivery to recipient's door	5488	4707	781	155	4611	458	262	157	215	604	446	403	485	512	703	759	475	63	395		
	89%	89%	91%	93%	89%	89%	89%	91% 91% 91%	86%	89% 89% 89%	89%	89%	91% 91% 91%	89%	87%	90%	80%	83%	88%		
Daily collection service	4689	3980	610	122	3857	382	208	132	182	515	366	324	413	427	628	626	385	51	341		
	75%	75% 75% 75%	71%	73%	74%	76%	71%	76% 76% 76%	73%	76% 76% 76%	70%	72%	76%	74%	72% 72% 72%	74%	73%	76%	76%		
Parcel provider operates in an environmentally responsible way	3676	3217	459	184	3125	285	164	102	125	412	287	259	351	351	643	500	285	39	246		
	60%	61% 61% 61%	59%	56%	60% 60% 60%	55%	56%	60%	55%	61% 61% 61%	57% 57% 57%	65% 65% 65%	65% 65% 65%	61% 61% 61%	67% 67% 67%	60% 60% 60%	54%	58%	55%		
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3785	3312	473	99	3183	305	179	117	144	426	297	279	344	345	553	528	257	26	279		
	61%	63% 63% 63%	53%	59%	61% 61% 61%	59%	61%	65% 65% 65%	63% 63% 63%	65% 65% 65%	63% 63% 63%	65% 65% 65%	65% 65% 65%	63% 63% 63%	67% 67% 67%	60% 60% 60%	46%	39%	62% 62% 62%		
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	4082	3535	547	111	3433	339	192	116	157	467	319	290	387	370	559	571	313	41	298		
	66%	67%	63%	66%	66%	66%	65%	68%	63%	69% 69% 69%	63%	65%	71% 71% 71%	65%	69% 69% 69%	68% 68% 68%	59%	61%	68% 68% 68%		

Q16_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Table 269

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	328	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2601	503	1682	1381	408	211	112	2963	323	901	2816
Low cost	5280	2022	1930	2930	2702	2022	133	623	1901	192	912	1762	2120	623	492	201	3801	503	2332	1981	485	276	138	4313	414	1281	3949
	80%	84%	81%	84%	84%	84%	83%	82%	88%	87%	87%	86%moq	83%mo	78%	84%	81%	87%mo	84%mo	88%mo	85%mo	71%	77%	78%	83%mo	77%	84%	85%
Guarantee that the parcel will arrive on time	6311	2175	1799	3114	2738	2175	136	681	1799	178	884	1823	2168	609	505	193	3992	688	2386	2015	472	295	125	4401	421	1303	4008
	86%	86%mo	83%	89%mo	84%	90%	85%	89%	83%	84%	84%	86%moq	87%mo	76%	84%	78%	89%moq	84%mo	92%mo	87%mo	69%	83%mo	71%	80%mo	79%mo	86%	86%
Ability to track the delivery	5154	2141	1713	3047	2820	2141	138	651	1713	162	815	1735	2101	604	502	200	3836	701	2306	1970	458	280	121	4277	401	1244	3910
	84%	87%mo	79%	87%mo	81%	89%mo	86%	85%	79%	78%	78%	80%mo	85%mo	76%	80%	81%	89%mo	85%mo	88%mo	89%mo	67%	76%mo	68%	87%mo	79%mo	82%	84%
Ability to choose an express or next day service	4343	1844	1267	2739	2562	1844	109	599	1267	119	595	1472	1762	532	399	166	3235	598	1958	1878	369	226	97	3634	322	1141	3202
	73%	81%mo	59%	83%mo	82%mo	83%mo	69%	74%	59%	57%	57%	81%mo	71%	66%	68%	67%	82%mo	68%	83%mo	82%mo	54%	83%mo	55%	83%mo	74%mo	70%mo	69%
Ability to select a specific deadline for delivery	4130	1815	1213	2599	1987	1815	96	500	1213	124	528	1338	1729	500	402	152	3057	555	1819	1641	383	214	79	3480	293	1129	3001
	67%	72%mo	65%	84%mo	71%mo	72%mo	60%	65%	62%	58%	59%	66%	71%mo	63%	63%	62%	80%mo	67%	80%mo	81%mo	53%	83%mo	46%	84%mo	75%mo	74%mo	65%
Fast delivery	5047	2126	1638	3025	2536	2126	130	644	1638	161	747	1704	2064	600	479	189	3767	688	2261	1837	451	281	117	4198	378	1238	3809
	82%	87%mo	76%	87%mo	78%	89%mo	81%	84%	80%mo	76%	77%	84%moq	83%mo	72%	77%	77%	89%mo	80%mo	84%mo	84%mo	66%	73%	66%	85%mo	71%	81%	82%
Convenient options for me to drop the parcel off	4975	2037	1705	2913	2581	2037	128	627	1705	157	807	1728	2000	570	472	196	3728	567	2235	1873	465	277	105	4108	382	1213	3762
	81%	84%mo	79%	87%mo	79%	84%	80%	82%	79%	74%	77%	86%moq	80%mo	71%	77%	79%	87%mo	85%mo	86%mo	87%mo	68%	77%mo	59%	84%mo	71%mo	80%	81%
Convenient options for the operator to pick the parcel up from me	4065	1767	1240	2521	1993	1767	100	469	1240	125	545	1327	1701	488	396	146	3029	542	1790	1606	357	211	87	3397	298	1114	2951
	66%	72%mo	57%	72%mo	61%mo	73%mo	62%	61%	66%	67%	59%	66%	68%mo	61%	69%	59%	87%mo	65%	89%mo	79%mo	52%	59%	49%	69%mo	56%	72%mo	64%
Convenient options for the recipient to accept the delivery	4925	2056	1658	2915	2517	2056	128	616	1658	159	798	1707	2004	555	467	182	3711	649	2222	1877	435	268	102	4099	370	1218	3707
	80%	85%mo	77%	87%mo	77%	86%mo	80%	81%	77%	75%	76%	86%moq	81%mo	69%	82%	74%	82%moq	76%mo	85%mo	82%mo	64%	75%mo	57%	83%mo	69%mo	80%	80%
Insurance against damage or loss	4491	1874	1518	2855	2200	1874	114	558	1518	150	751	1529	1823	635	442	156	3352	598	2036	1716	401	229	101	3752	327	1150	3331
	73%	76%mo	70%	87%mo	71%	76%mo	71%	73%	70%	70%	72%	76%mo	73%mo	67%	72%	63%	84%mo	72%mo	78%mo	79%mo	59%	63%	57%	76%mo	61%	76%mo	72%
Same price to send to anywhere within the UK	5074	2044	1792	2913	2661	2044	133	648	1792	178	882	1771	2064	584	472	171	3635	642	2280	1907	458	288	120	4187	408	1229	3845
	82%	87%mo	83%	87%mo	82%	85%	85%	85%	80%	84%	84%	86%moq	83%mo	73%	82%mo	69%	89%moq	80%mo	84%mo	84%mo	67%	84%mo	68%	86%mo	74%mo	81%	83%
Proof of postage/ dispatch	5383	2159	1871	3105	2779	2158	142	694	1871	186	919	1855	2159	625	515	208	4013	721	2393	2042	491	294	128	4436	422	1273	4095
	87%	91%mo	86%	89%mo	85%	89%mo	88%	90%	86%	88%	88%	86%moq	87%mo	78%	86%	83%	89%mo	87%mo	89%mo	89%mo	72%	82%mo	72%	86%mo	79%mo	84%	85%
Proof of receipt/ delivery	5330	2161	1835	3090	2764	2161	133	668	1835	179	885	1831	2167	611	510	201	3998	712	2392	2029	495	287	122	4421	409	1290	4040
	87%	91%mo	85%	89%mo	85%	89%mo	83%	87%	85%	84%	84%	87%moq	86%mo	76%	82%	82%	89%mo	86%mo	89%mo	89%mo	71%	84%mo	69%	86%mo	76%	85%	87%
Delivery to recipient's door	5489	2202	1935	3161	2864	2202	143	703	1935	191	948	1910	2225	630	508	204	4135	712	2469	2091	490	303	136	4530	439	1303	4185
	89%	91%mo	89%	90%	89%	89%	91%	92%	89%	90%	90%	89%moq	90%mo	79%	87%mo	83%	89%moq	86%mo	89%mo	89%mo	73%	85%mo	77%	82%mo	82%mo	86%	90%
Daily collection service	4899	1923	1524	2729	2329	1923	120	583	1524	150	714	1640	1823	531	425	160	3404	598	2090	1745	408	227	97	3841	324	1160	3430
	79%	86%mo	70%	89%mo	72%	80%	78%	76%	70%	71%	68%	80%moq	82%mo	66%	79%	65%	89%moq	82%mo	89%mo	89%mo	60%	63%	55%	80%mo	60%	74%	74%
Parcel provider operates in an environmentally responsible way	3676	1625	1120	2298	1793	1625	106	442	1120	112	535	1263	1546	414	339	109	2809	448	1650	1457	324	169	67	3107	237	1030	2646
	60%	67%mo	52%	69%mo	55%	67%mo	56%	58%	52%	53%	53%	62%moq	62%mo	52%	59%	44%	82%moq	54%mo	63%mo	63%mo	48%	47%	38%	63%mo	44%	69%mo	57%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3785	1649	1145	2331	1827	1649	97	425	1145	113	479	1230	1550	465	394	140	2780	534	1682	1480	337	203	71	3162	274	1069	2716
	61%	66%mo	53%	67%mo	56%	66%mo	60%	56%	52%	53%	46%	61%	62%	58%	62%	57%	84%mo	65%mo	64%mo	64%mo	49%	57%	40%	64%mo	51%mo	70%mo	59%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	4082	1754	1285	2479	2010	1754	110	495	1285	143	628	1388	1650	511	389	141	3038	530	1829	1596	362	200	87	3425	288	1116	2965
	66%	72%mo	59%	71%mo	62%	72%mo	69%	65%	59%	67%	60%	69%moq	66%mo	64%	67%mo	57%	87%mo	64%mo	76%mo	69%mo	53%	56%	49%	76%mo	54%	72%mo	64%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Low cost	5289	320	4923	27	1411	3581	223	5057	76	32	54	5405	12
80%		83% _{ab}	83% _{ab}	66%	84% _f	85% _f	78%	86% _{gh}	69%	56%	51% _j	85% _{kl}	53%
Guarantee that the parcel will arrive on time	6311	291	4991	29	1432	3635	244	5128	82	42	49	5252	10
86%		87% _{cd}	88% _{cd}	71%	88% _f	87% _f	78%	87% _{gh}	70%	73%	75%	88% _{kl}	45%
Ability to track the delivery	5154	277	4847	30	1377	3541	236	4997	74	38	38	5108	9
84%		83%	84%	74%	82% _f	83% _{gh}	76%	86% _{gh}	63%	65%	57%	84% _{kl}	40%
Ability to choose an express or next day service	4343	239	4078	25	1136	3010	197	4203	98	32	32	4303	8
73%		71%	71%	61%	68%	72% _{gh}	63%	81% _{gh}	58%	56%	46%	71% _{kl}	36%
Ability to select a specific deadline for delivery	4130	232	3871	27	1066	2852	202	3990	71	30	33	4091	6
67%		69%	67%	66%	64%	67% _{gh}	65%	67% _{gh}	61%	52%	50%	67% _{kl}	26%
Fast delivery	5047	259	4756	32	1335	3474	238	4888	76	32	44	4966	8
82%		77%	82%	79%	80%	83% _{gh}	77%	83% _{gh}	69%	66%	66%	83% _{kl}	36%
Convenient options for me to drop the parcel off	4975	261	4689	25	1320	3438	218	4814	84	31	39	4928	8
81%		78% _{cd}	81% _{cd}	61%	79% _f	82% _{gh}	70%	82% _{gh}	71%	53%	60%	81% _{kl}	36%
Convenient options for the operator to pick the parcel up from me	4065	234	3809	23	1097	2780	209	3929	56	33	41	4018	6
66%		70%	66%	56%	65%	66%	67%	67% _{gh}	48%	57%	63%	66% _{kl}	29%
Convenient options for the recipient to accept the delivery	4825	267	4626	32	1329	3366	229	4769	74	29	43	4873	9
80%		79%	80%	78%	79%	81% _f	74%	81% _{gh}	63%	51%	65%	80% _{kl}	43%
Insurance against damage or loss	4491	235	4230	27	1221	3080	210	4348	63	32	40	4443	8
73%		70%	73%	65%	73%	73%	67%	74% _{gh}	54%	56%	60%	73% _{kl}	36%
Same price to send to anywhere within the UK	5074	265	4781	29	1381	3489	223	4914	72	31	48	5016	10
82%		79%	83%	70%	80% _f	83% _{gh}	72%	82% _{gh}	61%	53%	72%	82% _{kl}	46%
Proof of postage/ dispatch	5383	280	5059	30	1433	3702	223	5153	83	34	50	5310	8
87%		83%	87% _{cd}	74%	86% _f	89% _{gh}	75%	86% _{gh}	71%	59%	76%	87% _{kl}	35%
Proof of receipt/ delivery	5330	289	5008	33	1438	3656	236	5150	79	39	53	5268	9
87%		86%	87%	79%	86% _f	88% _{gh}	76%	87% _{gh}	68%	68%	81%	87% _{kl}	40%
Delivery to recipient's door	5485	293	5167	29	1488	3747	253	5305	87	37	51	5429	9
89%		87% _{cd}	89% _{cd}	70%	89% _f	90% _f	81%	90% _{gh}	74%	65%	77%	89% _{kl}	39%
Daily collection service	4899	252	4313	24	1200	3165	224	4438	75	27	40	4540	10
75%		75%	82% _{cd}	59%	72%	82% _{gh}	72%	82% _{gh}	64%	47%	51%	82% _{kl}	44%
Parcel provider operates in an environmentally responsible way	3676	203	3448	24	958	2522	196	3556	59	27	29	3642	5
60%		61%	60%	59%	57%	60%	63%	60% _{gh}	50%	47%	44%	60% _{kl}	22%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3785	211	3548	25	982	2823	199	3644	69	27	36	3741	8
61%		63%	61%	62%	57%	63% _{gh}	64%	62%	59%	47%	55%	62%	35%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	4082	246	3811	25	1154	2724	203	3937	69	29	40	4035	7
66%		72% _{ab}	66%	61%	69% _f	65%	65%	67% _{gh}	59%	50%	60%	66% _{kl}	32%

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghi/jkl
* small base, ** very small base (under 30) ineligible for sig testing

Q16_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Table 269

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	502	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	395	314	310	320	303	302	316	322	307	292	317	312				
Low cost	5230	1266	1323	1329	1291	403	433	450	457	449	417	446	445	439	426	434	431				
85%		83%	86%	86%	84%	82%	81%	85%	86%	85%	84%	86%	86%	87%	85%	85%	83%				
Guarantee that the parcel will arrive on time	5311	1315	1332	1328	1336	412	453	451	465	445	421	442	448	438	428	451	456				
86%		85%	87%	86%	87%	84%	85%	86%	87%	88%	85%	85%	86%	87%	85%	88%	88%				
Ability to track the delivery	5154	1283	1275	1305	1311	400	426	437	461	410	404	440	436	429	431	444	437				
84%		81%	83%	85%	85%	81%	80%	83%	84%	81%	81%	85%	84%	85%	86%	87%	84%				
Ability to choose an express or next day service	4343	1079	1078	1102	1093	348	361	370	381	365	332	354	375	373	359	372	352				
71%		70%	70%	72%	70%	71%	68%	70%	72%	72%	67%	68%	72%	74%	71%	73%	68%				
Ability to select a specific date/time for delivery	4130	1013	1065	1046	1006	304	359	350	364	350	351	332	345	358	333	354	319				
67%		65%	69%	68%	66%	62%	67%	66%	68%	68%	71%	64%	67%	72%	66%	69%	61%				
Fast delivery	5947	1245	1260	1271	1265	396	420	430	435	421	409	419	437	415	415	425	426				
82%		80%	82%	83%	82%	81%	79%	82%	82%	83%	82%	81%	84%	83%	82%	83%	82%				
Convenient options for me to drop the parcel off	4875	1223	1247	1221	1284	374	420	429	436	416	395	395	420	408	417	425	441				
81%		79%	81%	79%	84%	76%	79%	81%	82%	82%	80%	76%	81%	81%	82%	82%	85%				
Convenient options for the operator to pick the parcel up from me	4065	1012	1012	1021	1020	296	308	347	335	343	334	334	353	335	330	362	328				
66%		65%	66%	66%	66%	60%	69%	66%	63%	68%	67%	64%	68%	67%	66%	71%	63%				
Convenient options for the recipient to accept the delivery	4925	1214	1236	1213	1261	378	430	407	422	405	409	389	430	395	415	415	431				
80%		78%	81%	79%	82%	77%	81%	77%	79%	80%	83%	75%	82%	79%	82%	81%	83%				
Insurance against damage or loss	4491	1121	1132	1144	1094	352	391	379	383	381	367	383	378	383	357	380	358				
73%		72%	74%	74%	71%	72%	73%	72%	72%	75%	74%	74%	73%	76%	71%	74%	69%				
Same price to send to anywhere within the UK	5074	1284	1283	1254	1273	398	432	434	437	440	407	403	434	417	406	429	437				
82%		82%	84%	81%	83%	81%	81%	82%	82%	83%	78%	84%	84%	83%	81%	84%	84%				
Proof of postage/ dispatch	5368	1346	1329	1364	1329	426	449	472	462	448	419	457	466	441	436	453	440				
87%		87%	87%	89%	87%	87%	84%	89%	87%	88%	84%	88%	90%	88%	87%	88%	85%				
Proof of receipt/ delivery	5330	1317	1355	1340	1318	425	448	443	475	450	430	447	445	445	425	445	444				
87%		85%	88%	87%	86%	87%	84%	84%	89%	87%	86%	87%	87%	89%	85%	87%	85%				
Delivery to recipient's door	5489	1354	1389	1382	1363	429	458	466	474	460	455	456	466	460	450	463	451				
89%		87%	90%	90%	89%	87%	86%	88%	89%	91%	90%	88%	90%	91%	89%	90%	87%				
Daily collection service	4889	1163	1147	1147	1132	353	401	409	394	361	373	357	402	389	355	360	366				
75%		72%	75%	75%	74%	72%	75%	74%	74%	75%	69%	77%	77%	70%	74%	74%	74%				
Parcel provider operates in an environmentally responsible way	3676	929	933	918	896	272	340	317	326	326	281	301	322	295	297	317	282				
60%		60%	61%	60%	58%	55%	64%	60%	61%	63%	57%	58%	62%	59%	59%	62%	54%				
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3785	935	960	951	938	276	325	334	317	329	315	301	330	321	293	321	324				
61%		60%	63%	62%	61%	56%	61%	63%	60%	65%	64%	58%	64%	64%	58%	63%	62%				
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	4082	997	1056	1022	1007	306	334	357	341	371	344	325	351	346	324	349	334				
66%		64%	69%	66%	66%	62%	63%	68%	64%	71%	69%	63%	68%	69%	64%	68%	64%				

Q16_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Table 270

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2863	3185	791	817	1134	805	1152	852	809	1608	1939	2813	1461	5468	844
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	827	1690	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Low cost	132	31	101	17	115	71	61	34	20	24	14	16	10	14	54	38	40	24	111	20
2%	2%	3%	2%	2%	2%	2%	2%	4%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%
Guarantee that the parcel will arrive on time	147	21	126	12	135	95	52	28	30	13	15	25	21	15	68	27	61	36	123	21
2%	2%	3%	3%	1%	3%	5%	2%	5%	5%	1%	2%	2%	5%	2%	3%	1%	2%	3%	2%	2%
Ability to track the delivery	222	46	176	24	198	125	96	35	22	32	16	41	41	35	57	48	117	76	196	24
4%	4%	4%	4%	3%	4%	4%	3%	4%	3%	3%	2%	4%	5%	5%	3%	2%	5%	5%	4%	3%
Ability to choose an express or next day service	612	55	457	75	437	267	245	42	68	66	75	111	71	79	110	141	261	151	458	51
8%	8%	4%	9%	9%	8%	9%	8%	5%	8%	6%	9%	10%	9%	10%	6%	7%	10%	11%	9%	5%
Ability to select a specific date/time for delivery	672	80	492	75	497	320	252	49	64	76	70	123	100	89	113	147	312	189	530	41
9%	9%	6%	10%	9%	9%	11%	8%	6%	7%	7%	8%	11%	12%	14%	7%	8%	12%	14%	10%	4%
Fast delivery	226	42	184	35	191	124	102	31	34	18	21	41	42	39	65	39	122	81	200	24
4%	4%	3%	4%	4%	4%	4%	3%	4%	4%	2%	3%	4%	6%	6%	4%	2%	6%	6%	4%	3%
Convenient options for me to drop the parcel off	210	30	180	36	174	124	86	23	38	36	21	41	21	31	61	57	93	52	175	30
3%	3%	2%	4%	3%	3%	4%	3%	3%	4%	3%	3%	4%	3%	5%	4%	3%	4%	4%	3%	3%
Convenient options for the operator to pick the parcel up from me	645	104	541	94	551	361	283	62	81	77	54	149	105	119	143	130	372	223	691	49
10%	10%	8%	11%	12%	10%	12%	9%	7%	9%	7%	6%	13%	14%	15%	8%	7%	15%	16%	11%	5%
Convenient options for the recipient to accept the delivery	179	28	151	22	157	119	60	27	27	29	13	35	18	31	54	41	84	49	153	23
3%	3%	2%	3%	3%	3%	3%	2%	3%	3%	3%	2%	3%	2%	3%	3%	2%	3%	4%	3%	2%
Insurance against damage or loss	371	72	299	32	339	195	176	42	69	53	43	79	36	50	111	96	165	86	310	57
6%	6%	6%	6%	6%	6%	6%	6%	5%	6%	5%	5%	7%	5%	6%	7%	5%	7%	8%	6%	6%
Same price to send to anywhere within the UK	186	37	151	23	165	114	74	26	53	37	16	31	11	16	78	52	57	27	163	23
3%	3%	3%	3%	3%	3%	4%	2%	3%	6%	3%	2%	3%	1%	3%	5%	3%	2%	2%	3%	2%
Proof of postage/ dispatch	156	20	136	17	139	101	55	27	36	21	14	23	19	16	62	35	59	36	131	23
3%	3%	2%	3%	2%	3%	3%	2%	3%	3%	2%	2%	2%	3%	3%	2%	2%	3%	3%	2%	2%
Proof of receipt/ delivery	149	18	131	20	129	93	56	20	32	23	18	21	20	15	52	40	66	35	123	24
2%	2%	1%	3%	2%	2%	3%	2%	2%	4%	2%	2%	2%	3%	2%	3%	2%	3%	3%	2%	3%
Delivery to recipient's door	98	9	89	12	86	73	24	18	25	19	5	12	8	9	44	25	29	17	86	10
2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%
Daily collection service	351	44	307	47	304	176	175	50	51	58	25	66	45	57	100	82	168	102	291	54
6%	6%	4%	6%	6%	6%	6%	6%	6%	6%	5%	3%	6%	6%	9%	6%	4%	7%	7%	6%	6%
Parcel provider operates in an environmentally responsible way	746	75	670	90	655	448	298	79	85	140	99	170	108	65	164	238	343	173	676	65
12%	12%	6%	14%	11%	12%	12%	9%	10%	10%	12%	12%	13%	14%	10%	10%	12%	14%	12%	12%	7%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	772	129	644	86	686	388	384	69	83	76	74	171	150	150	152	149	471	300	720	46
13%	13%	10%	13%	11%	13%	13%	12%	8%	10%	7%	9%	14%	15%	15%	9%	8%	15%	22%	14%	5%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	506	41	467	65	444	272	237	61	74	95	65	94	58	61	135	160	214	119	447	55
8%	8%	3%	9%	8%	8%	9%	8%	7%	9%	8%	6%	8%	8%	10%	8%	8%	8%	9%	9%	6%

Q16_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Table 270

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	348	3096	828	2713	179
Low cost	132	34	38	31	30	72	60	78	52	10	16	35	31	26	82	12	117	27	101	5
Guarantee that the parcel will arrive on time	147	25	52	34	35	78	69	90	57	12	17	47	25	31	89	12	124	22	116	9
Ability to track the delivery	222	38	78	49	57	116	105	107	109	18	28	57	58	40	143	23	188	38	177	7
Ability to choose an express or next day service	812	79	177	102	153	256	256	269	232	55	59	123	127	108	309	57	430	117	383	13
Ability to select a specific date/time for delivery	572	115	193	123	141	308	284	290	278	67	66	131	147	140	335	67	492	95	492	15
Fast delivery	226	49	80	47	50	129	97	118	105	15	22	63	52	44	136	18	194	39	171	16
Convenient options for me to drop the parcel off	210	36	47	49	78	84	127	110	91	33	28	43	66	17	127	35	159	49	151	11
Convenient options for the operator to pick the parcel up from me	645	129	214	138	165	343	302	309	322	61	68	158	168	128	394	66	550	124	500	22
Convenient options for the recipient to accept the delivery	179	33	58	37	50	92	87	101	75	21	24	42	39	29	105	21	143	35	137	8
Insurance against damage or loss	374	49	135	87	101	184	187	215	152	30	50	102	89	68	241	32	327	81	281	10
Same price to send to anywhere within the UK	188	40	60	42	47	99	89	128	57	16	17	44	59	41	121	17	168	42	140	6
Proof of postage/ dispatch	156	26	61	36	33	87	69	100	53	13	17	39	44	29	99	13	137	30	122	4
Proof of receipt/ delivery	149	24	46	32	48	70	79	79	67	11	14	37	40	28	92	14	128	34	107	8
Delivery to recipient's door	98	27	38	10	23	65	33	68	25	5	6	24	26	26	55	7	84	23	70	4
Daily collection service	351	74	117	70	90	191	160	172	171	31	45	85	88	69	218	31	299	58	272	20
Parcel provider operates in an environmentally responsible way	746	114	237	105	199	351	395	431	307	70	75	182	190	153	447	75	630	145	571	29
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	772	135	238	153	245	373	399	336	424	75	102	211	184	130	497	80	696	172	578	23
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	508	73	188	105	143	261	248	314	185	38	71	107	149	103	327	38	445	100	386	23

Q16_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Table 270

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Low cost	132	112	20	1	117	8	5	3	13	14	7	4	5	17	18	28	12	-	8	
3%	3%	2%	2%	1%	2%	1%	2%	2%	1%	2%	1%	1%	1%	3%	2%	3%	2%	-	2%	
Guarantee that the parcel will arrive on time	147	123	24	2	125	10	10	2	11	13	10	8	10	17	21	19	16	1	9	
2%	2%	2%	3%	1%	2%	2%	2%	1%	4%	2%	2%	2%	2%	3%	3%	2%	3%	1%	2%	
Ability to track the delivery	222	189	33	7	187	21	8	6	12	10	18	22	8	24	34	33	27	1	20	
4%	4%	4%	4%	4%	4%	4%	3%	3%	6%	1%	4%	6%	1%	4%	4%	4%	6%	1%	4%	
Ability to choose an express or next day service	812	418	94	15	433	45	24	10	26	35	46	44	34	48	48	67	66	7	38	
8%	8%	8%	11%	9%	8%	9%	8%	6%	12%	5%	9%	10%	6%	8%	12%	12%	12%	11%	8%	
Ability to select a specific deadline for delivery	572	457	115	21	469	57	32	14	29	40	48	43	43	66	47	84	68	8	48	
9%	9%	9%	15%	12%	9%	11%	11%	8%	12%	6%	10%	10%	8%	12%	6%	15%	15%	13%	11%	
Fast delivery	226	187	39	4	188	20	14	4	14	21	15	12	14	20	18	38	35	*	20	
4%	4%	5%	3%	4%	4%	4%	5%	2%	6%	3%	3%	3%	3%	4%	2%	5%	12%	*	4%	
Convenient options for me to drop the parcel off	210	182	28	10	178	19	8	7	9	25	15	15	21	13	20	35	21	3	15	
3%	3%	3%	3%	6%	3%	4%	3%	4%	3%	4%	3%	3%	4%	2%	3%	4%	4%	5%	3%	
Convenient options for the operator to pick the parcel up from me	645	523	122	24	550	51	28	16	29	69	48	43	40	62	57	108	92	8	44	
10%	10%	10%	18%	15%	11%	10%	10%	9%	12%	10%	10%	10%	7%	11%	7%	13%	17%	11%	10%	
Convenient options for the recipient to accept the delivery	179	155	24	8	147	18	10	5	13	17	10	13	10	20	23	25	16	1	17	
3%	3%	3%	3%	8%	3%	3%	3%	3%	6%	2%	3%	3%	2%	4%	3%	3%	3%	2%	4%	
Insurance against damage or loss	374	320	51	8	308	38	19	9	16	38	33	24	19	40	36	54	48	4	32	
6%	6%	6%	6%	3%	6%	7%	6%	6%	6%	6%	6%	5%	3%	7%	4%	6%	10%	6%	7%	
Same price to send to anywhere within the UK	188	156	31	6	160	16	8	4	9	15	12	14	17	24	12	33	25	-	16	
3%	3%	3%	4%	3%	3%	3%	3%	2%	4%	2%	2%	3%	3%	4%	2%	4%	8%	-	4%	
Proof of postage/ dispatch	156	131	24	6	138	9	7	3	11	9	12	16	12	17	23	28	12	1	8	
3%	3%	2%	4%	4%	3%	2%	2%	2%	4%	1%	2%	3%	2%	3%	3%	3%	2%	1%	2%	
Proof of receipt/ delivery	149	138	11	2	127	12	7	3	8	14	12	5	13	11	17	36	11	2	11	
2%	2%	3%	1%	1%	2%	2%	2%	2%	3%	2%	2%	1%	2%	2%	2%	4%	2%	3%	2%	
Delivery to recipient's door	98	80	17	2	85	8	3	2	3	4	6	4	7	14	20	13	12	1	7	
2%	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%	2%	1%	2%	
Daily collection service	351	294	57	11	294	28	18	11	18	26	35	28	30	36	34	52	35	5	23	
6%	6%	6%	7%	7%	6%	5%	6%	6%	7%	4%	7%	6%	6%	6%	4%	6%	7%	8%	5%	
Parcel provider operates in an environmentally responsible way	746	622	124	25	613	72	36	24	40	80	72	55	56	72	60	91	62	9	63	
12%	12%	12%	14%	15%	12%	14%	12%	14%	16%	13%	14%	12%	10%	13%	7%	11%	15%	14%	14%	
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	772	630	142	30	647	61	47	17	42	60	48	49	63	60	50	110	125	8	53	
12%	12%	16%	18%	12%	12%	12%	16%	10%	17%	9%	12%	11%	12%	14%	6%	13%	24%	12%	12%	
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	508	420	88	13	434	36	26	13	28	50	49	46	35	55	51	66	53	4	32	
8%	8%	8%	10%	8%	8%	7%	9%	8%	11%	7%	10%	10%	6%	10%	6%	8%	10%	4	7%	

Q16_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Table 270

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and net HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and net HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2303	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Low cost	133	55	40	81	65	55	7	20	40	5	24	40	53	18	19	3	93	22	37	48	21	18	8	83	24	53	79
2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	3%	2%	2%	2%	2%	3%	1%	2%	3%	1%	2%	3%new	4%new	4%	2%	2%	4%new	3%z
Guarantee that the parcel will arrive on time	147	47	69	67	89	47	9	14	69	2	30	27	59	34	21	6	86	27	47	34	39	14	10	81	24	44	103
2%	2%	2%	3%ns	2%	3%	2%	5%ns	2%	3%	1%	3%	1%	2%	4%ns	4%ns	2%	2%	3%z	2%	1%	6%new	4%new	6%new	2%	2%	4%new	3%
Ability to track the delivery	222	61	112	93	144	61	8	21	112	10	66	82	79	26	25	10	161	35	75	59	47	27	12	133	38	75	147
4%	3%	3%ns	3%	2%ns	3%	3%	5%	3%	5%	5%	6%	4%	3%	3%	4%	4%	4%	4%	3%	3%	7%new	7%new	7%new	3%	3%	7%new	3%
Ability to choose an express or next day service	512	101	309	167	372	101	15	37	309	29	152	183	191	50	61	27	374	88	219	142	71	45	31	361	75	113	399
8%	6%	4%ns	4%ns	3%	1%ns	4%	1%ns	2%	14%	14%	14%	9%	9%	6%	1%ns	11%	8%	11%ns	6%ns	6%	10%new	1%new	1%new	7%	7%	14%new	8%
Ability to select a specific deadline for delivery	572	150	308	226	384	150	15	63	308	35	157	224	187	62	85	33	410	98	267	147	80	45	30	414	75	112	480
9%	6%	4%ns	6%	1%ns	6%	6%	1%ns	8%	14%	17%	15%	12%ns	18%	8%	1%ns	1%ns	9%	12%ns	10%ns	6%	12%new	13%new	17%new	9%ns	14%new	7%ns	10%ns
Fast delivery	226	43	136	82	174	43	6	17	136	10	76	71	78	32	35	10	149	44	84	63	37	29	11	146	39	79	147
4%	2%	3%ns	2%	2%ns	2%	2%	4%	2%	6%	5%	7%	4%	3%	4%	3%	4%	3%	4%	3%	3%	5%new	6%new	6%	3%	3%	5%new	3%
Convenient options for me to drop the parcel off	210	55	96	88	130	55	6	17	96	17	55	53	80	46	26	5	133	30	68	70	32	29	11	138	39	71	140
3%	2%	4%ns	3%	4%ns	2%	4%	2%	2%	4%	8%	5%	3%	3%	6%ns	4%	2%	3%	4%	3%	3%	6%new	6%new	6%ns	3%	3%	7%new	3%
Convenient options for the operator to pick the parcel up from me	645	186	331	277	422	186	18	81	331	35	179	258	227	62	72	22	485	93	295	189	74	57	23	484	80	125	520
10%	8%	1%ns	8%	1%ns	8%	11%	11%	1%ns	15%	16%	17%	12%ns	9%	8%	1%ns	9%	11%ns	11%	11%ns	8%	11%	16%ns	13%	10%	19%ns	8%	11%ns
Convenient options for the recipient to accept the delivery	179	43	94	66	118	43	5	13	94	14	43	42	62	36	28	9	104	38	55	55	30	23	15	110	38	52	127
3%	2%	4%ns	2%	4%ns	2%	3%	3%	2%	4%	7%	4%	2%	2%	4%ns	6%ns	4%	2%	6%ns	2%	2%	4%new	6%new	6%new	2%	2%	7%new	3%
Insurance against damage or loss	371	115	160	172	215	115	14	38	160	11	77	131	140	50	34	15	271	49	144	128	48	34	14	272	49	90	281
6%	5%	7%ns	5%	7%ns	5%	9%	9%	5%	7%	7%	7%	6%	6%	6%	6%	6%	6%	6%	6%	6%	7%	10%ns	8%	6%	6%	6%	6%
Same price to send to anywhere within the UK	188	60	79	96	114	60	4	11	79	5	30	51	73	19	31	12	123	44	56	66	30	24	10	122	34	61	127
3%	2%	4%	3%	4%	2%	2%	1%	1%	4%	2%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	4%new	4%new	4%	2%	2%	4%new	3%
Proof of postage/ dispatch	156	45	71	75	101	45	7	14	71	6	27	36	32	19	5	98	24	40	48	34	22	11	68	33	55	101	
2%	2%	3%ns	2%	2%ns	2%	4%	4%	2%	3%	3%	3%	2%	2%	4%ns	3%	2%	2%	3%	2%	2%	5%new	6%new	6%new	2%	2%	6%new	2%
Proof of receipt/ delivery	149	42	70	72	101	42	7	14	70	3	37	33	65	21	23	7	98	30	41	48	27	17	13	89	31	54	95
2%	2%	4%ns	2%	2%ns	2%	2%	6%ns	2%	3%	3%	1%	2%	3%	3%	3%	3%	2%	4%ns	2%	2%	5%new	6%new	6%new	2%	2%	6%new	2%
Delivery to recipient's door	98	29	36	51	57	29	6	15	36	2	12	15	40	17	20	5	55	25	17	26	29	14	10	43	24	45	52
2%	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	1%	1%	2%ns	2%ns	6%ns	2%	1%	3%ns	1%	1%	4%new	4%new	6%new	1%	1%	4%new	1%
Daily collection service	351	108	161	167	219	108	11	44	161	13	95	103	135	47	38	27	238	65	135	119	33	42	20	254	62	73	278
9%	4%	5%ns	9%	1%ns	4%	4%	7%	6%	7%	6%	9%	5%	5%	6%	7%	5%	6%ns	6%ns	5%	9%	5%	1%ns	1%ns	5%	5%	6%ns	6%
Parcel provider operates in an environmentally responsible way	746	232	338	335	441	232	20	100	338	37	139	281	275	74	78	36	556	114	349	239	71	53	30	587	83	139	606
12%	10%	16%ns	10%	16%ns	10%	12%	12%	13%ns	16%	17%	17%	14%ns	11%	9%	13%	15%	12%ns	14%ns	13%ns	10%	10%	17%ns	17%ns	12%	19%ns	9%	13%ns
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	772	215	396	332	513	215	15	111	396	43	232	307	279	73	71	38	586	109	340	243	89	53	43	582	96	136	636
12%	9%	18%ns	9%	16%ns	9%	10%	10%	19%ns	16%	20%	22%ns	16%ns	11%	9%	12%	15%ns	13%ns	13%ns	13%ns	11%	13%	15%	24%ns	12%	19%ns	9%	14%ns
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	508	127	243	213	329	127	8	43	243	20	97	167	195	60	61	25	362	86	211	156	67	49	22	366	71	119	389
8%	5%	11%ns	6%	10%ns	5%	5%	5%	6%	11%	9%	9%	8%	8%	7%	10%	10%	8%	10%	8%	7%	10%new	14%new	12%ns	7%	7%	12%new	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Q16_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Table 270

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	87	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Low cost	139	5	125	-	37	87	9	111	7	8	2	129	2
2%	2%	2%	2%	-	2%	2%	3%	2%	7% _{g,h}	10% _{g,h}	2%	2%	7%
Guarantee that the parcel will arrive on time	147	6	141	-	45	87	15	123	12	9	2	144	2
2%	2%	2%	2%	-	3%	2%	6% _g	2%	11% _{g,h}	10% _{g,h}	2%	2%	7%
Ability to track the delivery	222	18	204	-	63	149	10	192	15	7	5	213	3
4%	5%	4%	4%	-	4%	4%	3%	3%	12% _{g,h}	11% _{g,h}	8%	4%	14%
Ability to choose an express or next day service	512	22	489	1	154	331	25	478	17	9	7	504	2
8%	7%	8%	8%	2%	8%	8%	9%	8%	14%	15%	10%	8%	7%
Ability to select a specific deadline for delivery	572	25	545	2	164	382	25	527	25	3	5	554	2
9%	7%	9%	5%	10%	9%	8%	8%	9%	23% _{g,h}	3	16%	8%	17%
Fast delivery	226	16	210	-	74	141	11	199	11	13	3	220	3
4%	5%	4%	-	4%	4%	3%	4%	3%	8% _{g,h}	3% _{g,h}	4%	4%	10%
Convenient options for me to drop the parcel off	210	12	195	3	68	121	21	183	11	10	4	204	3
3%	4%	3%	7%	4%	3%	3%	7% _g	3%	9% _{g,h}	17% _{g,h}	6%	3%	14%
Convenient options for the operator to pick the parcel up from me	645	31	614	1	178	436	30	612	18	9	3	640	2
10%	9%	11%	2%	11%	10%	10%	10%	10%	16%	16%	5%	11%	8%
Convenient options for the recipient to accept the delivery	179	8	171	-	59	117	3	159	8	9	1	178	2
3%	2%	3%	-	4%	3%	1%	1%	3%	6%	10% _{g,h}	2%	3%	10%
Insurance against damage or loss	371	27	341	4	105	244	22	338	16	10	5	364	2
6%	8%	6%	9%	6%	6%	7%	6%	6%	12% _{g,h}	10% _{g,h}	8%	6%	10%
Same price to send to anywhere within the UK	188	15	170	3	56	123	8	162	13	8	3	183	2
9%	4%	3%	7%	3%	3%	3%	3%	3%	11% _{g,h}	10% _{g,h}	4%	3%	8%
Proof of postage/ dispatch	156	13	141	2	61	89	6	132	13	7	2	151	2
3%	4%	2%	4%	4%	4%	2%	2%	2%	11% _{g,h}	12% _{g,h}	4%	2%	10%
Proof of receipt/ delivery	149	11	138	-	42	95	12	129	12	7	*	147	2
2%	3%	2%	-	2%	2%	4%	2%	2%	12% _{g,h}	10% _{g,h}	*	2%	7%
Delivery to recipient's door	96	8	89	-	27	54	16	82	6	7	1	95	2
2%	2%	2%	-	2%	1%	6% _{g,h}	1%	1%	8% _{g,h}	12% _{g,h}	1%	2%	8%
Daily collection service	351	17	330	4	115	219	17	320	13	9	5	343	3
6%	5%	6%	10%	7%	6%	5%	5%	5%	11% _{g,h}	10% _{g,h}	7%	6%	14%
Parcel provider operates in an environmentally responsible way	746	28	711	6	198	517	31	709	16	11	6	736	3
12%	8%	12%	16%	12%	12%	10%	10%	12%	13%	10%	9%	12%	15%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	772	49	720	3	244	499	30	724	18	18	9	761	2
12%	15%	12%	7%	10% _g	12%	10%	10%	12%	16%	12% _{g,h}	13%	13%	9%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	508	17	490	2	120	361	28	478	13	9	6	500	2
8%	5%	8%	4%	7%	9%	9%	9%	8%	11%	16%	9%	8%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q16_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Table 270

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	502	527	532	507	496	518	518	503	503	512	521				
Effective Base	5716	929	923	944	921	385	314	310	320	303	300	322	316	307	292	317	312				
Low cost	132	36	30	27	40	12	15	8	3	8	19	8	16	5	11	13	16				
	2%	2%	2%	2%	3%	3%h	3%h	2%	1%	2%	4%h	2%	3%h	1%	2%	3%h	3%h				
Guarantee that the parcel will arrive on time	147	36	36	36	39	15	12	9	6	16	14	11	14	11	14	9	17				
	2%	2%	2%	2%	3%	3%	2%	2%	1%	3%	3%	2%	3%	2%	3%	2%	3%				
Ability to track the delivery	222	52	65	55	49	20	19	13	13	26	27	19	18	18	13	19	18				
	4%	3%	4%	4%	3%	4%	4%	2%	2%	5%	5%	4%	4%	4%	3%	4%	3%				
Ability to choose an express or next day service	512	123	134	109	146	33	53	37	36	43	55	37	36	36	51	37	59				
	8%	8%	9%	7%	10%	7%	10%	7%	7%	8%	11%	7%	7%	7%	10%	7%	11%h				
Ability to select a specific date/time for delivery	572	142	129	134	166	49	34	59	33	51	46	41	48	46	62	38	67				
	9%	9%	8%	9%	11%	10%	6%	11%h	6%	10%	9%	8%	9%	9%	12%h	7%	12%h				
Fast delivery	226	46	66	56	58	19	16	11	18	22	26	13	18	25	22	15	21				
	4%	3%	4%	4%	4%	4%	3%	2%	3%	4%	3%g	3%	4%	5%	4%	3%	4%				
Convenient options for me to drop the parcel off	210	46	50	70	45	16	19	11	14	10	26	31	20	19	16	11	18				
	3%	3%	3%	5%	3%	3%	4%	2%	3%	2%	3%g	3%g	4%	4%	3%	2%	3%				
Convenient options for the operator to pick the parcel up from me	645	153	163	153	176	60	49	44	56	47	60	64	36	53	69	45	62				
	10%	10%	11%	10%	11%	12%h	9%	8%	11%	9%	12%h	12%h	7%	11%	14%g	9%	12%h				
Convenient options for the recipient to accept the delivery	179	40	58	42	40	12	8	19	11	27	20	22	12	9	10	16	14				
	3%	3%	4%	3%	3%	3%	2%	4%	2%	3%h	4%	4%h	2%	2%	2%	3%	3%				
Insurance against damage or loss	371	84	80	84	124	26	33	24	25	18	37	26	31	27	36	34	54				
	6%	5%	5%	5%	8%h	5%	6%	5%	5%	3%	8%h	5%	6%	5%	7%h	7%	10%h				
Same price to send to anywhere within the UK	186	47	48	53	40	15	21	11	16	8	26	16	22	14	14	11	15				
	3%	3%	3%	3%	3%	3%	4%h	2%	3%	1%	3%g	3%	4%h	3%	3%	2%	3%				
Proof of postage/ dispatch	196	41	43	31	41	10	22	9	14	8	21	9	13	9	10	12	20				
	3%	3%	3%	2%	3%	2%	4%	2%	3%	2%	4%	2%	3%	2%	2%	2%	4%				
Proof of receipt/ delivery	148	26	43	31	48	8	11	8	15	12	16	9	13	9	20	15	13				
	2%	2%	3%	2%	3%h	2%	2%	1%	3%	2%	3%	2%	3%	2%	4%	3%	2%				
Delivery to recipient's door	98	23	26	20	29	9	11	3	5	7	13	11	3	6	5	14	10				
	2%	1%	2%	1%	2%	2%	2%	1%	1%	1%	3%g	2%	1%	1%	1%	3%h	2%				
Daily collection service	351	76	96	79	100	33	25	19	32	30	34	36	21	22	32	24	44				
	6%	6%	6%	6%	7%	7%	6%	4%	6%	7%	7%	7%	4%	4%	6%	5%	7%h				
Parcel provider operates in an environmentally responsible way	746	174	178	176	217	67	56	51	57	54	68	60	61	55	67	53	97				
	12%	11%	12%	11%	14%	14%	11%	10%	11%	11%	14%	12%	12%	11%	13%	10%	16%h				
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	772	192	192	185	203	73	69	49	60	61	71	72	61	52	66	62	75				
	13%	12%	13%	12%	13%	10%g	13%	9%	11%	12%	14%	14%	12%	10%	13%	12%	14%				
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	508	132	109	119	149	39	54	38	28	35	46	48	39	32	56	36	67				
	8%	8%	7%	8%	10%h	6%	10%h	7%	5%	7%	9%h	9%h	7%	6%	11%h	7%	11%h				

Q16_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Table 271

Base : All Participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	809	1608	1939	2813	1461	5468	844
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	827	1690	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Low cost	4.21	4.36b	4.19	4.23a	4.20	4.16	4.26a	4.18	4.20	4.20	4.23ghim	4.23a	4.18	4.19	4.19	4.22	4.21	4.19	4.21	4.20
Guarantee that the parcel will arrive on time	4.25	4.42b	4.21	4.38a	4.24	4.21	4.29a	4.24	4.23	4.27	4.23ghim	4.23ghim	4.23	4.22	4.23	4.27mq	4.25	4.22	4.25	4.28
Ability to track the delivery	4.18	4.31b	4.15	4.33a	4.16	4.14	4.22a	4.18m	4.20m	4.20m	4.27kln	4.31lm	4.06	3.98	4.23pq	4.28pq	4.09	4.02	4.17	4.39a
Ability to choose an express or next day service	3.87	4.18b	3.79	3.98a	3.85	3.85	3.88	4.03ghm	3.99ghm	3.98ghm	3.92ghm	3.75m	3.70	3.59	4.02pq	3.98pq	3.69	3.65	3.82	4.16a
Ability to select a specific deadline for delivery	3.80	4.07b	3.74	3.86	3.80	3.75	3.96a	4.01ghm	3.96ghm	3.94ghm	3.91ghm	3.72m	3.48	3.47	3.98pq	3.93pq	3.85a	3.47	3.75	4.11a
Fast delivery	4.13	4.36b	4.09	4.24a	4.11	4.11	4.14	4.22ghm	4.17ghm	4.24ghm	4.21ghm	4.07m	4.05m	3.88	4.18pq	4.23pq	4.00	3.95	4.11	4.24a
Convenient options for me to drop the parcel off	4.10	4.27b	4.06	4.17	4.09	4.05	4.16a	4.12m	4.16m	4.16m	4.16m	4.08m	4.04	3.97	4.14pq	4.16pq	4.04	4.01	4.09	4.16
Convenient options for the operator to pick the parcel up from me	3.77	4.01b	3.71	3.87a	3.75	3.71	3.83a	3.93ghm	3.92ghm	3.93ghm	3.88ghm	3.68m	3.50	3.38	3.92pq	3.91pq	3.85a	3.45	3.72	4.02a
Convenient options for the recipient to accept the delivery	4.07	4.28b	4.03	4.16a	4.06	4.03	4.11a	4.18m	4.11m	4.18m	4.12m	4.07m	3.99	3.93	4.13pq	4.11pq	4.01	3.96	4.06	4.14a
Insurance against damage or loss	3.94	4.07b	3.90	4.13a	3.91	3.92	3.95	4.02ghm	3.96m	4.06ghm	3.97m	3.88	3.91m	3.78	3.98pq	3.98pq	3.86	3.85	3.93	4.00
Same price to send to anywhere within the UK	4.17	4.22	4.16	4.23a	4.16	4.13	4.21a	4.09	4.06	4.16	4.23gh	4.22gh	4.23gh	4.24gh	4.08	4.18m	4.23m	4.23m	4.18	4.13
Proof of postage/ dispatch	4.27	4.48b	4.23	4.41a	4.24	4.21	4.32a	4.20	4.21	4.26	4.30gh	4.32gh	4.29	4.27	4.20	4.28m	4.30m	4.28	4.27	4.23
Proof of receipt/ delivery	4.26	4.46b	4.23	4.38a	4.25	4.21	4.31a	4.22	4.24	4.26	4.34ghlm	4.31	4.23	4.23	4.23	4.28a	4.26	4.23	4.27	4.24
Delivery to recipient's door	4.35	4.48b	4.32	4.40	4.34	4.30	4.38a	4.23	4.27	4.34a	4.38gh	4.41gh	4.38gh	4.39gh	4.25	4.35m	4.40m	4.35m	4.35	4.31
Daily collection service	3.98	4.27b	3.91	4.18a	3.97	3.95	4.01a	3.96	3.96	4.00m	4.07ghm	3.99	3.99	3.87	3.96	4.03pq	3.96	3.94	3.98	4.01
Parcel provider operates in an environmentally responsible way	3.64	3.90b	3.57	3.78a	3.62	3.56	3.71a	3.80ghm	3.81ghm	3.88ghm	3.82m	3.50	3.48	3.52	3.91pq	3.88pq	3.50	3.50	3.59	3.59a
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.90b	3.62	3.84a	3.65	3.65	3.70	3.83ghm	3.88ghm	3.83ghm	3.76ghm	3.54m	3.33	3.20	3.98pq	3.83pq	3.38a	3.28	3.61	3.59a
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	3.81	4.08b	3.74	3.88	3.80	3.77	3.84a	3.88ghm	3.90ghm	3.83a	3.84a	3.75	3.68	3.73	3.88pq	3.84pq	3.72	3.70	3.77	3.90a

Q16_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Table 271

Base : All Participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1061	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Low cost	4.21	4.13	4.20a	4.20a	4.27abde	4.18	4.24a	4.21	4.20	4.20ab	4.27mn	4.26m	4.18m	4.09	4.22mn	4.20p	4.27r	4.19	4.16
Guarantee that the parcel will arrive on time	4.25	4.33bcd	4.22	4.24	4.26	4.25	4.26	4.25	4.22	4.27	4.26	4.24	4.23	4.25	4.22	4.25	4.31f	4.24	4.19
Ability to track the delivery	4.16	4.28cd	4.16	4.21	4.14	4.20	4.17	4.25h	4.13	4.17	4.18	4.20	4.19	4.19	4.12	4.19	4.24r	4.17	4.11
Ability to choose an express or next day service	3.87	4.64bcd	3.81	3.87	3.80	3.90f	3.83	3.96h	3.73	3.83	3.86	3.88	3.87i	3.86i	3.73	3.87a	3.87	3.86	3.98
Ability to select a specific date/time for delivery	3.80	3.87	3.79	3.80	3.78	3.82	3.79	3.92h	3.69	3.82	3.79	3.80	3.76	3.80	3.70	3.80	3.88r	3.77	3.86
Fast delivery	4.13	4.19cd	4.09	4.14	4.13	4.12	4.13	4.19h	4.07	4.14	4.13	4.12	4.13	4.13	4.06	4.13	4.17	4.12	4.07
Convenient options for me to drop the parcel off	4.10	4.19cd	4.14d	4.09	4.05	4.14f	4.06	4.19h	3.96	4.19	4.06	4.10	4.17i	4.16i	3.97	4.12a	4.13a	4.10a	3.96
Convenient options for the operator to pick the parcel up from me	3.77	3.81	3.74	3.76	3.78	3.77	3.77	3.88h	3.71	3.80	3.77	3.75	3.74	3.77	3.71	3.76	3.83r	3.75	3.81
Convenient options for the recipient to accept the delivery	4.07	4.12cd	4.04	4.06	4.09	4.07	4.08	4.11h	4.05	4.08	4.08	4.06	4.10	4.07	4.06	4.07	4.11	4.07	4.00
Insurance against damage or loss	3.94	4.02cd	3.87	3.94	3.90	3.93	3.94	3.96h	3.95	3.93	3.93	3.93	3.91	3.93	3.96	3.92	3.99r	3.91	4.04
Same price to send to anywhere within the UK	4.17	4.18	4.16	4.16	4.20	4.17	4.18	4.21g	4.20	4.22m	4.21m	4.13	4.12	4.18	4.20	4.16	4.21	4.16	4.18
Proof of postage/ dispatch	4.27	4.28	4.24	4.29	4.27	4.26	4.28	4.27	4.30	4.27	4.29	4.23	4.27	4.26	4.30	4.26	4.31s	4.26	4.17
Proof of receipt/ delivery	4.26	4.30	4.25	4.28	4.24	4.27	4.26	4.29h	4.23	4.30	4.28	4.24	4.27	4.26	4.23	4.27	4.30	4.26	4.23
Delivery to recipient's door	4.35	4.36	4.31	4.35	4.36	4.33	4.36	4.37	4.37	4.38	4.38	4.29	4.35	4.34	4.36	4.34	4.40s	4.33	4.26
Daily collection service	3.98	4.06cd	3.96	3.96	3.98	4.00	3.97	4.03h	3.97	4.01	3.97	3.96	3.95	3.97	3.97	3.98	4.04r	3.97	3.97
Parcel provider operates in an environmentally responsible way	3.64	3.79cd	3.61	3.59	3.64	3.65	3.62	3.70h	3.61	3.72	3.63	3.61	3.60	3.64	3.60	3.63	3.70	3.61	3.69
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.76cd	3.65	3.68	3.62	3.70	3.65	3.62h	3.60	3.63	3.65	3.69	3.70	3.66	3.59	3.67	3.67	3.67	3.63
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	3.81	3.98cd	3.74	3.78	3.84	3.80	3.81	3.82h	3.84	3.80	3.80m	3.73	3.74	3.79	3.85	3.78	3.80r	3.78	3.85

Q16_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Table 271

Base : All Participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humblyside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3209	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Low cost	4.21	4.21a	4.17	4.23	4.21	4.15	4.20	4.30	4.20	4.28mnpqr	4.24mnp	4.22a	4.28mnpqr	4.19	4.13	4.18a	4.16	4.17	4.15
Guarantee that the parcel will arrive on time	4.25	4.25a	4.21	4.34	4.26	4.21	4.18	4.33	4.22	4.29mnp	4.23	4.28mnp	4.34hjmnpqr	4.18	4.22	4.32jmnpqr	4.23	4.39mnp	4.18
Ability to track the delivery	4.18	4.18	4.19	4.22	4.19	4.14	4.16	4.24	4.19	4.19	4.18	4.12	4.24mnp	4.14	4.16	4.25mnp	4.18	4.32	4.12
Ability to choose an express or next day service	3.87	3.88a	3.77	3.91	3.87	3.85	3.79	4.04def	3.81	3.90jmnpqr	3.80	3.84	3.90hjmnpqr	3.80	3.90jmnpqr	3.83	3.75	3.67	3.88
Ability to select a specific date/time for delivery	3.80	3.82a	3.61	3.64	3.81a	3.73	3.69	3.93def	3.71	3.88mnpq	3.80a	3.76	3.92hkmnpqr	3.74	3.92hkmnpqr	3.77p	3.62	3.57	3.76
Fast delivery	4.13	4.14	4.07	4.10	4.13	4.09	4.09	4.30def	4.13	4.18mnpqr	4.10	4.10	4.22mnpqr	4.05	4.18mnpqr	4.14a	4.01	4.22	4.07
Convenient options for me to drop the parcel off	4.10	4.11a	4.08	3.99	4.11	4.06	4.08	4.15	4.15	4.14	4.10	4.11	4.14	4.15	4.10	4.08	4.04	4.01	4.06
Convenient options for the operator to pick the parcel up from me	3.77	3.79a	3.64	3.63	3.77	3.77	3.71	3.88def	3.67	3.78p	3.78p	3.68a	3.93hkmnpqr	3.75p	3.92hkmnpqr	3.73p	3.51	3.75	3.77p
Convenient options for the recipient to accept the delivery	4.07	4.08	4.04	4.08	4.08	4.02	4.02	4.18def	4.06	4.10	4.11	4.08	4.18mnpqr	4.04	4.07	4.08	4.01	4.10	4.01
Insurance against damage or loss	3.94	3.94	3.89	3.97	3.94	3.89	3.89	4.10def	3.88	3.98	3.91	3.92	4.02mnpqr	3.91	3.96	3.94	3.84	3.86	3.90
Same price to send to anywhere within the UK	4.17	4.17	4.17	4.14a	4.16	4.21	4.20	4.33def	4.18	4.22	4.13	4.13	4.23	4.11	4.14	4.18	4.14	4.47hjmnpqr	4.17
Proof of postage/ dispatch	4.27	4.27	4.24	4.29	4.27	4.25	4.20	4.38def	4.24	4.31	4.25	4.25	4.32n	4.26	4.21	4.30	4.25	4.35	4.23
Proof of receipt/ delivery	4.26	4.26	4.27	4.40a	4.26	4.24	4.21	4.57def	4.21	4.32a	4.22	4.30	4.30	4.26	4.23	4.23	4.29	4.31	4.23
Delivery to recipient's door	4.35	4.34	4.36	4.40	4.35	4.34	4.30	4.38	4.31	4.37n	4.33	4.35	4.41n	4.32	4.26	4.41n	4.35	4.50a	4.31
Daily collection service	3.98	4.00a	3.91	3.95	3.98	3.99	3.91	4.09p	3.96	4.04a	3.90	3.95	4.07a	3.96	4.01	3.97	3.95	3.92	4.00
Parcel provider operates in an environmentally responsible way	3.64	3.66a	3.50	3.54	3.65	3.56	3.56	3.68	3.42	3.62a	3.59	3.60a	3.71mnpqr	3.63a	3.70hkmnpqr	3.68mnpqr	3.50	3.60	3.55
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.70a	3.51	3.54	3.67	3.67	3.60	3.80def	3.60p	3.78mnpq	3.62p	3.66a	3.73p	3.62a	3.80hkmnpqr	3.66p	3.37	3.39	3.71mnp
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	3.81	3.82a	3.71	3.80	3.80	3.83	3.78	3.87	3.75	3.84p	3.77	3.76	3.97mnp	3.79	3.86p	3.84p	3.64	3.77	3.89p

Q16_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Table 271

Base : All Participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Low cost	4.21	4.17	4.27	4.17	4.24	4.17	4.16	4.16	4.27	4.26	4.27	4.26	4.26	4.07	4.14	4.16	4.24	4.16	4.24	4.24	3.95	4.00	4.16	4.24	4.24	4.20			
Guarantee that the parcel will arrive on time	4.25	4.16	4.23	4.19	4.36	4.27	4.34	4.34	4.16	4.20	4.20	4.26	4.26	4.06	4.22	4.16	4.25	4.24	4.24	4.24	3.89	4.16	4.24	4.24	4.24	4.21			
Ability to track the delivery	4.18	4.06	4.26	4.10	4.26	4.24	4.20	4.20	4.06	4.02	4.02	4.26	4.16	4.06	4.22	4.14	4.26	4.16	4.24	4.24	3.81	4.00	3.98	4.26	4.00	4.14			
Ability to choose an express or next day service	3.87	4.18	3.57	4.09	3.69	4.18	3.88	3.96	3.57	3.54	3.53	3.94	3.85	3.80	3.81	3.84	3.89	3.82	3.94	3.89	3.53	3.69	3.53	3.94	3.64				
Ability to select a specific date/time for delivery	3.80	4.09	3.53	3.96	3.69	4.09	3.78	3.81	3.53	3.57	3.44	3.63	3.62	3.72	3.80	3.70	3.62	3.77	3.68	3.68	3.51	3.63	3.40	3.67	3.56				
Fast delivery	4.13	4.28	3.93	4.25	4.09	4.29	4.16	4.19	3.93	3.96	3.87	4.22	4.10	4.02	4.11	4.09	4.16	4.11	4.27	4.11	3.80	3.90	3.90	4.19	3.94				
Convenient options for me to drop the parcel off	4.10	4.18	4.04	4.16	4.05	4.19	4.10	4.13	4.04	3.94	3.99	4.28	4.05	3.90	4.08	4.11	4.14	4.10	4.25	4.05	3.84	3.92	3.89	4.16	3.91				
Convenient options for the operator to pick the parcel up from me	3.77	3.84	3.54	3.90	3.64	3.94	3.76	3.72	3.54	3.62	3.45	3.79	3.78	3.70	3.77	3.69	3.78	3.75	3.84	3.80	3.52	3.56	3.58	3.62	3.56				
Convenient options for the recipient to accept the delivery	4.07	4.18	3.97	4.16	4.00	4.19	4.12	4.13	3.97	4.00	3.95	4.22	4.04	3.88	4.08	3.95	4.12	4.01	4.22	4.04	3.78	3.89	3.82	4.14	3.87				
Insurance against damage or loss	3.94	4.04	3.84	4.00	3.87	4.04	3.99	3.95	3.84	3.93	3.86	4.02	3.90	3.83	4.01	3.82	3.95	3.95	4.07	3.91	3.68	3.71	3.74	4.00	3.72				
Same price to send to anywhere within the UK	4.17	4.21	4.18	4.18	4.16	4.21	4.25	4.25	4.18	4.22	4.23	4.28	4.12	3.99	4.10	3.95	4.22	4.08	4.34	4.11	3.87	4.02	4.02	4.22	4.02				
Proof of postage/ dispatch	4.27	4.34	4.24	4.29	4.22	4.34	4.37	4.31	4.24	4.25	4.28	4.48	4.19	4.03	4.28	4.23	4.31	4.27	4.43	4.11	3.93	4.14	4.01	4.33	4.16				
Proof of receipt/ delivery	4.26	4.32	4.20	4.31	4.21	4.35	4.27	4.29	4.20	4.18	4.19	4.42	4.21	4.07	4.24	4.20	4.38	4.25	4.43	4.11	3.94	4.11	4.02	4.32	4.08				
Delivery to recipient's door	4.35	4.41	4.34	4.37	4.32	4.41	4.39	4.43	4.34	4.38	4.38	4.58	4.29	4.12	4.38	4.19	4.46	4.27	4.54	4.29	3.97	4.19	4.16	4.42	4.16				
Daily collection service	3.98	4.10	3.88	4.08	3.91	4.10	4.01	4.02	3.88	3.94	3.83	4.11	3.92	3.80	3.90	3.73	4.03	3.89	4.14	3.89	3.70	3.73	3.70	4.08	3.72				
Parcel provider operates in an environmentally responsible way	3.64	3.69	3.46	3.72	3.64	3.69	3.77	3.61	3.46	3.47	3.47	3.69	3.64	3.60	3.60	3.33	3.69	3.60	3.72	3.69	3.45	3.39	3.28	3.69	3.36				
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.69	3.45	3.69	3.62	3.69	3.72	3.66	3.46	3.46	3.29	3.67	3.67	3.66	3.78	3.58	3.67	3.72	3.76	3.69	3.45	3.53	3.27	3.76	3.45				
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability	3.81	3.98	3.63	3.92	3.70	3.96	3.96	3.86	3.63	3.80	3.68	3.98	3.77	3.77	3.77	3.64	3.80	3.74	3.92	3.82	3.56	3.50	3.55	3.87	3.51				

Q16_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Low cost	4.21	4.18	4.21	4.12	4.22	4.20	4.13	4.22	3.79	3.84	4.00	4.21	3.78
Guarantee that the parcel will arrive on time	4.25	4.27	4.25	4.15	4.21	4.20	4.14	4.21	3.84	3.77	4.09	4.20	3.59
Ability to track the delivery	4.18	4.12	4.19	4.29	4.17	4.19	4.13	4.20	3.65	3.63	3.74	4.19	3.44
Ability to choose an express or next day service	3.87	3.92	3.86	3.85	3.83	3.89	3.81	3.88	3.55	3.55	3.51	3.87	3.49
Ability to select a specific date/time for delivery	3.80	3.84	3.80	4.01	3.75	3.82	3.86	3.82	3.44	3.50	3.61	3.81	3.32
Fast delivery	4.13	4.06	4.13	4.26	4.11	4.14	4.11	4.10	3.76	3.44	3.96	4.13	3.32
Convenient options for me to drop the parcel off	4.10	4.11	4.10	3.93	4.09	4.12	3.93	4.12	3.77	3.54	3.89	4.11	3.31
Convenient options for the operator to pick the parcel up from me	3.77	3.91	3.76	3.99	3.79	3.75	3.86	3.78	3.42	3.62	3.91	3.77	3.38
Convenient options for the recipient to accept the delivery	4.07	4.09	4.07	4.27	4.08	4.07	4.05	4.09	3.74	3.59	4.01	4.03	3.53
Insurance against damage or loss	3.94	3.92	3.94	3.97	3.95	3.93	3.90	3.90	3.49	3.53	3.80	3.94	3.46
Same price to send to anywhere within the UK	4.17	4.13	4.18	4.04	4.20	4.17	4.04	4.19	3.67	3.56	3.97	4.19	3.59
Proof of postage/ dispatch	4.27	4.21	4.27	4.12	4.27	4.28	4.10	4.29	3.77	3.63	4.14	4.27	3.40
Proof of receipt/ delivery	4.26	4.24	4.26	4.28	4.27	4.28	4.07	4.28	3.81	3.83	4.22	4.27	3.58
Delivery to recipient's door	4.35	4.33	4.35	4.28	4.37	4.35	4.16	4.36	3.98	3.84	4.27	4.35	3.37
Daily collection service	3.98	3.96	3.99	3.87	3.96	3.99	4.01	4.00	3.76	3.49	3.74	3.99	3.50
Parcel provider operates in an environmentally responsible way	3.64	3.72	3.63	3.68	3.64	3.62	3.78	3.64	3.43	3.37	3.46	3.64	3.18
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.67	3.67	3.85	3.62	3.68	3.64	3.61	3.54	3.13	3.52	3.68	3.44
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability	3.81	4.02	3.79	3.91	3.91	3.76	3.90	3.80	3.60	3.39	3.77	3.81	3.41

Q16_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Low cost	4.21	4.19	4.23	4.22	4.19	4.18	4.16	4.23	4.27	4.38	4.14	4.21	4.19	4.26	4.18	4.23	4.17				
Guarantee that the parcel will arrive on time	4.25	4.23	4.28	4.27	4.24	4.19	4.26	4.23	4.34	4.29	4.21	4.23	4.26	4.31	4.16	4.28	4.26				
Ability to track the delivery	4.18	4.16	4.17	4.20	4.21	4.13	4.15	4.18	4.24	4.12	4.13	4.21	4.18	4.21	4.21	4.26	4.17				
Ability to choose an express or next day service	3.87	3.87	3.85	3.90	3.84	3.89	3.83	3.89	3.91	3.90	3.75	3.85	3.90	3.96	3.83	3.90	3.78				
Ability to select a specific date/time for delivery	3.80	3.78	3.85	3.81	3.78	3.74	3.84	3.76	3.88	3.84	3.82	3.74	3.80	3.83	3.74	3.90	3.70				
Fast delivery	4.13	4.11	4.13	4.14	4.13	4.11	4.09	4.13	4.13	4.16	4.11	4.11	4.17	4.14	4.07	4.18	4.13				
Convenient options for me to drop the parcel off	4.10	4.09	4.10	4.07	4.15	4.06	4.11	4.10	4.11	4.14	4.05	4.02	4.11	4.08	4.12	4.16	4.15				
Convenient options for the operator to pick the parcel up from me	3.77	3.76	3.78	3.77	3.76	3.63	3.65	3.66	3.74	3.65	3.74	3.71	3.64	3.78	3.69	3.66	3.73				
Convenient options for the recipient to accept the delivery	4.07	4.06	4.08	4.06	4.10	4.04	4.13	4.01	4.08	4.07	4.08	3.96	4.05	4.13	4.06	4.13	4.16				
Insurance against damage or loss	3.94	3.92	3.97	3.95	3.91	3.90	3.94	3.91	3.86	4.02	3.91	3.92	3.94	4.03	3.92	3.99	3.81				
Same price to send to anywhere within the UK	4.17	4.16	4.21	4.15	4.17	4.14	4.16	4.18	4.23	4.27	4.14	4.14	4.09	4.17	4.21	4.09	4.17				
Proof of postage/ dispatch	4.27	4.27	4.26	4.28	4.26	4.29	4.21	4.29	4.30	4.29	4.17	4.28	4.31	4.25	4.23	4.33	4.21				
Proof of receipt/ delivery	4.26	4.25	4.27	4.29	4.23	4.24	4.27	4.25	4.31	4.33	4.18	4.29	4.27	4.32	4.18	4.28	4.24				
Delivery to recipient's door	4.35	4.31	4.38	4.37	4.32	4.30	4.30	4.34	4.38	4.43	4.33	4.34	4.35	4.41	4.29	4.38	4.31				
Daily collection service	3.98	4.00	4.00	3.98	3.96	3.92	4.04	4.05	3.96	4.05	4.00	3.87	4.06	4.02	3.90	4.03	3.94				
Parcel provider operates in an environmentally responsible way	3.64	3.65	3.67	3.63	3.59	3.56	3.72	3.65	3.68	3.72	3.61	3.61	3.65	3.63	3.59	3.73	3.48				
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.68	3.69	3.67	3.66	3.59	3.69	3.76	3.67	3.75	3.65	3.58	3.70	3.72	3.64	3.68	3.65				
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	3.81	3.78	3.86	3.82	3.77	3.77	3.75	3.82	3.84	3.81	3.83	3.75	3.82	3.90	3.71	3.83	3.72				

Q17_1. How much do you agree or disagree with the following statements

I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5488	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Disagree strongly (1)	853	110	743	82	771	491	362	57	84	140	118	233	136	86	141	253	454	221	782	68
	14%	9%	14%	10%	14%	13%	12%	7%	10%	12%	14%	21%	16%	14%	8%	19%	16%	10%	16%	7%
Disagree (2)	1345	334	1011	147	1198	592	753	150	142	207	215	203	116	172	292	422	631	307	1189	146
	22%	27%	21%	19%	22%	20%	24%	18%	16%	18%	35%	33%	35%	27%	17%	32%	35%	36%	33%	16%
Neither agree nor disagree (3)	1973	384	1589	214	1759	929	1041	222	257	333	261	371	280	245	479	595	899	528	1645	297
	32%	31%	32%	27%	33%	31%	33%	27%	30%	30%	31%	31%	32%	30%	28%	30%	30%	36%	32%	32%
Agree (4)	1452	308	1144	216	1236	721	726	269	287	315	175	193	123	90	555	491	408	213	1143	332
	24%	25%	23%	27%	23%	24%	23%	33%	33%	33%	21%	17%	16%	14%	33%	30%	25%	16%	22%	32%
Agree strongly (5)	429	50	380	130	299	229	199	110	92	112	42	43	17	13	202	154	73	30	312	114
	7%	4%	7%	10%	6%	8%	6%	13%	11%	11%	3%	4%	2%	2%	32%	24%	9%	2%	6%	12%
Don't know	107	46	61	1	106	47	60	15	5	14	13	26	9	10	20	33	54	29	91	15
	2%	4%	1%	0%	2%	2%	2%	2%	1%	1%	2%	2%	1%	2%	3%	2%	2%	2%	2%	2%
NET Agree	1881	358	1523	346	1536	951	925	378	380	428	218	236	140	103	757	646	479	242	1455	418
	31%	29%	31%	34%	29%	32%	29%	46%	47%	44%	21%	21%	18%	16%	41%	31%	19%	17%	28%	34%
NET Disagree	2198	444	1754	228	1980	1083	1115	207	226	347	334	496	331	257	433	680	1085	589	1968	215
	36%	36%	36%	29%	37%	36%	35%	25%	26%	31%	40%	44%	44%	41%	26%	32%	43%	38%	38%	23%
Mean	2.88	2.88	2.88	3.214	2.83	2.87	2.89	3.28	3.19	3.28	2.76	2.59	2.59	2.63	3.23	2.89	2.60	2.60	2.81	3.27
Std Dev.	1.14	1.03	1.16	1.22	1.12	1.18	1.09	1.13	1.13	1.18	1.10	1.12	1.03	0.97	1.13	1.15	1.06	1.00	1.13	1.10
Std Error	0.01	0.03	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.04

Q17_1. How much do you agree or disagree with the following statements
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Disagree strongly (1)	853	105	276	202	270	381	472	476	367	95	113	205	215	143	534	88	701	190	637	26
	146	9%	15%	16%	16%	12%	17%	13%	14%	18%	15%	14%	14%	13%	14%	16%	14%	14%	14%	9%
Disagree (2)	1345	227	449	314	356	676	669	716	620	103	173	338	333	210	844	112	1138	249	1045	51
	22%	20%	23%	23%	21%	22%	22%	19%	26%	20%	24%	22%	21%	19%	22%	21%	22%	19%	23%	18%
Neither agree nor disagree (3)	1973	352	586	441	593	938	1034	1124	810	161	223	511	466	348	1200	163	1627	405	1472	96
	32%	31%	31%	32%	34%	31%	33%	31%	30%	31%	30%	34%	29%	32%	31%	31%	31%	32%	32%	33%
Agree (4)	1452	305	470	305	372	775	677	967	463	107	162	332	437	281	930	110	1262	297	1078	77
	24%	27%	25%	22%	22%	28%	22%	29%	19%	21%	22%	22%	28%	26%	24%	21%	24%	23%	24%	27%
Agree strongly (5)	425	132	104	100	93	236	193	334	89	34	43	99	116	104	258	34	376	120	285	24
	7%	9%	6%	6%	6%	8%	7%	10%	4%	7%	6%	7%	7%	7%	7%	6%	7%	6%	8%	8%
Don't know	107	16	28	23	41	44	64	54	49	14	19	17	17	13	52	16	71	22	71	14
	2%	1%	1%	2%	2%	1%	2%	1%	2%	3%	3%	1%	1%	1%	1%	3%	1%	2%	2%	3%
NET Agree	1881	437	575	405	465	1011	870	1301	552	141	204	432	552	385	1188	144	1638	417	1364	101
	31%	30%	30%	29%	27%	33%	28%	33%	23%	27%	29%	29%	35%	33%	31%	27%	32%	32%	30%	35%
NET Disagree	2198	332	725	518	628	1056	1142	1191	986	108	287	542	549	354	1378	210	1839	440	1682	77
	36%	29%	39%	37%	38%	35%	37%	32%	36%	30%	37%	36%	35%	32%	36%	39%	36%	34%	37%	27%
Mean	2.88	1.97	2.83	2.84	2.80	2.87	2.82	2.90	2.70	2.76	2.70	2.85	2.87	2.88	2.88	2.75	2.89	2.93	2.85	2.80
Std Dev.	1.14	1.13	1.15	1.12	1.14	1.13	1.17	1.07	1.18	1.14	1.12	1.15	1.17	1.17	1.14	1.18	1.19	1.19	1.12	1.09
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.07

Q17_1. How much do you agree or disagree with the following statements
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Table 272

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ides (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Disagree strongly (1)	853	740	114	24	709	73	50	21	42	93	82	58	76	78	91	118	71	5	68	
	14%	14%	13%	14%	14%	14%	13%	12%	13%	14%	16%	13%	14%	14%	14%	11%	14%	13%	7%	
Disagree (2)	1345	1151	194	44	1111	119	67	48	60	171	98	93	108	120	169	163	130	22	97	
	22%	22%	23%	26%	21%	23%	23%	28%	24%	24%	25%	21%	21%	21%	21%	19%	25%	33%	22%	
Neither agree nor disagree (3)	1973	1686	287	48	1674	161	84	54	82	217	187	138	169	185	258	279	159	22	139	
	32%	32%	33%	29%	32%	31%	28%	32%	33%	32%	37%	31%	31%	32%	32%	33%	30%	33%	31%	
Agree (4)	1452	1277	175	34	1228	128	60	36	45	143	103	109	136	155	215	210	113	17	111	
	24%	24%	20%	20%	24%	25%	20%	21%	18%	21%	20%	24%	22%	21%	21%	21%	21%	25%	29%	
Agree strongly (5)	429	360	69	13	360	30	29	10	13	33	25	44	45	32	66	55	45	1	29	
	7%	7%	8%	8%	7%	6%	11%	6%	5%	5%	5%	10%	6%	6%	8%	7%	9%	2%	6%	
Don't know	107	85	23	4	94	6	5	2	7	18	13	6	9	2	11	18	11	-	6	
	2%	2%	3%	2%	2%	1%	2%	1%	3%	3%	2%	1%	2%	*	1%	3%	2%	-	1%	
NET Agree	1881	1637	245	47	1589	158	89	46	58	176	126	153	161	186	281	265	158	18	140	
	31%	31%	28%	26%	31%	31%	30%	27%	23%	23%	25%	34%	31%	31%	31%	31%	30%	27%	31%	
NET Disagree	2198	1890	308	68	1821	192	117	68	102	263	180	151	184	198	280	281	201	27	165	
	36%	36%	36%	41%	35%	37%	40%	40%	21%	39%	35%	34%	34%	35%	32%	33%	38%	40%	37%	
Mean	2.88	2.88	2.87	2.80	2.89	2.85	2.83	2.80	2.70	2.78	2.76	2.76	2.76	2.76	2.76	2.76	2.87	2.82	2.85	
Std Dev.	1.14	1.14	1.14	1.17	1.14	1.13	1.23	1.09	1.12	1.09	1.11	1.18	1.17	1.12	1.12	1.13	1.13	1.16	0.97	
Std Error	0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.04	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q17_1. How much do you agree or disagree with the following statements

I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards					Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Disagree strongly (1)	853	237	490	380	513	237	18	96	400	55	185	312	308	85	93	54	620	147	387	250	99	58	88	637	115	198	655
Disagree (2)	1345	10%	19%	10%	16%	10%	11%	12%	19%	28%	18%	15%	18%	12%	17%	22%	14%	18%	19%	19%	16%	16%	33%	19%	21%	14%	17%
Neither agree nor disagree (3)	1973	457	554	679	777	457	29	170	554	51	308	450	526	171	130	65	978	195	559	468	161	110	42	1027	151	261	1084
Agree (4)	1452	19%	24%	19%	24%	19%	18%	22%	26%	24%	29%	22%	21%	21%	22%	26%	22%	24%	21%	20%	24%	24%	21%	21%	23%	22%	23%
Agree strongly (5)	429	730	705	1059	1075	730	44	221	705	63	345	538	542	327	151	70	1380	282	788	801	252	108	36	1559	144	403	1570
Don't know	107	38	40	49	50	38	8	13	40	3	19	35	26	12	5	12	61	18	26	34	13	8	15	59	24	11	96
NET Agree	1811	35%	39%	35%	39%	35%	31%	38%	34%	32%	38%	28%	34%	26%	28%	33%	28%	33%	29%	33%	33%	33%	30%	33%	33%	33%	33%
NET Disagree	2198	36%	36%	36%	36%	36%	30%	37%	36%	36%	36%	36%	36%	36%	36%	36%	36%	36%	36%	36%	36%	36%	36%	36%	36%	36%	36%
Mean	2.88	3.12	2.62	3.08	3.13	3.12	3.07	2.86	2.62	2.47	2.56	2.81	2.81	2.80	2.85	2.50	2.81	2.73	2.82	2.80	2.73	2.82	2.21	2.84	2.69	2.80	2.80
Std Dev	1.14	1.14	1.10	1.13	1.11	1.14	1.17	1.08	1.10	1.16	1.04	1.23	1.09	1.03	1.16	1.13	1.15	1.16	1.20	1.08	1.05	1.07	1.17	1.14	1.11	1.23	1.09
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.09	0.04	0.02	0.08	0.03	0.03	0.02	0.04	0.05	0.07	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02

Q17_1. How much do you agree or disagree with the following statements
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Disagree strongly (1)	853	40	809	4	295	594	23	827	9	9	8	845	*
	14%	12%	14%	11%	14% g	14% h	7%	14%	8%	15%	12%	14%	1%
Disagree (2)	1345	65	1275	4	370	921	54	1283	25	12	25	1319	1
	22%	19%	22%	11%	22%	22%	17%	22%	21%	20%	23% g	22%	4%
Neither agree nor disagree (3)	1973	114	1843	16	526	1332	115	1897	27	10	16	1943	15
	32%	34%	32%	39%	31%	32%	37%	32%	23%	33%	24%	32%	68%
Agree (4)	1452	81	1363	9	376	990	86	1381	47	15	8	1442	2
	24%	24%	24%	22%	22%	24%	28%	23%	32% g	25%	12%	24%	10%
Agree strongly (5)	429	26	398	5	135	288	26	417	6	4	1	426	2
	7%	8%	7%	13%	8%	6%	8%	7%	5%	8%	2%	7%	8%
Don't know	107	10	95	2	32	68	8	93	3	-	9	97	2
	2%	3%	2%	5%	2%	2%	3%	2%	3%	-	13% g	2%	9%
NET Agree	1881	106	1761	14	511	1258	112	1797	53	18	9	1869	4
	31%	32%	30%	35%	31%	30%	36%	30% g	46% g	32% g	14%	31% g	18%
NET Disagree	2198	105	2084	9	606	1515	77	2110	34	20	33	2164	1
	36%	31%	36%	21%	32% g	35% g	25%	36%	29%	36%	12% g	36%	6%
Mean	2.88	2.96	2.87	3.16	2.88	2.86	3.15	2.87	3.16	2.87	2.47	2.88	3.21
Std Dev.	1.14	1.12	1.14	1.16	1.16	1.13	1.05	1.14	1.08	1.15	0.96	1.14	0.73
Std Error	0.01	0.06	0.02	0.17	0.03	0.02	0.06	0.01	0.10	0.15	0.12	0.01	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

Q17_1. How much do you agree or disagree with the following statements
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Table 272

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Disagree strongly (1)	853	224	220	204	206	89	57	77	72	68	80	64	63	77	52	63	91				
	14%	14%	14%	13%	13%	16% <i>41m</i>	11%	15%	13%	13%	16% <i>41</i>	12%	12%	15%	10%	12%	17% <i>41</i>				
Disagree (2)	1345	290	364	342	348	79	121	91	113	107	143	102	140	101	104	130	115				
	22%	19%	23% <i>42</i>	22%	23% <i>42</i>	16%	23% <i>42</i>	17%	21%	21%	28% <i>42</i>	20%	27% <i>42</i>	20%	21%	27% <i>42</i>	22%				
Neither agree nor disagree (3)	1973	524	448	489	513	159	167	198	156	155	136	168	156	164	174	162	178				
	32%	34% <i>48</i>	29%	32%	33% <i>48</i>	32%	31%	39% <i>48</i>	29%	31%	28%	32%	30%	33%	35%	32%	34%				
Agree (4)	1452	392	353	369	339	132	141	119	131	119	102	145	110	114	128	108	103				
	24%	25%	23%	24%	22%	25% <i>48</i>	27% <i>48</i>	23%	25%	23%	21%	27% <i>48</i>	21%	23%	25%	21%	20%				
Agree strongly (5)	429	91	122	113	103	24	39	28	48	47	29	43	41	41	32	45	27				
	7%	6%	8%	7%	7%	5%	7%	5%	9% <i>48</i>	9% <i>48</i>	6%	6%	8%	8%	6%	9%	5%				
Don't know	107	29	29	23	26	8	7	14	12	11	6	10	8	5	14	5	7				
	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%	1%	2%	1%	1%	3%	1%	1%				
NET Agree	1881	483	475	481	442	156	180	147	179	166	130	173	152	155	160	153	130				
	31%	31%	31%	31%	29%	32%	34% <i>48</i>	28%	34% <i>48</i>	32% <i>48</i>	26%	33% <i>48</i>	29%	31%	32%	30%	25%				
NET Disagree	2198	514	584	546	554	168	178	168	185	175	224	166	202	178	156	162	206				
	36%	33%	38% <i>48</i>	35%	36%	34%	33%	32%	35%	35%	43% <i>48</i>	32%	37% <i>48</i>	35%	31%	38%	40% <i>48</i>				
Mean	2.88	2.89	2.86	2.90	2.86	2.84	2.87 ^p	2.87	2.84 ^p	2.70	2.84 ^p	2.86	2.86	2.88	2.93 ^p	2.89	2.73				
Std Dev.	1.14	1.12	1.17	1.14	1.12	1.16	1.11	1.10	1.18	1.18	1.14	1.10	1.14	1.17	1.08	1.14	1.13				
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

Q17_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Methodology				Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5488	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Disagree strongly (1)	669	137	532	67	603	381	288	52	70	117	92	178	93	68	121	209	339	161	606	62	
		17%	13%	8%	11%	13%	9%	6%	8%	10%	11%	16%	12%	11%	7%	17%	19%	10%	17%	7%	
Disagree (2)	1187	253	834	138	1049	539	544	106	128	189	156	213	171	144	294	345	447	334	1023	148	
	19%	20%	17%	17%	20%	18%	17%	13%	15%	17%	19%	19%	22%	22%	18%	18%	22%	24%	20%	16%	
Neither agree nor disagree (3)	1910	374	1537	185	1725	877	1032	196	224	335	253	404	263	235	421	588	902	498	1623	281	
	31%	30%	31%	23%	29%	29%	32%	24%	26%	29%	28%	34%	28%	30%	25%	30%	34%	28%	31%	28%	
Agree (4)	1784	282	1502	271	1513	900	881	205	220	264	243	252	175	136	615	837	862	311	1425	351	
	29%	23%	30%	34%	28%	30%	28%	26%	23%	23%	29%	22%	23%	22%	38%	43%	26%	22%	28%	37%	
Agree strongly (5)	495	49	446	127	368	272	220	100	117	111	71	53	26	17	218	181	96	43	377	112	
	8%	4%	9%	10%	7%	15%	7%	12%	13%	10%	9%	5%	3%	3%	35%	18%	4%	3%	7%	13%	
Don't know	114	38	77	3	112	30	75	13	8	6	18	30	13	22	21	24	70	40	103	10	
	2%	3%	2%	0%	2%	1%	2%	2%	1%	1%	2%	3%	2%	4%	1%	1%	3%	3%	2%	1%	
NET Agree	2279	331	1948	397	1882	1173	1101	395	438	475	314	305	201	153	833	789	659	354	1802	463	
	37%	27%	38%	34%	30%	33%	35%	28%	31%	31%	38%	27%	26%	24%	50%	40%	25%	25%	35%	55%	
NET Disagree	1856	490	1366	204	1652	920	932	218	191	306	248	391	284	212	416	554	887	495	1629	209	
	30%	40%	28%	26%	31%	31%	30%	27%	23%	27%	30%	33%	37%	34%	25%	29%	34%	36%	32%	22%	
Mean	3.04	2.79	3.16	3.32	3.00	3.05	3.03	3.28	3.34	3.18	3.05	2.81	2.80	2.82	3.31	3.11	2.81	2.81	2.99	3.33	
Std Dev.	1.12	1.05	1.13	1.18	1.11	1.17	1.08	1.12	1.13	1.14	1.13	1.11	1.04	1.00	1.12	1.14	1.06	1.02	1.12	1.08	
Std Error	0.01	0.03	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.04	

Q17_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Disagree strongly (1)	669	92	226	150	202	318	352	389	272	80	76	153	163	109	392	82	528	152	497	20
	11%	6%	12%	11%	12%	10%	17%	11%	11%	15%	10%	10%	10%	10%	10%	15%	10%	12%	11%	7%
Disagree (2)	1187	210	393	271	313	603	584	668	509	74	150	311	300	198	761	80	1036	241	903	44
	19%	18%	21%	20%	18%	20%	19%	18%	21%	14%	21%	21%	19%	18%	20%	15%	20%	19%	20%	15%
Neither agree nor disagree (3)	1910	318	536	473	583	852	1059	1057	819	152	226	469	479	328	1174	156	1590	366	1445	99
	31%	28%	29%	28%	35%	28%	37%	29%	30%	29%	31%	31%	30%	30%	31%	29%	31%	29%	31%	34%
Agree (4)	1784	387	604	349	465	970	814	1133	620	157	190	438	482	351	1110	160	1510	384	1317	83
	29%	32%	32%	25%	27%	32%	26%	31%	26%	30%	26%	29%	30%	32%	29%	30%	29%	30%	29%	29%
Agree strongly (5)	495	132	125	116	123	257	238	375	113	37	71	107	144	101	322	37	434	119	348	28
	8%	12%	7%	6%	7%	8%	8%	10%	5%	7%	10%	7%	9%	9%	8%	7%	8%	8%	8%	10%
Don't know	114	20	30	25	39	50	65	46	64	16	19	23	16	14	59	17	77	21	79	14
	2%	2%	2%	2%	2%	2%	2%	1%	3%	3%	3%	2%	1%	1%	2%	3%	1%	2%	2%	5%
NET Agree	2273	499	728	465	587	1227	1052	1508	733	195	261	545	627	452	1432	197	1944	503	1685	111
	37%	44%	39%	34%	34%	40%	34%	41%	31%	38%	36%	36%	40%	41%	38%	37%	38%	39%	36%	39%
NET Disagree	1866	302	619	421	515	920	906	1058	781	154	227	464	483	307	1153	163	1564	393	1400	64
	30%	27%	32%	30%	30%	30%	30%	29%	31%	30%	31%	31%	29%	28%	30%	30%	30%	31%	31%	22%
Mean	3.64	3.21	3.00	3.01	3.00	3.27	3.00	3.21	2.91	3.00	3.04	3.02	3.09	3.13	3.06	2.96	3.06	3.06	3.03	3.27
Std Dev.	1.12	1.13	1.13	1.11	1.11	1.15	1.11	1.07	1.19	1.13	1.14	1.10	1.13	1.12	1.12	1.18	1.12	1.16	1.11	1.06
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

Q17_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Table 273

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
Disagree strongly (1)	669	570	99	20	354	62	40	14	31	69	70	35	99	66	64	102	57	4	58
	11%	11%	12%	12%	11%	12%	12%	6%	12%	10%	12%	8%	11%	12%	8%	12%	11%	2%	13%
Disagree (2)	1187	1028	158	29	992	92	62	41	57	136	97	87	116	102	164	134	99	16	76
	19%	19%	18%	18%	19%	18%	21%	24%	23%	20%	19%	19%	21%	18%	20%	16%	19%	24%	17%
Neither agree nor disagree (3)	1910	1628	282	46	1616	162	73	60	87	202	150	136	159	176	244	271	190	27	135
	31%	31%	33%	28%	31%	31%	25%	27%	35%	30%	30%	30%	29%	31%	30%	32%	36%	40%	30%
Agree (4)	1784	1557	227	51	1485	163	81	45	54	190	138	147	165	182	249	235	136	16	147
	29%	29%	26%	31%	29%	31%	28%	26%	21%	28%	27%	33%	30%	32%	31%	28%	26%	23%	33%
Agree strongly (5)	488	425	71	12	423	34	30	9	15	59	38	38	34	42	83	80	33	5	29
	8%	8%	8%	7%	8%	6%	10%	2%	6%	9%	8%	7%	8%	7%	10%	9%	6%	7%	6%
Don't know	114	90	24	8	98	6	8	2	7	18	14	6	9	3	6	21	14	*	6
	2%	2%	3%	3%	2%	1%	3%	1%	3%	5%	3%	1%	2%	1%	1%	2%	3%	*	1%
NET Agree	2279	1952	298	63	1916	199	111	53	89	249	177	164	200	225	332	315	169	20	176
	37%	37%	35%	38%	31%	39%	38%	31%	27%	31%	30%	31%	31%	31%	31%	31%	32%	30%	33%
NET Disagree	1856	1598	258	49	1548	153	102	55	88	206	167	121	175	168	228	237	155	20	134
	30%	30%	30%	29%	30%	30%	32%	32%	31%	30%	33%	27%	32%	29%	28%	28%	29%	29%	30%
Mean	3.04	3.05	3.01	3.04	3.05	3.03	3.00	2.96	2.96	3.00	2.96	3.00	3.00	3.00	3.00	3.00	3.00	3.02	3.00
Std Dev.	1.12	1.12	1.13	1.18	1.12	1.12	1.22	1.02	1.09	1.13	1.17	1.08	1.11	1.12	1.11	1.15	1.07	0.99	1.13
Std Error	0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.04

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q17_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Total	Stamp usage		1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	199	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Disagree strongly (1)	669	199	298	295	353	199	15	65	286	41	138	225	348	74	70	50	473	119	289	219	80	39	30	508	79	149	521
	11%	8%	13%	8%	12%	8%	8%	8%	13%	19%	13%	11%	10%	9%	12%	20%	11%	14%	11%	10%	12%	11%	22%	10%	18%	10%	11%
Disagree (2)	1187	445	440	646	640	445	17	147	440	32	231	418	440	148	120	58	858	178	541	384	123	95	40	925	135	223	964
	19%	16%	20%	18%	20%	16%	10%	16%	20%	15%	22%	18%	18%	19%	21%	24%	19%	21%	21%	17%	15%	9%	22%	19%	12%	15%	21%
Neither agree nor disagree (3)	1910	718	666	1079	1027	718	51	270	666	60	337	529	813	318	185	57	1342	245	717	771	259	115	41	1458	157	357	1553
	31%	30%	31%	31%	32%	30%	32%	36%	31%	28%	32%	26%	32%	40%	32%	23%	30%	30%	28%	33%	38%	32%	23%	30%	29%	24%	33%
Agree (4)	1784	754	585	1092	923	754	50	213	585	62	268	577	779	208	156	62	1355	218	743	747	170	86	30	1489	118	551	1233
	29%	31%	27%	32%	28%	31%	31%	28%	27%	26%	29%	29%	31%	26%	27%	25%	30%	26%	29%	29%	25%	24%	17%	29%	22%	30%	27%
Agree strongly (5)	485	263	138	342	218	263	20	44	138	12	44	235	172	37	42	9	405	52	285	151	30	13	5	446	18	230	266
	8%	11%	6%	10%	7%	11%	13%	6%	8%	6%	4%	12%	7%	5%	7%	4%	9%	6%	11%	11%	4%	4%	3%	9%	3%	10%	6%
Don't know	114	34	48	48	62	34	7	18	48	6	31	34	34	13	6	11	68	16	22	32	18	10	22	54	31	11	104
	2%	1%	2%	1%	2%	1%	1%	2%	2%	3%	3%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
NET Agree	2279	1016	723	1433	1141	1016	70	257	723	74	312	811	950	246	199	71	1762	270	1037	868	200	99	35	1935	134	780	1489
	37%	42%	33%	41%	35%	42%	44%	34%	33%	35%	30%	40%	38%	31%	34%	29%	39%	33%	40%	39%	29%	28%	20%	39%	25%	51%	32%
NET Disagree	1866	644	726	941	1023	644	32	211	726	73	369	643	688	223	190	108	1331	298	830	603	204	134	79	1433	213	372	1484
	30%	27%	32%	27%	31%	27%	20%	28%	34%	35%	30%	42%	28%	28%	33%	24%	30%	29%	29%	29%	30%	20%	19%	40%	24%	40%	24%
Mean	3.04	3.18	2.93	3.18	2.99	3.18	3.26	3.03	2.93	2.86	2.85	3.08	3.08	2.96	2.97	2.67	3.08	2.88	3.08	3.18	2.82	2.50	2.72	3.08	2.72	3.32	2.95
Std Dev	1.12	1.12	1.13	1.10	1.11	1.12	1.13	1.03	1.13	1.13	1.12	1.19	1.08	1.01	1.12	1.19	1.13	1.15	1.18	1.07	1.05	1.04	1.16	1.13	1.09	1.19	1.08
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.04	0.02	0.08	0.03	0.03	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02

Q17_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Disagree strongly (1)	669	42	622	5	101	459	20	649	6	8	7	662	-
	11%	13%	11%	13%	11% ^{ab}	11% ^{ab}	6%	11%	5%	13%	10%	11%	2%
Disagree (2)	1187	53	1129	5	329	812	46	1133	18	13	21	1164	2
	19%	16%	20%	12%	20%	19%	15%	19%	16%	22%	13% ^{ab}	19%	7%
Neither agree nor disagree (3)	1910	109	1790	11	479	1314	118	1827	34	16	18	1877	15
	31%	32%	31%	27%	29%	31%	38% ^{ab}	31%	29%	27%	28%	31%	67%
Agree (4)	1784	94	1679	12	486	1211	88	1707	46	20	9	1773	2
	29%	28%	29%	29%	29%	29%	28%	29% ^{ab}	32% ^{ab}	23% ^{ab}	14%	29% ^{ab}	7%
Agree strongly (5)	495	25	460	6	156	306	33	483	8	-	2	491	2
	8%	9%	8%	15%	8% ^{ab}	7%	11%	8%	7%	-	3%	8%	8%
Don't know	114	9	103	2	35	72	7	98	4	2	9	104	2
	2%	3%	2%	5%	2%	2%	2%	2%	4%	3%	13% ^{ab}	2%	9%
NET Agree	2279	122	2139	18	641	1517	121	2190	54	20	12	2264	3
	37%	36%	37%	44%	38%	36%	39%	37% ^{ab}	46% ^{ab}	35%	17%	37% ^{ab}	16%
NET Disagree	1886	95	1751	10	520	1270	66	1782	24	20	28	1827	2
	30%	28%	30%	24%	30% ^{ab}	31% ^{ab}	21%	30%	21%	35%	42% ^{ab}	30%	9%
Mean	3.04	3.04	3.04	3.04	3.05	3.02	3.03	3.04	3.26	2.87	2.64	3.06	3.14
Std Dev.	1.12	1.15	1.12	1.26	1.16	1.11	1.04	1.13	1.00	1.06	1.02	1.12	0.77
Std Error	0.01	0.06	0.01	0.18	0.03	0.02	0.06	0.01	0.10	0.14	0.13	0.01	0.17

Q17_2. How much do you agree or disagree with the following statements
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	527	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Disagree strongly (1)	669	161	182	152	174	57	50	54	60	52	71	51	48	53	43	56	75				
	11%	10%	12%	10%	11%	12%	9%	10%	11%	10%	14%	10%	9%	11%	9%	11%	14%				
Disagree (2)	1187	273	319	283	311	84	99	90	92	99	128	96	103	84	100	106	106				
	19%	18%	21%	18%	20%	17%	19%	17%	17%	19%	25%	19%	20%	17%	20%	21%	19%				
Neither agree nor disagree (3)	1910	494	450	494	472	147	168	179	144	157	149	164	163	167	158	160	153				
	31%	32%	29%	32%	31%	30%	32%	34%	27%	31%	30%	32%	32%	33%	31%	29%	29%				
Agree (4)	1784	471	412	443	458	157	189	146	176	129	105	153	147	143	168	141	149				
	29%	30%	27%	29%	30%	31%	31%	28%	33%	25%	21%	30%	27%	27%	33%	27%	30%				
Agree strongly (5)	495	119	139	138	99	34	40	45	49	55	35	41	49	48	29	44	26				
	8%	8%	9%	9%	6%	7%	8%	9%	9%	11%	7%	8%	9%	10%	6%	9%	5%				
Don't know	114	31	33	29	22	11	8	12	9	16	8	13	8	8	4	6	11				
	2%	2%	2%	2%	1%	2%	1%	2%	2%	3%	2%	2%	2%	2%	1%	1%	2%				
NET Agree	2279	591	551	581	557	191	208	192	227	184	140	194	196	190	197	184	176				
	37%	38%	36%	38%	36%	36%	39%	36%	43%	30%	28%	37%	30%	30%	30%	30%	34%				
NET Disagree	1886	435	521	435	485	142	149	144	152	130	195	147	151	137	144	161	181				
	30%	28%	33%	28%	32%	29%	29%	27%	29%	25%	40%	28%	29%	27%	29%	32%	30%				
Mean	3.04	3.08	3.00	3.09	3.00	3.05	3.10	3.07	3.12	3.05	2.81	3.07	3.05	3.10	3.05	3.03	2.90				
Std Dev.	1.12	1.11	1.16	1.11	1.11	1.12	1.09	1.11	1.16	1.15	1.15	1.11	1.12	1.13	1.06	1.13	1.13				
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Q17_3. How much do you agree or disagree with the following statements

I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Methodology				Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1481	5488	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Disagree strongly (1)	1084	174	910	118	966	599	485	83	103	201	147	277	167	100	186	348	550	273	968	110	
	18%	17%	18%	15%	18%	20%	15%	10%	12%	18%	16%	24%	19%	16%	11%	18%	28%	20%	18%	12%	
Disagree (2)	1687	406	1281	165	1502	694	908	188	166	263	251	330	250	230	364	514	709	470	1441	207	
	27%	33%	26%	21%	28%	23%	31%	23%	19%	23%	30%	29%	33%	35%	21%	30%	32%	34%	30%	22%	
Neither agree nor disagree (3)	1684	349	1335	178	1505	819	863	234	228	295	217	296	215	196	462	512	710	411	1402	261	
	27%	28%	27%	23%	28%	26%	27%	26%	26%	26%	26%	26%	26%	31%	27%	26%	28%	30%	27%	28%	
Agree (4)	1234	220	1014	215	1020	548	583	211	265	259	158	167	101	73	475	417	342	174	1004	222	
	20%	18%	21%	27%	19%	32%	19%	35%	31%	31%	22%	19%	13%	12%	29%	30%	27%	14%	19%	24%	
Agree strongly (5)	388	39	349	111	278	209	179	95	99	90	47	32	18	9	194	137	58	26	260	124	
	6%	3%	7%	16%	5%	7%	6%	13%	11%	8%	3%	3%	2%	1%	18%	14%	2%	2%	5%	15%	
Don't know	102	44	58	2	100	40	62	11	7	13	13	25	8	24	15	27	57	33	83	19	
	2%	4%	1%	0%	2%	1%	2%	1%	1%	1%	2%	2%	1%	4%	1%	1%	2%	2%	2%	2%	
NET Agree	1623	299	1394	325	1297	857	762	306	364	349	205	199	119	82	670	553	400	200	1263	346	
	26%	21%	27%	38%	24%	30%	24%	31%	38%	31%	21%	18%	16%	13%	40%	38%	30%	14%	24%	31%	
NET Disagree	2761	580	2171	284	2468	1293	1453	271	269	464	397	607	417	326	540	862	1350	743	2410	317	
	45%	47%	44%	36%	46%	43%	46%	33%	31%	41%	48%	54%	52%	52%	32%	44%	54%	54%	47%	34%	
Mean	2.70	2.62	2.72	3.04	2.65	2.72	2.68	3.06	3.11	3.06	2.66	2.41	2.40	2.43	3.06	2.72	2.41	2.42	2.63	3.05	
Std Dev.	1.17	1.05	1.19	1.28	1.14	1.21	1.12	1.17	1.20	1.22	1.15	1.10	1.05	0.96	1.18	1.19	1.05	1.01	1.15	1.21	
Std Error	0.01	0.03	0.02	0.05	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05	

Q17_3. How much do you agree or disagree with the following statements

I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base		1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base		697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Disagree strongly	(1)	155	335	261	332	490	594	604	465	115	141	260	259	190	660	118	883	234	814	35
		14%	18%	21%	20%	16%	21%	18%	17%	3%	2%	4%	4%	3%	17%	2%	18%	18%	18%	12%
Disagree	(2)	282	570	369	446	852	815	927	725	133	208	410	451	269	1069	141	1427	322	1287	58
		25%	30%	27%	26%	26%	26%	25%	30%	26%	28%	27%	28%	24%	28%	26%	28%	25%	28%	20%
Neither agree nor disagree	(3)	289	522	395	477	811	871	958	685	115	198	423	412	301	1034	119	1413	327	1265	92
		25%	27%	29%	28%	27%	28%	25%	25%	22%	27%	27%	26%	27%	27%	22%	27%	25%	28%	32%
Agree	(4)	1234	286	363	252	333	649	821	400	104	120	302	356	232	778	107	1051	285	890	59
		25%	15%	19%	15%	21%	19%	22%	17%	20%	16%	20%	22%	21%	20%	20%	22%	22%	19%	20%
Agree strongly	(5)	388	108	100	86	207	181	316	88	32	45	94	92	97	235	32	339	96	268	24
		6%	5%	6%	5%	7%	6%	8%	3%	1%	1%	1%	1%	1%	6%	1%	6%	6%	6%	8%
Don't know		102	16	23	22	41	39	44	55	16	17	12	15	11	44	17	63	19	65	19
		2%	1%	1%	2%	1%	2%	1%	2%	3%	2%	1%	1%	1%	1%	3%	1%	1%	1%	6%
NET Agree		1623	394	482	338	428	857	1136	488	136	169	366	447	320	1013	139	1360	332	1158	83
		26%	13%	24%	20%	26%	29%	31%	20%	26%	23%	26%	28%	20%	27%	26%	27%	30%	25%	29%
NET Disagree		2751	437	906	630	779	1343	1531	1190	248	349	670	710	459	1729	259	2310	556	2101	94
		45%	18%	27%	20%	24%	44%	42%	20%	48%	48%	45%	45%	42%	45%	49%	45%	43%	48%	33%
Mean		2.70	2.70	2.64	2.66	2.65	2.67	2.70	2.52	2.61	2.62	2.71	2.73	2.67	2.70	2.60	2.71	2.75	2.67	2.72
Std Dev.		1.17	1.20	1.13	1.16	1.17	1.17	1.21	1.08	1.23	1.17	1.16	1.15	1.21	1.16	1.22	1.17	1.21	1.15	1.15
Std Error		0.01	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.07

Q17_3. How much do you agree or disagree with the following statements
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ides (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Disagree strongly (1)	1084	954	131	34	912	89	58	25	50	111	106	76	114	95	130	142	90	11	79	
	16%	18%	15%	20%	18%	17%	20%	15%	20%	16%	21%	17%	21%	17%	16%	17%	17%	16%	18%	
Disagree (2)	1667	1420	247	46	1387	140	89	52	79	192	123	109	129	158	220	226	150	23	117	
	27%	27%	29%	27%	27%	27%	30%	31%	31%	28%	24%	24%	24%	28%	27%	27%	28%	34%	26%	
Neither agree nor disagree (3)	1684	1439	245	37	1421	141	67	55	67	196	158	113	134	151	218	224	160	18	123	
	27%	27%	28%	22%	27%	27%	23%	27%	27%	29%	31%	28%	29%	26%	27%	27%	30%	27%	27%	
Agree (4)	1234	1068	167	38	1037	116	52	30	40	125	76	113	118	134	149	187	94	14	102	
	20%	20%	19%	23%	20%	22%	18%	16%	16%	19%	15%	25%	22%	23%	18%	22%	21%	23%	21%	
Agree strongly (5)	388	338	50	9	333	25	23	7	8	40	32	31	36	28	82	52	25	2	24	
	6%	6%	6%	5%	8%	6%	8%	4%	3%	6%	6%	7%	7%	9%	13%	6%	5%	2%	5%	
Don't know	102	79	24	4	87	6	7	2	6	12	12	7	11	7	11	12	9	-	6	
	2%	1%	2%	3%	2%	1%	2%	1%	2%	2%	2%	2%	2%	1%	1%	1%	2%	-	1%	
NET Agree	1623	1408	217	47	1370	161	75	37	48	165	108	143	154	163	231	239	119	15	126	
	26%	27%	25%	26%	25%	27%	25%	22%	19%	24%	21%	21%	28%	23%	23%	25%	23%	23%	23%	
NET Disagree	2751	2374	377	80	2299	229	149	77	129	303	229	185	244	252	349	368	240	33	196	
	45%	45%	44%	46%	44%	44%	26%	45%	21%	45%	45%	41%	45%	44%	43%	44%	45%	50%	43%	
Mean	2.70	2.70	2.71	2.65	2.70	2.70	2.63	2.66	2.50	2.59	2.61	2.50	2.59	2.72	2.59	2.60	2.64	2.60	2.62	
Std Dev.	1.17	1.17	1.13	1.20	1.17	1.14	1.21	1.06	1.09	1.14	1.17	1.20	1.22	1.14	1.22	1.17	1.11	1.06	1.16	
Std Error	0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.08	0.04	

Proportions/Mean: Columns Tested (5% risk level) - a-b:c - d:e:f:g - h:i:j:k:l:m:n:p:q:r
* small base

Q17_3. How much do you agree or disagree with the following statements

I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - almost of the time (a)	2nd class - almost of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class almost of the time and HH income <£11.5 (e)	Use 1st class almost of the time and Not Working (f)	Use 2nd class almost of the time (g)	Use 2nd class almost of the time and HH income <£11.5 (h)	Use 2nd class almost of the time and Not Working (i)	Very reliant (j)	Fairly reliant (k)	Neither reliant nor not reliant (l)	Not very reliant (m)	Not at all reliant (n)	Net reliant (o)	Net not reliant (p)	Very reliant (q)	Fairly reliant (r)	Neither reliant nor not reliant (s)	Not very reliant (t)	Not at all reliant (u)	Net reliant (v)	Net not reliant (w)	ANY affordability challenges (x)	No affordability challenges (y)			
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	199	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
Disagree strongly (1)	1084	344	473	491	420	344	28	125	473	61	226	418	369	114	115	65	787	182	605	331	106	72	68	836	139	239	847		
Disagree (2)	1687	624	634	896	905	624	34	221	634	58	336	542	681	201	158	81	1223	239	745	605	139	129	41	1350	170	269	1368		
Neither agree nor disagree (3)	1884	611	556	968	922	611	33	231	556	38	269	443	725	289	173	40	1170	222	609	659	274	78	28	1258	105	342	1342		
Agree (4)	1234	571	367	807	603	571	43	140	367	40	174	402	555	140	100	34	958	134	498	528	111	69	20	1026	89	430	804		
Agree strongly (5)	388	232	80	298	146	232	15	33	80	10	16	185	126	37	30	9	312	39	228	120	31	4	5	348	9	202	187		
Don't know	102	31	44	43	57	31	7	13	44	5	28	26	28	18	6	8	54	14	21	30	19	6	16	51	22	10	92		
NET Agree	1623	802	446	1105	749	802	58	173	446	50	191	588	682	178	130	43	1270	173	726	648	143	72	25	1374	98	632	991		
NET Disagree	2761	968	1107	1386	1525	968	62	347	1107	120	662	960	1049	315	274	146	2009	420	1250	937	245	201	108	2186	309	537	2215		
Mean	2.70	2.88sd	2.50	2.89sd	2.81sd	2.88sd	2.86sd	2.64	2.50	2.41	2.43	2.76sd	2.76sd	2.76sd	2.50	2.33	2.72sd	2.52	2.68sd	2.76sd	2.76sd	2.44sd	2.10	2.76sd	2.33	1.86sd	2.59		
Std Dev	1.17	1.21	1.13	1.18	1.13	1.21	1.28	1.10	1.13	1.23	1.06	1.26	1.12	1.07	1.14	1.13	1.18	1.15	1.23	1.12	1.07	1.06	1.17	1.18	1.10	1.28	1.10		
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.10	0.04	0.02	0.09	0.03	0.03	0.02	0.04	0.05	0.07	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02		

Q17_3. How much do you agree or disagree with the following statements

I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2404	191	3551	69	38	46	3657	15
Disagree strongly (1)	1084	55	1024	6	305	737	42	1050	16	8	10	1074	*
	18%	16%	18%	14%	18%	18%	14%	18%	13%	14%	15%	18%	1%
Disagree (2)	1667	84	1578	5	437	1181	49	1617	11	11	26	1640	1
	27%	25%	27%	13%	23%	29%	16%	27%	10%	20%	40%	26%	4%
Neither agree nor disagree (3)	1684	98	1571	15	452	1122	100	1611	36	10	13	1657	13
	27%	29%	27%	36%	27%	27%	33%	27%	31%	17%	20%	27%	61%
Agree (4)	1234	71	1156	7	308	832	76	1159	43	23	5	1225	4
	20%	21%	20%	17%	19%	20%	24%	20%	38%	35%	8%	20%	17%
Agree strongly (5)	388	21	361	6	123	268	27	373	9	4	1	385	2
	6%	6%	6%	13%	7%	6%	9%	6%	7%	7%	2%	6%	8%
Don't know	102	7	93	2	32	63	8	86	2	2	10	90	2
	2%	2%	2%	5%	2%	2%	2%	1%	2%	3%	15%	1%	3%
NET Agree	1623	92	1517	13	450	1070	103	1532	52	26	7	1611	5
	26%	27%	26%	32%	27%	26%	33%	26%	44%	44%	10%	27%	25%
NET Disagree	2781	138	2602	11	742	1918	91	2668	27	20	36	2714	1
	45%	47%	45%	27%	41%	46%	29%	43%	23%	34%	53%	45%	6%
Mean	2.70	2.76	2.69	3.06	2.71	2.67	2.89	2.69	3.15	3.04	2.33	2.70	3.29
Std Dev.	1.17	1.16	1.17	1.26	1.19	1.15	1.15	1.17	1.14	1.23	0.96	1.17	0.76
Std Error	0.01	0.06	0.02	0.18	0.03	0.02	0.07	0.02	0.11	0.17	0.12	0.02	0.17

Q17_3. How much do you agree or disagree with the following statements
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Table 274

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	516	516	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Disagree strongly (1)	1084	267	290	257	270	101	74	93	94	85	111	89	84	83	72	87	112
	18%	17%	19%	17%	18%	20% hi	14%	18%	18%	17%	22% hi	17%	16%	17%	14%	17%	21% hi
Disagree (2)	1667	419	388	422	439	104	163	151	124	126	137	128	151	144	147	146	146
	27%	27%	25%	27%	29%	21%	31% ab	30% ab	23%	25%	28%	25%	29% a	29% a	29% a	29% a	29% a
Neither agree nor disagree (3)	1684	398	424	431	431	143	127	128	142	135	147	138	152	141	140	146	145
	27%	26%	28%	28%	28%	29%	24%	24%	27%	27%	30%	27%	29%	28%	28%	29%	28%
Agree (4)	1234	300	299	314	261	104	143	113	123	103	72	126	94	93	104	86	72
	20%	19% a	19%	20%	17%	21% hi	23% hi ab	21% hi	23% hi	20% hi	15%	23% hi ab	16%	16%	21% hi	17%	14%
Agree strongly (5)	388	82	111	84	112	31	22	29	45	44	22	24	26	34	35	40	36
	6%	5%	7%	5%	7%	6%	4%	6%	8% f	8% hi	4%	5%	5%	7%	7%	6% f	7%
Don't know	102	25	24	31	22	9	4	12	4	14	6	11	12	8	5	7	10
	2%	2%	2%	2%	1%	2%	1%	2%	1%	3%	1%	2%	2%	2%	1%	1%	2%
NET Agree	1623	441	410	398	373	135	164	142	168	147	95	152	120	126	139	126	108
	26%	29% ab	27%	26%	24%	27% f	31% hi ab	27% f	32% hi ab	29% hi	19%	29% hi ab	23%	25%	29% hi ab	25%	21%
NET Disagree	2761	685	677	679	710	204	237	244	218	211	246	217	235	227	219	233	255
	45%	44%	44%	44%	46%	42%	45%	46%	41%	42%	49% ab	42%	45%	45%	44%	45%	49% ab
Mean	2.70	2.72	2.70	2.70	2.67	2.71	2.76 hi	2.68	2.81 hi	2.76 hi	2.51	2.74 hi	2.66	2.78 hi	2.73 hi	2.78 hi	2.58
Std Dev.	1.17	1.16	1.20	1.14	1.17	1.20	1.12	1.17	1.22	1.21	1.13	1.16	1.11	1.16	1.15	1.17	1.18
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Q17_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5363	2662	3185	791	817	1134	805	1152	832	639	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1881	358	1523	346	1536	951	925	378	380	428	218	236	140	103	757	646	479	242	1455	416
	31%	29%	31%	44% ^d	29%	32%	29%	46% ^{ghim}	44% ^{ghim}	39% ^{ghim}	29% ^{ghim}	21%	18%	16%	48% ^{opq}	33% ^{opq}	19%	17%	28%	44% ^{rs}
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2279	331	1948	397	1882	1173	1101	395	438	475	314	305	201	153	833	798	659	354	1802	463
	37%	27%	40% ^a	60% ^d	35%	39% ^f	35%	49% ^{ghim}	60% ^{ghim}	42% ^{ghim}	35% ^{ghim}	27%	26%	24%	49% ^{opq}	40% ^{opq}	26%	26%	35%	49% ^{rs}
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1623	259	1364	325	1297	857	762	306	364	349	205	199	119	82	670	553	400	200	1263	346
	26%	21%	28% ^a	41% ^d	24%	29% ^f	24%	37% ^{ghim}	42% ^{ghim}	37% ^{ghim}	25% ^{ghim}	18%	16%	13%	49% ^{opq}	28% ^{opq}	16%	14%	24%	35% ^{rs}

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q17_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Table 275

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	941	620	620	2328	346	3096	828	2713	179
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1881	337	575	405	465	1011	870	1301	552	141	204	432	602	385	1188	144	1638	417	1364	101
	31%	30%b,cd	30%	29%	27%	33%b	28%	30%b,h	23%	27%	26%	29%	27%g,ha	30%g,h	31%	27%	32%	32%	30%	35%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2279	499	728	465	587	1227	1052	1508	733	195	261	545	627	452	1432	197	1944	503	1665	111
	37%	44%b,cd	39%b,c	34%	34%	49%b	34%	41%b,h	31%	38%	36%	36%	40%	41%	38%	37%	38%	39%	36%	39%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1623	394	462	338	428	857	766	1136	468	136	169	396	447	329	1013	139	1390	382	1158	83
	26%	32%b,cd	24%	24%	25%	28%b	25%	31%b,h	20%	26%	23%	26%	28%b	30%b	27%	26%	27%	30%b	25%	29%

Q17_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1881 31%	1637 37%	245 28%	47 28%	1589 31%	158 31%	89 30%	46 27%	58 23%	176 26%	128 25%	103 24% ^{ab}	181 25% ^{ab}	188 25% ^{ab}	281 26% ^{ab}	265 21% ^{ab}	158 30%	18 27%	140 21% ^{ab}	
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2279 37%	1982 37%	298 35%	63 38%	1918 37% ^{ab}	196 38% ^{ab}	111 38% ^{ab}	53 31%	69 27%	249 37% ^{ab}	177 35% ^{ab}	184 41% ^{abp}	200 37% ^{ab}	225 35% ^{abp}	332 41% ^{abp}	315 37% ^{ab}	169 32%	20 30%	176 39% ^{abp}	
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1623 26%	1406 27%	217 25%	47 28%	1370 26% ^{ab}	141 27% ^{ab}	75 25%	37 22%	48 19%	165 24%	108 21%	143 22% ^{abp}	154 23% ^{ab}	163 23% ^{ab}	231 23% ^{ab}	239 26% ^{ab}	119 23%	15 23%	126 23% ^{ab}	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q17_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Table 275

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Total																											
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1318	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1881	651	484	1325	838	651	61	214	464	41	193	683	784	205	163	45	1467	208	860	751	196	75	26	1617	101	648	1234
	31%	39% _{ab}	21%	38% _{ab}	28% _b	39% _g	38% _g	28%	21%	19%	18%	32% _{mmnoq}	31% _{mmno}	26%	39% _o	16%	31% _{mmno}	25%	31% _{mm}	33% _{mm}	22%	21%	14%	33% _{mm}	19%	43% _z	27%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2279	1016	723	1433	1141	1016	70	257	723	74	312	811	950	246	199	71	1762	270	1037	898	200	99	35	1935	134	780	1499
	37%	42% _{ab}	33%	41% _{ab}	35%	42% _g	44% _g	34%	33%	35%	30%	46% _{mmnoq}	50% _{mmno}	31%	34%	29%	38% _{mmno}	33%	46% _{mm}	39% _{mm}	25% _z	38%	20%	35% _{mm}	25%	51% _z	32%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1623	802	446	1105	749	802	58	173	446	50	191	588	682	178	130	43	1270	173	726	648	143	72	25	1374	98	632	991
	26%	32% _{ab}	21%	32% _{ab}	23%	33% _g	36% _g	23%	21%	23%	18%	29% _{mmnoq}	27% _{mmno}	22%	22%	17%	26% _{mmno}	21%	28% _{mm}	30% _{mm}	21%	20%	14%	28% _{mm}	18%	42% _z	21%

Q17_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Table 275

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1881 31%	100 32%	1761 30%	14 38%	511 31%	1256 30%	112 36%	1707 36%	23 45% sig	18 32%	9 14%	1695 31% sig	4 18%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2279 37%	122 38%	2139 37%	19 44%	641 38%	1517 36%	121 39%	2190 51% sig	54 45% sig	20 35%	12 17%	2264 37% sig	3 15%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1623 26%	92 27%	1517 26%	13 32%	450 27%	1070 26%	103 33% sig	1532 29% sig	52 44% sig	26 46% sig	7 10%	1611 27% sig	5 25%

Q17_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Table 275

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1881 31%	483 31%	475 31%	481 31%	442 29%	156 32%	180 34%	147 28%	179 34%	166 32%	130 26%	173 33%	152 29%	155 31%	160 32%	153 30%	130 25%				
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2279 37%	591 36%	551 36%	581 36%	557 36%	191 33%	208 33%	192 30%	227 43%	184 30%	140 28%	184 33%	196 33%	190 30%	197 33%	184 30%	170 34%				
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1623 26%	441 26%	410 27%	398 26%	373 24%	135 27%	164 31%	142 27%	168 32%	147 29%	95 19%	152 28%	120 23%	126 25%	139 28%	126 25%	108 21%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Q17_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	832	639	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2198	444	1754	228	1970	1083	1115	207	226	347	334	496	331	257	433	680	1085	589	1968	215
	36%	36%	36%	29%	37%	36%	35%	25%	26%	31%	40%	44%	44%	41%	26%	39%	43%	42%	38%	23%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1856	490	1366	204	1652	920	932	218	198	306	248	391	284	212	416	554	887	495	1620	209
	30%	40%	28%	26%	31%	31%	30%	27%	23%	27%	30%	30%	37%	34%	25%	28%	30%	36%	22%	22%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2791	580	2171	284	2488	1293	1453	271	269	464	397	607	417	326	540	862	1350	743	2410	317
	45%	47%	44%	36%	40%	43%	45%	33%	31%	41%	40%	54%	51%	52%	32%	44%	54%	54%	45%	34%

Q17_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2198 36%	332 29%	726 39%	616 39%	626 38%	1056 37%	1142 37%	1191 32%	986 41%	108 32%	287 36%	542 36%	549 35%	354 32%	1378 36%	210 39%	1839 36%	440 34%	1692 31%	77 27%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1856 30%	302 27%	619 32%	421 30%	515 30%	920 30%	936 30%	1058 29%	781 31%	154 30%	227 31%	464 31%	463 29%	307 28%	1153 30%	163 30%	1564 30%	393 31%	1400 31%	64 22%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2751 45%	437 38%	906 47%	630 46%	779 46%	1343 44%	1408 45%	1531 42%	1190 50%	248 48%	349 48%	670 45%	710 45%	459 42%	1729 45%	259 49%	2310 45%	558 43%	2101 46%	94 33%

Q17_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Unweighted Base

Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2198 59%	1890 58%	308 36%	68 41%	1821 35%	192 37%	117 40%	102 49% \$102	102 49% \$102	263 39%	180 35%	184 34%	198 34%	198 33%	260 32%	281 33%	281 38%	201 40%	165 37%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1886 30%	1598 30%	258 30%	49 29%	1548 30%	153 30%	102 32% \$102	55 32% \$55	88 30% \$88	206 30%	167 33%	121 27%	175 32%	168 28%	228 28%	237 28%	155 29%	20 29%	134 30%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2751 45%	2374 45%	377 44%	80 48%	2299 44%	229 44%	146 45% \$146	77 45% \$77	129 45% \$129	303 45%	229 45%	185 41%	244 45%	252 44%	349 43%	368 44%	240 45%	33 50%	198 43%

Q17_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree strongly Summary

Table 276

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1219	1471	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2198 36%	693 29%	905 41%ac	1029 29%	1250 62%ac	693 29%	47 30%	205 39%	955 42%aim	106 50%	493 47%	762 32%ac	834 34%	255 32%	224 38%	119 40%aim	1595 35%	342 41%map	946 35%	718 37%	260 39%a	166 40%rate	100 37%rate	1664 34%	266 50%rate	459 30%	1739 27%y
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1856 30%	644 27%	726 54%ac	941 27%	1023 51%ac	644 27%	32 20%	211 28%	726 34%	73 34%	369 35%	643 52%a	688 28%	223 28%	190 33%	108 44%aim	1331 30%	298 53%map	830 32%	603 26%	204 30%	134 57%rate	79 45%rate	1433 29%a	213 40%rate	372 24%	1484 52%y
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2751 45%	968 40%	1107 61%ac	1386 40%	1525 47%ac	968 40%	62 39%	347 48%a	1107 51%	120 56%	562 54%	960 46%aim	1049 42%	315 39%	274 47%aim	146 50%aim	2009 49%aim	420 51%map	1250 48%aim	937 41%	245 36%	201 56%rate	108 61%rate	2186 45%a	309 59%rate	537 35%	2215 49%y

Q17_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Table 276

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2198 36%	105 31%	2084 36%	9 2%	608 32% f	1516 36% f	77 2%	2110 36%	34 29%	20 36%	23 36% h	2164 36%	1 6%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1858 30%	95 28%	1751 30%	10 24%	620 31% f	1270 30% f	68 21%	1782 30%	24 21%	20 35%	28 42% h	1827 30%	2 9%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2751 45%	138 41%	2602 45% g	11 27%	742 44% f	1918 46% f	91 29%	2668 46% h	27 23%	20 34%	36 55% h	2714 46% h	1 5%

Q17_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2198 36%	514 33%	584 38%	546 35%	554 36%	168 34%	178 33%	168 32%	185 35%	175 35%	224 45%	166 32%	202 39%	178 35%	156 31%	192 38%	206 40%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1856 30%	435 28%	501 33%	435 29%	485 32%	142 29%	149 28%	144 27%	152 29%	150 30%	199 45%	147 38%	151 29%	137 27%	144 29%	161 32%	181 35%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2781 45%	685 44%	677 44%	679 44%	710 46%	204 42%	237 45%	244 46%	218 41%	211 42%	248 50%	217 42%	235 45%	227 45%	219 44%	233 45%	258 50%

Q17_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1917	5143	807	5353	2862	3185	791	817	1134	805	1152	832	639	1628	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.88	2.88	2.88	3.21d	2.83	2.87	2.89	3.28uqkm	3.18uqkm	3.09uqkm	3.16uqkm	2.59	2.59	2.63	3.23opq	3.30pqr	2.60	2.60	2.81	3.27r
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.04	2.79	3.10s	3.32d	3.00	3.05	3.03	3.28uqkm	3.34uqkm	3.15uqkm	3.09uqkm	2.81	2.80	2.82	3.31opq	3.11pqr	2.81	2.81	2.99	3.33r
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.70	2.62	2.72s	3.04d	2.65	2.72	2.68	3.06uqkm	3.11uqkm	2.89uqkm	2.84uqkm	2.41	2.40	2.43	3.08opq	2.73pqr	2.41	2.42	2.63	3.06r

Q17_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179	
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.88	3.12bcd	2.83	2.84	2.80	2.84f	2.82	2.89bc	2.70	2.76	2.79	2.85	2.84fjkn	2.89fjkn	2.86fj	2.75	2.90bc	2.93r	2.85	3.08op	
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.04	3.21bcd	3.00	3.01	3.00	3.08f	3.00	3.12bc	2.91	3.00	3.04	3.02	3.08bc	3.12fjkn	3.06	2.98	3.06	3.06	3.03	3.20op	
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.70	2.92bcd	2.64	2.66	2.65	2.74f	2.65	2.81b	2.52	2.61	2.62	2.71	2.73	2.80f	2.70	2.60	2.71	2.75	2.67	2.92p	

Q17_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

Unweighted Base
Weighted Base
Effective Base
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Total	Rurality			Nation				Region										
	Urban (a)	Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber-side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
2.88	2.88	2.87	2.80	2.89	2.85	2.83	2.80	2.70	2.78	2.78	2.87nj	2.84nj	2.90nj	3.00nj/mopg	2.90nj	2.87	2.82	2.85
3.04	3.05	3.01	3.04	3.05	3.03	3.00	2.96	2.86	3.05h	2.96	3.18nj/g	3.00	3.06h	3.15nj/mopg	3.07hj	2.98	3.02	3.03
2.70	2.70	2.71	2.65	2.70	2.70	2.63	2.66	2.50	2.65h	2.61	2.60h	2.60h	2.72h	2.79hj	2.74h	2.64	2.60	2.72h

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Q17_MEAN. . How much do you agree or disagree with the following statements - Mean Summary
Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Total																											
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.88	3.12sd	2.82	2.88sd	2.72sd	3.12g	1.87g	2.86	2.82g	2.47	2.56	2.97msq	2.97msq	2.68sq	2.62o	2.50	2.97msq	2.72o	2.521msx	2.641msx	2.72msx	2.62vx	2.21	2.541msx	2.49x	3.12z	2.80
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.04	3.18sd	2.93	3.16sd	2.96s	3.18g	3.29g	3.03	2.93g	2.86	2.85	3.08msmq	3.08msmq	2.96sq	2.97o	2.67	3.08msmq	2.86o	3.081msx	3.10msx	2.82vx	2.82vx	2.50	3.081msx	2.72v	3.32z	2.95
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.70	2.88sd	2.50	2.88sd	2.61s	2.88g	2.90g	2.64	2.50	2.41	2.43	2.78sq	2.78sq	2.72sq	2.66o	2.33	2.72sq	2.52	2.69msx	2.78msx	2.72msx	2.44v	2.10	2.72msx	2.33	3.04z	2.59

Q17_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.85	2.96	2.87	3.16	2.88	2.86	3.1286	2.88	3.1496	2.87	2.47	2.85	3.21
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.04	3.04	3.04	3.24	3.05	3.02	3.2586	3.04	3.2596	2.87	2.64	3.04	3.14
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.70	2.76	2.69	3.06	2.71	2.67	2.9904	2.69	3.1596	3.04	2.33	2.70	3.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

Q17_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.88	2.89	2.88	2.90	2.88	2.84	2.87exp	2.87p	2.88p	2.88p	2.70	2.84p	2.85p	2.85p	2.84exp	2.85p	2.73				
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.04	3.08exp	3.00	3.08exp	3.00	3.05p	3.10p	3.07p	3.12p	3.06p	2.81	3.07p	3.09p	3.10p	3.09p	3.02p	2.90				
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.70	2.72	2.70	2.70	2.67	2.71	2.78p	2.68	2.81p	2.78p	2.51	2.74p	2.66	2.70	2.77p	2.70	2.56				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Table 278

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	731	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	3364	759	2605	559	2796	1618	1732	431	491	681	465	602	382	303	922	1146	1286	684	2763	553
54%	74%	53%	74%	52%	54%	54%	59%	52%	57%	64%	56%	53%	50%	48%	53%	57%	51%	49%	54%	53%
They've delivered a packet or parcel	4376	109	3449	508	3932	2098	2289	627	679	784	612	826	548	440	1186	1395	1779	987	3743	593
71%	77%	70%	64%	72%	70%	72%	72%	74%	67%	70%	73%	71%	72%	70%	70%	71%	71%	71%	72%	63%
I've heard of them but not used them in the last 12 months	807	137	370	33	474	264	242	50	55	82	57	102	86	74	106	139	262	160	439	65
8%	17%	8%	4%	16%	9%	9%	8%	6%	6%	7%	7%	9%	11%	12%	8%	7%	16%	12%	9%	7%
I've not heard of them before	22	3	19	6	16	18	4	6	5	7	1	1	1	1	11	9	3	2	19	1
0%	3%	1%	7%	4%	1%	1%	1%	1%	1%	1%	0%	0%	0%	0%	10%	7%	2%	1%	1%	0%
NET Any usage	5631	1092	4538	750	4881	2728	2853	766	807	1032	774	1027	673	552	1573	1906	2252	1225	4700	877
91%	89%	92%	89%	91%	91%	92%	92%	83%	83%	82%	83%	81%	89%	88%	83%	84%	89%	88%	91%	83%

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Table 278

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
I've used them to send a packet or parcel	94%	89%	90%	88%	89%	89%	90%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%
I've delivered a packet or parcel	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%
I've heard of them but not used them in the last 12 months	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%
I've not heard of them before	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
NET Any usage	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Table 278

Base : All participants

	Rurality			Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
I've used them to send a packet or parcel	3364	2834	521	104	2853	272	151	79	106	369	291	247	289	317	494	421	319	47	225
94%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%
They've delivered a packet or parcel	4375	3747	628	121	3671	381	199	123	174	462	335	331	378	428	552	612	398	47	334
71%	71%	73%	73%	73%	71%	74%	67%	72%	69%	69%	66%	74%	70%	78%	68%	73%	78%	71%	74%
I've heard of them but not used them in the last 12 months	807	427	50	11	421	43	31	13	30	64	82	23	63	37	50	72	50	*	43
8%	8%	8%	8%	8%	8%	8%	10%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	1%	8%
I've not heard of them before	22	12	10	*	20	1	1	*	2	2	6	3	-	5	2	-	2	-	1
NET Any usage	5631	4829	802	156	4737	473	263	157	219	618	451	422	490	531	758	770	477	67	407
91%	91%	93%	93%	93%	91%	92%	89%	92%	89%	92%	94%	90%	92%	94%	91%	91%	90%	89%	90%

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Table 278

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I've used them to send a packet or parcel	3354	1425	1151	2055	1781	1425	78	398	1151	109	590	1249	1362	380	272	98	2693	370	1689	1318	753	140	44	2907	184	837	2517
54%	59%	53%	59%	59%	59%	49%	52%	52%	53%	49%	45%	62%	54%	47%	47%	40%	59%	45%	54%	53%	37%	39%	25%	59%	34%	55%	54%
They've delivered a packet or parcel	4375	1691	1536	2493	2337	1691	105	565	1536	154	758	1410	1805	546	420	178	3215	598	1885	1688	457	232	93	3573	325	915	3459
71%	70%	71%	71%	72%	70%	65%	74%	71%	72%	72%	71%	70%	73%	66%	72%	72%	71%	72%	72%	72%	64%	65%	52%	72%	61%	60%	73%
I've heard of them but not used them in the last 12 months	807	150	158	222	270	150	23	81	158	26	125	139	182	80	58	38	321	95	117	142	112	60	54	200	124	133	374
8%	6%	6%	9%	6%	8%	6%	14%	8%	9%	7%	12%	7%	10%	10%	19%	7%	12%	5%	6%	16%	17%	36%	5%	23%	9%	8%	
I've not heard of them before	22	1	11	7	17	1	1	1	11	-	1	3	6	3	5	4	9	9	*	4	11	3	3	4	7	14	9
*	*	1%	1%	1%	1%	*	*	*	1%	-	1%	15%	2%	15%	2%	1%	15%	1%	*	2%	1%	2%	*	1%	1%	*	*
NET Any usage	5631	2282	1954	3274	2966	2282	137	702	1954	186	923	1874	2298	716	520	205	4172	725	2489	2157	558	294	110	4646	405	1374	4257
91%	59%	90%	90%	59%	91%	85%	82%	90%	59%	88%	88%	61%	52%	86%	89%	83%	61%	87%	59%	54%	62%	65%	62%	59%	59%	90%	92%

Question focuses on packets and parcels since Q3 2022

Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
I've used them to send a packet or parcel	3364	155	3153	17	835	2322	147	3263	38	17	28	3319	9
	54%	46%	55%	42%	50%	57%	47%	85%	33%	30%	42%	55%	39%
They've delivered a packet or parcel	4375	248	4111	16	1157	3020	197	4234	69	27	33	4330	11
	71%	72%	71%	44%	69%	72%	63%	72%	59%	47%	51%	70%	52%
I've heard of them but not used them in the last 12 months	807	34	465	9	181	287	39	439	22	15	25	478	4
	8%	10%	8%	21%	11%	7%	12%	19%	20%	32%	8%	20%	
I've not heard of them before	22	*	22	*	6	10	6	17	2	3	1	21	1
	*	*	*	1%	*	2%	2%	4%	2%	4%	1%	3%	
NET Any usage	5631	302	5296	32	1488	3876	266	5441	94	39	40	5574	17
	91%	90%	92%	78%	89%	93%	85%	92%	80%	67%	61%	92%	77%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Table 278

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I've used them to send a packet or parcel	3354	861	846	826	822	268	305	287	301	293	252	269	292	265	271	291	260
54%	54%	56%	55%	54%	54%	55%	57%	55%	57%	58%	51%	52%	56%	53%	54%	57%	50%
They've delivered a packet or parcel	4375	1094	1094	1093	1094	346	376	372	383	333	378	376	365	352	368	345	383
71%	71%	71%	71%	71%	71%	70%	71%	71%	72%	66%	73%	72%	70%	70%	72%	67%	73%
I've heard of them but not used them in the last 12 months	807	129	121	122	135	42	35	52	35	50	36	50	40	32	45	45	45
8%	8%	8%	8%	8%	9%	9%	7%	10%	7%	10%	7%	10%	8%	6%	9%	9%	9%
I've not heard of them before	22	11	3	2	6	3	-	8	-	-	3	-	-	2	4	2	-
1%	1%	*	*	*	1%	-	-	2% below	*	-	1%	-	-	*	1%	*	-
NET Any usage	5631	1410	1411	1415	1395	446	487	467	487	457	457	468	478	468	454	465	476
91%	91%	91%	92%	92%	91%	91%	93%	89%	93%	90%	92%	90%	92%	90%	90%	91%	91%

Question focuses on packets and parcels since Q3 2022
Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +

Table 280

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2013	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	373	44	330	128	245	165	208	53	79	88	58	56	26	12	132	146	95	39	306	64
They've delivered a packet or parcel	713	137	575	175	538	327	385	119	135	180	125	30	38	26	214	305	154	64	925	101
I've heard of them but not used them in the last 12 months	2816	566	2250	308	2510	1345	1468	309	418	569	409	590	330	230	727	978	1111	551	2369	415
I've not heard of them before	2360	511	1849	208	2152	1204	1150	352	253	313	257	442	380	362	605	571	1184	742	2044	298
NET Any usage	984	155	828	275	705	460	523	161	195	239	165	128	59	35	337	405	222	94	746	231
	16%	12%	17%	33%	13%	15%	17%	6%	6%	6%	6%	6%	6%	6%	11%	11%	9%	7%	14%	24%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +

Table 280

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I've used them to send a packet or parcel	86	123	81	75	218	155	286	84	20	35	75	112	115	222	20	343	76	287	10
8%	15%	10%	6%	4%	12%	5%	10%	3%	4%	5%	5%	7%	10%	6%	4%	10%	6%	6%	3%
They've delivered a packet or parcel	157	212	162	180	370	343	535	172	42	77	176	186	169	438	43	637	161	511	41
12%	16%	11%	12%	10%	12%	11%	16%	7%	8%	10%	12%	12%	16%	11%	8%	12%	13%	11%	14%
I've heard of them but not used them in the last 12 months	429	879	691	817	1308	1508	1756	1022	235	326	685	784	448	1795	243	2344	578	2104	135
46%	38%	47%	57%	49%	43%	49%	49%	43%	46%	43%	46%	49%	41%	47%	46%	46%	45%	46%	47%
I've not heard of them before	476	732	471	679	1208	1151	1178	1137	226	302	584	527	404	1413	234	1943	481	1776	103
38%	19%	38%	34%	40%	40%	37%	32%	32%	14%	15%	15%	13%	37%	15%	30%	37%	30%	36%	36%
NET Any usage	231	302	221	229	533	450	736	239	55	105	232	274	248	610	56	889	225	709	50
16%	20%	16%	16%	13%	17%	14%	20%	10%	11%	14%	10%	17%	23%	18%	10%	17%	17%	15%	17%

Question focuses on packets and parcels since Q3 2022.
Proportion/Mean. Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Rurality				Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
I've used them to send a packet or parcel	373	314	59	13	305	35	22	11	11	36	27	34	42	35	53	31	36	4	31	
6%		6%	7%	6%		6%	7%	7%		5%	5%		7.2%	6%		7%	4%	7%	6%	
They've delivered a packet or parcel	713	629	84	11	609	58	28	18	24	66	56	64	67	63	142	83	44	5	53	
12%		12%	10%	6%		12%	11%	10%		10%	10%	11%	14%	12%	11%	16.1%	10%	8%	8%	
I've heard of them but not used them in the last 12 months	2816	2446	371	69	2361	239	133	83	116	323	201	216	265	270	346	383	232	31	208	
46%		46%	43%	41%		46%	46%	43%		46%	47.3%	40%	47.3%	47.3%	43%	43%	44%	46%	46%	
I've not heard of them before	2360	1995	365	77	1982	188	120	61	104	257	230	151	177	201	278	357	226	28	170	
38%		38%	42%	7.5%		38%	38%	41%		38%	37.3%	34%	33%	35%	34%	37.3%	37.3%	42%	38%	
NET Any usage	984	857	127	22	834	80	42	27	31	95	77	80	100	93	187	102	70	8	73	
16%		16%	15%	13%		16%	16%	14%		16%	15%		16.1%	16%		21.1%	12%	13%	11%	

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +

Table 280

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)			
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	734	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I've used them to send a packet or parcel	373	115	127	200	190	115	8	32	137	29	3	137	161	35	37	13	288	50	171	146	22	23	10	316	32	161	212
They've delivered a packet or parcel	713	341	200	475	334	341	17	64	200	15	60	218	312	109	51	14	530	65	261	326	87	22	12	587	34	297	416
I've heard of them but not used them in the last 12 months	2816	1141	926	1672	1457	1141	75	339	926	81	437	833	1150	347	260	116	2083	376	1255	1051	277	164	57	2336	221	631	2185
I've not heard of them before	2360	796	980	1196	1330	796	65	337	980	110	526	772	911	318	244	106	1683	351	971	823	298	153	100	1793	254	456	1804
NET Any usage	984	475	277	663	466	475	20	89	277	22	84	312	425	135	79	25	737	104	380	429	106	40	20	610	60	433	550
	16%	20% up	13%	19% up	14%	20% up	12%	12%	18% up	10%	8%	15%	17% up	13%	14%	10%	19% up	12%	15%	19% up	16%	10%	11%	20	11%	23%	12%

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I've used them to send a packet or parcel	373	21	349	3	107	247	20	362	6	3	2	372	-
	6%	6%	6%	6%	6%	6%	6%	6%	5%	6%	2%	6%	-
They've delivered a packet or parcel	713	45	659	9	190	473	51	661	33	14	1	709	3
	12%	13%	11%	22%	11%	11%	13%	11%	28%	24%	2%	12%	14%
I've heard of them but not used them in the last 12 months	2816	161	2635	20	716	1957	143	2742	34	19	9	2754	12
	46%	48%	46%	50%	43%	47%	46%	46%	29%	33%	14%	46%	56%
I've not heard of them before	2360	113	2238	9	681	1571	107	2234	44	21	54	2300	7
	38%	34%	39%	22%	41%	38%	34%	36%	38%	37%	91%	38%	30%
NET Any usage	984	62	909	12	278	644	61	822	39	17	3	978	3
	16%	19%	16%	28%	17%	15%	20%	16%	34%	30%	4%	16%	14%

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +

Table 280

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	924	931	924	305	314	310	314	303	300	322	316	307	292	317	312
I've used them to send a packet or parcel	373	114	103	64	92	39	35	40	38	34	32	12	25	26	25	33	34
6%	6%	7%	7%	4%	6%	8%	7%	8%	7%	7%	6%	2%	5%	5%	5%	7%	7%
They've delivered a packet or parcel	713	186	207	168	151	48	58	80	68	67	72	45	62	61	51	59	41
12%	12%	13%	14%	11%	10%	10%	11%	15%	13%	13%	13%	9%	12%	12%	10%	12%	8%
I've heard of them but not used them in the last 12 months	2816	667	685	719	746	202	222	243	238	232	215	219	273	226	237	263	247
46%	43%	45%	47%	49%	41%	42%	46%	45%	45%	46%	43%	42%	52%	45%	47%	51%	47%
I've not heard of them before	2360	613	574	606	567	206	227	180	199	188	187	245	165	196	199	162	206
38%	39%	37%	39%	37%	42%	43%	43%	34%	37%	37%	38%	47%	32%	39%	40%	32%	40%
NET Any usage	964	270	276	214	223	83	83	104	96	88	93	54	80	80	68	88	68
16%	17%	18%	14%	15%	17%	16%	16%	20%	16%	15%	15%	10%	15%	15%	13%	15%	13%

Question focuses on packets and parcels since Q3 2022
Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Table 281

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	CAPI	Online	Sell online	Don't sell online	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+	NET White	NET EMG	
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	699	1608	1939	2613	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	460	77	383	135	325	247	212	82	125	113	61	49	21	10	206	174	79	30	286	165
7%		8%	8%	17%		8%	7%	1%	1%	1%	1%	1%	3%	2%	12%	10%	3%	2%	6%	13%
They've delivered a packet or parcel	2189	314	1874	311	1558	1077	1107	273	337	471	344	370	226	168	610	815	763	394	1789	379
36%		26%	35%	42%		36%	35%	33%	39%	42%	41%	33%	30%	27%	36%	42%	30%	28%	35%	46%
I've heard of them but not used them in the last 12 months	3303	759	2544	312	2291	1621	1678	386	396	521	421	688	487	404	783	942	1579	891	2890	384
54%		62%	52%	40%	55%	54%	53%	47%	46%	46%	51%	61%	64%	64%	46%	48%	63%	64%	56%	47%
I've not heard of them before	367	125	242	39	329	145	221	111	48	52	30	43	32	51	159	81	127	83	300	60
6%		10%	5%	5%	6%	5%	7%	4%	1%	1%	1%	4%	4%	6%	10%	4%	5%	6%	6%	6%
NET Any usage	2490	340	2142	438	2551	1244	1241	324	423	549	382	399	240	172	748	931	811	412	1967	499
40%		28%	42%	38%		41%	40%	35%	39%	45%	45%	35%	32%	27%	44%	48%	32%	30%	38%	53%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Table 281

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I've used them to send a packet or parcel	140	144	105	71	284	176	377	78	26	41	109	133	115	283	27	406	93	345	22
7%	11% <i>med</i>	8% <i>med</i>	9% <i>med</i>	4%	8% <i>med</i>	6%	10% <i>med</i>	3%	5%	6%	7%	8% <i>med</i>	10% <i>med</i>	7%	5%	9%	7%	8%	6%
They've delivered a packet or parcel	486	700	483	520	1186	1003	1425	740	127	197	562	624	485	1392	128	1932	448	1648	93
36%	41% <i>med</i>	37% <i>med</i>	38% <i>med</i>	30%	38% <i>med</i>	32%	39% <i>med</i>	31%	25%	27%	37% <i>med</i>	39% <i>med</i>	44% <i>med</i>	38% <i>med</i>	24%	37% <i>med</i>	35%	36%	32%
I've heard of them but not used them in the last 12 months	478	1037	752	1037	1615	1788	1812	1444	321	483	788	802	519	2043	336	2719	667	2494	143
94%	42%	55% <i>med</i>	59% <i>med</i>	63% <i>med</i>	50%	57% <i>med</i>	49%	50%	67% <i>med</i>	62% <i>med</i>	63% <i>med</i>	57%	47%	67% <i>med</i>	63% <i>med</i>	53%	52%	54%	50%
I've not heard of them before	79	88	77	122	167	199	181	168	49	63	69	76	30	198	60	261	103	232	33
6%	6% <i>med</i>	5%	6%	8% <i>med</i>	5%	6%	5%	6% <i>med</i>	10% <i>med</i>	9% <i>med</i>	5%	6% <i>med</i>	3%	6% <i>med</i>	5%	6%	5% <i>med</i>	6%	6% <i>med</i>
NET Any usage	579	788	555	567	1368	1122	1676	796	145	227	644	707	550	1578	147	2195	514	1863	112
40%	51% <i>med</i>	41% <i>med</i>	46% <i>med</i>	33%	49% <i>med</i>	36%	49% <i>med</i>	33%	28%	31%	43% <i>med</i>	46% <i>med</i>	50% <i>med</i>	41% <i>med</i>	28%	42% <i>med</i>	40%	41%	39%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means. Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Base : All participants

	Rurality				Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
I've used them to send a packet or parcel	460	398	62	12	392	40	19	8	12	43	32	22	45	63	93	62	28	4	36	
7%	8%	7%	7%	7%	13%	8%	7%	5%	5%	6%	6%	5%	6%	16%	12%	17%	5%	6%	6%	
They've delivered a packet or parcel	2189	1844	344	65	1819	194	109	67	90	190	166	170	201	238	279	302	182	26	168	
36%	35%	40%	39%	35%	38%	38%	37%	39%	36%	28%	33%	39%	37%	42%	34%	36%	34%	40%	37%	
I've heard of them but not used them in the last 12 months	3303	2859	444	88	2807	258	152	86	144	365	280	239	277	296	418	462	305	34	225	
54%	54%	52%	53%	54%	50%	51%	51%	51%	17%	15%	52%	53%	51%	52%	52%	55%	57%	50%	50%	
I've not heard of them before	367	329	38	7	305	31	20	11	6	73	41	26	35	16	49	38	20	3	28	
6%	6%	4%	4%	6%	6%	6%	7%	7%	3%	15%	10%	6%	10%	3%	8%	4%	6%	6%	6%	
NET Any usage	2490	2110	379	72	2066	228	123	73	98	217	187	183	231	262	343	343	203	30	197	
40%	40%	44%	43%	40%	44%	44%	42%	43%	39%	32%	37%	41%	43%	46%	42%	41%	38%	45%	40%	

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Table 281

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges			
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
I've used them to send a packet or parcel	460	250	99	351	201	250	8	34	69	9	24	162	189	47	50	10	351	60	207	175	38	32	7	382	39	241	215	
	40%	59% _{use}	35%	60% _{use}	37%	60% _{use}	36%	38%	59% _{use}	24%	31%	45% _{use}	47%	38%	42%	33%	61% _{use}	39%	45% _{use}	60% _{use}	34%	30%	28%	60% _{use}	29%	59% _{use}	37%	
They've delivered a packet or parcel	2189	971	704	1357	1090	971	53	268	704	43	313	727	897	268	214	77	1624	291	972	870	204	87	46	1842	133	578	1611	
	36%	49% _{use}	33%	53% _{use}	39%	33%	30%	40%	33% _{use}	20%	30% _{use}	36%	36%	34%	30%	31%	35%	33%	34%	30% _{use}	30%	24%	26%	30% _{use}	25%	38%	35%	
I've heard of them but not used them in the last 12 months	303	1138	1273	1719	1854	1138	85	420	1273	143	504	168	1085	1318	449	304	150	2383	534	1390	1178	384	227	107	2568	333	637	2667
	54%	47%	53% _{use}	49% _{use}	47% _{use}	47%	53% _{use}	53% _{use}	47% _{use}	53% _{use}	53% _{use}	53%	53%	53%	53%	53%	53%	53%	53%	53%	53% _{use}	53% _{use}	53% _{use}	53% _{use}	53% _{use}	53% _{use}	53% _{use}	
I've not heard of them before	367	127	124	195	192	127	17	55	124	18	58	111	155	45	37	15	268	52	113	139	65	23	21	252	44	124	243	
	6%	5%	6%	6%	6%	6%	11% _{use}	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	
NET Any usage	2490	1147	766	1588	1207	1147	58	289	766	51	330	841	1012	306	242	81	1853	324	1103	987	232	108	50	2090	158	759	1730	
	40%	59% _{use}	35%	60% _{use}	37%	60% _{use}	36%	38%	59% _{use}	24%	31%	45% _{use}	47%	38%	42%	33%	61% _{use}	39%	45% _{use}	60% _{use}	34%	30%	28%	60% _{use}	29%	59% _{use}	37%	

Question focuses on packets and parcels since Q3 2022

Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Table 281

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
I've used them to send a packet or parcel	460	25	428	6	117	309	35	440	14	3	1	457	1
	7%	8%	7%	16%	7%	7%	11% ^d	7%	12%	6%	2%	8%	6%
They've delivered a packet or parcel	2189	143	2034	12	574	1513	102	2133	31	17	1	2181	6
	36%	22% ^b	35%	29%	34%	36%	33%	33% ^b	23% ^b	29% ^b	2%	34% ^b	28%
I've heard of them but not used them in the last 12 months	3303	155	3128	20	874	2281	149	3173	45	33	41	3251	12
	54%	46%	54% ^a	49%	52%	55%	48%	54% ^b	39%	57%	62% ^b	54% ^b	54%
I've not heard of them before	367	26	338	3	135	197	35	309	27	6	22	342	3
	6%	8%	6%	6%	8% ^a	5%	11% ^a	5%	23% ^b	10%	33% ^b	6%	12%
NET Any usage	2490	155	2316	18	667	1685	127	2415	45	19	3	2479	7
	40%	46%	40%	45%	40%	41%	41%	41% ^b	39% ^b	33% ^b	4%	44% ^b	34%

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Table 281

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I've used them to send a packet or parcel	460	120	108	114	118	34	43	43	40	37	30	33	36	45	38	42	38
7%		8%	7%	7%	8%	7%	8%	8%	8%	7%	6%	7%	6%	9%	7%	8%	7%
They've delivered a packet or parcel	2189	569	560	553	507	184	209	175	188	166	206	175	195	183	150	179	178
36%		37%	36%	36%	33%	35%	37%	33%	35%	33%	37%	34%	37%	36%	30%	35%	34%
I've heard of them but not used them in the last 12 months	3303	797	802	844	861	250	264	282	282	283	237	304	283	257	299	266	296
54%		51%	52%	55%	56%	51%	50%	54%	53%	56%	48%	59%	55%	51%	58%	52%	57%
I've not heard of them before	367	106	107	61	93	33	30	42	34	38	36	20	15	26	34	32	27
6%		7%	7%	4%	6%	7%	6%	6%	6%	7%	7%	4%	3%	5%	7%	6%	5%
NET Any usage	2490	647	626	634	582	208	238	202	216	187	222	195	220	220	170	214	188
40%		42%	41%	41%	38%	35%	39%	36%	41%	37%	43%	38%	43%	44%	34%	43%	38%

Question focuses on packets and parcels since Q3 2022
Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Table 262

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	363	42	321	127	236	200	163	78	93	97	44	33	10	7	171	142	50	17	223	134
6%		3%	6%	16%	4%	5%	5%	6%min	11%min	6%min	5%min		3%	1%	16%pop	7%pop	2%	1%	4%	14%
They've delivered a packet or parcel	1268	179	1088	227	1040	709	557	225	229	292	177	179	98	66	454	409	344	164	930	317
21%		15%	22%	29%	19%	24%pop	18%	27%min	26%min	28%min	21%min	16%min	13%	11%	27%pop	24%pop	14%	12%	18%	34%
I've heard of them but not used them in the last 12 months	4234	823	3411	450	3784	1993	2235	467	529	693	570	852	614	509	996	1264	1974	1123	3741	467
69%		67%	69%	57%	72%	66%	71%	57%	61%	62%	61%pop	70%pop	61%pop	61%pop	59%	69%pop	76%pop	61%pop	73%	49%
I've not heard of them before	415	211	204	26	390	177	238	75	54	71	51	74	41	49	130	122	163	90	330	76
7%		17%pop	4%	3%	6%pop			6%pop	6%	6%	6%	7%	5%	8%	6%	6%	6%	6%	8%	8%
NET Any usage	1910	198	1313	314	1197	841	667	279	284	357	211	205	105	69	564	568	379	174	1087	400
25%		16%	27%	40%pop	22%	28%pop	21%	34%min	33%min	32%min	25%min	18%min	14%	11%	33%pop	29%pop	15%	13%	21%	42%pop

Question focuses on packets and parcels since Q3 2022.
Proportion/Mean. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Table 262

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
I've used them to send a packet or parcel	116	107	75	65	223	140	300	60	32	30	84	112	86	227	32	321	82	269	13
	6%	13% <i>nsd</i>	12% <i>d</i>	5%	4%	14% <i>d</i>	16% <i>nsd</i>	3%	6%	4%	6%	7% <i>d</i>	5% <i>d</i>	6%	6%	6%	6%	6%	4%
They've delivered a packet or parcel	325	404	269	270	729	539	888	366	73	103	324	376	313	803	77	1145	261	941	66
	21% <i>nsd</i>	21% <i>d</i>	19% <i>d</i>	16%	24% <i>d</i>	17%	24% <i>nsd</i>	15%	14%	14%	22% <i>d</i>	24% <i>d</i>	26% <i>d</i> (<i>nsd</i>)	21% <i>d</i>	14%	22% <i>nsd</i>	20%	21%	23%
I've heard of them but not used them in the last 12 months	670	1339	956	1269	2009	2225	2353	1820	399	608	1063	1050	680	2671	375	3528	854	3198	182
	59%	71% <i>nsd</i>	79% <i>nsd</i>	74% <i>nsd</i>	66%	77% <i>nsd</i>	64%	67% <i>d</i>	61% <i>nsd</i>	83% <i>nsd</i>	71% <i>nsd</i>	68%	62%	67% <i>nsd</i>	70%	68%	67%	70%	63%
I've not heard of them before	56	108	107	143	164	250	228	173	54	60	59	87	49	196	60	291	108	276	31
	7%	6%	9% <i>nsd</i>	8% <i>nsd</i>	9%	8% <i>nsd</i>	6%	7%	10% <i>nsd</i> (<i>nsd</i>)	8% <i>d</i>	4%	5%	4%	5% <i>nsd</i>	6%	6%	6% <i>d</i>	6%	4% <i>nsd</i>
NET Any usage	410	466	321	313	876	634	1089	405	96	125	380	447	372	952	99	1357	321	1114	75
	28%	38% <i>nsd</i>	24% <i>d</i>	22% <i>d</i>	29% <i>d</i>	20%	30% <i>nsd</i>	17%	19%	17%	25% <i>d</i>	28% <i>d</i>	34% <i>d</i> (<i>nsd</i>)	23% <i>nsd</i>	19%	26% <i>nsd</i>	25%	24%	26%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means. Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Table 282

Base : All participants

	Rurality			Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	178	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
I've used them to send a packet or parcel	363	320	43	5	317	30	11	5	10	34	29	16	39	46	69	50	25	3	27
6%			5%	3%	6.3%	6%	4%	3%	4%	9%	6%	3%	10%	12%	19%	6%	5%	6%	6%
They've delivered a packet or parcel	1268	1093	174	30	1070	104	60	34	39	119	96	87	93	145	235	164	92	13	90
21%		21%	20%	18%	21%	20%	20%	20%	16%	18%	19%	19%	17%	22.5%	22.5%	19%	17%	20%	20%
I've heard of them but not used them in the last 12 months	4234	3604	630	127	3544	364	207	120	189	477	348	334	401	371	448	583	393	49	315
69%		68%	77.3%	7.5%	68%	70%	70%	70%	14.9%	21.5%	16.2%	17.5%	14.5%	16.1%	15%	16.3%	14.9%	17.3%	17.5%
I've not heard of them before	415	389	27	6	357	27	19	11	14	60	41	17	21	30	87	58	25	2	26
7%		7.3%	3%	3%	7%	5%	7%	7%	5%	14.5%	10.4%	4%	4%	8.1%	11.5%	7%	5%	2%	6%
NET Any usage	1910	1305	205	35	1277	126	69	39	47	138	116	96	121	172	275	202	110	17	109
25%		25%	24%	21%	25%	24%	23%	23%	19%	20%	23%	21%	22%	32.5%	34.5%	24%	21%	25%	24%

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Table 262

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
I've used them to send a packet or parcel	363	201	71	277	147	201	10	27	71	12	17	134	619	35	29	3	292	32	179	142	29	9	2	321	12	202	161		
	8%	14%	3%	14%	8%	14%	5%	5%	8%	3%	5%	2%	13%	6%	5%	1%	9%	4%	13%	9%	4%	2%	1%	9%	2%	13%	3%		
I've delivered a packet or parcel	1268	559	381	823	645	559	24	134	418	25	136	418	548	170	94	39	905	132	544	522	122	50	26	1066	76	435	833		
	27%	19%	18%	20%	23%	19%	19%	19%	21%	12%	13%	21%	22%	24%	16%	16%	21%	16%	21%	20%	14%	19%	12%	14%	18%	18%	18%		
I've heard of them but not used them in the last 12 months	4234	1575	1608	2259	2287	1575	115	557	1377	1605	843	1377	1605	541	432	190	3043	627	1813	1533	454	285	123	3346	408	833	3401		
	69%	65%	74%	64%	70%	65%	72%	72%	74%	74%	74%	74%	74%	68%	75%	75%	75%	75%	70%	67%	67%	67%	67%	67%	67%	67%	70%		
I've not heard of them before	415	147	132	233	219	147	14	57	132	21	58	127	171	61	36	16	298	52	130	155	82	18	27	285	45	102	313		
	7%	6%	7%	7%	6%	7%	9%	6%	7%	6%	7%	6%	6%	6%	6%	6%	6%	6%	6%	7%	7%	7%	7%	7%	7%	7%	7%		
NET Any usage	1910	691	425	1013	747	691	31	150	425	35	149	513	649	197	111	40	1162	151	683	615	146	55	27	1278	82	585	826		
	28%	18%	20%	29%	23%	28%	19%	20%	28%	16%	14%	28%	26%	22%	19%	16%	26%	18%	26%	27%	21%	15%	15%	26%	15%	26%	20%		

Question focuses on packets and parcels since Q3 2022

Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I've used them to send a packet or parcel	363	27	330	6	112	227	24	337	27	3	2	361	-
	6%	8%	6%	14%	7%	6%	8%	6%	18% _{ab}	6%	2%	6%	-
They've delivered a packet or parcel	1268	76	1176	15	326	857	85	1211	49	10	1	1261	5
	27%	23%	20%	8% _{ab}	19%	21%	23% _{ab}	21% _{ab}	22% _{ab}	13%	2%	23% _{ab}	24%
I've heard of them but not used them in the last 12 months	4234	219	3995	20	1162	2902	171	4111	43	36	34	4150	11
	69%	65%	69% _{cd}	46%	65% _{ef}	70% _{ef}	55%	70% _{gh}	37%	62% _{gh}	51%	69% _{kl}	50%
I've not heard of them before	415	23	389	4	106	271	36	354	18	8	29	380	6
	7%	7%	7%	9%	6%	6%	12% _{ab}	6%	16% _{ab}	14% _g	44% _{ghkl}	6%	26%
NET Any usage	1910	94	1398	18	408	1000	102	1433	56	14	3	1502	5
	25%	26%	24%	43% _{ab}	24%	24%	33% _{ab}	24% _{ab}	48% _{ghgh}	24% _g	5%	22% _{ab}	24%

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Table 262

Base : All participants

	Quarter				Month															
	Total	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)			
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501			
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521			
Effective Base	3716	923	923	944	921	305	310	316	320	303	300	322	316	307	292	317	312			
I've used them to send a packet or parcel	363	79	92	99	94	22	31	27	43	22	27	25	29	45	19	24	50			
I've delivered a packet or parcel	6%	5%	6%	6%	6%	4%	6%	5%	8%	4%	5%	5%	6%	9%	4%	5%	10%			
They've delivered a packet or parcel	1268	346	363	298	261	113	120	113	96	125	142	86	113	99	75	100	86			
I've heard of them but not used them in the last 12 months	275	7%	7%	19%	17%	3%	3%	3%	16%	3%	3%	17%	20%	19%	19%	16%	16%			
I've not heard of them before	4234	1040	996	1087	1121	330	349	360	362	328	296	388	358	342	375	371	375			
NET Any usage	69%	67%	64%	74%	72%	67%	66%	68%	68%	65%	60%	79%	69%	68%	74%	72%	72%			
I've not heard of them before	415	116	120	86	93	29	47	39	37	40	44	33	29	24	39	29	25			
NET Any usage	7%	7%	8%	6%	6%	6%	9%	7%	7%	8%	9%	6%	5%	8%	6%	6%	6%			
NET Any usage	1910	384	428	365	323	131	135	127	133	139	156	97	131	137	89	112	121			
NET Any usage	25%	25%	28%	24%	21%	27%	28%	24%	25%	27%	31%	19%	23%	23%	16%	22%	23%			

Question focuses on packets and parcels since Q3 2022
Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Table 263

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	699	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	1274	323	951	276	998	513	790	218	226	298	212	192	78	80	444	480	360	158	1038	217
21%	26%	19%	25%	19%	17%	24%	27%	22%	24%	23%	23%	23%	10%	13%	26%	25%	14%	11%	20%	23%
They've delivered a packet or parcel	3688	656	3042	489	3210	1631	2090	505	506	701	547	631	427	332	1011	1247	1440	759	3139	521
I've heard of them but not used them in the last 12 months	1469	359	1110	126	1343	869	557	169	196	251	153	288	226	186	365	404	700	412	1237	225
24%	29%	23%	16%	25%	23%	19%	21%	21%	23%	22%	18%	25%	20%	20%	22%	21%	28%	26%	24%	24%
I've not heard of them before	483	135	358	36	457	282	210	69	50	74	46	89	77	89	119	120	254	165	410	78
8%	14%	7%	5%	14%	8%	7%	8%	8%	6%	7%	6%	10%	10%	7%	7%	6%	16%	12%	8%	8%
NET Any usage	4196	739	3459	627	3571	1858	2333	594	621	797	633	753	457	352	1206	1430	1563	899	3511	641
68%	60%	70%	70%	68%	62%	70%	71%	61%	62%	61%	60%	60%	56%	59%	61%	63%	62%	58%	68%	68%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means. Columns Totals (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Table 263

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I've used them to send a packet or parcel	309	419	270	265	728	544	889	364	72	111	278	367	300	796	72	1123	241	975	58
21%	21% <i>gh</i>	23% <i>gh</i>	22% <i>gh</i>	16%	21% <i>gh</i>	19%	26%	13%	14%	15%	18%	23% <i>gh</i>	27% <i>gh</i>	20%	13%	23% <i>gh</i>	19%	21%	20%
I've delivered a packet or parcel	663	1210	835	989	1873	1825	2255	1398	262	428	945	991	693	2361	267	3205	782	2750	167
60%	58%	63% <i>gh</i>	60%	57%	61%	59%	61%	58%	51%	68% <i>gh</i>	62% <i>gh</i>	67% <i>gh</i>	67% <i>gh</i>	62% <i>gh</i>	50%	62% <i>gh</i>	61%	60%	58%
I've heard of them but not used them in the last 12 months	245	460	319	445	705	784	820	618	145	181	342	352	230	875	154	1168	259	1142	68
24%	22%	24%	23%	27% <i>gh</i>	23%	25%	22%	27% <i>gh</i>	27% <i>gh</i>	23%	23%	22%	21%	23%	23% <i>gh</i>	23%	20%	27% <i>gh</i>	24%
I've not heard of them before	101	107	117	169	207	286	230	252	78	72	96	107	70	275	82	366	130	331	32
8%	8% <i>gh</i>	6%	8% <i>gh</i>	10% <i>gh</i>	7%	8% <i>gh</i>	6%	8% <i>gh</i>	13% <i>gh</i>	10% <i>gh</i>	6%	7%	6%	7%	13% <i>gh</i>	7%	8%	7%	11%
NET Any usage	751	1347	948	1111	2137	2059	2619	1527	292	480	1064	1126	800	2669	297	3642	894	3115	188
68%	70% <i>gh</i>	70% <i>gh</i>	69%	64%	70% <i>gh</i>	66%	71% <i>gh</i>	64%	57%	68% <i>gh</i>	71% <i>gh</i>	71% <i>gh</i>	72% <i>gh</i>	70% <i>gh</i>	56%	70% <i>gh</i>	70%	68%	65%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Table 263

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
I've used them to send a packet or parcel	1274	1084	190	22	1087	85	74	27	52	179	105	102	103	124	162	160	93	6	79
	21%	26%	23%	13%	23%	16%	23%	16%	21%	25%	21%	23%	19%	25%	27%	23%	16%	9%	16%
They've delivered a packet or parcel	3698	3111	588	124	3111	309	174	104	156	404	302	289	341	366	406	515	332	42	267
	60%	59%	68%	74%	60%	60%	59%	61%	62%	69%	69%	64%	63%	64%	50%	61%	63%	63%	59%
I've heard of them but not used them in the last 12 months	1469	1295	174	28	1252	116	63	39	52	151	130	93	122	125	248	201	129	13	103
	24%	21%	20%	17%	24%	22%	21%	23%	21%	22%	26%	27%	22%	22%	31%	24%	24%	19%	23%
I've not heard of them before	493	455	39	5	404	51	22	17	19	62	33	36	42	36	80	57	39	8	43
	8%	11%	4%	3%	6%	10%	7%	10%	6%	6%	6%	6%	6%	6%	10%	7%	7%	12%	10%
NET Any usage	4198	3548	650	134	3522	351	210	115	179	462	345	319	379	412	482	585	361	46	304
	68%	67%	70%	80%	68%	68%	71%	67%	72%	69%	68%	71%	70%	72%	59%	68%	68%	69%	69%

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Table 263

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I've used them to send a packet or parcel	1274	408	351	655	561	408	12	124	351	655	34	150	412	151	115	44	934	188	941	805	378	69	27	1093	91	325	898
They've delivered a packet or parcel	21%	23% ^{use}	19%	23% ^{use}	20%	23% ^{use}	14%	16%	19%	16%	14%	20%	21%	19%	25% ^{use}	18%	21%	23%	23% ^{use}	21% ^{use}	14%	18%	15%	22% ^{use}	17%	28% ^{use}	19%
I've heard of them but not used them in the last 12 months	3698	1458	1297	2102	1942	1458	73	443	1297	114	631	1243	1477	447	381	156	2720	517	1625	1440	343	192	81	3065	273	832	2866
I've not heard of them before	493	196	161	279	245	196	32	90	161	24	99	165	199	64	40	19	304	59	164	168	71	38	21	352	59	119	374
NET Any usage	4198	1689	1460	2429	2200	1689	83	495	1460	130	676	1401	1690	509	418	165	3091	583	1859	1627	389	214	90	3486	304	1056	3142
	68%	70%	68%	69%	68%	70% ^{use}	52%	62% ^{use}	68%	61%	64%	68% ^{use}	68%	64%	72% ^{use}	67%	68% ^{use}	71% ^{use}	71% ^{use}	57%	60%	51%	61% ^{use}	57%	69%	68%	

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
I've used them to send a packet or parcel	1274	46	1219	9	308	901	64	1213	27	5	*	1259	4
	21%	14%	21%	22%	18%	22%	21%	21%	18%	9%	*	21%	19%
They've delivered a packet or parcel	3698	195	3481	22	1010	2531	158	3627	37	18	7	3693	8
	60%	58%	60%	53%	54%	62%	51%	58%	22%	12%	11%	59%	36%
I've heard of them but not used them in the last 12 months	1469	91	1364	14	364	1007	97	1384	37	17	21	1439	9
	24%	27%	24%	33%	22%	24%	31%	23%	31%	30%	33%	24%	43%
I've not heard of them before	493	30	462	1	153	304	26	411	24	15	37	452	4
	8%	9%	8%	3%	10%	7%	8%	7%	20%	26%	50%	7%	19%
NET Any usage	4198	216	3956	26	1148	2862	188	4102	57	23	7	4182	8
	68%	54%	68%	64%	62%	69%	60%	70%	48%	41%	11%	69%	36%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k
* small base, ** very small base (under 30) ineligible for sig testing

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Table 283

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I've used them to send a packet or parcel	1274	309	304	326	335	99	86	124	101	103	100	107	125	94	89	124	121
	21%	20%	20%	21%	22%	20%	16%	24%	19%	20%	21%	24%	24%	19%	18%	24%	23%
They've delivered a packet or parcel	3698	925	922	908	944	271	330	325	317	279	326	307	320	281	335	313	296
	60%	60%	60%	59%	61%	50%	62%	62%	60%	55%	62%	59%	62%	56%	63%	61%	57%
I've heard of them but not used them in the last 12 months	1469	374	358	372	364	121	141	112	128	129	101	119	117	136	113	112	139
	24%	24%	23%	24%	24%	25%	27%	21%	24%	25%	20%	23%	22%	27%	22%	22%	27%
I've not heard of them before	493	133	129	134	97	47	32	54	45	44	40	54	43	38	26	40	32
	8%	9%	8%	9%	6%	10%	6%	10%	8%	9%	8%	10%	8%	7%	5%	8%	6%
NET Any usage	4198	1043	1048	1032	1075	323	359	361	359	335	355	345	359	329	365	360	350
	68%	67%	68%	67%	70%	66%	67%	66%	67%	66%	72%	67%	68%	65%	72%	70%	67%

Question focuses on packets and parcels since Q3 2022
Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Table 285

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	837	112	425	165	372	265	252	106	157	114	76	57	18	10	263	189	85	28	403	127
9%		9%	8.1%	21.6%	7%	9%	9%	12.6%	14.6%	10.6%	9.6%	9.6%	2%	2%	16.6%	16.6%	3%	2%	8%	13.6%
They've delivered a packet or parcel	3022	527	2495	396	2036	1445	1570	398	450	619	439	553	330	232	849	1058	1115	602	2537	455
49%		43%	51.1%	49%	49%	49%	48%	48%	52%	59%	53%	49%	43%	37%	50%	54%	44%	40%	49%	48%
I've heard of them but not used them in the last 12 months	2382	553	1829	239	2142	1181	1200	284	265	369	322	467	366	309	548	692	1142	675	2057	308
39%		45.7%	37%	30%	40%	39%	38%	34%	31%	33%	39%	41%	40%	40%	32%	35%	49%	49%	49%	32%
I've not heard of them before	465	121	334	41	414	213	241	91	54	64	31	82	50	83	145	95	215	134	352	95
7%		10.6%	7%	5%	8%	7%	8%	11%	6%	6%	4%	7%	7%	12%	9%	5%	8%	10%	7%	10.6%
NET Any usage	3323	559	2764	509	2814	1616	1700	447	549	688	479	582	343	235	996	1167	1160	578	2749	543
54%		45%	50.6%	54%	52%	54%	54%	54%	53%	51%	45%	51%	40%	38%	59%	56%	48%	42%	53%	58%

Question focuses on packets and parcels since Q3 2022.
Proportion/Mean. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Table 285

Base : All participants

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179	
I've used them to send a packet or parcel	837	154	172	113	97	327	210	453	83	19	42	135	179	130	366	19	499	102	415	20	
	9%	14%med	9%med	9%med	6%	7%med	7%	12%med	3%	4%	6%	11%med	11%med	8%med	11%med	4%	10%med	8%	9%	7%	
They've delivered a packet or parcel	3022	600	943	689	790	1542	1480	1931	1057	206	296	767	806	647	1870	210	2636	597	2306	119	
	49%	8%med	49%	50%	46%	51%	48%	8%med	39%	40%	8%med	8%med	8%med	8%med	8%med	39%	8%med	47%	8%med	41%	
I've heard of them but not used them in the last 12 months	2382	368	749	626	739	1116	1265	1277	1066	237	355	543	662	329	1480	245	1911	510	1752	119	
	39%	32%	8%med	8%med	8%med	37%	41%med	35%	44%med	44%med	44%med	8%med	8%med	30%	8%med	46%med	37%	40%	38%	41%	
I've not heard of them before	455	84	120	97	153	204	250	209	226	65	58	103	98	57	259	67	348	104	316	36	
	7%	7%	6%	7%	8%med	7%	8%	6%	9%med	13%med	7%	7%	6%	5%	7%	13%med	7%	8%	7%	13%med	
NET Any usage	3323	685	1044	761	833	1729	1594	2183	1105	214	320	855	905	715	2080	221	2916	670	2521	132	
	54%	8%med	8%med	8%med	46%	57%med	51%	69%med	46%	41%	44%	8%med	8%med	8%med	8%med	41%	8%med	52%	8%med	46%	

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Base : All participants

	Rurality				Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
I've used them to send a packet or parcel	837	470	67	15	458	43	25	12	16	61	51	33	45	37	83	86	46	1	41	
9%		9%	8%	9%	9%	8%	9%	7%	6%	9%	10%	7%	8%	7%	10%	10%	9%	2%	9%	
They've delivered a packet or parcel	3022	2555	467	93	2518	280	143	81	118	325	242	229	268	275	394	381	287	30	290	
49%		48%	54%	56%	49%	54%	48%	48%	47%	48%	48%	51%	49%	48%	49%	45%	54%	45%	59%	
I've heard of them but not used them in the last 12 months	2382	2074	308	54	2017	172	122	70	97	260	188	180	217	240	303	343	188	27	145	
39%		39%	36%	32%	37%	33%	43%	41%	39%	39%	37%	47%	47%	47%	37%	43%	36%	40%	32%	
I've not heard of them before	455	398	57	13	395	43	14	13	23	58	63	22	33	37	66	62	33	9	35	
7%		6%	7%	6%	6%	6%	5%	7%	6%	6%	10%	6%	6%	6%	6%	7%	6%	13%	8%	
NET Any usage	3323	2826	497	100	2776	301	159	87	131	356	267	246	293	296	441	438	308	31	270	
54%		53%	58%	60%	54%	58%	54%	51%	52%	53%	52%	55%	54%	52%	54%	52%	58%	47%	60%	

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Table 285

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I've used them to send a packet or parcel	837	284	126	359	227	284	8	35	225	6	23	192	207	60	61	17	399	78	246	219	32	13	7	465	39	231	309
They've delivered a packet or parcel	3022	1215	1051	1779	1614	1215	68	341	1051	77	470	983	1262	371	286	112	2245	399	1349	1169	295	148	51	2518	199	707	2315
I've heard of them but not used them in the last 12 months	2382	872	891	1263	1282	872	72	332	891	107	480	772	958	314	215	109	1730	324	982	885	289	158	96	1827	253	543	1839
I've not heard of them before	465	156	155	238	296	156	15	72	155	25	86	138	164	73	54	19	302	73	158	151	73	39	26	308	65	109	346
NET Any usage	3323	1384	1118	2001	1735	1384	73	360	1118	81	484	1107	1364	412	315	118	2471	433	1486	1288	319	163	56	2774	218	868	2455
	54%	57%new	52%	57%new	53%	57%new	46%	47%	54%new	38%	46%	55%	55%	52%	54%	48%	55%	52%	57%new	56%new	49%new	46%new	31%	57%new	41%	57%new	53%

Question focuses on packets and parcels since Q3 2022

Proportion/Means: Columns Tested (5% risk level) - a/f/g - h/j - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
I've used them to send a packet or parcel	837	28	903	7	134	370	34	515	16	5	1	536	1
	8%	8%	9%	16%	8%	9%	11%	9%	13%	8%	1%	9%	3%
They've delivered a packet or parcel	3022	164	2839	18	806	2084	151	2946	45	17	5	3009	8
	49%	49%	49%	45%	46%	49%	49%	49%	38%	28%	7%	49%	37%
I've heard of them but not used them in the last 12 months	2382	126	2241	15	646	1635	101	2275	39	25	33	2339	10
	39%	37%	39%	37%	39%	39%	32%	39%	33%	44%	51%	39%	44%
I've not heard of them before	465	29	424	1	138	276	41	396	18	10	22	424	4
	7%	9%	7%	3%	8%	7%	13%	7%	16%	18%	41%	7%	16%
NET Any usage	3323	181	3118	24	852	2262	169	3227	60	22	6	3309	8
	54%	54%	54%	59%	53%	54%	54%	52%	51%	59%	9%	54%	37%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Table 285

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I've used them to send a packet or parcel	637	143	141	122	132	41	55	47	35	52	54	39	55	28	40	46	46
	8%	9%	9%	8%	9%	8%	10%	9%	7%	10%	11%	8%	11%	6%	8%	9%	9%
They've delivered a packet or parcel	3022	763	783	757	719	234	277	252	257	229	206	262	259	236	243	235	241
	49%	49%	51%	49%	47%	46%	52%	49%	49%	45%	40%	50%	50%	47%	49%	46%	49%
I've heard of them but not used them in the last 12 months	2382	579	549	607	646	177	184	218	209	203	136	214	196	197	203	227	216
	39%	37%	36%	39%	42%	36%	35%	41%	39%	40%	27%	41%	38%	39%	40%	44%	42%
I've not heard of them before	455	125	123	103	105	48	38	38	39	44	40	25	32	46	42	25	37
	7%	8%	8%	7%	7%	10%	7%	7%	7%	9%	8%	5%	6%	9%	8%	5%	7%
NET Any usage	3323	846	863	829	785	267	309	270	284	260	319	279	290	260	258	259	267
	54%	55%	56%	54%	51%	54%	58%	51%	53%	51%	54%	54%	56%	52%	51%	51%	51%

Question focuses on packets and parcels since Q3 2022
Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Table 286

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	780	172	608	163	617	415	364	77	110	142	126	166	90	68	187	269	325	158	666	108
13%		14%	12%	21%	11%	12%		9%	13%	13%	15%	15%	12%	11%	11%	14%	13%	11%	13%	11%
They've delivered a packet or parcel	2394	439	1958	338	2056	1214	1178	236	266	437	392	491	319	254	501	829	1094	573	2074	299
39%		35%	40%	43%	38%	40%	38%	29%	31%	39%	47%	43%	42%	41%	30%	42%	42%	41%	40%	32%
I've heard of them but not used them in the last 12 months	2895	606	2290	281	2614	1364	1527	357	425	534	360	515	383	320	782	894	1219	703	2499	374
47%		49%	46%	36%	42%	45%	42%	43%	49%	48%	43%	46%	46%	41%	46%	46%	46%	41%	46%	40%
I've not heard of them before	423	111	313	58	366	188	232	176	97	75	17	28	10	20	273	92	68	30	219	195
7%		9%	6%	7%	7%	8%	7%	24%	14%	7%	2%	3%	1%	3%	16%	8%	2%	2%	4%	21%
NET Any usage	2841	516	2325	450	2391	1458	1381	288	345	512	455	586	367	287	634	967	1240	654	2440	315
46%		42%	47%	37%	45%	46%	44%	35%	40%	45%	46%	55%	48%	46%	38%	50%	49%	44%	47%	40%

Question focuses on packets and parcels since Q3 2022.
Proportion/Mean. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Table 286

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I've used them to send a packet or parcel	780	202	250	169	451	329	536	237	50	76	160	254	175	489	50	690	154	591	35
13%	51%	13%	21%	9%	11%	11%	10%	10%	10%	10%	11%	16%	15%	13%	9%	13%	12%	12%	12%
They've delivered a packet or parcel	2394	471	752	555	1223	1171	1472	892	163	226	591	635	530	1453	170	2072	485	1816	93
39%	41%	39%	40%	36%	40%	38%	40%	37%	32%	31%	39%	40%	40%	40%	32%	40%	38%	40%	32%
I've heard of them but not used them in the last 12 months	2895	451	897	647	800	1348	1547	1626	268	408	733	705	416	1849	275	2378	600	2148	148
47%	40%	47%	47%	47%	44%	44%	44%	44%	27%	27%	42%	44%	38%	47%	46%	47%	47%	47%	51%
I've not heard of them before	423	108	115	86	223	199	252	154	49	53	77	107	57	236	63	334	92	307	25
7%	10%	6%	6%	7%	7%	6%	7%	6%	10%	7%	5%	7%	5%	6%	6%	7%	7%	7%	9%
NET Any usage	2841	577	901	651	711	1478	1363	1791	272	408	691	773	627	1737	205	2463	592	2134	116
46%	51%	47%	47%	47%	46%	44%	46%	42%	39%	37%	40%	40%	37%	40%	38%	40%	46%	47%	40%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Table 286

Base : All participants

		Rurality			Nation				Region										
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
I've used them to send a packet or parcel	780	641	139	29	655	73	32	21	27	67	62	53	64	87	94	124	77	14	58
13%	12%	15%	18%	13%	13%	14%	11%	12%	11%	10%	12%	12%	12%	12%	16%	15%	13%	21%	13%
They've delivered a packet or parcel	2394	1957	437	83	2012	193	118	72	96	204	190	184	209	253	295	360	220	32	161
39%	37%	31%	39%	39%	37%	37%	40%	42%	30%	30%	31%	31%	32%	44%	36%	43%	42%	48%	36%
I've heard of them but not used them in the last 12 months	2895	2575	321	65	2429	247	142	78	116	389	247	210	258	252	353	365	249	23	224
47%	47%	47%	37%	39%	47%	46%	46%	46%	46%	55%	44%	47%	46%	44%	44%	43%	47%	34%	57%
I've not heard of them before	423	362	32	3	368	31	14	9	20	47	39	25	44	26	101	44	20	5	27
7%	7%	7%	4%	2%	7%	6%	5%	5%	6%	7%	10%	6%	10%	7%	17%	6%	4%	7%	6%
NET Any usage	2841	2332	510	99	2380	239	138	84	114	248	222	213	240	293	356	434	260	39	200
46%	44%	39%	39%	46%	46%	46%	47%	49%	46%	37%	44%	46%	46%	51%	44%	51%	48%	59%	44%

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Table 286

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
	Total																										
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I've used them to send a packet or parcel	780	370	237	525	392	370	18	94	237	18	101	305	305	76	67	26	611	93	370	307	41	47	15	678	62	238	545
They've delivered a packet or parcel	13%	18%	17%	25%	15%	12%	11%	12%	11%	10%	11%	11%	12%	10%	11%	11%	14%	11%	14%	13%	6%	13%	8%	18%	12%	18%	12%
I've heard of them but not used them in the last 12 months	2394	971	835	1426	1290	971	57	293	835	60	409	848	960	312	183	84	1808	267	1120	872	245	115	37	1992	152	610	1784
I've not heard of them before	39%	40%	39%	41%	40%	40%	35%	38%	39%	28%	29%	42%	43%	31%	31%	34%	40%	32%	43%	43%	34%	21%	15%	28%	40%	38%	
NET Any usage	2841	1202	962	1731	1555	1202	70	382	962	75	456	1085	1169	377	271	297	2077	426	1148	1060	355	188	130	2208	206	609	2286
	46%	47%	47%	47%	47%	44%	49%	54%	51%	52%	54%	51%	52%	50%	52%	50%	51%	44%	44%	43%	43%	42%	41%	42%	42%	42%	
	423	151	116	242	207	151	41	39	116	22	48	86	181	67	84	19	267	87	139	188	54	27	11	327	37	138	287
	6%	7%	6%	7%	6%	7%	6%	7%	6%	5%	7%	6%	7%	5%	6%	6%	6%	6%	6%	6%	5%	6%	5%	7%	7%	7%	6%
	2841	1202	962	1731	1491	1202	70	343	962	75	456	1022	1136	355	222	100	2158	322	1319	1055	268	145	47	2374	182	775	2066
	46%	50%	44%	49%	46%	50%	44%	45%	46%	35%	43%	46%	48%	44%	38%	40%	48%	39%	51%	50%	39%	41%	27%	48%	36%	51%	45%

Question focuses on packets and parcels since Q3 2022

Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
I've used them to send a packet or parcel	760	34	741	5	218	531	31	753	14	7	6	774	-
	13%	10%	13%	12%	13%	13%	10%	13%	12%	12%	9%	13%	-
They've delivered a packet or parcel	2394	148	2229	17	652	1644	98	2331	43	11	4	2385	5
	39%	44%	39%	41%	36%	39%	32%	39%	37%	19%	6%	39%	25%
I've heard of them but not used them in the last 12 months	2095	150	2730	15	804	1945	147	2759	42	38	45	2837	14
	47%	45%	47%	37%	46%	47%	47%	47%	36%	67% ^{ghik}	69% ^{ghik}	47%	62%
I've not heard of them before	423	16	403	4	87	293	44	390	18	1	11	410	3
	7%	5%	7%	10%	5%	7%	14%	7%	16% ^{ghik}	2%	17% ^{ghik}	7%	13%
NET Any usage	2841	170	2650	22	785	1938	120	2752	57	18	10	2828	5
	46%	51%	46%	53%	46%	46%	39%	46%	49%	31%	15%	46%	25%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I've used them to send a packet or parcel	780	196	224	187	173	47	65	84	75	72	76	57	51	80	55	56	62
	13%	13%	16% d	12%	11%	10%	12%	16% d	14%	14%	16% d	11%	10%	16% d	11%	11%	12%
They've delivered a packet or parcel	2384	620	568	581	625	198	211	212	189	174	205	179	199	203	200	218	207
	39%	40%	37%	38%	41%	40%	40%	40%	36%	34%	41%	35%	38%	40%	40%	43% d	40%
I've heard of them but not used them in the last 12 months	2895	715	723	725	733	232	252	231	261	246	216	268	254	202	237	241	254
	47%	46%	47%	47%	48%	47%	47%	44%	49% d	48% d	44%	52% d	49% d	40%	47%	47%	49% d
I've not heard of them before	423	115	107	120	82	34	35	46	29	37	40	41	38	41	36	28	18
	7%	7%	7%	6% d	5%	7%	7%	9% d	6%	7% d	8% d	8% d	7% d	8% d	7% d	6%	3%
NET Any usage	2841	720	706	694	721	225	245	250	242	224	240	209	226	259	231	242	248
	46%	46%	46%	45%	47%	46%	46%	47%	45%	44%	45% d	40%	44%	45% d	46%	47%	48%

Question focuses on packets and parcels since Q3 2022
Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Table 287

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	731	817	1134	805	1152	852	609	1608	1239	2013	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	169	19	150	65	104	98	71	28	43	40	21	29	8	1	71	60	38	9	114	46
3%	2%	16%	8%	2%	3%	2%	2%	4%	6%	4%	2%	3%	1%	*	4%	3%	1%	1%	2%	6%
They've delivered a packet or parcel	797	127	639	142	615	477	279	89	110	152	139	135	83	42	199	208	260	125	585	104
12%	70%	73%	18%	11%	9%	9%	9%	11%	13%	14%	16%	13%	11%	7%	12%	18%	10%	9%	11%	17%
I've heard of them but not used them in the last 12 months	4029	791	3239	430	3599	1997	2028	366	503	702	560	828	574	497	869	1262	1899	1071	3532	459
65%	64%	66%	55%	65%	66%	65%	65%	45%	58%	62%	67%	72%	64%	51%	51%	65%	76%	77%	68%	49%
I've not heard of them before	1241	304	938	160	1081	454	782	347	217	231	119	146	95	87	563	349	329	183	953	282
20%	24%	19%	20%	20%	19%	19%	19%	42%	34%	24%	14%	13%	13%	7%	32%	16%	13%	13%	18%	20%
NET Any usage	869	136	751	159	690	553	331	110	148	199	123	155	90	43	259	343	299	133	672	202
14%	11%	16%	22%	13%	19%	19%	17%	13%	17%	17%	13%	14%	12%	7%	18%	18%	11%	10%	13%	21%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Table 287

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
I've used them to send a packet or parcel	64	47	35	23	111	58	145	22	12	9	51	47	46	107	12	153	49	112	8
3%	4.3% gh	2%	3%	1%	3.5% gh	2%	4.0% gh	1%	2%	1%	3.3% gh	3.0% gh	4.1% gh	2.8% gh	2%	3%	4.0% gh	2%	3%
They've delivered a packet or parcel	207	224	162	164	430	326	532	214	29	83	186	230	185	498	29	696	155	569	32
12%	14.0% gh	12%	12%	10%	14.5% gh	10%	16% gh	9%	6%	11% gh	12% gh	14% gh	17% gh	13% gh	5%	13% gh	12%	12%	11%
I've heard of them but not used them in the last 12 months	641	1286	918	1155	1627	2102	2301	1674	351	485	1000	1040	681	2526	364	3372	791	3055	183
65%	56%	70% gh	75% gh	70% gh	63%	73% gh	63%	61% gh	68%	66%	67%	66%	62%	66%	68%	65%	62%	71% gh	64%
I've not heard of them before	237	195	272	361	608	632	723	491	126	158	279	275	198	712	132	988	206	881	64
20%	21%	20%	21%	21%	20%	20%	20%	20%	14% gh	22%	19%	17%	18%	19%	13% gh	19%	19%	19%	22%
NET Any usage	258	257	195	180	515	375	645	232	38	90	223	269	221	581	38	816	197	652	40
14%	23% med	13% gh	14% gh	10%	17% gh	12%	18% gh	10%	7%	12% gh	10% gh	17% gh	20% gh	15% gh	7%	16% gh	15%	14%	14%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Table 287

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4151	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
I've used them to send a packet or parcel	169	145	24	4	149	8	8	3	8	11	11	12	28	19	29	19	13	*	8	
3%	3%	3%	3%	2%	3%	2%	3%	2%	3%	2%	2%	3%	13%up	3%	4%	2%	3%	*	2%	
They've delivered a packet or parcel	757	647	110	19	637	66	31	23	29	70	56	56	61	91	137	91	45	8	58	
12%	12%	12%	13%	12%	12%	13%	11%	13%	12%	10%	11%	13%	11%	16%up	17%up	11%	8%	11%	13%up	
I've heard of them but not used them in the last 12 months	4029	3464	565	120	3388	342	197	103	172	453	341	323	359	359	450	540	391	47	295	
65%	63%	65%	66%	72%	66%	66%	74%up	60%	65%up	67%up	67%up	67%means	67%up	63%	55%	67%up	64%down	67%up	67%up	
I've not heard of them before	1241	1074	167	25	1037	102	60	42	42	144	103	60	100	106	200	198	82	12	80	
20%	20%	19%	15%	15%	20%	20%	20%	23%up	17%	23%up	23%up	13%	18%	19%	27%up	27%up	16%	16%	23%up	
NET Any usage	889	760	129	23	753	73	38	25	36	77	64	65	84	108	160	104	55	8	65	
14%	14%	15%	14%	14%	15%	14%	13%	15%	14%	11%	13%	15%	16%up	16%up	20%up	12%	10%	12%	14%	

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Table 287

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816		
I've used them to send a packet or parcel	169	104	25	139	59	104	2	10	25	5	7	52	71	24	17	3	124	20	70	73	14	7	3	143	11	123	46		
I've delivered a packet or parcel	3%	4% low	1%	4% low	2%	4% low	1%	1%	1%	2%	1%	3%	3%	3%	3%	1%	3%	2%	3%	3%	2%	2%	3%	2%	3%	2%	6% low		
I've heard of them but not used them in the last 12 months	757	371	221	508	359	371	12	77	221	9	87	257	340	88	51	20	597	71	306	341	72	18	15	647	33	292	465		
I've not heard of them before	125	62%	10%	62%	11%	62%	8%	10%	62%	4%	8%	62%	62%	11%	9%	8%	62%	9%	62%	62%	62%	5%	8%	62%	6%	62%	10%		
NET Any usage	4029	1515	1507	2210	2202	1515	109	521	1507	153	785	1375	1596	514	380	166	2070	526	1748	1421	459	266	115	3169	381	791	3238		
	65%	63%	70% low	63%	68% low	63%	68%	69% low	70%	72%	73%	69% low	64%	64%	62%	67%	66%	63%	67% low	62%	67% low	74% low	65%	65%	71% low	52%	70% low		
	1241	448	411	678	640	448	39	154	411	46	190	346	493	170	157	59	839	210	499	486	138	66	45	885	110	339	802		
	20%	19%	19%	19%	20%	19%	24%	20%	19%	22%	18%	17%	20%	22% low	21% low	24% low	19%	20% low	19%	21%	20%	18%	29%	20%	21%	22%	19%		
	889	448	244	614	410	448	13	85	244	14	94	297	397	107	66	22	693	88	360	396	84	26	18	756	44	350	500		
	14%	19% low	17%	19% low	13%	19% low	8%	11%	11%	6%	9%	19% low	19% low	13%	11%	9%	19% low	11%	19% low	19% low	19% low	7%	10%	19% low	8%	22% low	11%		

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Table 287

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
I've used them to send a packet or parcel	169	10	155	4	54	109	9	153	11	3	2	167	-
	3%	3%	3%		3%	3%	3%	3%	9%	5%	2%	3%	-
They've delivered a packet or parcel	757	67	685	5	217	498	42	712	32	4	2	748	7
	12%	20%	12%		12%	12%	14%	12%	28%	7%	2%	12%	33%
I've heard of them but not used them in the last 12 months	4029	159	3808	23	1055	2772	192	3912	39	38	32	3859	9
	65%	59%	66%	55%	64%	66%	62%	65%	33%	67%	49%	65%	39%
I've not heard of them before	1241	91	1171	9	346	825	70	1157	36	12	31	1204	6
	20%	18%	20%	23%	21%	20%	22%	20%	31%	20%	47%	20%	27%
NET Any usage	889	76	804	9	264	576	50	829	43	7	3	879	7
	14%	20%	14%	22%	15%	14%	16%	14%	37%	12%	4%	14%	33%

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Table 287

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	924	931	924	314	330	310	320	307	300	322	316	307	292	317	312
I've used them to send a packet or parcel	169	37	51	49	32	15	10	13	17	20	13	13	18	18	8	10	14
They've delivered a packet or parcel	3%	2%	3%	3%	2%	3%	2%	2%	3%	4%	3%	2%	4%	4%	2%	2%	3%
I've heard of them but not used them in the last 12 months	757	200	213	173	171	62	74	64	83	68	62	44	63	65	53	56	62
	12%	13%	14%	11%	11%	13%	13%	12%	13%	13%	13%	8%	12%	13%	11%	11%	12%
I've not heard of them before	4029	1024	970	1025	1010	319	358	347	344	325	301	356	335	335	340	331	340
	65%	66%	63%	67%	66%	65%	67%	66%	65%	64%	61%	69%	65%	67%	68%	65%	65%
I've not heard of them before	1241	292	316	302	331	97	91	104	94	97	124	111	104	87	104	118	109
	20%	19%	20%	20%	22%	20%	17%	20%	18%	19%	25% 25% 25% 25%	21%	20%	17%	21%	23%	21%
NET Any usage	889	233	250	212	195	75	83	76	94	85	70	51	80	81	60	63	72
	14%	15%	16%	14%	13%	13%	13%	14%	15%	14%	14%	10%	13%	13%	12%	12%	14%

Question focuses on packets and parcels since Q3 2022

Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Table 289

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	731	817	1134	805	1152	852	699	1608	1939	2013	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	310	47	262	91	218	180	129	58	69	80	42	33	10	18	126	122	61	28	222	83
5%		4%	5%	12% _{NS}	4%	5% _{NS}	4%	7% _{NS}	6% _{NS}	7% _{NS}	5% _{NS}	3%	1%	3%	7% _{NS}	6% _{NS}	2%	2%	4%	3% _{NS}
They've delivered a packet or parcel	1403	212	1191	200	1173	755	644	204	230	322	209	214	127	100	434	528	441	227	1122	282
23%		17%	24% _{NS}	29% _{NS}	22%	23% _{NS}	21%	25% _{NS}	27% _{NS}	29% _{NS}	25% _{NS}	19%	17%	16%	28% _{NS}	27% _{NS}	18%	16%	22%	28% _{NS}
I've heard of them but not used them in the last 12 months	3910	760	3150	435	3474	1672	2032	477	510	650	528	774	552	418	988	1178	1744	970	3377	505
63%		62%	64%	55%	65% _{NS}	62%	65%	58%	59%	58%	63%	63% _{NS}	72% _{NS}	67% _{NS}	58%	60%	69% _{NS}	76% _{NS}	69% _{NS}	54%
I've not heard of them before	808	231	377	50	558	244	363	101	69	82	66	120	74	97	169	148	290	170	491	109
10%		19% _{NS}	8%	6%	16% _{NS}	8%	17% _{NS}	12% _{NS}	8%	7%	8%	14% _{NS}	10%	10% _{NS}	16% _{NS}	8%	12% _{NS}	12% _{NS}	10%	12%
NET Any usage	1643	242	1401	304	1335	891	745	244	280	389	229	226	134	113	532	627	483	247	1290	329
27%		20%	28% _{NS}	28% _{NS}	29%	30% _{NS}	24%	25% _{NS}	25% _{NS}	25% _{NS}	23% _{NS}	21%	18%	18%	32% _{NS}	32% _{NS}	19%	18%	25%	33% _{NS}

Question focuses on packets and parcels since Q3 2022.
Proportion/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Table 289

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I've used them to send a packet or parcel	86	91	65	58	187	123	253	54	15	26	80	94	73	200	15	278	72	227	10
310	6%	5%	5%	3%	4%	4%	6%	2%	3%	4%	5%	6%	5%	8%	3%	9%	6%	5%	3%
They've delivered a packet or parcel	352	411	290	320	793	610	958	430	84	105	325	439	342	869	84	1245	291	1051	61
23%	24%	21%	21%	19%	26%	20%	28%	18%	16%	14%	22%	28%	31%	23%	16%	24%	23%	23%	21%
I've heard of them but not used them in the last 12 months	595	1279	906	1129	1674	2036	2217	1634	336	507	977	960	655	2443	348	3262	761	2950	178
63%	52%	61%	57%	63%	61%	63%	60%	63%	63%	63%	63%	61%	60%	61%	63%	63%	61%	64%	63%
I've not heard of them before	81	157	134	234	238	368	294	268	86	87	128	123	49	349	92	450	167	412	39
10%	7%	8%	10%	14%	8%	13%	8%	10%	10%	10%	10%	9%	4%	10%	8%	10%	10%	9%	11%
NET Any usage	460	477	344	362	937	705	1159	465	93	129	397	501	397	1027	94	1463	346	1226	70
27%	40%	35%	28%	21%	31%	23%	32%	19%	18%	18%	20%	32%	36%	27%	18%	29%	27%	27%	24%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbleside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
I've used them to send a packet or parcel	310	262	47	8	266	25	13	6	9	25	23	16	37	36	55	44	19	2	24
5%	5%	5%	5%	5%	5%	5%	4%	4%	4%	4%	5%	4%	5%	7%	7%	5%	3%	2	5%
They've delivered a packet or parcel	1403	1205	198	28	1172	128	66	37	45	128	92	84	115	139	248	209	112	11	117
23%	23%	23%	23%	17%	23%	25%	22%	22%	18%	19%	18%	19%	21%	24%	31%high	25%high	21%	17%	26%high
I've heard of them but not used them in the last 12 months	3910	3342	568	117	3293	323	185	109	163	445	333	319	350	362	442	534	344	44	279
63%	63%	63%	66%	19%high	64%	62%	63%	64%	6.5%high	12%high	8.2%high	11.3%medium	8.5%high	8.5%high	55%	63%high	63%high	66%	8.5%high
I've not heard of them before	608	549	59	15	509	46	33	19	33	82	67	30	48	43	80	69	57	10	36
10%	10%high	7%	9%	10%	9%	11%	11%	11%	4.2%low	9.5%high	9.5%high	7%	9%	8%	10%	9%	11%	1.3%low	9%
NET Any usage	1643	1407	236	35	1376	148	77	42	54	148	108	98	145	168	288	240	127	12	136
27%	27%	27%	21%	27%	29%	26%	25%	22%	22%	22%	21%	22%	27%	25%high	30%high34%	25%high	24%	18%	30%high

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1417	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I've used them to send a packet or parcel	310	151	84	212	136	151	4	19	84	6	21	117	117	32	36	8	233	44	169	100	22	18	9	259	27	151	148
	5%	7%	4%	6%	4%	7%	3%	2%	4%	3%	2%	6%	5%	4%	6%	3%	5%	5%	6%	4%	3%	5%	5%	5%	11%	3%	11%
They've delivered a packet or parcel	1403	639	419	918	696	639	33	157	419	20	166	446	604	179	124	49	1050	173	631	577	112	51	31	1207	82	418	985
	23%	11%	19%	27%	21%	11%	2%	10%	11%	10%	16%	22%	22%	21%	20%	23%	21%	24%	24%	23%	16%	14%	7%	21%	15%	21%	21%
I've heard of them but not used them in the last 12 months	3010	1430	1469	2078	2118	1430	100	510	1469	152	743	1273	1554	513	364	183	2827	548	1638	1432	454	252	110	3070	362	812	3068
	63%	59%	68%	59%	62%	59%	63%	67%	68%	72%	71%	63%	64%	62%	74%	63%	66%	63%	63%	62%	67%	62%	63%	68%	53%	67%	53%
I've not heard of them before	608	224	206	345	327	224	25	88	206	36	124	205	237	79	66	14	442	82	213	218	97	42	32	431	73	150	458
	10%	9%	10%	10%	10%	9%	16%	11%	10%	17%	12%	10%	10%	10%	12%	6%	10%	10%	8%	9%	14%	12%	18%	9%	14%	10%	10%
NET Any usage	1643	759	488	1079	808	759	34	166	488	24	183	539	695	208	150	50	1234	200	755	653	131	65	36	1408	101	559	1084
	27%	11%	23%	27%	25%	11%	22%	22%	23%	11%	17%	27%	26%	26%	20%	21%	24%	29%	29%	19%	18%	20%	20%	19%	21%	23%	23%

Question focuses on packets and parcels since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
I've used them to send a packet or parcel	310	20	287	2	80	214	16	291	14	3	2	308	-
	5%	6%	5%	6%	5%	5%	5%	5%	12%	5%	3%	5%	-
They've delivered a packet or parcel	1403	105	1285	13	382	950	71	1346	38	11	1	1394	8
	23%	28%	22%	32%	23%	23%	23%	23%	21%	23%	2%	23%	37%
I've heard of them but not used them in the last 12 months	3910	184	3702	24	1051	2678	181	3107	42	33	17	3853	9
	63%	55%	64%	58%	63%	64%	58%	60%	36%	60%	26%	64%	43%
I've not heard of them before	608	33	571	3	176	381	51	522	26	10	46	558	4
	10%	10%	10%	8%	11%	9%	16%	9%	22%	17%	69%	9%	20%
NET Any usage	1643	119	1509	14	448	1114	80	1568	49	14	3	1631	8
	27%	32%	26%	34%	27%	27%	26%	27%	42%	39%	4%	27%	37%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I've used them to send a packet or parcel	310	81	83	83	63	24	24	33	26	27	29	32	20	31	14	25	24
8%	8%	8%	8%	8%	4%	5%	4%	6%	5%	5%	6%	6%	4%	6%	3%	5%	5%
They've delivered a packet or parcel	1403	360	375	341	327	120	132	109	116	124	134	117	119	105	90	131	106
23%	23%	24%	24%	22%	21%	24%	25%	21%	22%	24%	25%	23%	23%	21%	16%	25%	20%
I've heard of them but not used them in the last 12 months	3910	978	919	1001	1013	296	334	348	338	305	276	340	329	331	349	315	348
63%	63%	60%	60%	65%	65%	60%	63%	68%	63%	60%	56%	66%	64%	66%	68%	62%	67%
I've not heard of them before	608	160	171	132	144	56	52	52	56	55	60	42	52	38	54	44	46
10%	10%	11%	9%	9%	11%	11%	10%	10%	10%	11%	12%	8%	10%	8%	11%	9%	9%
NET Any usage	1643	412	446	406	379	139	146	126	139	147	159	136	137	133	100	153	126
27%	27%	28%	29%	26%	25%	27%	28%	24%	26%	28%	30%	26%	26%	27%	20%	29%	24%

Question focuses on packets and parcels since Q3 2022
Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Table 290

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	4125	893	3432	567	3558	1993	2123	532	530	784	532	774	571	402	1062	1316	1747	973	3678	414
Weighted Base	4121	839	3282	552	3569	2017	2096	557	558	786	548	761	508	422	1115	1315	1691	930	3474	610
Effective Base	2489	502	1987	320	2170	1223	1260	344	336	467	326	471	307	239	680	794	1016	546	2140	333
I've used them to send a packet or parcel	247	20	227	83	163	126	120	58	49	62	23	31	11	11	108	85	64	23	171	72
6%		2%	6%	15%	5%			10%min	6%min	6%min	4%	4%	2%	3%	10%max	6%max	3%	2%	5%	12%
They've delivered a packet or parcel	641	91	550	120	521	351	289	102	100	136	80	108	59	48	210	215	215	107	502	139
16%		11%	17%	22%	15%	17%	14%	18%min	19%min	19%min	15%	14%	12%	11%	18%max	18%max	13%	11%	14%	23%
I've heard of them but not used them in the last 12 months	1975	393	1582	243	1732	990	979	228	231	373	290	367	276	210	459	663	853	486	1715	238
48%		47%	48%	44%	49%	49%	47%	41%	41%	42%max	33%max	40%max	34%max	30%max	41%	50%max	50%max	52%max	49%max	39%
I've not heard of them before	1327	345	982	120	1207	584	741	179	176	215	163	269	168	158	354	378	595	325	1144	174
32%		14%max	30%	22%	24%max	29%	26%max	32%	31%	28%	30%	30%max	33%	30%max	32%	29%	33%max	33%max	33%	28%
NET Any usage	819	102	717	169	650	443	375	151	151	173	95	125	65	54	302	273	244	119	616	199
20%		12%	22%max	14%max	18%	22%max	18%	27%min	27%min	25%min	17%	16%	13%	13%	22%max	21%max	14%	13%	16%	32%max

Question focuses on packets and parcels since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means. Columns Tested (5% risk level) - ab - cd - ef - ghijklm - ntopq - rs

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Table 290

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	4125	981	1249	786	1108	2230	1894	2272	1798	375	489	1000	1087	727	2578	387	3450	934	3001	190
Weighted Base	4121	773	1283	906	1158	2056	2064	2454	1609	366	472	1003	1083	725	2557	381	3451	882	3045	194
Effective Base	2489	473	762	531	724	1234	1254	1388	1082	230	300	630	645	405	1574	240	2074	571	1800	122
I've used them to send a packet or parcel	247	61	75	50	61	136	111	189	55	17	25	72	76	49	174	17	225	58	174	14
	4%	6%	6%	6%	5%	7%	9%	16%	3%	5%	6%	7%	7%	7%	7%	4%	7%	7%	6%	7%
They've delivered a packet or parcel	641	161	182	134	164	342	298	422	209	53	53	177	189	118	420	57	553	158	445	38
	16%	21%	23%	14%	15%	17%	14%	17%	12%	15%	11%	16%	17%	16%	16%	15%	16%	18%	15%	20%
I've heard of them but not used them in the last 12 months	1978	328	625	481	561	953	1022	1160	788	171	234	480	520	366	1234	172	1662	383	1517	75
	48%	42%	51%	51%	51%	46%	50%	47%	49%	47%	50%	46%	48%	51%	48%	45%	48%	43%	43%	35%
I've not heard of them before	1327	240	418	279	389	668	668	732	577	131	163	294	322	204	779	142	1073	304	956	66
	32%	31%	33%	31%	34%	32%	32%	30%	33%	38%	34%	29%	30%	28%	30%	37%	31%	34%	31%	34%
NET Any usage	819	205	239	166	208	444	375	562	244	64	75	229	241	154	544	68	716	196	571	52
	20%	21%	19%	18%	18%	22%	18%	23%	12%	18%	16%	23%	22%	21%	21%	18%	21%	22%	19%	27%

Question focuses on packets and parcels since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab:cd - ef - gh - i:j/k/m/n - op - q/r/s

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Table 290

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	4125	2783	1342	617	2177	769	654	525	231	249	241	236	245	249	240	242	244	112	657
Weighted Base	4121	3539	582	116	3456	348	202	115	167	448	343	298	364	386	534	564	353	43*	305
Effective Base	2489	2171	322	126	1889	348	363	333	214	236	224	222	228	228	229	229	228	41	307
I've used them to send a packet or parcel	247	214	32	5	210	24	8	5	7	16	13	20	30	32	36	36	19	1	23
6%	6%	6%	6%	4%	6%	7%	4%	4%	4%	4%	4%	7%	13%	13%	7%	6%	5%	3%	8%
They've delivered a packet or parcel	641	550	90	14	542	51	31	17	22	61	49	52	67	71	102	66	51	5	45
16%	16%	16%	16%	12%	16%	15%	15%	15%	13%	14%	14%	17%	19%	19%	19%	12%	15%	15%	15%
I've heard of them but not used them in the last 12 months	1978	1710	265	50	1657	162	94	62	73	206	153	156	187	186	246	279	167	17	145
48%	48%	48%	46%	43%	46%	47%	47%	43%	44%	46%	45%	52%	57%	49%	46%	49%	47%	47%	46%
I've not heard of them before	1327	1117	210	49	1108	118	71	32	66	167	129	76	90	106	152	167	121	19	99
32%	32%	32%	36%	40%	32%	34%	33%	28%	30%	36%	33%	25%	25%	28%	29%	32%	30%	33%	32%
NET Any usage	819	712	107	18	694	67	37	21	27	74	61	66	87	89	136	89	65	6	61
20%	20%	20%	18%	15%	20%	19%	18%	18%	16%	17%	18%	22%	24%	23%	25%	16%	19%	15%	20%

Question focuses on packets and parcels since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	4125	1566	1511	2278	2223	1566	131	589	1511	147	767	1405	1571	564	387	180	2976	567	1827	1538	414	221	107	3365	328	982	3143
Weighted Base	4121	1602	1501	2305	2240	1602	122	515	1501	152*	722	1369	1620	546	400	165	2989	565	1704	1557	480	259	122*	3261	381	1013	3109
Effective Base	2489	958	906	1380	1328	958	79	355	908	98	466	823	959	347	242	108	1782	349	1048	927	274	153	75	1974	228	614	1875
I've used them to send a packet or parcel	247	130	52	183	101	130	8	20	52	6	25	113	95	20	13	6	208	19	133	89	19	1	5	222	6	148	100
I've delivered a packet or parcel	641	300	193	403	296	300	18	77	193	20	92	183	276	102	49	31	458	80	257	270	72	25	15	528	40	258	385
I've heard of them but not used them in the last 12 months	1075	768	733	1050	1055	768	57	253	733	71	349	643	789	254	204	74	1432	278	794	771	151	48	1555	200	399	1576	
I've not heard of them before	1327	426	544	665	784	426	35	169	544	57	270	462	484	177	138	55	946	193	562	450	172	82	54	1012	136	239	1008
NET Any usage	819	408	223	550	365	408	25	93	223	24	103	264	346	115	58	35	610	93	348	336	86	26	19	684	45	374	445
	20%	26%	15%	24%	17%	24%	21%	18%	15%	16%	14%	19%	23%	22%	14%	22%	17%	20%	22%	19%	10%	16%	2%	24%	12%	23%	14%

Question focuses on packets and parcels since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Table 290

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	4125	254	3837	34	1210	2710	205	3954	73	38	45	4065	15
Weighted Base	4121	217	3877	27**	1124	2787	211	3944	84*	37**	45**	4066	11**
Effective Base	2489	139	2331	20	717	1641	134	2379	47	25	30	2451	9
I've used them to send a packet or parcel	247	14	226	7	85	141	23	237	7	2	*	248	*
	6%	6%	6%	25%	7% a	5%	16% a	6%	9%	7%	*	6%	*
They've delivered a packet or parcel	641	38	599	3	209	390	42	599	32	6	2	637	2
	16%	18%	15%	12%	16% a	14%	20%	15%	12% a	17%	4%	16%	14%
I've heard of them but not used them in the last 12 months	1075	97	1869	9	497	1390	88	1927	23	15	6	1965	4
	48%	45%	48%	33%	44%	50% d	42%	49% h	27%	41%	13%	48% k	37%
I've not heard of them before	1327	72	1247	8	359	906	64	1249	22	14	37	1285	5
	32%	33%	32%	29%	32%	33%	30%	32%	27%	37%	83%	32%	48%
NET Any usage	819	49	760	10	269	491	59	768	39	8	2	816	2
	20%	22%	20%	38%	26% a	18%	28% a	19%	26% a	22%	4%	20%	15%

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	4125	1550	1535	1040	-	521	524	505	521	512	502	520	520	-	-	-
Weighted Base	4121	1550	1535	1036	-**	491	532	527	532	507	496	518	518	-**	-**	-**
Effective Base	3489	929	923	638	-	305	314	310	320	303	300	322	316	-	-	-
I've used them to send a packet or parcel	247	90	110	47	-	19	35	36	38	46	26	17	30	-	-	-
6%		6%	7%	5%	-	4%	7%	7%	7%	9%	5%	3%	6%	-	-	-
They've delivered a packet or parcel	641	257	247	136	-	70	84	103	107	64	76	61	75	-	-	-
16%		17%	16%	13%	-	14%	16%	20%	20%	13%	15%	12%	14%	-	-	-
I've heard of them but not used them in the last 12 months	1975	721	726	529	-	241	246	234	229	247	250	250	279	-	-	-
48%		47%	47%	51%	-	49%	46%	44%	43%	49%	50%	48%	64%	-	-	-
I've not heard of them before	1327	515	477	335	-	164	178	173	167	159	151	195	140	-	-	-
32%		33%	31%	32%	-	33%	34%	33%	31%	30%	30%	38%	27%	-	-	-
NET Any usage	819	313	332	173	-	85	108	120	136	101	95	73	100	-	-	-
20%		20%	22%	17%	-	17%	20%	23%	23%	20%	19%	14%	19%	-	-	-

Question focuses on packets and parcels since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Table 292

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	731	817	1134	805	1152	852	609	1608	1939	2013	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	528	107	421	167	360	229	299	99	106	134	82	54	29	24	205	216	107	53	427	93
9%	9%	9%	21% ^{ns}	7%	8%	12% ^{ns}	11% ^{ns}	12% ^{ns}	12% ^{ns}	12% ^{ns}	10% ^{ns}	5%	4%	4%	12% ^{ns}	11% ^{ns}	4%	4%	8%	10%
They've delivered a packet or parcel	2366	353	2013	309	2001	1100	1201	226	314	439	412	476	291	199	540	809	806	460	2092	254
38%	29%	41% ^{ns}	68% ^{ns}	37%	37%	40% ^{ns}	40% ^{ns}	28%	35% ^{ns}	43% ^{ns}	48% ^{ns}	48% ^{ns}	34% ^{ns}	32%	32%	46% ^{ns}	37% ^{ns}	33%	41% ^{ns}	27%
I've heard of them but not used them in the last 12 months	2630	645	2185	249	2582	1435	1394	358	375	463	331	542	427	334	733	794	1303	762	2395	412
46%	52% ^{ns}	44%	32%	48% ^{ns}	45% ^{ns}	44%	43%	43%	43%	41%	40%	46% ^{ns}	46% ^{ns}	35% ^{ns}	43%	41%	42% ^{ns}	39% ^{ns}	46%	44%
I've not heard of them before	649	190	458	67	581	317	328	174	108	106	50	81	51	79	282	156	211	130	428	211
11%	19% ^{ns}	9%	9%	11%	10%	10%	10%	21% ^{ns}	14% ^{ns}	12% ^{ns}	6%	7%	7%	15% ^{ns}	17% ^{ns}	8%	8%	9%	8%	22% ^{ns}
NET Any usage	2661	367	2294	473	2226	1257	1419	291	365	553	451	597	281	214	675	1024	1002	495	2335	321
44%	32%	45% ^{ns}	68% ^{ns}	47%	42%	45% ^{ns}	42%	35%	44% ^{ns}	49% ^{ns}	54% ^{ns}	54% ^{ns}	37%	34%	40%	51% ^{ns}	46% ^{ns}	38%	49% ^{ns}	34%

Question focuses on packets and parcels since Q3 2022.
Proportion/Mean. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Table 202

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179	
I've used them to send a packet or parcel	528	142	168	108	110	310	400	127	29	43	132	147	137	322	29	471	107	402	19	
	9%	1%	1%	8%	6%	10%	11%	5%	0%	0%	1%	1%	1%	8%	0%	1%	8%	9%	7%	
They've delivered a packet or parcel	2366	423	739	549	654	1163	1203	1485	848	158	256	622	657	471	1534	161	2068	546	1742	78
	38%	37%	39%	40%	38%	39%	40%	40%	35%	31%	35%	41%	41%	40%	30%	40%	43%	39%	27%	
I've heard of them but not used them in the last 12 months	2830	470	909	639	813	1379	1452	1659	1185	249	368	673	714	448	1755	255	2333	516	2162	152
	46%	41%	47%	46%	45%	47%	44%	44%	42%	43%	40%	45%	45%	41%	46%	45%	40%	43%	43%	
I've not heard of them before	649	150	168	129	200	318	329	342	285	88	122	138	97	340	97	495	155	447	47	
	11%	1%	1%	8%	10%	11%	9%	9%	10%	1%	1%	1%	1%	9%	1%	10%	12%	10%	10%	
NET Any usage	2681	517	836	616	713	1353	1328	1719	928	178	284	706	733	555	1723	181	2347	612	1979	89
	44%	45%	44%	44%	41%	44%	43%	47%	39%	35%	39%	47%	46%	50%	34%	40%	48%	43%	31%	

Question focuses on packets and parcels since Q3 2022.
Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Table 292

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
I've used them to send a packet or parcel	828	463	64	13	444	39	29	16	20	63	34	37	52	39	77	86	36	4	36
	9%	9%	7%	6%	9%	8%	10%	9%	8%	9%	7%	8%	10%	7%	10%	10%	7%	6%	6%
They've delivered a packet or parcel	2366	1958	408	79	1949	219	124	73	106	253	191	186	196	236	242	317	220	26	193
	38%	37%	47%a	47%a	38%	42%b	42%	45%b	42%a	39%a	38%a	41%a	36%	41%a	30%	39%a	42%a	39%	43%a
I've heard of them but not used them in the last 12 months	2830	2477	354	71	2409	223	129	71	106	318	250	205	264	267	369	399	229	29	195
	46%	59%b	47%a	42%	39%a	43%	44%	47%	43%	47%	49%	46%	46%	47%	46%	47%	43%	43%	43%
I've not heard of them before	649	566	53	10	553	53	25	18	25	62	46	38	50	45	152	79	57	11	42
	11%	10%b	6%	6%	11%	10%	3%	10%	10%	9%	9%	8%	9%	8%	42%b/k/m/n/o/p/q/r	9%	11%	10%b	3%
NET Any usage	2681	2226	455	87	2217	241	141	82	118	294	212	205	229	261	289	365	243	28	213
	44%	42%	53%a	52%a	43%	47%	46%b	46%b	42%a	46%a	42%	46%a	42%	46%a	36%	43%a	46%a	42%	47%a

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Table 202

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
I've used them to send a packet or parcel	528	252	168	323	258	252	10	46	168	12	52	183	219	52	21	401	74	221	218	41	32	14	439	46	219	309	
	9%	18%ba	8%	19%ba	8%	19%ba	6%	6%	8%	5%	9%	9%	9%	7%	9%	9%	9%	8%	9%	6%	9%	8%	9%	9%	9%	18%ba	7%
They've delivered a packet or parcel	2366	973	817	1387	1231	973	48	279	817	53	370	795	972	277	210	107	1767	317	1053	905	234	126	42	1958	168	581	1785
39%		40%	38%	40%	39%	40%	30%	37%	40%	25%	32%ba	39%	39%	35%	36%	40%	38%	40%	40%	38%	40%	39%	40%	39%	31%	38%	38%
I've heard of them but not used them in the last 12 months	423	1049	1055	1534	1542	1049	73	369	1055	122	553	975	1110	384	265	108	2059	372	1220	1012	317	178	86	2232	263	602	2228
46%		43%	49%ba	44%	47%ba	43%	46%	48%	49%	57%	53%	47%	45%	48%	45%	44%	46%	45%	47%	44%	46%	50%	48%	45%	49%	40%	48%y
I've not heard of them before	649	235	183	377	325	235	32	92	183	28	88	162	275	105	62	18	436	100	210	252	101	36	40	462	76	171	478
10%		10%	8%	11%ba	10%	10%	30%ba	12%	8%	13%	8%	8%	11%ba	13%ba	14%ba	7%	10%	12%ba	8%	11%y	15%ba	10%	22%ba	9%	14%ba	11%	10%
NET Any usage	2681	1129	924	1591	1386	1129	55	303	924	62	406	906	1102	311	237	121	2007	357	1175	1039	264	144	52	2215	196	747	1834
44%		47%ba	43%	45%	43%	47%ba	34%	40%	43%	29%	39%ba	43%ba	44%ba	39%	41%	43%ba	43%ba	43%	43%ba	49%ba	39%	40%	25%	43%ba	37%	49%ba	42%

Question focuses on packets and parcels since Q3 2022

Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
I've used them to send a packet or parcel	828	24	499	5	152	340	36	609	16	2	*	637	*
	9%	7%	9%	12%	9%	8%	12%	9%	14%	3%	*	9%	1%
They've delivered a packet or parcel	2368	139	2208	19	677	1587	101	2314	34	7	4	2358	6
	39%	41%	38%	46%	40%	38%	33%	39%	29%	13%	6%	39%	29%
I've heard of them but not used them in the last 12 months	2830	140	2674	16	732	1980	139	2720	42	35	21	2759	12
	46%	42%	46%	39%	44%	47%	45%	46%	36%	61%	32%	46%	53%
I've not heard of them before	649	42	602	4	168	429	52	596	26	13	41	604	4
	11%	13%	10%	10%	10%	10%	17%	10%	22%	23%	62%	10%	16%
NET Any usage	2681	153	2507	21	775	1785	121	2612	49	9	4	2670	6
	44%	46%	43%	51%	46%	43%	39%	44%	42%	16%	6%	44%	30%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I've used them to send a packet or parcel	528	129	144	118	136	33	48	49	52	58	34	30	46	42	41	47	48
	8%	8%	9%	8%	9%	7%	9%	9%	10%	11% 11%	7%	6%	9%	8%	8%	9%	9%
They've delivered a packet or parcel	2368	579	590	626	572	179	202	197	207	187	196	217	220	188	201	175	198
	38%	37%	38%	41%	37%	36%	38%	37%	39%	37%	40%	42% 42%	42% 42%	37%	40%	34%	38%
I've heard of them but not used them in the last 12 months	2830	718	685	688	739	222	245	251	242	222	221	231	223	235	235	253	252
	46%	46%	45%	45%	48%	45%	46%	48%	45%	44%	45%	45%	43%	47%	47%	49%	48%
I've not heard of them before	649	171	172	154	152	67	53	51	49	61	62	55	40	60	51	54	47
	11%	11%	11%	10%	10%	14% 14%	10%	10%	9%	12%	13% 13%	11%	8%	12%	10%	10%	9%
NET Any usage	2681	661	678	696	645	202	234	225	241	225	212	233	255	208	218	206	221
	44%	43%	44%	43%	42%	41%	44%	43%	45%	44%	43%	45%	49% 49%	41%	43%	40%	43%

Question focuses on packets and parcels since Q3 2022
Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Table 293

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	699	1698	1939	2013	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	915	349	575	185	731	437	478	171	168	208	117	116	83	52	339	325	251	135	707	187
15%	29%	12%	23%	14%	19%	19%	21%	21%	21%	21%	21%	21%	21%	21%	29%	29%	10%	10%	14%	20%
They've delivered a packet or parcel	3982	832	3115	452	3530	1900	2076	628	625	789	574	712	483	380	1054	1344	1585	873	3369	581
65%	10%	63%	57%	65%	63%	66%	64%	61%	69%	69%	63%	65%	61%	62%	69%	69%	63%	63%	65%	62%
I've heard of them but not used them in the last 12 months	1399	244	1155	172	1227	697	699	149	205	191	177	299	199	178	354	369	676	377	1198	191
23%	20%	23%	22%	23%	23%	22%	18%	24%	17%	21%	21%	27%	26%	26%	21%	19%	27%	27%	23%	20%
I've not heard of them before	318	44	275	28	290	161	156	50	26	54	37	64	38	49	76	91	151	87	275	37
5%	4%	9%	4%	5%	5%	5%	6%	6%	3%	5%	5%	6%	5%	6%	5%	5%	6%	5%	5%	4%
NET Any usage	4443	945	3497	590	3853	2152	2285	623	636	876	618	767	523	400	1259	1454	1690	923	3685	716
72%	10%	71%	75%	72%	71%	73%	19%	19%	19%	19%	19%	19%	19%	19%	19%	19%	67%	67%	71%	16%

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Table 293

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I've used them to send a packet or parcel	273	276	178	187	549	365	673	237	56	69	210	256	213	534	56	779	165	698	52
15%	19% ^{sd}	15% ^{sd}	13%	11%	16% ^{sd}	12%	10%	10%	11%	9%	11% ^{sd}	11% ^{sd}	11% ^{sd}	11% ^{sd}	10%	11% ^{sd}	13%	15%	16%
They've delivered a packet or parcel	785	1278	867	1073	2040	1940	2410	1527	287	450	940	1063	773	2453	297	3405	830	2994	158
65%	67% ^{sd}	67% ^{sd}	63%	62%	67% ^{sd}	62%	66%	64%	56%	61%	62% ^{sd}	67% ^{sd}	70% ^{sd}	64% ^{sd}	56%	66% ^{sd}	65% ^{sd}	69% ^{sd}	55%
I've heard of them but not used them in the last 12 months	173	420	338	499	592	807	743	625	198	200	373	311	174	884	174	1107	264	1035	79
23%	13%	22% ^{sd}	24% ^{sd}	27% ^{sd}	19%	23% ^{sd}	20%	21% ^{sd}	17% ^{sd}	17% ^{sd}	21% ^{sd}	20%	16%	21% ^{sd}	21%	21%	22%	23%	26%
I've not heard of them before	61	86	84	88	146	172	170	136	34	40	65	84	53	189	34	259	63	236	19
5%	5%	4%	6%	5%	5%	6%	5%	6%	7%	5%	6%	5%	5%	6%	5%	6%	5%	6%	7%
NET Any usage	803	1408	963	1168	2311	2131	2757	1637	316	493	1063	1190	872	2746	326	3810	936	3317	190
72%	73% ^{sd}	74% ^{sd}	70%	68%	76% ^{sd}	69%	73% ^{sd}	68%	61%	67%	71% ^{sd}	76% ^{sd}	76% ^{sd}	72% ^{sd}	61%	74% ^{sd}	73%	72%	66%

Question focuses on packets and parcels since Q3 2022.
Proportion/Mean. Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Table 293

Base : All participants

	Rurality				Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Angles East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	178	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
I've used them to send a packet or parcel	915	814	101	16	776	74	41	24	33	93	73	83	75	96	133	117	73	8	66	
15%	15%	19%	12%	10%	15%	14%	14%	14%	13%	14%	14%	19%	14%	17%	16%	14%	14%	12%	10%	
They've delivered a packet or parcel	3882	3408	575	103	3357	347	161	117	159	412	320	308	338	384	533	533	370	37	310	
65%	64%	67%	62%	62%	66%	67%	55%	69%	64%	61%	63%	69%	62%	67%	66%	63%	70%	56%	69%	
I've heard of them but not used them in the last 12 months	1399	1212	187	41	1177	106	85	31	56	169	141	85	138	134	165	191	100	19	88	
23%	23%	23%	22%	23%	23%	21%	23%	19%	22%	25%	25%	19%	25%	23%	20%	23%	19%	28%	19%	
I've not heard of them before	318	265	53	15	258	28	23	9	14	53	17	18	26	22	31	49	28	5	23	
5%	5%	5%	6%	5%	5%	5%	6%	5%	5%	6%	3%	4%	5%	4%	4%	6%	5%	6%	5%	
NET Any usage	4443	3821	622	111	3743	383	187	130	181	452	350	345	380	417	614	603	400	43	340	
72%	72%	72%	72%	66%	72%	74%	63%	77%	72%	67%	69%	77%	70%	73%	70%	72%	68%	64%	70%	

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Table 293

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
I've used them to send a packet or parcel	915	514	196	699	352	514	21	91	196	19	84	338	369	119	91	28	676	119	446	347	62	44	14	793	58	319	597
They've delivered a packet or parcel	15%	21%	9%	19%	11%	21%	13%	12%	9%	9%	8%	15%	15%	15%	16%	11%	15%	14%	17%	16%	9%	12%	8%	16%	11%	21%	13%
I've heard of them but not used them in the last 12 months	3982	1607	1364	2294	2051	1607	77	495	1364	123	657	1281	1633	502	377	178	2914	555	1741	1563	383	202	77	3304	279	888	3094
I've not heard of them before	65%	2%	63%	66%	63%	2%	49%	62%	63%	58%	63%	84%	66%	63%	65%	65%	65%	67%	53%	47%	20%	112	66	1003	177	319	1980
NET Any usage	4443	1870	1460	2643	2232	1870	93	548	1460	130	686	1438	1815	567	422	189	3253	611	1966	1733	419	222	83	3699	306	1127	3315
	72%	19%	67%	19%	69%	19%	58%	19%	67%	61%	65%	71%	73%	71%	72%	77%	72%	74%	19%	19%	61%	65%	47%	19%	57%	74%	71%

Question focuses on packets and parcels since Q3 2022

Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
I've used them to send a packet or parcel	915	43	868	7	208	665	43	888	16	6	1	910	4
	15%	13%	15%	17%	12%	16% _{cd}	14%	15%	14%	16%	2%	18%	18%
They've delivered a packet or parcel	3982	210	3745	27	1060	2758	165	3909	44	20	5	3973	4
	65%	63%	65%	66%	58% _d	68% _d	53%	63% _{gh}	22% _d	23% _d	8%	63% _{gh}	19%
I've heard of them but not used them in the last 12 months	1399	84	1308	8	409	899	90	1275	42	24	45	1341	13
	23%	25%	23%	19%	24%	22%	29% _{de}	22%	36% _{gh}	43% _{gh}	65% _{gh}	22%	60%
I've not heard of them before	318	17	299	3	87	199	32	278	16	7	15	301	2
	5%	5%	5%	6%	5%	5%	10% _{de}	5%	14% _{gh}	12% _{gh}	22% _{gh}	5%	11%
NET Any usage	4443	235	4176	31	1179	3074	189	4345	59	26	7	4430	6
	72%	70%	72%	73%	65% _d	74% _{de}	61%	74% _{gh}	49% _{gh}	49% _{gh}	10%	73% _{gh}	30%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
I've used them to send a packet or parcel	915	225	229	221	240	83	69	72	79	77	73	61	70	90	68	95	77
15%	15%	14%	15%	14%	16%	17%	13%	14%	14%	15%	15%	12%	14%	16%	14%	19%	15%
3962	977	1012	1013	980	298	341	338	350	323	339	347	341	326	335	327	318	315
63%	63%	66%	66%	64%	61%	64%	64%	66%	64%	67%	67%	66%	65%	67%	64%	61%	61%
I've heard of them but not used them in the last 12 months	1399	361	333	340	364	112	121	127	103	120	111	117	121	103	121	114	129
23%	23%	22%	22%	24%	23%	23%	23%	24%	19%	24%	22%	23%	23%	20%	24%	22%	25%
I've not heard of them before	318	103	70	68	77	38	31	34	32	23	15	27	23	18	20	28	29
5%	7%	5%	4%	5%	6%	6%	6%	6%	5%	3%	3%	5%	4%	4%	4%	6%	6%
NET Any usage	4443	1086	1131	1131	1094	341	380	365	397	365	370	375	374	362	362	370	363
72%	70%	74%	73%	71%	69%	69%	71%	69%	73%	72%	73%	72%	72%	70%	72%	72%	70%

Question focuses on packets and parcels since Q3 2022.
Proportion/Mean. Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Table 294

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I've used them to send a packet or parcel	226	6	220	107	119	129	97	40	64	63	23	28	5	4	104	86	37	9	174	52
4%	1%	7%	7%	23%	2%	4%	3%	5%	7%	5%	3%	2%	1%	1%	6%	4%	1%	1%	3%	5%
They've delivered a packet or parcel	488	18	470	134	354	268	218	90	101	116	68	61	36	17	101	134	113	53	379	104
8%	1%	7%	16%	17%	7%	7%	7%	11%	12%	10%	9%	9%	5%	3%	11%	9%	4%	4%	7%	11%
I've heard of them but not used them in the last 12 months	2279	466	1813	266	2013	1114	1162	283	333	444	339	441	274	165	616	783	880	439	1914	342
37%	38%	37%	34%	37%	37%	37%	37%	34%	35%	40%	31%	39%	39%	28%	39%	49%	35%	32%	37%	36%
I've not heard of them before	3219	745	2474	305	2914	1521	1693	421	390	510	405	606	446	441	811	915	1493	887	2733	455
52%	5%	50%	39%	5%	5%	51%	54%	51%	45%	45%	49%	54%	54%	50%	48%	47%	54%	54%	53%	48%
NET Any usage	662	22	640	216	443	375	285	118	145	167	88	83	40	21	283	255	144	61	511	146
11%	2%	12%	58%	8%	8%	12%	9%	14%	17%	15%	11%	7%	5%	3%	18%	13%	6%	4%	10%	16%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Table 294

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I've used them to send a packet or parcel	67	56	51	53	122	104	186	39	18	19	68	70	41	157	18	199	80	135	11
	4%	3%	4%	3%	4%	3%	4%	2%	3%	3%	5%	4%	4%	4%	3%	4%	4%	3%	4%
They've delivered a packet or parcel	125	157	111	94	282	206	359	125	36	47	131	132	118	311	36	435	110	355	22
	11% sd	9% d	8% d	5%	9% d	7%	10% sd	5%	7%	6%	9%	8%	11% sd	8%	7%	8%	9%	8%	8%
I've heard of them but not used them in the last 12 months	400	691	517	671	1091	1188	1416	825	179	272	552	606	380	1430	180	1897	468	1711	100
	33%	36%	37%	39%	36%	38%	39%	34%	35%	37%	37%	38%	35%	37%	34%	37%	36%	37%	35%
I've not heard of them before	558	1025	712	924	1682	1636	1753	1416	289	403	766	767	569	1956	306	2688	637	2427	156
	46%	54%	51%	54%	52%	53%	49%	50%	51%	51%	51%	52%	52%	51%	57%	52%	50%	53%	54%
NET Any usage	179	198	155	130	376	286	500	156	47	58	183	191	151	433	47	590	179	450	32
	11%	10% sd	10% d	11% sd	12% d	9%	14% sd	6%	9%	8%	12% d	12% d	14% sd	11% d	9%	11%	14% d	10%	11%

Question focuses on packets and parcels since Q3 2022.
Proportion/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Table 294

Base : All participants

	Rurality				Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
I've used them to send a packet or parcel	226	194	32	6	198	15	9	4	7	26	14	14	25	20	38	30	24	1	14	
4%				4%	4%	3%	4%	3%	2%	3%	4%	3%	5%	4%	5%	4%	5%	1%	3%	
They've delivered a packet or parcel	488	419	69	9	409	40	27	12	16	42	26	5%	42	56	55	81	70	20	4	
8%				8%	8%	8%	9%	7%	6%	6%	5%	9%	10%	10%	10%	10%	9%	4%	5%	
I've heard of them but not used them in the last 12 months	2279	1983	296	51	1919	192	96	73	87	250	187	177	218	225	289	317	158	24	188	
37%				37%	37%	37%	32%	43%	35%	37%	52%	52%	45%	52%	36%	52%	30%	36%	52%	
I've not heard of them before	3219	2751	469	103	2702	272	164	82	141	361	276	219	249	280	413	433	329	39	233	
52%				52%	52%	53%	16%	49%	45%	53%	45%	49%	46%	49%	51%	51%	49%	52%	52%	
NET Any usage	662	564	98	14	557	54	35	16	22	64	34	52	75	67	109	92	41	4	49	
11%				11%	11%	10%	12%	9%	9%	9%	7%	12%	14%	12%	13%	11%	8%	6%	11%	

Question focuses on packets and parcels since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Table 294

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	734	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
I've used them to send a packet or parcel	226	45	120	97	120	3	12	97	45	13	19	87	73	34	21	1	170	22	102	91	18	13	3	193	15	157	69	
They've delivered a packet or parcel	488	230	137	328	232	230	12	53	137	10	42	160	207	70	33	17	367	50	202	197	60	13	12	400	25	241	247	
I've heard of them but not used them in the last 12 months	2279	925	759	1310	1143	925	60	269	759	67	355	689	945	311	228	102	1635	328	949	853	256	157	55	1803	211	520	1759	
I've not heard of them before	3219	1155	1234	1730	1809	1155	86	432	1234	129	637	1080	1272	394	315	127	2362	442	1375	1186	352	176	108	2552	284	636	2504	
NET Any usage	682	332	171	462	301	332	14	63	171	17	57	238	287	95	42	17	505	60	281	264	73	25	15	545	40	364	297	
	11%	14%	8%	13%	9%	14%	9%	8%	14%	8%	5%	12%	11%	12%	7%	7%	11%	7%	11%	11%	11%	7%	8%	11%	7%	24%	6%	

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	89	38	46	3657	15
I've used them to send a packet or parcel	226	23	198	8	104	109	15	205	13	6	2	224	1
	4%	7% _{ab}	3%	18% _{ab}	6% _a	3%	6% _a	3%	11% _{ab}	10% _{ab}	3%	4%	3%
They've delivered a packet or parcel	488	52	432	4	154	300	34	453	28	8	-	488	1
	8%	15% _{ab}	7%	10%	7%	7%	11%	8%	24% _{ab}	14% _{ab}	-	8%	7%
I've heard of them but not used them in the last 12 months	2279	127	2135	17	610	1543	125	2210	28	22	7	2250	12
	37%	38%	37%	41%	36%	37%	40%	37% _{ab}	24%	38% _{ab}	11%	37% _{ab}	53%
I've not heard of them before	3219	142	3064	13	824	2249	147	3077	59	22	57	3155	8
	52%	42%	53% _{ab}	31%	49%	56% _{ab}	47%	52%	47%	39%	86% _{ab}	52%	38%
NET Any usage	662	67	583	11	241	381	40	611	33	13	2	658	2
	11%	20% _{ab}	10%	29% _{ab}	14% _{ab}	9%	13%	10%	29% _{ab}	23% _{ab}	3%	11%	10%

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
I've used them to send a packet or parcel	226	51	55	61	59	11	22	19	16	23	16	14	21	26	12	24	23				
4%	4%	3%	4%	4%	4%	2%	4%	4%	3%	5%	3%	3%	4%	5%	2%	5%	4%				
They've delivered a packet or parcel	488	120	136	108	124	45	44	32	47	61	38	41	27	39	46	44	34				
8%	8%	8%	9%	7%	8%	9%	8%	6%	9%	12%	8%	8%	5%	8%	9%	9%	6%				
I've heard of them but not used them in the last 12 months	2279	577	544	544	613	192	182	203	177	179	189	183	201	160	193	218	202				
37%	37%	37%	35%	35%	40%	39%	34%	39%	33%	35%	38%	35%	39%	32%	38%	43%	39%				
I've not heard of them before	3219	821	807	839	752	247	294	281	293	257	257	288	270	281	253	231	268				
52%	52%	53%	53%	49%	49%	50%	59%	59%	59%	51%	52%	56%	52%	56%	50%	45%	52%				
NET Any usage	662	152	184	155	170	52	56	43	62	72	50	47	47	61	57	64	50				
11%	11%	10%	12%	10%	11%	11%	11%	8%	12%	14%	10%	9%	9%	12%	11%	12%	10%				

Question focuses on packets and parcels since Q3 2022
Proportion/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1464

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Table 295

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET			Ethnicity			
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3195	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	3354	750	2605	559	2796	1618	1732	431	461	661	465	602	382	303	922	1146	1286	684	2763	553
54%	61%	53%	71%	52%	54%	55%	52%	61%	61%	66%	59%	53%	50%	49%	62%	66%	51%	49%	54%	66%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	373	44	330	128	245	165	208	53	79	88	58	56	26	12	132	146	95	39	306	64
8%	4%	6%	16%	5%	9%	7%	7%	6%	6%	6%	6%	5%	3%	2%	16%	16%	4%	3%	6%	7%
DHL	460	77	383	135	325	247	212	62	125	113	61	49	21	10	206	174	79	30	286	165
7%	6%	8%	17%	6%	8%	7%	7%	10%	14%	10%	7%	4%	3%	2%	12%	12%	3%	2%	6%	16%
FedEx or FedEx Express	363	42	321	127	236	200	163	78	93	97	44	33	10	7	171	142	50	17	223	134
8%	3%	6%	16%	4%	7%	5%	5%	6%	6%	6%	3%	3%	1%	1%	16%	16%	2%	1%	4%	16%
Evo	1274	323	951	276	998	515	780	218	226	268	212	192	78	80	444	490	350	158	1038	217
21%	26%	19%	35%	19%	17%	24%	24%	27%	26%	24%	25%	25%	10%	13%	25%	25%	14%	11%	20%	23%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	637	112	425	165	372	285	252	106	157	114	75	57	18	10	263	189	85	28	403	127
9%	9%	9%	21%	7%	9%	8%	8%	13%	16%	10%	10%	9%	2%	2%	16%	16%	3%	2%	8%	13%
Parcelforce	780	172	608	163	617	415	364	77	110	142	129	166	90	68	187	269	325	158	666	109
13%	14%	12%	21%	11%	14%	12%	12%	9%	13%	13%	13%	12%	11%	11%	11%	14%	13%	11%	13%	11%
TNT	169	19	150	65	104	98	71	28	43	40	21	29	8	1	71	60	38	9	114	46
3%	2%	3%	6%	2%	3%	2%	2%	3%	3%	4%	2%	3%	1%	1%	4%	3%	1%	1%	2%	6%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	310	47	262	91	218	180	129	58	69	80	42	33	10	18	126	122	61	28	222	83
5%	4%	5%	12%	4%	6%	4%	4%	7%	6%	6%	6%	6%	3%	3%	7%	7%	2%	2%	4%	9%
UK Mail (not to be confused with Royal Mail)	247	20	227	83	163	126	120	58	49	62	23	31	11	11	108	85	54	23	171	72
4%	2%	6%	11%	3%	4%	4%	4%	7%	6%	6%	3%	3%	1%	2%	8%	8%	2%	2%	3%	6%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	628	107	421	167	390	229	299	99	106	134	82	54	29	24	205	216	107	53	427	93
9%	9%	9%	21%	7%	8%	10%	10%	12%	12%	12%	10%	5%	4%	4%	12%	11%	4%	4%	8%	10%
Amazon Delivery Service/ Logistics/DB. Not all parcels bought from Amazon are delivered by Amazon Logistics)	915	340	575	185	731	437	478	171	168	208	117	116	83	52	339	325	251	135	707	187
15%	25%	12%	31%	14%	15%	15%	15%	21%	19%	19%	16%	10%	11%	8%	20%	17%	10%	10%	14%	20%
Other	226	6	220	107	119	129	97	40	64	63	23	28	5	4	104	86	37	9	174	52
4%	1%	4%	16%	2%	4%	3%	3%	6%	6%	6%	3%	2%	1%	1%	6%	6%	1%	1%	3%	6%
None of the above	2963	373	1991	79	1984	1027	1033	236	231	305	275	231	311	273	468	561	1015	64	1804	246
33%	30%	34%	10%	37%	34%	33%	33%	29%	27%	27%	33%	38%	41%	43%	28%	30%	40%	42%	35%	26%
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2370	528	1842	493	1877	1121	1248	424	457	515	340	322	172	139	881	855	634	312	1861	477
36%	43%	37%	62%	35%	37%	40%	40%	62%	63%	66%	41%	29%	23%	22%	62%	64%	25%	22%	36%	67%

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1445

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Table 295

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Royal Mail	3354	892	1077	758	828	1768	1586	2154	1158	251	344	811	929	671	2083	260	2910	640	2573	141
54%		13% <i>bed</i>	13% <i>bed</i>	6% <i>bed</i>	49%	25% <i>f</i>	51%	35% <i>g</i>	48%	49%	47%	23% <i>j</i>	43% <i>jkl</i>	61% <i>lmn</i>	52% <i>n</i>	49%	43% <i>o</i>	80%	43% <i>q</i>	49%
Cilpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	373	95	123	81	75	218	155	288	84	20	35	75	112	115	222	20	343	76	287	10
6%		0% <i>d</i>	0% <i>d</i>	6%	4%	4% <i>f</i>	5%	8% <i>g</i>	3%	4%	5%	5%	4% <i>j</i>	4% <i>jklm</i>	6%	4%	4% <i>o</i>	6%	6%	3%
DHL	460	140	144	105	71	284	176	377	78	26	41	109	133	115	283	27	406	93	345	22
7%		12% <i>bed</i>	9% <i>d</i>	9% <i>d</i>	4%	6% <i>f</i>	8%	10% <i>g</i>	3%	5%	6%	7%	8% <i>j</i>	10% <i>jklm</i>	7%	5%	8%	7%	8%	8%
FedEx or FedEx Express	363	115	107	75	65	223	140	300	60	32	30	84	112	85	227	32	321	62	269	13
6%		12% <i>bed</i>	8% <i>d</i>	5%	4%	4% <i>f</i>	4%	9% <i>g</i>	3%	6%	6%	6%	7% <i>j</i>	9% <i>j</i>	6%	6%	6%	6%	6%	4%
Evri	1274	309	419	279	265	728	544	899	364	72	111	278	367	300	756	72	1123	241	975	58
21%		23% <i>bed</i>	22% <i>d</i>	26% <i>d</i>	15%	24% <i>f</i>	18%	24% <i>g</i>	15%	14%	15%	18%	23% <i>jklm</i>	27% <i>lmn</i>	26% <i>n</i>	13%	22% <i>o</i>	19%	21%	20%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	537	154	172	113	97	327	210	453	83	19	42	135	179	130	356	19	499	102	415	20
9%		14% <i>bed</i>	9% <i>d</i>	8% <i>d</i>	6%	11% <i>f</i>	7%	12% <i>g</i>	3%	4%	6%	7% <i>j</i>	11% <i>j</i>	12% <i>j</i>	9% <i>n</i>	4%	10% <i>o</i>	8%	9%	7%
Parcelforce	786	202	250	169	160	451	320	639	237	50	76	160	254	175	489	50	600	154	591	35
13%		19% <i>bed</i>	13% <i>d</i>	12% <i>d</i>	9%	16% <i>f</i>	11%	19% <i>g</i>	10%	10%	10%	11%	16% <i>jklm</i>	19% <i>lmn</i>	13%	9%	13% <i>o</i>	12%	13%	12%
TNT	169	64	47	35	23	111	58	145	22	12	9	51	47	46	107	12	153	49	112	8
3%		9% <i>bed</i>	2%	3%	1%	4% <i>f</i>	2%	4% <i>g</i>	1%	2%	1%	2% <i>j</i>	3% <i>j</i>	4% <i>j</i>	2% <i>n</i>	2%	3%	4%	2%	3%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	310	96	91	65	58	187	123	253	54	15	26	80	94	73	200	15	278	72	227	10
5%		6% <i>bed</i>	5%	5%	3%	5% <i>f</i>	4%	6% <i>g</i>	2%	3%	4%	5%	6% <i>j</i>	6% <i>j</i>	5%	3%	4% <i>o</i>	6%	5%	3%
UK Mail (not to be confused with Royal Mail)	247	61	75	50	61	136	111	150	55	17	25	72	76	49	174	17	225	58	174	14
4%		5%	4%	4%	4%	4%	4%	5% <i>g</i>	2%	3%	3%	5%	5%	4%	5%	3%	4%	5%	4%	5%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	528	142	168	108	110	310	218	400	127	29	43	132	147	137	322	29	471	107	402	19
9%		12% <i>bed</i>	9% <i>d</i>	8%	6%	10% <i>f</i>	7%	11% <i>g</i>	5%	6%	6%	9%	9% <i>j</i>	12% <i>jklm</i>	8%	5%	9% <i>o</i>	8%	9%	7%
Amazon Delivery Service/ Logistics/NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	915	273	270	178	187	540	365	623	237	56	69	210	250	213	534	56	279	165	699	52
15%		24% <i>bed</i>	14% <i>d</i>	13%	11%	18% <i>f</i>	12%	19% <i>g</i>	10%	11%	9%	14% <i>j</i>	16% <i>j</i>	19% <i>lmn</i>	14% <i>n</i>	10%	18% <i>o</i>	13%	15%	16%
Other	226	57	56	51	53	122	104	189	39	18	19	68	70	41	157	18	199	60	135	11
4%		0% <i>bed</i>	3%	4%	3%	4%	3%	5% <i>g</i>	2%	3%	3%	6%	4%	4%	4%	3%	4%	5% <i>q</i>	3%	4%
None of the above	2063	268	618	454	723	886	1177	1020	1000	220	304	515	449	284	1268	229	1630	494	1460	110
33%		24%	32% <i>a</i>	33% <i>a</i>	42% <i>ab</i>	29%	39% <i>a</i>	28%	42% <i>a</i>	42% <i>aklmn</i>	41% <i>klmn</i>	34% <i>lm</i>	28%	26%	33% <i>lmn</i>	43% <i>o</i>	31%	38% <i>q</i>	32%	38%
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2370	695	767	513	493	1362	1006	1690	662	150	216	545	671	560	1434	151	2081	446	1822	101
36%		17% <i>bed</i>	14% <i>d</i>	11% <i>d</i>	29%	25% <i>f</i>	32%	37% <i>g</i>	28%	29%	29%	37% <i>j</i>	43% <i>jklm</i>	61% <i>lmn</i>	57% <i>n</i>	28%	40% <i>o</i>	35%	40% <i>q</i>	35%

Question focuses on packets and parcels since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab:bed - ef - gh - ij:kl:mn - op - q:rs

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1446

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Table 295

Base : All participants

	Total	Rurality				Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Lancashire (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901		3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167		5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187		2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	3354	2834	521	104		2853	272	151	79	106	369	291	247	289	317	494	421	319	47	225	
	54%	53%	61%	55%		63%	63%	51%	46%	42%	65%	60%	63%	65%	63%	65%	60%	60%	62%	65%	
Cilpost	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect + (Collect Plus)	373	314	59	13		305	35	22	11	11	36	27	34	42	35	53	31	36	4	31	
	6%	6%	7%	8%		6%	7%	7%	7%	5%	5%	5%	6%	6%	6%	7%	7%	4%	7%	6%	
DHL	460	398	62	12		392	40	19	8	12	43	32	22	45	53	93	62	28	4	36	
	7%	8%	7%	7%		8%	8%	7%	5%	6%	6%	6%	5%	6%	6%	12%	7%	5%	6%	8%	
FedEx or FedEx Express	363	320	43	5		317	30	11	5	10	34	29	16	33	46	69	50	25	3	27	
	6%	6%	5%	3%		6%	6%	4%	3%	4%	6%	6%	3%	7%	6%	6%	6%	5%	2%	6%	
Evri	1274	1084	190	22		1087	85	74	27	52	179	105	102	103	124	162	169	83	6	79	
	21%	20%	22%	13%		21%	16%	25%	16%	21%	27%	21%	23%	19%	22%	22%	20%	18%	9%	18%	
Interlink	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	537	470	67	15		458	43	25	12	16	61	51	33	45	37	83	86	46	1	41	
	9%	9%	8%	9%		9%	8%	9%	7%	6%	9%	10%	7%	8%	7%	10%	10%	9%	2%	9%	
Parcelforce	706	641	130	29		655	73	32	21	27	67	62	53	64	67	94	124	77	14	58	
	12%	12%	16%	18%		13%	14%	11%	12%	11%	10%	12%	12%	12%	16%	12%	15%	15%	11%	13%	
TNT	169	145	24	4		149	8	8	3	8	11	11	12	28	19	29	19	13	*	8	
	3%	3%	3%	2%		3%	2%	3%	2%	3%	2%	2%	3%	6%	3%	4%	2%	3%	*	2%	
TNT Post UK	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	310	262	47	8		266	25	13	6	9	25	23	16	37	38	55	44	18	2	24	
	5%	5%	5%	5%		5%	5%	4%	4%	4%	4%	5%	4%	6%	7%	7%	5%	3%	2%	5%	
UK Mail (not to be confused with Royal Mail)	247	214	32	5		210	24	8	5	7	16	13	20	30	32	36	36	19	1	23	
	4%	4%	4%	3%		4%	5%	3%	3%	3%	2%	3%	5%	6%	6%	4%	4%	4%	2%	9%	
DX	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	528	463	64	13		444	39	29	16	20	63	34	37	52	39	77	86	36	4	36	
	9%	9%	7%	8%		9%	8%	10%	9%	8%	9%	7%	8%	10%	10%	10%	10%	7%	6%	8%	
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	915	814	101	16		776	74	41	24	33	93	73	83	75	96	133	117	73	8	66	
	15%	15%	12%	10%		15%	14%	14%	14%	13%	14%	14%	19%	14%	17%	16%	14%	14%	12%	15%	
Other	226	194	32	6		198	15	9	4	7	26	14	14	25	20	38	30	24	1	14	
	4%	4%	4%	3%		4%	3%	3%	2%	4%	4%	3%	3%	5%	4%	8%	4%	5%	1%	3%	
None of the above	2063	1814	249	46		1701	183	111	68	111	219	151	144	188	183	228	324	151	17	166	
	33%	34%	29%	28%		33%	35%	36%	46%	43%	33%	30%	32%	35%	32%	28%	36%	29%	26%	37%	
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2370	2035	335	54		2006	189	115	60	86	268	192	182	222	229	331	318	177	14	175	
	38%	38%	39%	32%		39%	37%	39%	38%	31%	37%	37%	41%	41%	41%	41%	41%	33%	27%	31%	

Question focuses on packets and parcels since Q3 2022
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
 * small base

Qcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1447

Table 205

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	5716	1429	1318	2075	1429	1429	79	396	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Royal Mail	3584	1425	1151	2055	1781	1425	78	396	1151	109	500	1239	1352	380	272	98	2802	370	1089	1218	252	160	44	2907	184	837	2517	
Clippost	54%	69% _{abd}	53%	99% _{abd}	55%	69% _{ab}	49%	52%	53%	51%	49%	62% _{anopq}	64% _{anopq}	47%	47%	40%	68% _{anopq}	45%	69% _{atuvx}	53% _{atuvx}	37% _v	39% _v	25%	99% _{atuvx}	34%	55%	54%	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect + (Collect Plus)	373	173	115	248	190	173	8	29	115	6	32	137	151	35	37	13	288	50	171	146	22	23	10	316	32	161	212	
	6%	7% _{ab}	5%	7% _{ab}	6%	7% _{ab}	5%	4%	5%	3%	3%	7%	6%	4%	6%	5%	6%	6%	7% _{ab}	6% _{ab}	3%	6%	5%	6% _{ab}	6%	11% _{ab}	5%	
DHL	460	250	99	351	201	250	8	34	99	9	24	162	189	47	50	10	351	60	207	175	38	32	7	362	39	244	215	
	7%	10% _{abd}	9%	10% _{abd}	6%	10% _{ab}	5%	4%	6%	4%	2%	8%	8%	6%	9%	8%	8%	7%	8%	8%	6%	9%	4%	8%	7%	12% _{ab}	5%	
FedEx or FedEx Express	363	201	71	277	147	201	10	27	71	12	17	134	158	39	29	3	292	32	179	142	29	9	2	321	12	202	161	
	6%	8% _{abd}	3%	8% _{abd}	5%	8% _{ab}	7%	4%	3%	6%	2%	7% _{ab}	6% _{ab}	6% _{ab}	6% _{ab}	1%	6% _{ab}	4%	7% _{ab}	6% _{ab}	4%	3%	1%	7% _{ab}	2%	13% _{ab}	3%	
Evri	1274	561	408	808	655	561	23	124	408	34	150	412	521	151	145	44	934	188	605	478	98	64	27	1083	91	375	898	
	27%	27% _{abd}	19%	20% _{abd}	20%	23% _{ab}	14%	16%	16%	14%	14%	20%	21%	19%	20% _{ab}	18%	21%	23% _{ab}	21% _{ab}	14%	16%	15%	16%	15%	22% _{ab}	17%	29% _{ab}	19%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	537	284	126	386	227	284	8	35	126	6	23	192	207	60	61	17	399	78	246	219	32	32	7	465	39	231	308	
	9%	11% _{abd}	6%	11% _{abd}	7%	12% _{ab}	5%	5%	3%	2%	2%	10%	8%	7%	10%	7%	9%	9%	8% _{ab}	7% _{ab}	5%	4%	3%	9% _{ab}	7%	19% _{ab}	7%	
Parcelforce	780	370	237	525	392	370	18	94	237	18	101	306	305	76	67	26	611	93	370	307	41	47	15	676	62	236	545	
	13%	16% _{abd}	11%	16% _{abd}	12%	15%	11%	12%	8%	10%	8%	10% _{ab}	12%	10%	11%	11%	14% _{ab}	11%	14% _{ab}	13% _{ab}	6%	13% _{ab}	8%	14% _{ab}	12% _{ab}	16% _{ab}	12%	
TNT	169	104	25	138	59	104	2	10	25	5	7	52	71	24	17	3	124	20	70	73	14	7	3	143	11	123	46	
	3%	10% _{abd}	1%	10% _{abd}	2%	10% _{ab}	1%	1%	1%	2%	1%	3%	3%	3%	2%	1%	3%	2%	3%	3%	2%	2%	2%	3%	2%	12%	1%	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	310	161	84	212	136	161	4	19	84	6	21	117	117	32	36	8	233	44	159	100	22	18	9	259	27	161	148	
	5%	10% _{abd}	4%	10% _{abd}	4%	10% _{ab}	3%	2%	3%	2%	2%	6%	5%	4%	6%	3%	5%	5%	6% _{ab}	4% _{ab}	3%	3%	5%	5%	5%	11% _{ab}	3%	
UK Mail (not to be confused with Royal Mail)	247	139	52	189	101	139	8	20	52	6	25	113	95	20	13	6	208	19	133	89	19	1	5	222	6	146	100	
	4%	8% _{abd}	2%	8% _{abd}	3%	6% _{ab}	5%	3%	2%	3%	2%	6% _{anopq}	4%	2%	2%	3%	6% _{anopq}	2%	6% _{anopq}	4% _{anopq}	3% _{ab}	*	3%	6% _{anopq}	1%	10% _{ab}	2%	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	528	252	168	343	258	252	10	46	168	12	52	183	219	52	52	21	401	74	221	218	41	32	14	439	46	219	309	
	9%	10% _{abd}	6%	10% _{abd}	6%	10% _{ab}	6%	6%	6%	6%	6%	9%	9%	7%	8%	9%	9%	9%	8%	8% _{ab}	6%	9%	8%	9%	9%	14% _{ab}	7%	
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	915	514	196	699	352	514	21	91	196	19	84	308	368	119	91	28	676	119	446	347	62	44	14	793	58	318	597	
	15%	21% _{abd}	9%	19% _{abd}	11%	21% _{ab}	13%	12%	9%	9%	8%	15%	15%	13%	16%	15%	15%	14%	17% _{ab}	19% _{ab}	9%	12%	8%	16% _{ab}	11%	21% _{ab}	13%	
Other	226	120	45	173	97	120	3	12	45	9	19	67	73	34	21	1	170	22	102	91	18	13	3	193	15	157	69	
	4%	6% _{abd}	2%	6% _{abd}	3%	6% _{ab}	2%	2%	2%	4%	2%	6% _{anopq}	3%	6% _{ab}	4%	1%	4% _{ab}	3%	4%	4%	3%	4%	2%	4%	3%	10% _{ab}	1%	
None of the above	2063	672	778	986	1092	672	28%	288	778	87	445	585	822	306	209	118	1406	327	664	787	320	167	105	1451	272	366	1697	
	33%	28%	28% _{ab}	28%	28% _{ab}	28%	28%	28%	36%	41%	42% _{ab}	29%	33% _{ab}	30% _{ab}	29%	31%	33% _{ab}	31%	25%	24% _{ab}	24% _{ab}	24% _{ab}	24% _{ab}	24% _{ab}	24% _{ab}	24% _{ab}	34%	
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2370	1091	689	1563	1160	1091	52	231	689	59	263	761	955	281	245	84	1756	332	1077	514	202	120	52	1691	172	826	1543	
	36%	45% _{abd}	32%	46% _{abd}	36% _{ab}	45% _{ab}	33%	31%	32%	28%	26%	38%	40%	33%	42% _{ab}	34%	39%	40%	41% _{ab}	40% _{ab}	30%	33%	29%	41% _{ab}	32%	54% _{ab}	33%	

Question focuses on packets and parcels since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5976	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	3264	165	3163	17	835	2322	147	3263	98	17	28	3318	9
Clippost	54%	46%	55% ^{ab}	42%	50%	57% ^{ab}	47%	59% ^{ab}	33%	30%	42%	56% ^{ab}	39%
Collect + (Collect Plus)	373	21	349	3	107	247	20	362	6	3	2	372	-
DHL	6%	6%	6%	6%	6%	6%	6%	6%	5%	6%	2%	6%	-
FedEx or FedEx Express	460	25	428	6	117	308	35	440	14	3	1	457	1
Evri	7%	8%	7%	16%	7%	7%	15% ^{ab}	7%	12%	6%	2%	8%	6%
Interlink	363	27	330	6	112	227	24	337	22	3	2	361	-
DPD	6%	8%	6%	14%	7%	5%	8%	6%	15% ^{ab}	6%	2%	6%	-
Parcelforce	1274	45	1219	9	308	901	64	1243	22	5	*	1269	4
TNT	27%	14%	23% ^{ab}	22%	16%	25% ^{ab}	21%	23%	15% ^{ab}	9%	*	23% ^{ab}	19%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	537	28	503	7	134	370	34	515	16	5	1	536	1
UK Mail (not to be confused with Royal Mail)	9%	8%	9%	16%	8%	9%	11%	9%	13% ^{ab}	8%	1%	9%	3%
DX	780	34	741	5	218	531	31	753	14	7	6	774	-
Yodel	13%	10%	13%	12%	13%	13%	10%	13%	12%	12%	9%	13%	-
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	169	10	155	4	54	106	9	153	11	3	2	167	-
Other	3%	3%	3%	1% ^{ab}	3%	3%	3%	3%	2% ^{ab}	3%	2%	3%	-
None of the above	236	23	199	8	104	108	16	205	13	6	2	224	1
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	4%	3%	3%	16% ^{ab}	5%	3%	6% ^{ab}	3%	11% ^{ab}	10% ^{ab}	3%	4%	3%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2063	136	1914	14	618	1330	115	1943	43	25	37	2016	11
Other	32%	12% ^{ab}	33%	34%	12% ^{ab}	32%	37%	33%	37%	36% ^{ab}	36% ^{ab}	33%	49%
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2370	124	2225	21	559	1650	122	2284	57	15	2	2360	8
Other	36%	37%	36%	51%	36%	40% ^{ab}	39%	39% ^{ab}	40% ^{ab}	32% ^{ab}	4%	39% ^{ab}	36%

Question focuses on packets and parcels since Q3 2022
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - ab/cd - d/e/f - gh/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	500	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	522	527	522	507	496	516	518	503	512	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Royal Mail	3354	861	846	826	822	268	305	287	301	293	252	269	262	265	271	291	280				
54%	56%	55%	54%	54%	55%	55%	57%	55%	57%	58%	51%	52%	56%	53%	54%	57%	50%				
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Collect + (Collect Plus)	373	114	104	64	92	39	35	40	38	34	32	12	25	26	25	33	34				
6%	7%	7%	4%	6%	6%	6%	6%	6%	6%	6%	2%	5%	5%	5%	5%	7%	7%				
DHL	460	120	108	114	118	34	43	43	40	37	30	33	36	45	38	42	38				
7%	8%	7%	7%	8%	7%	8%	8%	8%	7%	6%	6%	7%	9%	7%	8%	7%	7%				
FedEx or FedEx Express	383	79	92	99	94	22	31	27	43	22	27	25	29	45	19	24	50				
6%	5%	6%	6%	6%	4%	6%	5%	9%	4%	5%	5%	6%	9%	4%	5%	10%	10%				
Evri	1274	309	304	326	335	99	86	124	101	103	100	107	125	94	89	124	121				
21%	20%	20%	21%	22%	20%	16%	16%	24%	19%	20%	21%	24%	19%	18%	23%	24%	23%				
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
DPD	537	143	141	122	132	41	55	47	35	52	54	39	55	28	40	46	46				
9%	9%	9%	8%	9%	8%	9%	10%	9%	7%	10%	11%	8%	11%	6%	8%	9%	9%				
Parcelforce	780	196	224	187	173	47	65	84	75	72	76	57	51	80	55	56	62				
13%	13%	13%	12%	11%	10%	12%	13%	14%	14%	13%	13%	11%	10%	13%	11%	12%	12%				
TNT	169	37	51	49	32	15	10	13	17	20	13	13	18	8	10	14	14				
3%	2%	3%	3%	2%	3%	2%	2%	3%	4%	3%	2%	4%	4%	2%	2%	3%	3%				
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
UPS	310	81	83	83	63	24	24	23	26	27	29	32	31	14	25	24	24				
5%	5%	5%	5%	4%	5%	4%	6%	5%	5%	6%	6%	4%	6%	3%	5%	5%	5%				
UK Mail (not to be confused with Royal Mail)	247	90	110	47	-	19	35	36	38	46	26	17	30	-	-	-	-				
4%	6%	7%	3%	-	4%	7%	7%	7%	7%	9%	7%	7%	7%	-	-	-	-				
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Yodel	528	129	144	118	136	33	48	49	52	58	34	30	46	42	41	47	48				
9%	8%	9%	8%	9%	7%	9%	9%	10%	11%	7%	6%	9%	8%	8%	9%	9%	9%				
Amazon Delivery Service/ Logistica(NB: Not all parcels bought from Amazon are delivered by Amazon Logistica)	915	225	229	221	240	83	69	72	79	77	73	61	70	68	95	77	77				
15%	14%	15%	14%	16%	17%	13%	14%	15%	15%	15%	12%	14%	16%	14%	16%	15%	15%				
Other	226	51	55	61	59	11	22	19	16	23	16	14	21	26	12	24	23				
4%	3%	4%	4%	4%	2%	4%	4%	3%	5%	3%	3%	4%	5%	2%	5%	4%	4%				
None of the above	2063	483	513	546	522	160	153	169	177	158	177	194	171	180	163	168	191				
32%	31%	33%	34%	34%	33%	29%	32%	33%	31%	36%	35%	39%	35%	36%	32%	33%	37%				
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2370	603	591	574	602	193	200	209	198	203	191	185	211	179	174	220	208				
38%	39%	38%	37%	39%	39%	38%	40%	37%	40%	38%	36%	41%	36%	35%	43%	40%	40%				

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	843
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	4375	626	3449	508	3867	2088	2289	607	579	784	612	806	548	440	1186	1395	1794	988	3743	593
71%		19%	70%	64%	72%	70%	72%	76%	67%	70%	73%	71%	70%	70%	70%	71%	71%	71%	72%	63%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	713	137	575	175	538	327	385	119	135	180	125	90	38	26	254	305	154	64	525	181
12%		11%	12%	22%	10%	11%	12%	15%	15%	15%	15%	15%	5%	4%	14%	14%	6%	5%	10%	10%
DHL	2189	314	1874	331	1858	1077	1107	273	337	471	344	370	226	168	510	515	763	394	1788	379
36%		26%	36%	42%	35%	36%	35%	33%	39%	42%	41%	43%	30%	27%	30%	30%	30%	29%	35%	40%
FedEx or FedEx Express	1268	179	1088	227	1040	709	567	225	229	292	177	179	98	66	454	469	344	164	930	317
21%		15%	22%	25%	19%	23%	16%	25%	25%	25%	21%	21%	13%	11%	27%	24%	14%	12%	16%	34%
Evo	3698	656	3042	489	3210	1631	2060	505	506	701	547	681	427	332	1011	1247	1440	759	3136	521
60%		53%	62%	62%	60%	54%	64%	61%	58%	62%	64%	60%	56%	53%	60%	64%	57%	55%	61%	55%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3022	527	2495	386	2636	1445	1570	398	450	619	439	553	330	232	849	1058	1115	562	2537	455
49%		43%	61%	49%	49%	48%	50%	48%	52%	56%	53%	49%	43%	37%	50%	54%	44%	40%	49%	46%
Parcelforce	2394	436	1958	338	2056	1214	1178	236	266	437	392	491	319	254	501	629	1064	573	2074	299
39%		35%	60%	43%	38%	40%	38%	29%	31%	39%	40%	41%	42%	41%	30%	42%	42%	41%	42%	32%
TNT	767	127	630	142	615	477	279	89	110	162	136	135	83	42	199	298	260	125	585	164
12%		10%	13%	16%	11%	16%	9%	11%	13%	14%	16%	17%	11%	7%	12%	16%	10%	9%	11%	17%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1403	212	1191	230	1173	755	644	204	230	322	206	214	127	100	434	528	441	227	1122	262
23%		17%	54%	29%	22%	26%	21%	26%	27%	29%	26%	26%	19%	16%	26%	27%	18%	16%	22%	26%
UK Mail (not to be confused with Royal Mail)	641	91	550	120	521	351	289	102	108	136	80	108	59	48	210	215	215	107	502	138
10%		7%	11%	11%	10%	12%	9%	12%	12%	12%	10%	10%	8%	8%	12%	11%	9%	8%	10%	12%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2366	353	2013	366	2001	1100	1261	226	314	478	412	476	261	199	540	889	936	460	2092	254
38%		29%	61%	46%	37%	37%	46%	28%	36%	42%	49%	42%	32%	32%	32%	46%	37%	33%	41%	27%
Amazon Delivery Service/ Logistics/DB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3982	867	3115	452	3530	1900	2076	528	525	769	574	712	493	380	1054	1344	1585	873	3369	581
60%		55%	63%	57%	65%	63%	66%	64%	61%	69%	63%	63%	60%	61%	62%	63%	63%	63%	66%	62%
Other	488	18	470	134	354	268	218	90	101	116	68	61	36	17	191	184	113	53	379	104
8%		1%	10%	14%	7%	8%	7%	11%	12%	10%	9%	9%	5%	3%	14%	14%	4%	4%	7%	11%
None of the above	514	151	363	49	465	251	262	50	57	87	65	116	69	70	107	152	255	138	433	73
8%		12%	7%	6%	9%	8%	8%	6%	7%	8%	8%	10%	9%	11%	6%	6%	10%	10%	8%	8%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5338	990	4348	721	4616	2593	2736	744	786	998	729	955	634	491	1531	1727	2080	1125	4447	840
87%		80%	89%	91%	86%	86%	87%	91%	91%	99%	89%	89%	83%	78%	91%	88%	83%	81%	86%	89%

Question focuses on packets and parcels since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopolq - rs

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1471

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Table 296

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Royal Mail	4375	807	1396	958	1215	2202	2173	2571	1753	374	504	1033	1151	796	2688	388	3676	920	3270	185
77%		77%	77%	69%	70%	72%	70%	70%	63%	73%	69%	69%	73%	72%	70%	73%	71%	63%	64%	64%
Cilpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	713	157	212	162	180	370	343	535	172	42	77	176	186	169	438	43	637	161	511	41
12%		14%	17%	12%	10%	12%	11%	15%	7%	8%	10%	12%	12%	8%	11%	8%	11%	13%	17%	14%
DHL	2189	486	700	483	520	1186	1003	1425	740	127	197	562	624	485	1382	128	1932	448	1648	93
36%		43% ^{bed}	37% ^d	39% ^d	30%	39% ^d	32%	39% ^d	31%	25%	27%	37% ^d	39% ^d	44% ^d	36% ^d	24%	37% ^d	35%	36%	32%
FedEx or FedEx Express	1268	325	404	259	270	725	539	888	366	73	103	354	376	313	693	77	1145	251	941	66
21%		34% ^{bed}	43% ^d	31% ^d	19%	43% ^d	17%	29% ^d	15%	14%	14%	23% ^d	23% ^d	23% ^d	23% ^d	14%	23% ^d	20%	27%	23%
Evri	3688	663	1210	835	989	1873	1825	2255	1398	282	428	945	991	693	2381	267	3205	782	2750	167
60%		58%	63% ^{bed}	60%	57%	61%	59%	61%	58%	51%	58%	62% ^d	63% ^d	63% ^d	62% ^d	50%	62% ^d	61%	60%	58%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3022	600	943	689	790	1542	1480	1931	1057	202	296	767	806	647	1870	210	2636	597	2306	119
49%		53% ^d	49%	50%	46%	51%	48%	53% ^d	44%	39%	40%	51% ^d	51% ^d	59% ^d	49% ^d	39%	51% ^d	47%	52% ^d	41%
Parcelforce	2394	471	752	555	616	1223	1171	1472	892	163	226	591	635	630	1453	170	2072	485	1816	93
39%		41% ^d	39%	40% ^d	36%	40%	38%	40%	37%	32%	31%	39% ^d	40% ^d	40% ^d	38% ^d	32%	40% ^d	38%	40%	32%
TNT	757	207	224	162	164	430	326	532	214	29	83	186	230	185	498	29	696	155	569	32
12%		18% ^{bed}	12%	12%	10%	14% ^d	10%	18% ^d	9%	6%	11% ^d	12% ^d	14% ^d	17% ^d	12% ^d	5%	13% ^d	12%	12%	11%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1403	382	411	290	320	793	610	958	430	84	105	325	439	342	869	84	1246	291	1051	61
23%		34% ^{bed}	27%	27%	19%	35% ^d	25%	34% ^d	18%	16%	14%	22% ^d	23% ^d	23% ^d	23% ^d	16%	24% ^d	23%	23%	21%
UK Mail (not to be confused with Royal Mail)	641	151	182	134	164	342	296	422	209	53	53	177	189	119	420	57	553	158	445	38
10%		14% ^{bed}	10%	10%	10%	17%	10%	11% ^d	9%	10%	7%	12% ^d	12% ^d	11%	11% ^d	11%	12% ^d	12% ^d	10%	13%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2366	423	739	549	654	1163	1203	1485	848	158	256	622	657	471	1534	161	2068	546	1742	78
38%		37%	39%	40%	36%	38%	39%	40% ^d	35%	31%	35%	44% ^d	41% ^d	49% ^d	42% ^d	30%	40% ^d	43% ^d	38% ^d	27%
Amazon Delivery Service/ Logistics/NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3982	755	1279	867	1073	2040	1940	2410	1527	287	450	940	1063	773	2453	297	3405	830	2994	158
65%		63% ^d	67% ^d	63%	62%	67% ^d	62%	68%	64%	56%	61%	63% ^d	67% ^d	60% ^d	64% ^d	56%	66% ^d	65% ^d	65% ^d	55%
Other	488	125	157	111	94	282	206	369	125	38	47	131	132	118	311	38	435	110	355	22
8%		11% ^{bed}	8% ^d	8% ^d	9%	9% ^d	7%	9% ^d	9%	7%	8%	9%	9%	8% ^d	8%	7%	8%	9%	8%	8%
None of the above	514	80	140	115	179	220	294	280	218	59	98	109	86	64	293	60	390	110	377	27
8%		7%	7%	8%	10% ^{bed}	7%	9% ^d	8%	9%	11% ^d	13% ^d	7%	5%	6%	8% ^d	11% ^d	8%	9%	8%	10%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5338	1009	1688	1186	1452	2698	2638	3240	2026	404	588	1333	1426	1000	3347	416	4561	1108	3979	250
87%		77% ^d	83% ^d	86%	84%	87% ^d	85%	87% ^d	82%	79%	80%	83% ^d	83% ^d	81% ^d	83% ^d	79%	83% ^d	86%	87%	87%

Question focuses on packets and parcels since Q3 2022
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - ab:cd - ef - gh - i:j/k/m/n - op - q/r/s

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1472

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Table 296

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ London (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	4375	3747	628	121	3671	481	199	123	174	462	335	331	378	428	552	612	398	47	334	
	71%	71%	73%	73%	71%	83% ^{ab}	67%	72%	69%	69%	66%	64% ^{ab}	70%	73%	68%	73%	65% ^{ab}	71%	64% ^{ab}	
Cilpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect + (Collect Plus)	713	629	84	11	609	58	28	16	24	66	55	64	67	63	142	83	44	5	53	
	12%	12%	9%	12%	11%	11%	9%	10%	10%	10%	11%	12%	11%	10%	11%	10%	8%	8%	12%	
DHL	2189	1844	344	65	1819	194	109	67	90	190	166	170	201	238	279	302	182	26	168	
	36%	35%	40% ^{ab}	39%	35%	38%	37%	39%	38%	28%	33%	37%	37%	42% ^{ab}	34%	36% ^{ab}	34%	40%	37% ^{ab}	
FedEx or FedEx Express	1268	1063	174	30	1070	104	60	34	39	119	95	87	93	145	235	164	92	13	90	
	21%	21%	20%	18%	20%	20%	20%	20%	16%	18%	19%	19%	17%	23% ^{ab}	23% ^{ab}	19%	17%	20%	20%	
Evri	3688	3111	588	124	3111	309	174	104	156	404	302	289	341	368	406	515	332	42	267	
	60%	59%	65% ^{ab}	74% ^{ab}	60%	60%	59%	61%	63% ^{ab}	60% ^{ab}	59% ^{ab}	64% ^{ab}	63% ^{ab}	64% ^{ab}	50%	61% ^{ab}	63% ^{ab}	63%	59% ^{ab}	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	3022	2555	467	93	2518	280	143	81	118	325	242	229	268	275	394	381	287	30	250	
	49%	48%	54% ^{ab}	56%	49%	54% ^{ab}	48%	48%	47%	47%	48%	51%	49%	48%	49%	45%	54% ^{ab}	45%	49% ^{ab}	
Parcelforce	2394	1967	437	83	2012	168	118	72	99	204	100	154	220	253	295	380	220	12	161	
	39%	37%	51% ^{ab}	59% ^{ab}	39%	37%	40%	42%	39% ^{ab}	39%	38% ^{ab}	41% ^{ab}	38% ^{ab}	44% ^{ab}	36%	43% ^{ab}	42% ^{ab}	49% ^{ab}	36%	
TNT	767	647	110	19	637	66	31	23	29	70	56	56	61	61	137	91	45	8	58	
	12%	12%	13%	12%	12%	13%	17%	13%	12%	10%	11%	13%	11%	16% ^{ab}	17% ^{ab}	11%	8%	11%	13% ^{ab}	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	1403	1205	198	28	1172	128	66	37	45	128	92	84	115	139	248	209	112	11	117	
	23%	23%	23%	77%	23%	25%	22%	22%	18%	19%	18%	19%	21%	24%	23% ^{ab}	23% ^{ab}	21%	17%	23% ^{ab}	
UK Mail (not to be confused with Royal Mail)	641	550	80	14	542	51	31	17	22	61	49	52	67	71	102	68	51	5	45	
	10%	10%	10%	8%	10%	10%	11%	10%	9%	9%	10%	12%	12% ^{ab}	12% ^{ab}	13% ^{ab}	8%	10%	8%	10%	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	2366	1958	408	79	1949	219	124	73	108	253	191	186	196	236	242	317	220	26	193	
	38%	37%	43% ^{ab}	41% ^{ab}	38%	42% ^{ab}	42%	42% ^{ab}	43% ^{ab}	40% ^{ab}	39% ^{ab}	41% ^{ab}	36%	44% ^{ab}	30%	43% ^{ab}	42% ^{ab}	39%	43% ^{ab}	
Amazon Delivery Service/ Logistics/NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3982	3458	575	103	3357	547	161	112	159	412	320	309	338	384	533	533	370	37	310	
	65%	64%	67%	62%	65% ^{ab}	67% ^{ab}	55%	65% ^{ab}	64%	61%	63%	69% ^{ab}	62%	67%	69%	63%	70% ^{ab}	56%	69% ^{ab}	
Other	488	419	69	9	409	40	27	12	16	42	28	42	69	65	81	70	20	4	36	
	8%	8%	8%	5%	8%	8%	9%	7%	6%	8%	8%	8%	8%	8%	8%	8%	4%	9%	8%	
None of the above	514	449	65	9	428	40	35	11	25	61	61	34	53	40	54	68	31	7	33	
	8%	8%	8%	6%	8%	8%	12% ^{ab}	7%	10% ^{ab}	9%	12% ^{ab}	8%	10%	7%	7%	8%	6%	10%	7%	
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5338	4567	770	152	4484	453	248	153	213	567	423	398	464	508	723	712	477	59	395	
	87%	86%	89%	91%	87%	88%	84%	84% ^{ab}	85%	84%	83%	83% ^{ab}	86%	89%	83% ^{ab}	84%	87% ^{ab}	88%	88%	

Question focuses on packets and parcels since Q3 2022
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
 * small base

Qcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1473

Table 296

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	5716	1318	1429	2075	1964	1429	110	536	1471	141	719	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
Royal Mail	4375	1691	1538	2493	2337	1691	105	565	1538	154	758	1410	1805	548	420	178	3215	598	1885	1688	457	232	93	3573	325	915	3459
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	713	341	200	475	334	341	17	64	200	15	60	218	312	109	51	14	530	65	261	326	87	22	12	587	34	297	416
DHL	12%	14% <i>low</i>	9%	14% <i>low</i>	10%	14% <i>low</i>	10%	8%	9%	7%	6%	11% <i>low</i>	13% <i>low</i>	14% <i>low</i>	9%	6%	12% <i>low</i>	8%	10% <i>x</i>	14% <i>low</i>	13% <i>low</i>	6%	7%	12% <i>low</i>	6%	20% <i>z</i>	9%
2189	971	704	1357	1090	971	53	268	704	43	313	727	897	268	214	77	1624	291	672	670	204	87	48	1842	133	578	1611	
36%	44% <i>low</i>	33%	52% <i>low</i>	34%	44% <i>low</i>	33%	35%	44% <i>low</i>	20%	29%	36%	36%	34%	37%	31%	38%	30%	47% <i>low</i>	47% <i>low</i>	30%	24%	28%	42% <i>low</i>	25%	38%	36%	
FedEx or FedEx Express	1268	559	381	823	645	559	24	136	381	25	136	418	548	170	94	39	965	132	544	522	122	50	26	1066	76	435	833
21%	21% <i>low</i>	18%	19%	23% <i>low</i>	20%	21% <i>low</i>	15%	18%	21% <i>low</i>	12%	13%	21% <i>low</i>	22% <i>low</i>	21% <i>low</i>	16%	16%	21% <i>low</i>	16%	21% <i>low</i>	23% <i>low</i>	18%	14%	15%	22% <i>low</i>	14%	28% <i>z</i>	16%
Evri	3688	1458	1297	2102	1942	1458	73	443	1297	114	631	1243	1477	447	361	156	2720	517	1625	1440	343	192	81	3065	273	832	2866
60%	60%	60%	60%	60%	60%	60%	45%	60%	60%	54%	60%	65% <i>low</i>	59%	58%	62%	63%	60%	65% <i>low</i>	65% <i>low</i>	65% <i>low</i>	50%	54%	45%	62% <i>low</i>	51%	55%	65% <i>y</i>
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3022	1215	1051	1779	1614	1215	68	341	1051	77	470	983	1262	371	286	112	2245	399	1349	1169	295	148	51	2518	199	707	2315
49%	50%	49%	49%	51%	50%	49%	42%	49%	49%	36%	45%	49%	51%	46%	49%	49%	50%	49%	52% <i>low</i>	52% <i>low</i>	43% <i>low</i>	41% <i>low</i>	29%	43% <i>low</i>	37%	47%	50%
Parcelforce	2394	971	835	1426	1290	971	57	293	835	60	409	848	960	312	183	84	1808	267	1120	872	245	115	37	1992	152	610	1784
39%	40%	39%	41%	40%	40%	35%	38%	39%	42% <i>low</i>	28%	39%	42% <i>low</i>	39% <i>low</i>	39% <i>low</i>	31%	34%	40% <i>low</i>	32%	49% <i>low</i>	39% <i>low</i>	36% <i>low</i>	32% <i>low</i>	21%	41% <i>low</i>	28%	40%	38%
TNT	787	371	221	608	359	371	12	77	221	9	87	257	340	88	51	20	627	71	306	341	72	18	15	647	33	292	465
12%	11% <i>low</i>	10%	10%	10% <i>low</i>	11%	10% <i>low</i>	8%	10%	10% <i>low</i>	4%	8%	11% <i>low</i>	11% <i>low</i>	11%	8%	8%	11% <i>low</i>	9%	11% <i>low</i>	11% <i>low</i>	11% <i>low</i>	9%	8%	11% <i>low</i>	6%	10%	10%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1403	639	419	916	696	639	33	157	419	20	166	446	604	179	124	49	1050	173	631	677	112	51	31	1207	82	418	885
23%	23% <i>low</i>	19%	19%	20% <i>low</i>	21%	20% <i>low</i>	21%	21%	19% <i>low</i>	10%	16%	22%	24%	22%	21%	20%	23%	21%	24% <i>low</i>	23% <i>low</i>	16%	14%	17%	25% <i>low</i>	15%	21%	21%
UK Mail (not to be confused with Royal Mail)	641	300	193	403	296	300	18	77	193	20	92	183	276	102	49	31	458	80	257	270	72	25	15	526	40	256	385
10%	12% <i>low</i>	9%	9%	12% <i>low</i>	9%	12%	11%	10%	9%	9%	9%	9%	11%	12% <i>low</i>	8%	12%	10%	10%	10%	12% <i>low</i>	11%	7%	8%	11%	7%	17% <i>z</i>	8%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2366	973	817	1367	1231	973	48	279	817	53	370	795	972	277	210	107	1767	317	1053	905	234	126	42	1958	168	581	1785
36%	40%	38%	40%	38%	38%	37%	37%	37%	40% <i>low</i>	20%	37%	39%	39%	39%	38%	41% <i>low</i>	38%	40% <i>low</i>	40% <i>low</i>	37% <i>low</i>	37% <i>low</i>	24%	24%	39% <i>low</i>	31%	38%	38%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3982	1607	1364	2294	2051	1607	77	496	1364	123	657	1281	1633	502	377	178	2914	555	1741	1563	383	202	77	3304	279	888	3094
65%	67% <i>low</i>	63%	63%	66%	63%	67% <i>low</i>	48%	65% <i>low</i>	63%	68%	63%	64%	66%	63%	65%	65%	67%	67%	67% <i>low</i>	68% <i>low</i>	96% <i>v</i>	87% <i>v</i>	43%	67% <i>low</i>	62%	58%	67% <i>y</i>
Other	488	230	137	326	232	230	12	53	137	10	42	160	207	70	33	17	367	50	202	197	60	13	12	400	25	241	247
8%	10% <i>low</i>	7%	7%	10% <i>low</i>	7%	10% <i>low</i>	8%	7%	6% <i>low</i>	5%	4%	8%	8%	9%	6%	7%	8%	6%	8% <i>low</i>	9% <i>low</i>	9% <i>low</i>	4%	7%	9% <i>low</i>	5%	10% <i>z</i>	5%
None of the above	514	188	196	264	272	188	22	68	196	22	101	176	173	76	59	24	350	83	190	133	81	50	55	323	104	99	415
6%	8%	9%	8%	8%	8%	8%	7%	9%	9%	11%	10%	9%	7%	9%	10%	8%	10%	8%	7%	6%	12% <i>low</i>	11% <i>low</i>	7%	11% <i>low</i>	7%	8%	8% <i>y</i>
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5338	2134	1842	3079	2787	2134	123	653	1842	164	880	1732	2180	688	500	220	3913	720	2298	2065	554	279	116	4364	395	1368	3970
87%	85% <i>low</i>	85%	86% <i>low</i>	86%	85% <i>low</i>	77%	86% <i>low</i>	85% <i>low</i>	85% <i>low</i>	77%	84%	86%	88%	88%	89%	89%	87%	87%	88% <i>low</i>	90% <i>low</i>	81% <i>low</i>	76% <i>v</i>	65%	89% <i>low</i>	74%	80% <i>z</i>	86%

Question focuses on packets and parcels since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Table 206

Base : All participants

	Total	Housebound		Prefer not to say (c)	Disability			Internet access					
		Housebound (a)	Not Housebound (b)		Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	4375	246	4111	18	1157	3020	197	4254	69	27	33	4330	11
	71%	73%a	71%a	44%	69%	72%a	63%	72%a	59%	47%	51%	71%a	52%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	713	45	659	9	190	473	51	661	33	14	1	709	3
	12%	13%	11%	22%	11%	11%	16%a	11%	20%a	24%a	2%	12%	14%
DHL	2189	143	2034	12	574	1513	102	2133	31	17	1	2181	6
	36%	42%a	34%	29%	34%	34%	32%	37%a	32%a	32%a	2%	37%a	28%
FedEx or FedEx Express	1268	76	1176	15	326	857	85	1211	40	10	1	1261	5
	21%	23%	20%	37%a	19%	21%	27%a	21%	34%a	18%	2%	21%	24%
Evri	3688	195	3481	22	1010	2531	158	3627	37	18	7	3683	8
	60%	58%	60%	53%	62%a	51%a	51%	62%a	52%a	32%a	11%	51%a	38%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3022	164	2839	18	806	2064	151	2946	45	17	5	3009	8
	49%	49%	49%	49%	49%	49%	49%	49%a	47%a	39%a	7%	49%a	37%
Parcelforce	2394	148	2229	17	652	1644	98	2331	43	11	4	2385	5
	39%	44%	39%	41%	39%	39%	32%	40%a	37%a	19%	6%	38%a	25%
TNT	787	67	685	5	217	498	42	712	32	4	2	748	7
	12%	20%a	12%	11%	13%	12%	14%	17%a	13%a	7%	2%	17%a	33%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1403	105	1285	13	382	950	71	1346	36	11	1	1394	8
	23%	11%a	22%	32%	23%	23%	23%	27%a	11%a	23%a	2%	27%a	37%
UK Mail (not to be confused with Royal Mail)	641	38	599	3	209	390	42	599	32	6	2	637	2
	10%	11%	10%	8%	12%a	9%	14%	10%	27%a	11%	3%	10%	7%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2366	139	2208	19	677	1587	101	2314	34	7	4	2356	6
	38%	41%	38%	46%	37%a	38%	33%	37%a	32%a	13%	6%	37%a	29%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3982	210	3745	27	1060	2756	165	3909	44	20	5	3973	4
	65%	63%	65%	66%	63%a	66%a	53%	66%a	37%a	36%a	8%	66%a	19%
Other	488	52	432	4	154	300	34	453	26	8	-	486	1
	8%	16%a	7%	10%	9%a	7%	11%	8%	22%a	14%a	-	8%	7%
None of the above	514	30	481	2	139	332	43	457	11	12	27	480	6
	8%	9%	8%	6%	8%	8%	14%a	8%	10%	24%a	42%a	8%	28%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5338	286	5013	38	1447	3634	257	5177	94	35	13	5309	16
	87%	85%	87%	92%	86%	87%	82%	86%a	80%a	67%a	19%	87%a	71%

Question focuses on packets and parcels since Q3 2022
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - a:b:c - d:e:f - g:h:i:j:k
 * small base, ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1475

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Table 296

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	522	527	532	507	498	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Royal Mail	4375	1094	1094	1093	1094	346	376	372	383	333	378	376	365	352	366	345	383
	71%	71%	71%	71%	71%	70%	71%	71%	72%	66%	76% _h	73%	70%	70%	73%	67%	73% _h
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	713	186	207	168	151	48	58	80	68	67	72	45	62	61	51	59	41
	12%	12%	13% _h	11%	10%	10%	11%	16% _h _g	13% _g	13% _g	16% _h _h	9%	12%	12%	10%	12%	8%
DHL	2189	569	560	553	507	184	209	175	188	166	200	175	195	183	150	179	178
	36%	36%	36%	36%	33%	30% _h	33% _h	33%	35%	33%	43% _h _h	34%	35%	36%	30%	35%	34%
FedEx or FedEx Express	1268	346	363	298	261	113	120	113	96	125	142	86	113	99	75	100	86
	21%	22% _h _h	24% _h _h	19%	17%	23% _h _h _g	23% _h _h	21% _h	16%	29% _h _h _h _g	29% _h _h _h _h _g	17%	20%	15%	19%	16%	
Evri	3686	925	922	908	944	271	330	325	317	279	326	307	320	261	335	313	296
	60%	60%	60%	59%	61%	55%	62%	62%	60%	55%	63% _h _h _h	59%	62%	56%	63% _h _h _h	61%	57%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3022	763	783	757	719	234	277	252	257	229	296	262	259	236	243	235	241
	49%	49%	51%	49%	47%	48%	52%	48%	48%	45%	60% _h _h _h _h _h _g	51%	50%	47%	48%	46%	
Parcelforce	2394	620	568	581	625	198	211	212	189	174	205	179	199	203	200	218	207
	39%	40%	37%	38%	41%	40%	40%	40%	36%	34%	41%	35%	38%	40%	40%	43% _h _h	40%
TNT	757	200	213	173	171	62	74	84	63	69	62	44	63	66	53	96	62
	12%	13%	14%	11%	11%	13%	14% _h	12%	10% _h	13%	12%	8%	12%	13%	11%	11%	12%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1403	380	375	341	327	120	132	109	116	124	134	117	119	105	90	131	106
	23%	23%	23%	24%	22%	24%	23% _h	21%	22%	24%	23% _h	23%	23%	21%	18%	35% _h _h	20%
UK Mail (not to be confused with Royal Mail)	641	257	247	136	-	70	84	103	107	64	76	61	75	-	-	-	-
	10%	17% _h _h _h	16% _h _h _h	9% _h	-	14% _h _h _h _g	16% _h _h _h _g	20% _h _h _h _h _g	20% _h _h _h _h _g	13% _h _h _h _h _g	15% _h _h _h _h _g	12% _h _h _h _h _g	-	-	-	-	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2366	579	580	626	572	178	202	197	207	187	196	217	220	188	201	175	196
	38%	37%	38%	41%	37%	36%	38%	37%	39%	37%	40%	42% _h _h _h _h _h	40%	37%	40%	38%	
Amazon Delivery Service/ Logistica(NB: Not all parcels bought from Amazon are delivered by Amazon Logistica)	3982	977	1012	1013	980	298	341	338	350	323	339	347	341	326	335	327	318
	65%	63%	66%	66%	64%	61%	64%	64%	66%	64%	68% _h _h	67%	66%	65%	67%	64%	61%
Other	488	120	136	108	124	45	44	32	47	51	38	41	27	39	46	44	34
	8%	8%	9%	7%	8%	9%	8%	6%	9%	10% _h	8%	8%	5%	8%	9%	9%	6%
None of the above	514	138	129	125	122	54	38	45	41	59	29	42	43	40	27	48	46
	8%	9%	8%	8%	8%	9% _h _h _h	7%	9%	8%	12% _h _h _h	6%	8%	8%	9%	9%	9%	9%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5338	1333	1332	1338	1334	408	471	454	462	437	434	455	452	431	445	446	443
	87%	86%	87%	87%	87%	83%	88%	86%	87%	86%	88%	88%	87%	86%	89%	87%	85%

Question focuses on packets and parcels since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b-c-d - e-f-g-h-i-j-k-l-m-n-op

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1476

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Table 207

Base : All participants

	Methodology				Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	8160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
Weighted Base	8160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Royal Mail	8631	1092	4538	750	4881	2728	2893	766	807	1032	774	1027	673	552	1573	1806	2252	1225	4700	877	
91%	89%	82%	85%	91%	91%	91%	92%	93%	93%	92%	93%	91%	89%	88%	93%	92%	89%	88%	97%	93%	
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect + (Collect Plus)	984	155	828	275	708	460	523	161	196	239	166	128	59	35	357	405	222	94	746	231	
16%	12%	12%	12%	13%	15%	15%	17%	20%	23%	23%	20%	13%	8%	6%	23%	23%	9%	7%	14%	20%	
DHL	2490	348	2142	438	2051	1244	1241	324	423	549	392	399	240	172	748	931	811	412	1967	499	
40%	28%	43%	45%	38%	41%	41%	40%	39%	49%	49%	46%	33%	32%	27%	44%	45%	32%	30%	38%	53%	
FedEx or FedEx Express	1510	198	1313	314	1197	641	667	279	284	357	211	205	105	69	564	568	379	174	1087	400	
25%	15%	15%	15%	22%	22%	23%	21%	24%	23%	23%	23%	14%	11%	9%	24%	24%	15%	13%	21%	24%	
Evo	4198	739	3459	627	3571	1858	2333	564	621	797	633	753	457	352	1209	1430	1563	809	3511	641	
68%	60%	70%	70%	66%	62%	62%	74%	74%	72%	74%	76%	67%	60%	55%	71%	72%	62%	58%	68%	68%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	3323	559	2764	509	2814	1616	1700	447	549	688	479	582	343	235	996	1167	1160	578	2749	543	
54%	45%	56%	64%	52%	54%	54%	54%	54%	63%	63%	58%	51%	40%	38%	59%	60%	46%	42%	53%	58%	
Parcelforce	2841	516	2325	450	2391	1458	1381	288	345	512	455	586	367	287	634	967	1240	654	2440	375	
46%	42%	50%	53%	40%	43%	43%	44%	35%	40%	45%	45%	45%	45%	45%	38%	50%	45%	45%	45%	46%	
TNT	889	138	751	199	690	558	331	110	148	189	153	156	90	43	258	343	289	133	672	202	
14%	11%	18%	25%	13%	19%	17%	11%	13%	17%	17%	18%	14%	12%	7%	15%	18%	11%	10%	13%	21%	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	1643	242	1401	304	1339	894	745	244	288	389	238	236	134	113	532	627	483	247	1290	329	
27%	20%	28%	30%	25%	30%	30%	24%	30%	33%	35%	29%	21%	18%	16%	32%	32%	19%	18%	25%	30%	
UK Mail (not to be confused with Royal Mail)	819	102	717	189	630	443	375	151	151	178	95	125	65	54	302	273	244	119	616	198	
13%	4%	13%	13%	12%	13%	13%	12%	13%	13%	13%	11%	11%	9%	9%	13%	13%	10%	9%	12%	13%	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	2681	397	2284	473	2208	1257	1419	291	385	553	451	507	281	214	675	1004	1002	495	2335	321	
44%	32%	46%	60%	41%	42%	42%	48%	35%	44%	49%	54%	48%	37%	34%	40%	51%	40%	35%	45%	34%	
Amazon Delivery Service/ Logistics/DB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	4443	846	3497	590	3853	2152	2285	623	636	876	618	767	523	400	1259	1484	1690	623	3685	716	
72%	57%	71%	79%	72%	71%	71%	72%	70%	73%	73%	73%	68%	69%	64%	70%	70%	67%	67%	77%	70%	
Other	662	22	640	218	443	375	285	118	145	167	88	83	40	21	263	255	144	61	511	146	
17%	2%	13%	25%	8%	12%	9%	9%	13%	13%	13%	11%	7%	5%	3%	16%	13%	6%	4%	10%	16%	
None of the above	205	77	127	3	202	101	103	18	8	21	29	49	41	40	25	50	130	81	182	16	
3%	6%	3%	4%	3%	3%	3%	3%	2%	1%	2%	3%	4%	3%	3%	7%	3%	6%	6%	4%	2%	
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	8553	1053	4500	764	4789	2687	2857	779	822	1053	756	988	646	509	1601	1809	2142	1155	4609	852	
90%	85%	91%	91%	89%	89%	89%	91%	89%	89%	89%	91%	91%	85%	81%	89%	91%	85%	83%	89%	89%	

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1477

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Table 297

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
6160	1474	1838	1207	1640		3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
6160	1136	1913	1384	1725		3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
3716	697	1126	814	1081		1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
5631	1064	1776	1265	1526		2830	2791	3416	2138	451	651	1389	1473	1036	3512	467	4778	1169	4211	250
91%	14% <u>d</u>	13% <u>d</u>	13% <u>d</u>	88%		8% <u>d</u>	90%	15% <u>d</u>	89%	80%	80%	12% <u>d</u>	13% <u>d</u>	14% <u>d</u>	12% <u>d</u>	80%	43% <u>d</u>	91%	12% <u>d</u>	87%
	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
984	231	302	221	229		533	450	736	239	55	105	232	274	248	610	56	869	225	709	50
16%	2% <u>d</u>	16%	13%			1% <u>d</u>	14%	2% <u>d</u>	10%	11%	14%	3% <u>d</u>	4% <u>d</u>	2% <u>d</u>	15%	10%	11% <u>d</u>	17%	18%	17%
2490	579	788	555	567		1368	1122	1676	786	145	227	644	707	550	1578	147	2195	514	1863	112
40%	5% <u>d</u>	41% <u>d</u>	40% <u>d</u>	33%		40% <u>d</u>	36%	40% <u>d</u>	33%	28%	31%	42% <u>d</u>	40% <u>d</u>	30% <u>d</u>	41% <u>d</u>	28%	42% <u>d</u>	40%	41%	39%
1510	410	466	321	313		876	834	1089	405	96	125	380	447	372	952	99	1357	321	1114	75
25%	5% <u>d</u>	4% <u>d</u>	4% <u>d</u>	19%		4% <u>d</u>	20%	5% <u>d</u>	17%	19%	17%	5% <u>d</u>	5% <u>d</u>	4% <u>d</u>	6% <u>d</u>	19%	4% <u>d</u>	25%	24%	25%
4198	791	1347	948	1111		2137	2059	2619	1527	292	480	1064	1126	800	2699	297	3642	894	3115	188
68%	70% <u>d</u>	70% <u>d</u>	69%	64%		70% <u>d</u>	66%	71% <u>d</u>	64%	57%	68% <u>d</u>	71% <u>d</u>	71% <u>d</u>	72% <u>d</u>	70% <u>d</u>	56%	70% <u>d</u>	70%	68%	65%
	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3323	685	1044	761	833		1729	1594	2183	1105	214	320	855	905	715	2080	221	2916	670	2521	132
54%	6% <u>d</u>	6% <u>d</u>	5% <u>d</u>	49%		5% <u>d</u>	51%	6% <u>d</u>	46%	41%	44%	5% <u>d</u>	5% <u>d</u>	5% <u>d</u>	5% <u>d</u>	41%	50% <u>d</u>	52%	50% <u>d</u>	46%
2841	577	601	551	711		1476	1363	1791	1015	198	272	691	773	627	1729	205	2403	592	2134	116
46%	5% <u>d</u>	4% <u>d</u>	4% <u>d</u>	41%		48% <u>d</u>	44%	49% <u>d</u>	42%	39%	37%	48% <u>d</u>	49% <u>d</u>	37% <u>d</u>	48% <u>d</u>	30%	48% <u>d</u>	46%	47%	40%
889	258	257	195	180		515	375	645	232	38	90	223	269	221	581	38	816	197	652	40
14%	22% <u>d</u>	19% <u>d</u>	14% <u>d</u>	10%		17% <u>d</u>	12%	18% <u>d</u>	10%	7%	12% <u>d</u>	14% <u>d</u>	17% <u>d</u>	20% <u>d</u>	18% <u>d</u>	7%	16% <u>d</u>	15%	14%	14%
	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1643	460	477	344	362		937	705	1159	465	93	129	397	501	397	1027	94	1463	346	1226	70
27%	6% <u>d</u>	6% <u>d</u>	6% <u>d</u>	21%		3% <u>d</u>	22%	4% <u>d</u>	19%	18%	18%	24% <u>d</u>	24% <u>d</u>	24% <u>d</u>	24% <u>d</u>	18%	24% <u>d</u>	27%	27%	24%
819	205	229	166	208		444	375	522	244	64	75	223	241	154	544	68	716	196	571	52
13%	14% <u>d</u>	13%	12%	12%		15% <u>d</u>	12%	15% <u>d</u>	10%	12%	10%	12% <u>d</u>	13% <u>d</u>	14%	14% <u>d</u>	13%	14% <u>d</u>	15% <u>d</u>	12%	18% <u>d</u>
	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2681	517	836	616	713		1353	1328	1719	928	178	284	706	733	555	1723	181	2347	612	1979	89
44%	45%	44%	44%	41%		44%	43%	47% <u>d</u>	39%	35%	39%	44% <u>d</u>	40% <u>d</u>	39% <u>d</u>	44% <u>d</u>	34%	40% <u>d</u>	44% <u>d</u>	43% <u>d</u>	31%
4443	803	1409	963	1168		2311	2131	2797	1637	316	483	1053	1190	872	2749	326	3910	936	3317	190
72%	79% <u>d</u>	74% <u>d</u>	70%	68%		76% <u>d</u>	69%	79% <u>d</u>	68%	61%	67%	71% <u>d</u>	73% <u>d</u>	69% <u>d</u>	72% <u>d</u>	61%	74% <u>d</u>	73%	72%	66%
	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
662	179	198	155	130		376	286	500	156	47	58	183	191	151	433	47	590	170	450	32
11%	1% <u>d</u>	1% <u>d</u>	1% <u>d</u>	9%		1% <u>d</u>	9%	1% <u>d</u>	6%	9%	6%	1% <u>d</u>	1% <u>d</u>	1% <u>d</u>	1% <u>d</u>	9%	11%	10%	11%	11%
205	24	49	45	86		73	131	85	113	32	47	41	27	17	115	33	147	56	137	12
3%	2%	3%	3%	6% <u>d</u>		2%	4% <u>d</u>	2%	6% <u>d</u>	6% <u>d</u>	6% <u>d</u>	3%	2%	2%	3% <u>d</u>	3%	4% <u>d</u>	4%	3%	4%
5553	1059	1753	1237	1503		2810	2741	3387	2093	424	618	1382	1463	1039	3463	437	4725	1148	4141	264
80%	11% <u>d</u>	15% <u>d</u>	89%	87%		10% <u>d</u>	88%	12% <u>d</u>	87%	82%	84%	13% <u>d</u>	13% <u>d</u>	13% <u>d</u>	13% <u>d</u>	82%	11% <u>d</u>	89%	90%	92%

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1478

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Table 297

Base : All participants

	Rurality			Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Lancashire (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
5631	4829	802	156	4737	473	263	157	219	618	451	422	490	531	798	770	477	67	407	
91%	91%	93%	93%	91%	92%	89%	92%	88%	92%	89%	83% ^{ab}	90%	83% ^{ab}	82% ^{ab}	91%	90%	83% ^{ab}	90%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
984	857	127	22	834	80	42	27	31	95	77	80	100	93	187	102	70	8	73	
16%	16%	15%	13%	16%	16%	14%	16%	12%	14%	15%	11% ^{ab}	11% ^{ab}	16%	23% ^{hijlmnopqr}	12%	13%	11%	16%	
2490	2110	379	72	2066	228	123	73	98	217	187	183	231	262	343	343	203	30	197	
40%	40%	44%	43%	40%	44%	42%	43%	39%	32%	37%	41% ^{ij}	43% ^{ij}	46% ^{ij}	42% ^{ij}	41% ^{ij}	38%	45%	44% ^{ij}	
1510	1305	205	35	1277	126	89	39	47	138	116	96	121	172	235	202	110	17	109	
25%	25%	24%	21%	25%	24%	23%	23%	19%	20%	23%	21%	22%	23% ^{hijlmnop}	23% ^{hijlmnop}	24%	21%	25%	24%	
4198	3548	650	134	3522	351	210	115	179	462	345	319	379	412	482	595	361	46	304	
68%	67%	72% ^{ab}	69% ^{ab}	68%	68%	71%	67%	72% ^{ab}	68% ^{ab}	68% ^{ab}	71% ^{ab}	70% ^{ab}	72% ^{ab}	59%	69% ^{ab}	69% ^{ab}	69%	69% ^{ab}	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
3323	2826	497	100	2776	301	159	87	131	356	267	246	293	296	441	438	308	31	270	
54%	53%	58%	60%	54%	53% ^{ab}	54%	51%	52%	53%	52%	55%	54%	52%	54%	52%	58%	47%	69% ^{hijlmnop}	
2841	2332	510	99	2380	239	138	84	114	248	222	213	240	293	356	434	290	39	200	
46%	44%	52% ^{ab}	59% ^{ab}	46%	46%	47%	49%	48% ^{ij}	46% ^{ij}	44%	48% ^{ij}	44% ^{ij}	51% ^{ij}	44%	51% ^{ij}	49% ^{ij}	59% ^{hijlm}	44% ^{ij}	
889	760	129	23	753	73	38	26	38	77	64	65	84	108	160	104	55	8	65	
14%	14%	15%	14%	15%	14%	13%	15%	14%	11%	13%	15%	16% ^{ab}	16% ^{ab}	20% ^{ab}	12%	10%	12%	14%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1643	1407	236	35	1376	148	77	42	54	148	108	98	145	168	288	240	127	12	136	
27%	27%	27%	21%	27%	29%	26%	25%	22%	22%	21%	22%	27%	29% ^{hijlmnop}	26% ^{hijlmnopqr}	24% ^{ij}	24%	16%	34% ^{hijlm}	
819	712	107	16	694	67	37	21	27	74	61	66	87	89	133	89	65	6	61	
13%	13%	12%	11%	13%	13%	13%	12%	11%	11%	12%	15%	16% ^{ab}	16%	17% ^{ab}	11%	12%	9%	14%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
2681	2226	455	87	2217	241	141	82	118	294	212	205	229	261	289	365	243	28	213	
44%	42%	43% ^{ab}	32% ^{ab}	43%	47%	42% ^{ab}	40% ^{ab}	42% ^{ab}	44% ^{ab}	42%	46% ^{ab}	42%	43% ^{ab}	38%	43% ^{ab}	40% ^{ab}	42%	43% ^{ab}	
4443	3821	622	111	3743	363	167	130	181	452	350	345	380	417	614	603	420	43	249	
72%	72%	72%	68%	72% ^{ab}	74% ^{ab}	63%	73% ^{ab}	72%	67%	69%	73% ^{ab}	70%	73%	76% ^{ab}	72%	76% ^{ab}	64%	78% ^{ab}	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
662	564	96	14	557	54	35	16	22	64	34	52	75	67	109	92	41	4	49	
11%	11%	11%	6%	11%	10%	12%	9%	9%	9%	7%	12% ^{ab}	14% ^{ab}	12% ^{ab}	14% ^{ab}	11%	6%	6%	13% ^{ab}	
205	183	21	5	169	17	15	4	13	12	24	8	28	12	25	28	19	*	17	
3%	3%	2%	3%	3%	3%	3%	2%	9% ^{ab}	2%	9% ^{ab}	2%	9% ^{ab}	2%	3%	3%	4%	*	4%	
5553	4756	797	155	4661	472	261	158	224	598	448	412	484	528	743	743	481	62	411	
90%	90%	92%	93%	90%	91%	88%	83% ^{ab}	90%	89%	88%	92%	89%	92%	92%	88%	91%	92%	91%	

Question focuses on packets and parcels since Q3 2022
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g - hij/klm/nop/pqr
 * small base

Qcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1479

Table 207

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net Income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net Income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total																												
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	5716	1419	1316	2075	1964	1419	110	536	1471	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Royal Mail	8631	2262	1954	3274	2996	2262	137	702	1954	186	920	2269	2298	716	530	205	4172	725	2489	2157	598	244	110	4646	405	1374	4257	
97%	94% _{abd}	90%	83% _{abd}	91%	94% _{abd}	85%	89% _{cd}	80%	88%	88%	92% _{amnoq}	92% _{amnoq}	90% _{cd}	89%	83%	93% _{amnoq}	87%	93% _{stuxv}	94% _{stuxv}	92% _{stuxv}	92% _{stuxv}	62%	95% _{stuxv}	76% _{stuxv}	90%	92%		
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect + (Collect Plus)	984	475	277	663	466	475	20	89	277	22	84	312	425	135	79	25	737	104	380	429	106	40	20	810	60	433	550	
16%	20% _{abd}	13%	19% _{abd}	14%	20% _{abd}	12%	12%	12%	13%	10%	8%	15%	17% _{cdq}	17% _{cdq}	14%	10%	16% _{cdq}	12%	15%	19% _{cdq}	16%	11%	11%	18% _{cdq}	11%	28% _{cd}	12%	
DHL	2480	1147	766	1588	1207	1147	58	289	766	51	330	841	1012	306	242	81	1853	324	1103	987	232	108	50	2090	158	759	1730	
40%	20% _{abd}	35%	25% _{abd}	37%	25% _{abd}	36%	38%	24%	23% _{cd}	31%	24%	41%	47%	38%	33%	47% _{cd}	39%	42% _{stuxv}	42% _{stuxv}	34%	30%	28%	28%	32% _{stuxv}	29%	32% _{cd}	37%	
FedEx or FedEx Express	1510	591	425	1013	747	591	31	150	425	35	140	513	649	197	111	40	1152	151	583	615	146	55	27	1278	82	585	926	
25%	25% _{abd}	20%	25% _{abd}	22% _{ab}	25% _{ab}	19%	20%	14%	25% _{cdq}	16%	14%	25% _{cdq}	26% _{cdq}	19%	16%	26% _{cdq}	18%	25% _{stuxv}	27% _{stuxv}	21% _{stuxv}	15%	15%	15%	28% _{stuxv}	15%	38% _{cd}	20%	
Evri	4198	1689	1460	2429	2200	1689	83	495	1460	130	676	1401	1690	509	418	165	3091	583	1859	1627	389	214	90	3486	304	1056	3142	
68%	70%	68%	69%	68%	70% _{ab}	52%	62% _{ab}	68%	61%	64%	68% _{cd}	68%	64%	64%	72% _{cd}	67%	69% _{cd}	10% _{cd}	11% _{stuxv}	7% _{stuxv}	57%	60%	51%	71% _{stuxv}	57%	69%	68%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	3323	1384	1118	2001	1735	1384	73	360	1118	81	484	1107	1364	412	315	118	2471	433	1486	1288	319	163	56	2774	218	868	2455	
54%	25% _{abd}	52%	25% _{abd}	53% _{ab}	25% _{abd}	46%	47%	30%	45% _{cd}	30%	46%	55%	55%	52%	54%	48%	58%	52%	55% _{stuxv}	52% _{stuxv}	45% _{stuxv}	45% _{stuxv}	31%	52% _{stuxv}	41%	51% _{cd}	53%	
Parcelforce	2841	1202	962	1731	1491	1202	70	343	962	75	456	1022	1136	355	222	100	2158	322	1319	1055	268	145	47	2374	192	775	2066	
46%	65% _{abd}	44%	48% _{abd}	46%	44%	45%	44%	35%	44% _{cd}	35%	43%	51% _{amnoq}	46% _{cd}	44%	38%	40%	48% _{cd}	39%	51% _{stuxv}	46% _{stuxv}	39% _{stuxv}	41% _{stuxv}	27%	48% _{stuxv}	36%	51% _{cd}	45%	
TNT	889	448	244	614	410	448	13	85	244	14	94	297	397	107	66	22	693	88	300	396	84	26	18	760	44	390	500	
14%	15% _{abd}	71%	15% _{abd}	13%	15% _{abd}	8%	11%	6%	17% _{cd}	9%	11%	15% _{cd}	15% _{cd}	13%	11%	15% _{cd}	11%	15% _{cd}	15% _{cd}	12% _{cd}	7%	10%	10%	15% _{cd}	8%	25% _{cd}	11%	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	1643	759	488	1079	808	759	34	166	488	24	183	539	695	208	150	50	1234	200	755	653	131	65	36	1408	101	559	1084	
27%	15% _{abd}	23%	15% _{abd}	25%	15% _{abd}	22%	23%	11%	23% _{cd}	17%	17%	27%	27%	26%	20%	20%	20% _{cd}	24%	25% _{stuxv}	23% _{stuxv}	19%	16%	20%	25% _{stuxv}	16%	23% _{cd}	23%	
UK Mail (not to be confused with Royal Mail)	819	408	223	550	365	408	25	93	223	24	103	264	346	115	58	35	610	93	348	336	86	26	19	644	45	374	445	
13%	17% _{abd}	10%	16% _{abd}	11%	17% _{ab}	15%	12%	10%	17% _{cd}	10%	10%	13%	14% _{cd}	14%	10%	14%	14%	11%	13% _{stuxv}	19% _{stuxv}	12% _{stuxv}	7%	11%	19%	14% _{stuxv}	8%	25% _{cd}	10%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	2681	1129	924	1591	1386	1129	55	303	924	62	408	906	1102	311	237	121	2007	357	1175	1039	264	144	52	2215	196	747	1934	
44%	15% _{abd}	43%	40%	43%	43% _{ab}	34%	40%	29%	43% _{cd}	29%	40%	43% _{cd}	43% _{cd}	39%	41%	43% _{cd}	43% _{cd}	43% _{stuxv}	43% _{stuxv}	39% _{stuxv}	40%	39%	39%	43% _{stuxv}	37%	43% _{cd}	42%	
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	4443	1870	1460	2643	2232	1870	93	546	1460	130	686	1438	1815	567	422	189	3253	611	1966	1733	419	222	83	3569	306	1127	3315	
72%	78% _{abd}	67%	78% _{abd}	69%	78% _{ab}	58%	71% _{ab}	67%	67%	65%	71%	71%	73%	71%	77%	72%	74%	74%	78% _{stuxv}	78% _{stuxv}	81% _{stuxv}	82% _{stuxv}	47%	83% _{stuxv}	77%	74%	71%	
Other	662	332	171	462	301	332	14	63	171	17	67	238	267	95	42	17	505	60	281	264	73	25	15	545	40	364	297	
11%	14% _{abd}	8%	13% _{abd}	9%	14% _{ab}	9%	8%	5%	12% _{cdq}	8%	5%	12% _{cdq}	11% _{cdq}	12% _{cdq}	7%	7%	11% _{cdq}	7%	11%	11% _{cdq}	11%	7%	8%	11% _{cdq}	7%	24% _{cd}	6%	
None of the above	205	60	76	91	108	60	5	30	76	9	56	73	67	26	23	10	140	33	43	43	42	28	43	86	71	30	175	
3%	2%	4%	3%	3%	3%	2%	15% _{cd}	4%	4%	4%	4%	4%	3%	4%	4%	3%	4%	4%	2%	2%	2%	2%	2%	2%	2%	2%	2%	
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	5553	2236	1914	3213	2890	2236	132	679	1914	114	907	1814	2255	709	528	228	4089	757	2413	2131	572	388	123	4545	411	1435	4118	
90%	83% _{abd}	88%	82% _{abd}	89%	83% _{ab}	82%	82%	86%	83% _{cd}	82%	86%	80%	91%	89%	91%	90%	91%	91%	83% _{stuxv}	93% _{stuxv}	84% _{stuxv}	81% _{stuxv}	69%	83% _{stuxv}	77%	84% _{cd}	89%	

Question focuses on packets and parcels since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b-c-d - e-f-g - h-i-j - k-l-m-n-o-p-q - r-s-t-u-v-w-x - y-z

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Table 207

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**	
Effective Base	5716	311	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Royal Mail	8631	302	5269	32	1488	3876	266	5441	64	39	40	5524	17	
91%		90%	92% ^{ab}	78%	89%	93% ^{ab}	85%	92% ^{ab}	80%	67%	61%	92% ^{ab}	77%	
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect + (Collect Plus)	984	62	909	12	278	644	61	922	39	17	3	978	3	
16%		19%	16%	28%	17%	15%	20%	10%	32% ^{ab}	30% ^{ab}	4%	16%	14%	
DHL	2480	155	2316	18	667	1695	127	2415	45	19	3	2479	7	
40%		45%	40%	45%	40%	41%	41%	41%	45% ^{ab}	42% ^{ab}	4%	44% ^{ab}	34%	
FedEx or FedEx Express	1510	94	1398	15	408	1000	102	1433	56	14	3	1502	5	
25%		28%	24%	42% ^{ab}	24%	24%	32% ^{ab}	24%	48% ^{ab}	24%	5%	22%	24%	
Evri	4198	216	3956	26	1148	2862	188	4102	57	23	7	4182	8	
88%		64%	68%	64%	62% ^{ab}	69% ^{ab}	60%	70% ^{ab}	48% ^{ab}	41% ^{ab}	11%	69% ^{ab}	38%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	3323	181	3118	24	862	2262	169	3227	60	22	6	3309	8	
54%		54%	54%	59%	53%	54%	54%	51% ^{ab}	51% ^{ab}	53% ^{ab}	9%	52% ^{ab}	37%	
Parcelforce	2841	170	2650	22	785	1936	120	2752	57	18	10	2826	5	
46%		51%	46%	53%	47% ^{ab}	46% ^{ab}	39%	47% ^{ab}	49% ^{ab}	31%	15%	44% ^{ab}	25%	
TNT	899	76	804	9	264	578	50	829	43	7	3	879	7	
14%		23% ^{ab}	14%	22%	16%	14%	16%	14%	23% ^{ab}	12%	4%	14%	33%	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	1643	119	1509	14	448	1114	80	1568	49	14	3	1631	8	
27%		33% ^{ab}	26%	34%	27%	27%	26%	27%	33% ^{ab}	25% ^{ab}	4%	27% ^{ab}	37%	
UK Mail (not to be confused with Royal Mail)	819	49	760	10	269	491	59	768	39	8	2	816	2	
13%		14%	13%	22% ^{ab}	15% ^{ab}	12%	16% ^{ab}	13%	32% ^{ab}	14%	3%	13%	8%	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	2681	153	2507	21	775	1785	121	2612	49	9	4	2670	6	
44%		46%	43%	51%	46%	43%	39%	45% ^{ab}	42% ^{ab}	16%	6%	44% ^{ab}	30%	
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	4443	235	4176	31	1179	3074	189	4345	59	26	7	4430	6	
72%		70%	72%	75%	70% ^{ab}	74% ^{ab}	61%	74% ^{ab}	59% ^{ab}	46% ^{ab}	10%	73% ^{ab}	30%	
Other	662	67	583	11	241	381	40	611	33	13	2	658	2	
11%		20% ^{ab}	10%	22% ^{ab}	14% ^{ab}	9%	13%	10%	20% ^{ab}	22% ^{ab}	3%	11%	10%	
None of the above	205	16	188	*	70	114	20	164	6	7	24	178	3	
2%		5%	3%	*	5%	3%	4% ^{ab}	3%	5%	4% ^{ab}	24% ^{ab}	3%	14%	
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	5553	295	5217	40	1499	3784	293	5381	99	42	13	5522	17	
90%		88%	90%	97%	89%	91%	86%	91% ^{ab}	84% ^{ab}	72% ^{ab}	20%	91% ^{ab}	78%	

Question focuses on packets and parcels since Q3 2022
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - ab/cd - d/e/f - gh/ijkl
 * small base, ** very small base (under 30) ineligible for sig testing

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Table 207

Base : All participants

Total	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	522	527	532	507	496	518	519	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	312
Royal Mail	5631	1410	1411	1415	1395	446	497	467	497	457	468	478	468	454	465	476
91%	91%	91%	92%	92%	91%	91%	93%	89%	93%	90%	92%	90%	92%	91%	91%	91%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	984	270	276	214	223	83	83	104	96	88	93	54	80	80	68	68
16%	17%	18%	14%	15%	17%	16%	20%	18%	17%	16%	10%	15%	16%	13%	17%	13%
DHL	2490	647	626	634	582	208	238	202	216	187	222	195	220	220	170	214
40%	42%	41%	41%	38%	42%	42%	38%	41%	37%	43%	38%	43%	44%	34%	43%	38%
FedEx or FedEx Express	1510	394	428	365	323	131	135	127	133	139	156	97	131	137	89	112
25%	28%	28%	24%	21%	27%	29%	24%	24%	27%	27%	31%	19%	26%	27%	18%	22%
Evri	4198	1043	1048	1032	1075	323	359	361	359	355	345	345	359	329	365	350
65%	67%	67%	66%	70%	66%	67%	68%	67%	66%	72%	67%	66%	66%	72%	70%	67%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3323	846	863	829	785	287	369	270	284	280	319	278	290	258	258	267
54%	55%	56%	54%	51%	54%	58%	51%	53%	51%	54%	59%	54%	56%	52%	51%	51%
Parcelforce	2841	720	706	694	721	225	245	250	242	224	209	228	226	231	242	248
46%	46%	46%	45%	47%	46%	46%	47%	45%	44%	48%	40%	44%	44%	46%	47%	46%
TNT	809	233	220	212	195	75	83	76	84	69	70	51	89	81	60	63
94%	10%	10%	14%	13%	10%	10%	14%	10%	14%	10%	10%	10%	10%	12%	12%	14%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1643	412	446	408	379	139	146	126	139	147	159	136	137	133	100	153
27%	27%	29%	26%	25%	26%	27%	24%	26%	29%	32%	26%	26%	27%	20%	30%	24%
UK Mail (not to be confused with Royal Mail)	819	313	332	173	-	85	108	120	136	101	95	73	100	-	-	-
13%	29%	22%	11%	-	17%	20%	23%	26%	26%	19%	14%	19%	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2651	661	678	696	645	202	224	225	241	225	212	233	255	208	218	206
44%	43%	44%	45%	42%	41%	44%	43%	43%	44%	43%	45%	45%	43%	41%	40%	43%
Amazon Delivery Service/ Logistica(NB: Not all parcels bought from Amazon are delivered by Amazon Logistica)	4443	1086	1131	1131	1094	341	380	365	387	365	370	375	374	382	362	370
72%	70%	74%	73%	71%	69%	71%	69%	75%	72%	75%	72%	72%	76%	72%	72%	70%
Other	662	152	184	155	170	52	56	43	62	72	50	47	47	61	57	64
11%	10%	12%	10%	11%	11%	11%	8%	12%	14%	10%	9%	9%	12%	11%	12%	10%
None of the above	205	53	48	49	54	21	13	19	7	29	12	18	15	16	12	20
3%	3%	3%	3%	4%	3%	2%	4%	1%	3%	3%	2%	4%	3%	2%	4%	3%
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	5553	1391	1387	1391	1383	437	481	473	490	454	443	463	473	456	467	461
90%	90%	90%	90%	90%	89%	90%	90%	92%	89%	89%	89%	91%	91%	91%	91%	88%

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	843	
3716	738	2978	461	3256	1799	1910	508	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
6138	1229	4908	783	5354	2992	3136	816	862	1114	831	1129	759	626	1679	1945	2514	1385	5139	842	
100%	100%	100%	99%	100%	99%	100%	99%	99%	99%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	
3800	722	3078	581	3219	1805	1990	470	614	808	575	688	379	265	1084	1383	1333	645	3114	646	
62%	59%	62%	60%	60%	59%	60%	59%	61%	62%	60%	62%	59%	42%	59%	61%	60%	46%	60%	60%	
5793	1107	4586	751	5042	2855	2919	711	820	1070	803	1066	728	576	1531	1872	2390	1303	4858	884	
94%	90%	95%	95%	94%	93%	93%	88%	94%	95%	95%	95%	95%	92%	91%	95%	95%	94%	94%	94%	
5745	1021	4724	754	4981	2833	2903	747	813	1050	781	1056	719	578	1560	1832	2353	1297	4828	867	
93%	83%	93%	93%	93%	92%	92%	91%	94%	94%	94%	93%	93%	92%	92%	94%	94%	94%	94%	92%	
5667	1098	4569	753	4913	2728	2830	753	817	1048	785	1041	693	539	1570	1834	2263	1222	4748	866	
92%	89%	93%	93%	91%	91%	92%	92%	92%	94%	93%	94%	92%	89%	92%	94%	90%	88%	92%	92%	
5705	1112	4593	748	4957	2797	2900	731	814	1057	802	1048	709	544	1545	1859	2301	1253	4806	848	
83%	90%	93%	93%	92%	92%	93%	89%	94%	94%	95%	93%	93%	87%	91%	95%	91%	90%	93%	90%	
5737	1122	4615	731	5005	2822	2908	646	770	1046	815	1101	760	607	1416	1862	2459	1357	4909	748	
93%	91%	94%	94%	93%	94%	93%	79%	92%	92%	93%	93%	92%	91%	94%	95%	95%	95%	95%	79%	
4919	929	3990	629	4289	2556	2358	476	651	891	713	984	664	540	1126	1604	2188	1204	4205	661	
80%	75%	81%	80%	80%	80%	75%	58%	78%	78%	86%	87%	87%	86%	67%	82%	87%	87%	82%	70%	
5552	1002	4550	739	4813	2766	2777	722	799	1039	766	1010	686	531	1520	1805	2227	1217	4667	834	
90%	81%	92%	94%	90%	92%	88%	88%	92%	92%	92%	89%	89%	85%	90%	92%	88%	88%	90%	88%	
2794	495	2300	432	2362	1433	1354	379	382	551	385	492	340	264	761	936	1097	605	2331	436	
45%	40%	47%	45%	44%	44%	43%	46%	44%	45%	46%	44%	45%	42%	45%	48%	44%	44%	45%	46%	
5511	1042	4469	722	4789	2692	2813	648	759	1016	782	1048	708	548	1408	1798	2305	1257	4730	733	
89%	85%	91%	91%	89%	89%	90%	75%	88%	91%	94%	93%	93%	87%	83%	92%	92%	91%	92%	78%	
5842	1189	4653	761	5080	2849	2984	772	841	1068	795	1066	722	578	1613	1862	2369	1300	4883	907	
95%	90%	94%	94%	95%	95%	95%	94%	95%	95%	95%	94%	95%	92%	95%	95%	94%	94%	95%	96%	
2941	488	2453	484	2456	1488	1447	401	478	611	427	524	314	186	879	1038	1024	500	2425	488	
46%	40%	50%	51%	46%	46%	46%	49%	50%	54%	51%	46%	41%	30%	52%	53%	41%	36%	47%	52%	
3	1	3	2	1	1	3	3	-	-	-	-	1	-	3	-	1	1	1	1	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
6147	1229	4917	787	5359	3001	3136	818	867	1115	832	1129	759	626	1685	1948	2514	1385	5147	843	
100%	100%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
6135	1227	4908	787	5348	3001	3124	818	867	1115	831	1124	758	622	1685	1945	2504	1380	5138	841	
100%	100%	100%	100%	100%	100%	99%	99%	100%	99%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	

Question restructured from Q3 2022
Question focuses on packets and parcels since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab+ cd+ ef+ gh+ i+ j+ k+ m+ n+ op+ q+ r+ s

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1483

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Table 208

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Royal Mail	6138	1136	1901	1378	1722	3038	3100	3654	2303	515	732	1501	1576	1095	3809	533	5159	1280	4573	284
100%		100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	99%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	3800	660	1181	913	1048	1841	1958	2482	1260	289	431	917	1057	696	2409	299	3233	802	2813	185
62%		58%	62%	61%	61%	69%	63%	71%	53%	55%	59%	61%	61%	51%	61%	56%	61%	63%	61%	64%
DHL	5793	1057	1825	1307	1603	2883	2910	3488	2230	466	680	1432	1508	1070	3621	483	4914	1181	4357	255
94%		93%	99%	94%	93%	95%	94%	99%	93%	90%	93%	99%	99%	97%	99%	91%	99%	92%	99%	89%
FedEx or FedEx Express	5745	1080	1805	1277	1582	2885	2859	3442	2225	462	683	1443	1497	1051	3623	474	4895	1175	4312	257
92%		93%	94%	92%	92%	93%	94%	94%	93%	90%	93%	99%	99%	99%	99%	89%	94%	92%	94%	89%
Evri	5667	1038	1806	1267	1558	2842	2823	3439	2145	437	661	1405	1478	1030	3544	451	4806	1153	4257	256
92%		91%	94%	92%	90%	93%	91%	94%	89%	85%	89%	94%	93%	94%	93%	85%	93%	90%	93%	89%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5705	1052	1793	1287	1572	2846	2859	3460	2171	450	675	1399	1486	1043	3559	467	4827	1180	4273	252
93%		93%	94%	93%	91%	93%	92%	94%	91%	87%	92%	93%	94%	94%	93%	87%	93%	92%	93%	87%
Parcelforce	5737	1029	1708	1208	1512	2626	2910	3417	2243	466	680	1424	1478	1043	3553	480	4841	1182	4282	263
93%		91%	94%	94%	93%	93%	94%	93%	94%	90%	93%	99%	99%	99%	99%	90%	94%	93%	93%	91%
TNT	4919	899	1543	1112	1365	2442	2477	2948	1906	389	575	1223	1309	902	3107	401	4188	988	3707	224
80%		79%	91%	80%	79%	80%	80%	80%	80%	76%	78%	81%	83%	82%	81%	75%	81%	77%	81%	78%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	5652	1055	1756	1250	1491	2811	2741	3378	2099	429	636	1373	1461	1051	3470	442	4725	1127	4177	249
90%		93%	94%	90%	86%	93%	89%	93%	88%	83%	87%	94%	94%	94%	94%	83%	94%	91%	94%	86%
UK Mail (not to be confused with Royal Mail)	2794	533	864	608	789	1388	1387	1722	1032	235	309	709	751	521	1779	240	2378	578	2089	127
45%		47%	45%	45%	45%	46%	45%	47%	43%	46%	42%	47%	48%	47%	47%	45%	46%	45%	46%	44%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	5511	986	1745	1255	1525	2731	2780	3328	2112	427	653	1379	1447	1003	3478	436	4680	1129	4141	241
89%		87%	93%	93%	88%	90%	89%	93%	88%	83%	89%	94%	94%	94%	94%	82%	94%	88%	94%	84%
Amazon Delivery Service/ Logistics/NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	5842	1076	1627	1301	1637	2833	2937	3500	2261	482	683	1436	1501	1047	3630	500	4917	1221	4353	269
95%		95%	96%	94%	95%	95%	94%	95%	94%	93%	95%	96%	95%	95%	95%	94%	95%	95%	95%	93%
Other	2841	579	888	672	801	1467	1473	1918	981	226	330	735	798	531	1863	228	2487	647	2161	132
49%		51%	49%	49%	49%	48%	47%	52%	41%	44%	49%	49%	50%	48%	49%	43%	49%	50%	47%	46%
None of the above	3	-	3	-	1	3	1	-	1	1	-	-	-	2	-	1	2	2	1	-
NET Aware of Royal Mail/ Parcelforce	6147	1136	1906	1362	1722	3043	3104	3662	2304	515	732	1501	1581	1095	3814	533	5167	1280	4580	287
100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	6135	1128	1911	1377	1718	3038	3095	3655	2300	513	730	1500	1573	1095	3802	531	5153	1278	4569	287
100%		99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%

Question restructured from Q3 2022
Question focuses on packets and parcels since Q3 2022*
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b-c-d-e-f-g-h-i-j-k-l-m-n-o-p-q-r/s

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1484

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Table 298

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/Side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	6138	5286	862	167	5157	517	294	170	249	672	503	445	543	568	808	843	527	67	449	
100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	100%	99%	99%	100%	99%	100%	100%	100%	100%	100%	
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect + (Collect Plus)	3800	3303	497	90	3196	319	175	110	146	418	277	297	366	371	532	486	302	39	281	
62%	62%	61%	58%	54%	62%	62%	59%	64%	59%	62%	55%	61%	61%	61%	61%	58%	57%	58%	61%	
DHL	8793	4969	824	160	4873	486	275	159	242	602	422	508	557	761	805	509	64	422	95%	
94%	94%	94%	96%	94%	94%	94%	93%	93%	97%	89%	92%	94%	94%	97%	94%	96%	96%	95%	94%	
FedEx or FedEx Express	5745	4909	835	162	4821	480	275	159	236	615	464	430	522	542	723	784	503	65	424	
92%	92%	92%	93%	93%	92%	92%	92%	93%	91%	91%	91%	91%	91%	91%	89%	93%	93%	88%	94%	
Evri	8667	4844	823	162	4774	467	273	153	231	613	475	411	501	537	730	786	490	59	407	
92%	92%	91%	93%	93%	92%	90%	93%	90%	92%	91%	94%	92%	92%	94%	90%	93%	93%	88%	90%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	8705	4900	805	154	4792	474	281	158	227	617	455	426	510	536	744	781	496	58	416	
93%	93%	92%	93%	92%	93%	92%	93%	93%	91%	91%	90%	93%	94%	94%	92%	93%	93%	87%	92%	
Parcelforce	8737	4906	830	164	4809	486	280	161	230	628	469	423	486	541	709	709	509	62	424	
92%	92%	93%	93%	94%	93%	94%	93%	95%	92%	93%	92%	94%	92%	93%	89%	93%	93%	93%	94%	
TNT	4919	4224	695	143	4141	415	235	128	208	530	405	368	443	468	610	644	446	55	360	
80%	80%	80%	81%	85%	80%	80%	80%	75%	82%	79%	80%	81%	82%	81%	75%	76%	84%	82%	80%	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	8652	4749	803	152	4669	471	262	151	217	593	441	416	495	530	730	774	472	57	414	
90%	90%	90%	91%	91%	90%	91%	89%	89%	87%	87%	87%	87%	91%	91%	90%	90%	89%	85%	89%	
UK Mail (not to be confused with Royal Mail)	2794	2422	372	67	2350	230	131	83	101	281	214	222	231	272	381	367	232	24	206	
45%	45%	46%	43%	40%	45%	44%	44%	49%	40%	42%	42%	45%	45%	48%	47%	44%	44%	35%	46%	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	8511	4702	809	158	4624	465	270	153	225	612	462	410	493	528	658	764	471	56	408	
89%	89%	89%	94%	94%	89%	90%	91%	90%	89%	89%	89%	89%	89%	89%	81%	81%	89%	84%	89%	
Amazon Delivery Service/Logistics/NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	8842	5033	805	152	4829	489	272	161	236	622	491	430	517	550	773	794	500	62	427	
95%	95%	95%	94%	91%	95%	95%	92%	95%	95%	92%	91%	95%	95%	95%	94%	94%	95%	92%	95%	
Other	2841	2547	393	65	2476	245	131	86	109	314	231	220	264	293	397	409	199	28	217	
49%	49%	48%	46%	39%	49%	47%	44%	44%	44%	48%	48%	48%	48%	48%	48%	48%	38%	42%	43%	
None of the above	3	3	*	-	3	*	*	*	1	-	-	-	-	-	2	-	-	-	*	
NET Aware of Royal Mail/Parcelforce	6147	5289	858	167	5166	517	294	170	250	672	504	445	543	573	808	843	529	67	449	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	8135	5273	862	167	5157	514	294	169	250	667	506	448	541	573	808	838	527	65	449	
100%	100%	100%	100%	100%	100%	99%	100%	99%	100%	99%	100%	100%	100%	100%	99%	99%	100%	98%	100%	

Question restructured from Q3 202
Question focuses on packets and parcels since Q3 2022*
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Qcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time	2nd class - all/most of the time	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time	Use 1st class all/most of the time and HH income <£11.5	Use 1st class all/most of the time and Not Working	Use 2nd class all/most of the time	Use 2nd class all/most of the time and HH income <£11.5	Use 2nd class all/most of the time and Not Working	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
		(a)	(b)			(e)	(f)	(g)	(h)	(i)	(j)																
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	5716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
Royal Mail	6138	2412	2152	3498	3236	2412	180	763	2152	213	1048	2013	2480	797	578	243	4493	821	2606	2299	670	354	174	4905	529	1507	4531
100%	100%	100%	99%	100%	99%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%	98%	100%	99%	100%	100%	98%	99%	98%	100%	99%	100%	100%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	3800	1616	1203	2336	1923	1616	95	427	1203	102	521	1245	1575	482	339	140	2820	479	1635	1481	383	204	77	3116	282	1055	2735
62%	62%	67%	56%	87%	82%	67%	56%	59%	62%	48%	50%	62%	63%	60%	58%	57%	63%	58%	63%	64%	62%	44%	63%	53%	70%	59%	
DHL	5793	2285	2039	3307	3061	2285	143	708	2039	194	991	1906	2331	755	544	231	4236	778	2493	2165	617	334	157	4658	491	1396	4397
94%	94%	95%	94%	94%	94%	95%	89%	93%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	91%	93%	88%	92%	92%	92%	
FedEx or FedEx Express	5745	2289	2030	3269	3034	2289	146	707	2030	191	982	1890	2314	739	547	231	4205	778	2476	2148	600	340	151	4634	490	1418	4327
93%	93%	94%	94%	93%	93%	94%	91%	93%	94%	90%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	89%	90%	85%	94%	92%	93%	93%
Evri	5687	2217	2002	3223	3008	2217	129	674	2002	188	950	1852	2287	736	543	228	4139	771	2422	2135	607	320	157	4557	477	1402	4265
92%	92%	92%	93%	92%	92%	92%	80%	80%	92%	89%	97%	92%	92%	92%	93%	92%	92%	93%	92%	92%	89%	89%	88%	92%	89%	92%	92%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5705	2258	2008	3264	3016	2258	145	692	2008	188	964	1879	2322	727	529	227	4201	757	2448	2153	608	319	152	4601	471	1411	4294
93%	93%	94%	93%	93%	93%	93%	90%	91%	93%	89%	92%	93%	93%	91%	91%	92%	93%	91%	93%	92%	89%	89%	85%	92%	89%	93%	93%
Parcelforce	5737	2262	2047	3260	3045	2262	149	725	2047	190	1001	1931	2305	732	519	228	4235	746	2407	2118	627	331	167	4583	498	1384	4352
93%	93%	94%	95%	93%	94%	94%	93%	95%	93%	89%	95%	93%	93%	92%	89%	92%	94%	90%	93%	92%	92%	92%	94%	93%	93%	91%	94%
TNT	4919	1964	1752	2824	2612	1964	122	610	1752	167	859	1671	1992	622	426	187	3664	613	2107	1817	543	292	133	3924	425	1181	3738
80%	80%	81%	81%	81%	80%	81%	78%	80%	81%	78%	82%	81%	82%	78%	73%	76%	81%	74%	81%	79%	80%	82%	73%	80%	79%	78%	81%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	5582	2189	1957	3157	2925	2189	135	676	1957	177	925	1812	2249	721	515	233	4061	748	2393	2095	584	316	146	4478	462	1371	4182
91%	91%	91%	90%	90%	90%	91%	84%	89%	91%	83%	88%	90%	90%	88%	80%	84%	90%	80%	91%	89%	88%	85%	82%	91%	86%	90%	90%
UK Mail (not to be confused with Royal Mail)	2794	1177	957	1640	1420	1177	82	346	957	95	435	907	1138	369	282	109	2042	372	1142	1107	288	177	68	2249	245	773	2021
45%	45%	49%	44%	47%	44%	49%	51%	45%	44%	44%	43%	45%	46%	46%	45%	44%	45%	45%	44%	49%	42%	50%	38%	46%	46%	41%	44%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	5511	2178	1980	3125	2928	2178	128	672	1980	184	961	1855	2211	695	501	228	4066	730	2396	2051	580	322	138	4447	460	1349	4162
89%	89%	90%	89%	89%	89%	90%	80%	83%	89%	87%	92%	90%	89%	87%	86%	83%	89%	86%	90%	89%	85%	82%	78%	91%	84%	89%	90%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	5842	2317	2026	3354	3063	2317	147	722	2026	199	983	1907	2368	763	546	235	4276	781	2496	2207	628	334	149	4702	483	1446	4396
95%	95%	96%	94%	96%	94%	96%	92%	95%	94%	93%	94%	95%	95%	94%	94%	95%	95%	94%	96%	96%	92%	93%	84%	96%	90%	90%	95%
Other	3941	1257	929	1772	1444	1257	74	332	929	84	412	927	1214	406	268	120	2141	388	1231	1117	329	182	69	2348	251	855	2058
46%	46%	62%	43%	61%	44%	62%	46%	43%	46%	39%	39%	46%	49%	51%	46%	49%	48%	47%	47%	48%	48%	41%	39%	48%	47%	46%	44%
None of the above	3	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
NET Aware of Royal Mail/ Parcelforce	6147	2412	2156	3500	3245	2412	160	763	2156	213	1049	2017	2483	798	578	243	4500	821	2606	2299	678	358	175	4905	531	1515	4631
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%	100%	99%	100%	100%	99%	99%	99%	100%	99%	100%	100%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	6135	2406	2156	3488	3238	2406	160	759	2156	213	1048	2007	2474	797	583	246	4481	830	2597	2296	675	357	176	4893	533	1517	4618
100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%	100%	100%

Question restructured from Q3 2022
 Question focuses on packets and parcels since Q3 2022
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk levels) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Table 208

Base : All participants

	Housebound				Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	6138	336	5761	41	1699	4163	308	5851	116	55	65	6051	21
100%		100%	100%	99%	100%	100%	98%	100%	98%	96%	99%	100%	97%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	3800	223	3544	32	994	2602	204	3663	73	36	12	3772	15
62%		66%	61%	78%	59%	62%	66%	62%	62%	63%	19%	62%	70%
DHL	5793	310	5444	38	1541	3876	276	5588	90	52	43	5730	19
94%		92%	94%	94%	92%	94%	89%	93%	77%	82%	66%	93%	88%
FedEx or FedEx Express	5745	313	5394	37	1570	3902	273	5543	99	40	37	5592	16
93%		93%	93%	91%	94%	94%	88%	94%	84%	80%	56%	94%	74%
Evri	5687	306	5321	40	1512	3869	285	5486	93	41	29	5620	18
92%		91%	92%	97%	90%	92%	92%	92%	88%	71%	44%	92%	81%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5705	307	5358	40	1537	3897	270	5502	99	47	39	5648	18
93%		91%	93%	97%	92%	93%	87%	93%	84%	80%	59%	93%	82%
Parcelforce	5737	320	5380	37	1589	3880	267	5508	99	56	55	5663	19
93%		95%	93%	90%	93%	93%	86%	93%	84%	80%	83%	93%	87%
TNT	4919	275	4612	32	1329	3348	242	4741	81	46	35	4868	16
80%		82%	80%	77%	79%	80%	78%	80%	69%	60%	53%	80%	73%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	5582	303	5211	38	1489	3792	261	5375	91	48	20	5514	18
80%		80%	80%	92%	80%	81%	84%	81%	73%	63%	31%	81%	80%
UK Mail (not to be confused with Royal Mail)	2794	146	2629	19	766	1881	147	2695	62	23	8	2781	6
45%		43%	45%	47%	46%	45%	47%	46%	53%	41%	12%	46%	27%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	5511	294	5181	37	1507	3744	260	5332	92	44	25	5468	18
89%		87%	90%	90%	87%	89%	83%	89%	80%	72%	38%	89%	82%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	5842	319	5484	39	1589	3973	279	5619	101	50	51	5771	20
95%		95%	95%	94%	95%	95%	90%	95%	86%	88%	78%	95%	89%
Other	2941	194	2718	29	852	1824	165	2821	62	35	9	2918	14
46%		50%	47%	65%	61%	46%	53%	46%	53%	61%	14%	46%	62%
None of the above	3	-	3	-	2	1	-	2	-	-	1	2	1
													3%
NET Aware of Royal Mail/Parcelforce	6147	336	5770	41	1672	4164	311	5885	117	57	65	6080	21
100%		100%	100%	99%	100%	100%	100%	100%	100%	100%	99%	100%	97%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	6135	336	5758	41	1669	4154	311	5876	117	57	63	6051	21
100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	97%

Question restructured from Q3 202
 Question focuses on packets and parcels since Q3 2022*
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1487

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Table 208

Base : All participants

Total	Quarter				Month												
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)	
6160	1550	1535	1539	1536	521	524	505	521	512	502	520	500	499	519	516	501	501
512	1507	1506	1516	1516	481	527	532	537	518	496	518	518	503	503	503	512	521
3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312	321
6138	1539	1532	1537	1530	488	532	519	532	507	493	518	518	500	499	510	521	521
100%	99%	100%	100%	100%	99%	100%	98%	100%	100%	99%	100%	100%	100%	99%	100%	100%	100%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3800	937	961	933	969	285	305	347	333	319	308	273	353	307	304	350	315	315
62%	60%	63%	61%	63%	58%	57%	66% ^{uk}	63% ^{uk}	63% ^{uk}	62% ^{uk}	53%	68% ^{uk}	61% ^{uk}	60%	68% ^{uk}	60% ^{uk}	60% ^{uk}
8793	1444	1428	1478	1443	458	502	484	499	470	459	498	503	476	489	480	494	494
94%	94%	93%	93%	94%	93%	94%	92%	94%	93%	93%	93%	94%	93%	92%	94%	94%	95%
5745	1434	1415	1453	1443	462	485	488	495	468	452	485	489	479	464	483	496	496
93%	93%	92%	92%	94%	94%	91%	93%	93%	92%	91%	94%	94%	93%	92%	94%	94%	95%
5667	1417	1406	1405	1439	444	500	473	487	464	456	465	475	465	477	472	489	489
92%	91%	92%	91%	94%	90%	94%	90%	92%	91%	90%	90%	92%	93%	93%	92%	94%	94%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5705	1425	1412	1436	1431	443	484	488	493	464	456	493	486	457	461	457	484	484
93%	92%	92%	93%	93%	90%	93%	93%	93%	91%	92%	93%	94%	92%	91%	92%	93%	93%
8737	1435	1428	1419	1454	457	497	481	503	470	455	477	480	461	468	484	503	503
93%	92%	93%	92%	93%	93%	93%	91%	94%	93%	92%	92%	93%	92%	93%	94%	97% ^{g/km}	97% ^{g/km}
4919	1258	1219	1237	1205	384	411	423	433	410	371	407	415	415	399	394	412	412
80%	81%	80%	78%	78%	80%	83%	80%	83%	81%	75%	80%	83%	83%	79%	77%	79%	79%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5562	1390	1364	1407	1392	435	480	475	476	453	435	476	468	465	449	468	474	474
90%	90%	89%	91%	91%	89%	90%	90%	90%	89%	88%	92%	90%	92%	89%	91%	91%	91%
2794	1035	1058	702	-	327	354	354	365	348	345	323	379	-	-	-	-	-
45%	61% ^{cd}	69% ^{cd}	48% ^{cd}	-	61% ^{mnop}	69% ^{mnop}	61% ^{mnop}	69% ^{mnop}	69% ^{mnop}	69% ^{mnop}	76% ^{mnop}	62% ^{mnop}	73% ^{mnop}	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5511	1379	1363	1385	1394	464	478	476	483	447	433	464	476	443	453	459	473	473
89%	89%	89%	90%	90%	89%	90%	90%	91%	88%	87%	89%	92% ^{uk}	88%	90%	90%	91%	91%
5842	1447	1465	1471	1459	453	502	493	500	484	480	492	495	485	483	484	492	492
95%	92%	95%	96%	95%	92%	94%	94%	94%	94%	95%	93% ^{uk}	95%	95%	95%	96%	94%	94%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2941	729	728	700	784	244	239	246	239	250	238	230	248	221	250	281	252	252
48%	47%	47%	45%	51% ^{uk}	50%	45%	47%	45%	45%	48%	44%	46%	44%	50%	55% ^{g/km}	48%	48%
3	2	1	-	-	-	2	-	-	-	1	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6147	1540	1534	1537	1535	489	532	519	532	507	495	518	518	500	503	512	521	521
100%	99%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
6135	1539	1533	1530	1533	486	530	523	532	507	494	514	515	501	501	511	521	521
100%	99%	100%	99%	100%	99%	100%	99%	100%	100%	100%	99%	99%	100%	99%	100%	100%	100%

Question restructured from Q3 2022
Question focuses on packets and parcels since Q3 2022*
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - abcd - efghijk/mnop

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Table 299

Base : Sent via - Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	3283	533	2750	559	2727	1503	1774	399	448	654	443	617	430	262	1047	1097	1339	722	2694	363
Weighted Base	3354	750	2605	559	2796	1618	1732	431	491	681	465	602	382	303	922	1146	1286	684	2763	553
Effective Base	1979	422	1558	326	1654	924	1054	257	288	389	269	370	236	172	545	658	777	407	1673	293
Lost mail	290	33	257	108	184	124	166	54	39	69	37	54	15	21	94	106	90	36	243	46
	9%	4%	10%a	16%b	7%	8%	10%	12%b	8%	12%b	8%	12%b	4%	7%	10%b	16%b	7%	5%	9%	6%
Damaged mail	193	32	163	54	141	109	88	41	32	39	30	29	16	8	73	70	53	24	163	31
	6%	4%	6%	10%b	5%	7%	5%	10%b	6%	6%	6%	5%	4%	3%	8%b	9%	4%	3%	6%	6%
Delayed mail	558	57	501	137	421	250	306	120	97	114	70	90	37	29	218	185	155	66	423	131
	7%	6%	10%b	20%b	15%	15%	16%	20%b	16%	17%b	15%	15%	10%	10%	20%b	16%b	12%	10%	15%	20%b
Mis-delivered mail	199	37	161	60	139	92	106	35	24	30	28	38	19	23	60	58	80	42	163	34
	6%	5%	6%	11%b	5%	6%	6%	9%	5%	4%	6%	6%	5%	6%	7%	5%	6%	4%	6%	6%
Mail that has been tampered with	86	12	74	42	44	43	43	23	16	20	7	12	6	2	39	27	20	8	65	21
	3%	2%	3%	6%b	2%	3%	3%	20%b	3%	3%	2%	2%	2%	1%	6%b	2%	2%	1%	2%	4%
Didn't allow sufficient time for the recipient to answer the door	193	31	162	49	145	75	116	43	24	42	23	31	12	11	65	72	54	23	160	31
	6%	4%	6%	9%b	5%	5%	10%b	10%b	5%	7%b	5%	5%	3%	4%	7%b	9%b	4%	3%	6%	6%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	2	42	11	33	20	24	5	11	11	3	5	9	-	16	14	14	9	36	7
	1%	*	2%b	2%	1%	1%	1%	1%	2%b	2%	1%	1%	2%b	-	2%	1%	1%	1%	1%	1%
Any other problems	23	1	23	5	19	11	12	3	7	4	1	5	2	1	10	5	8	3	13	10
	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	*	1%	*	1%	*	*	2%b
I don't know	99	16	83	19	80	50	49	21	12	12	18	12	16	8	33	30	36	24	81	16
	3%	2%	3%	3%	3%	3%	3%	9%b	2%	2%	4%	2%	4%	3%	4%	3%	3%	4%	3%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	2288	695	1650	279	1979	1111	1147	220	310	451	319	431	292	232	533	770	955	624	1898	331
	67%	11%b	63%	30%	71%b	69%	66%	51%	64%b	67%b	62%b	67%b	62%b	62%b	58%	67%b	62%b	67%b	67%b	60%
NET Any problem experienced	997	126	872	260	737	457	537	189	166	218	129	159	73	62	356	346	295	136	784	206
	30%	17%	32%b	16%b	26%	28%	31%	44%b	34%b	32%b	28%b	28%b	19%	21%	39%b	36%b	23%	20%	28%	17%b

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Table 299

Base : Sent via - Royal Mail

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	3283	906	981	633	763		1887	1396	1915	1329	249	342	789	915	682	2046	255	2853	675	2477	131
Weighted Base	3354	692	1077	758	828		1768	1586	2154	1158	251	344	811	929	671	2083	260	2910	640	2573	141*
Effective Base	1979	414	620	439	507		1034	948	1178	790	154	218	491	546	373	1255	159	1713	406	1495	81
Lost mail	290	76	91	59	68		107	123	211	79	24	29	64	106	45	199	24	248	76	207	6
	9%	11%	8%	7%	8%		9%	9%	10%	7%	9%	8%	8%	14%	7%	10%	9%	9%	15%	8%	4%
Damaged mail	195	49	61	44	41		110	85	143	52	18	15	38	68	36	122	18	163	47	139	10
	6%	7%	6%	6%	5%		6%	5%	7%	4%	7%	4%	5%	7%	5%	6%	7%	6%	7%	5%	7%
Delayed mail	559	139	169	129	124		308	250	385	165	50	47	121	189	96	354	51	462	120	415	23
	17%	20%	16%	17%	15%		17%	16%	21%	14%	20%	14%	15%	20%	14%	17%	20%	16%	19%	16%	16%
Mis-delivered mail	199	57	56	37	49		113	85	136	57	18	19	60	45	32	124	18	163	67	119	13
	6%	8%	5%	5%	6%		6%	5%	6%	5%	7%	5%	7%	5%	5%	6%	7%	6%	9%	5%	9%
Mail that has been tampered with	86	26	23	18	19		49	38	68	18	5	9	23	34	9	65	5	77	27	55	5
	3%	4%	2%	2%	2%		3%	2%	3%	2%	2%	2%	3%	4%	1%	3%	2%	3%	4%	2%	3%
Didn't allow sufficient time for the recipient to answer the door	193	55	57	37	45		112	81	134	57	14	21	49	72	27	142	14	171	59	131	3
	6%	8%	5%	5%	5%		6%	5%	6%	5%	5%	6%	6%	9%	4%	7%	5%	6%	9%	5%	2%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	14	8	12	9		23	21	31	13	4	8	11	10	9	29	4	40	16	26	2
	1%	2%	1%	2%	1%		1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%
Any other problems	23	5	6	4	9		11	12	15	8	5	*	2	6	8	8	5	17	3	20	1
	1%	1%	1%	*	1%		1%	1%	1%	1%	2%	*	*	1%	1%	*	2%	1%	*	1%	*
I don't know	99	16	38	18	26		54	45	60	31	9	11	28	18	17	57	9	77	12	80	6
	3%	2%	4%	2%	3%		3%	3%	3%	3%	4%	3%	3%	2%	3%	4%	3%	3%	2%	3%	5%
I've experienced no problems in the last 12 months when sending packets and parcels via	2258	419	750	516	574		1168	1090	1410	824	149	241	543	591	478	1375	196	1981	380	1786	92
	67%	60%	70%	65%	69%		66%	69%	71%	65%	59%	59%	67%	64%	74%	66%	60%	68%	69%	69%	65%
NET Any problem experienced	987	257	289	224	227		546	451	684	303	93	92	240	319	176	651	95	852	248	707	42
	30%	14%	27%	30%	27%		31%	28%	33%	26%	9%	27%	30%	34%	26%	31%	36%	29%	30%	27%	30%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

* small base

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Table 299

Base : Sent via - Royal Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	3283	2149	1134	545	1754	630	497	402	145	206	205	190	195	199	219	180	215	116	514	
Weighted Base	3354	2834	521	104	2853	272	151	79	106	369	291	247	289	317	494	421	319	47*	225	
Effective Base	1979	1711	273	113	1539	261	250	263	136	194	193	179	183	185	209	169	199	40	222	
Lost mail	290	240	51	8	253	19	11	7	10	25	30	21	30	29	36	38	34	1	18	
	9%	8%	10%	7%	9%	7%	7%	9%	9%	7%	10%	9%	11%	9%	7%	9%	11%	1%	8%	
Damaged mail	195	172	24	6	164	17	6	9	4	23	17	16	23	18	23	29	10	4	13	
	6%	6%	5%	6%	6%	6%	4%	11% ^{down}	4%	8%	6%	6%	8% ^{up}	6%	5%	7%	3%	9%	6%	
Delayed mail	588	477	81	21	475	44	21	16	15	61	40	43	55	57	80	71	53	6	39	
	17%	17%	15%	20%	17%	16%	15%	21%	14%	17%	14%	17%	19%	16%	16%	17%	16%	12%	17%	
Mis-delivered mail	199	178	21	3	171	17	5	7	8	11	13	13	20	25	39	33	8	3	14	
	6%	6%	4%	3%	6%	6%	3%	8% ^{up}	8% ^{up}	3%	5%	5%	7% ^{up}	8% ^{up}	8% ^{up}	8% ^{up}	3%	6%	6%	
Mail that has been tampered with	86	80	7	2	71	9	3	2	1	7	6	5	12	1	11	18	12	*	9	
	3%	3%	1%	2%	3%	3%	2%	3%	1%	2%	2%	2%	4% ^{down}	*	2%	4% ^{down}	4% ^{down}	1%	4% ^{down}	
Didn't allow sufficient time for the recipient to answer the door	183	177	16	3	171	9	9	4	8	19	20	12	27	19	19	32	14	*	9	
	6%	6% ^{down}	3%	3%	6%	3%	6%	5%	7%	5%	7%	5%	8% ^{down}	6%	4%	8%	4%	1%	4%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	43	1	*	37	3	3	1	1	12	-	1	11	2	2	4	3	-	3	
	1%	1%	2%	*	1%	1%	2%	1%	1%	6% ^{down}	-	1%	4% ^{down}	1%	*	1%	1%	-	1%	
Any other problems	23	18	5	2	18	4	*	1	1	2	3	1	2	1	2	7	*	1	2	
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	*	1%	*	2%	2%	-	3% ^{down}	1%	
I don't know	99	86	13	2	86	4	5	3	2	17	9	6	7	5	12	16	12	2	2	
	3%	3%	3%	2%	3%	2%	4%	4%	2%	6% ^{down}	3%	2%	3%	2%	4%	4%	4%	5%	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	2258	1802	360	67	1913	188	108	50	71	242	201	165	193	213	341	269	215	33	155	
	67%	67%	70%	68%	67%	69%	71%	63%	67%	66%	69%	67%	67%	67%	70%	64%	68%	70%	69%	
NET Any problem experienced	987	855	142	31	854	79	38	26	33	110	81	76	89	100	138	136	91	12	67	
	30%	30%	27%	30%	30%	29%	25%	33% ^{down}	31%	30%	28%	31%	31%	31%	28%	32%	29%	25%	30%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Table 299

Royal Mail

Base : Sent via - Royal Mail

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)		
Total																												
Unweighted Base	3283	1354	1211	1947	1804	1354	87	466	1211	105	584	1306	1272	362	250	91	2578	341	1716	1177	219	121	40	2893	161	800	2483	
Weighted Base	3354	1425	1151	2055	1781	1425	78	396	1151	109	500	1249	1352	380	272	98	2602	370	1689	1218	252	140	44	2907	184	837	2517	
Effective Base	1979	827	706	1189	1068	827	52	284	706	71	347	751	776	236	181	55	1526	216	1009	709	148	78	28	1718	106	487	1492	
Lost mail	290	113	102	168	113	102	3	22	102	17	36	118	100	35	28	7	218	35	147	113	13	11	4	260	14	134	157	
	9%	8%	9%	9%	9%	8%	4%	5%	9%	16%	7%	9%	7%	9%	10%	7%	8%	9%	9%	9%	5%	7%	9%	9%	8%	18%	6%	
Damaged mail	195	96	53	138	95	96	6	20	53	10	25	82	69	21	13	10	151	23	96	79	11	6	4	175	9	96	99	
	6%	7%	5%	7%	5%	7%	7%	5%	5%	9%	5%	7%	5%	6%	5%	10%	6%	6%	6%	7%	4%	4%	4%	6%	5%	12%	4%	
Delayed mail	558	223	203	341	321	223	17	62	203	20	65	224	225	69	31	7	448	39	252	199	38	18	8	400	26	233	325	
	17%	16%	18%	17%	18%	16%	22%	16%	16%	19%	13%	18%	17%	15%	11%	7%	17%	10%	17%	16%	15%	13%	17%	17%	14%	28%	13%	
Mis-delivered mail	199	88	70	121	103	88	5	12	70	8	30	81	82	19	12	4	163	16	111	74	11	3	-	185	3	96	102	
	6%	6%	6%	6%	6%	6%	7%	3%	6%	8%	6%	6%	6%	5%	4%	4%	6%	4%	6%	6%	4%	2%	-	12%	1%	13%	4%	
Mail that has been tampered with	86	48	17	66	35	48	1	5	17	4	7	42	26	10	6	*	68	6	41	31	6	6	-	72	6	60	26	
	3%	5%	1%	3%	2%	3%	1%	1%	1%	3%	1%	3%	2%	3%	2%	*	3%	2%	2%	3%	2%	4%	-	2%	3%	7%	1%	
Didn't allow sufficient time for the recipient to answer the door	193	87	63	124	100	87	5	22	63	8	24	75	88	17	11	1	163	13	97	69	20	6	2	166	8	90	103	
	6%	6%	5%	6%	6%	6%	7%	5%	5%	7%	5%	6%	7%	5%	4%	1%	6%	3%	6%	6%	8%	4%	4%	6%	4%	11%	4%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	18	8	35	25	18	1	4	8	1	6	24	13	*	5	2	37	7	22	15	3	2	-	37	2	18	26	
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	2%	2%	1%	2%	1%	1%	1%	1%	-	1%	1%	2%	1%	
Any other problems	23	15	7	15	7	15	2	2	7	3	5	5	12	1	4	1	17	5	12	7	3	1	-	19	1	3	20	
	1%	1%	1%	1%	1%	1%	2%	*	1%	3%	1%	*	1%	*	2%	1%	1%	1%	1%	1%	1%	*	-	1%	*	*	1%	
I don't know	99	46	39	56	49	46	2	11	39	5	19	27	49	15	5	3	76	8	50	34	5	7	*	84	7	37	62	
	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	3%	2%	4%	4%	2%	3%	3%	2%	3%	3%	2%	5%	*	3%	4%	4%	2%	
I've experienced no problems in the last 12 months when sending packets and parcels via	2258	956	769	1374	1187	956	39	277	769	65	352	845	887	258	192	76	1732	268	1149	806	171	102	29	1956	130	385	1873	
	67%	67%	67%	67%	67%	67%	50%	70%	67%	60%	70%	68%	66%	68%	71%	78%	67%	72%	68%	66%	68%	72%	65%	67%	71%	46%	74%	
NET Any problem experienced	997	423	343	625	544	423	37	109	343	39	129	377	416	107	75	19	793	94	490	378	76	32	15	868	47	415	582	
	30%	30%	30%	30%	31%	30%	13%	27%	30%	36%	28%	30%	31%	28%	27%	20%	30%	25%	29%	31%	30%	23%	34%	30%	26%	30%	23%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Table 299

Base : Sent via - Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3283	179	3081	23	915	2223	145	3191	38	21	25	3250	8
Weighted Base	3354	155*	3183	17**	835	2372	147*	3263	38**	17**	28**	3318	9**
Effective Base	1979	99	1869	13	523	1370	89	1922	26	11	15	1958	6
Lost mail	290	15	273	3	94	178	19	282	3	3	1	287	2
	9%	10%	9%	16%	11% ₉	7%	13%	9%	7%	16%	5%	9%	19%
Damaged mail	195	11	183	1	67	116	12	184	9	1	1	194	-
	6%	7%	6%	8%	6% ₉	5%	8%	6%	23%	4%	5%	6%	-
Delayed mail	558	29	529	1	193	364	30	548	6	2	1	555	2
	17%	19%	17%	4%	22% ₉	15%	20%	17%	15%	9%	4%	17%	19%
Mis-delivered mail	199	9	187	3	70	116	12	189	6	3	-	199	-
	6%	6%	6%	16%	6% ₉	5%	8%	6%	17%	17%	-	6%	-
Mail that has been tampered with	86	6	81	-	35	45	4	82	2	3	-	86	-
	3%	4%	3%	-	6% ₉	2%	3%	3%	4%	16%	-	3%	-
Didn't allow sufficient time for the recipient to answer the door	193	12	181	-	63	122	8	187	2	4	*	193	-
	6%	8%	6%	-	6% ₉	5%	5%	6%	5%	22%	1%	6%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	8	36	-	15	26	2	41	3	-	-	44	-
	1%	5% ₉	1%	-	2%	1%	2%	1%	8%	-	-	1%	-
Any other problems	23	3	20	-	5	15	3	23	*	-	-	23	-
	1%	2%	1%	-	1%	1%	2%	1%	*	-	-	1%	-
I don't know	99	4	95	-	20	66	13	93	2	-	1	94	3
	3%	2%	3%	-	2%	3%	8% ₉	3%	4%	-	4%	3%	37%
I've experienced no problems in the last 12 months when sending packets and parcels via	2258	91	2156	11	496	1678	84	2208	16	6	24	2231	4
	67%	59%	68%	66%	59%	71% ₉	57%	68%	42%	37%	86%	67%	44%
NET Any problem experienced	997	60	931	6	318	626	50	962	21	11	3	993	2
	30%	8% ₉	29%	34%	16% ₉	28%	34%	29%	54%	63%	10%	30%	16%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Table 299

Base : Sent via - Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	3283	841	828	817	797	272	293	276	285	290	253	270	284	263	263	284	280
Weighted Base	3364	861	846	826	822	268	305	287	301	293	252	269	292	265	271	291	280
Effective Base	1979	516	498	487	470	158	185	172	194	165	150	159	171	157	151	174	155
Lost mail	290	69	87	69	66	26	22	21	36	20	31	18	36	14	19	28	19
8%		8%	10%	8%	8%	10%	7%	7%	12%	7%	12%	7%	12%	5%	7%	10%	7%
Damaged mail	195	56	56	45	39	13	17	26	23	16	16	13	19	13	15	11	13
4%		7%	7%	5%	5%	5%	6%	9%	8%	6%	6%	5%	7%	5%	6%	4%	5%
Delayed mail	658	152	126	132	148	36	54	62	43	35	48	44	51	37	50	54	43
17%		18%	15%	16%	18%	14%	18%	22%	14%	12%	19%	16%	17%	14%	19%	19%	17%
Mis-delivered mail	199	41	77	44	37	10	14	17	23	19	35	55	15	14	12	13	13
6%		5%	9%	5%	5%	4%	5%	6%	8%	6%	14%	19%	6%	5%	4%	4%	5%
Mail that has been tampered with	86	25	35	19	8	7	9	9	17	7	11	7	11	*	5	1	2
3%		3%	4%	2%	7%	3%	3%	3%	6%	3%	4%	3%	4%	*	2%	*	1%
Didn't allow sufficient time for the recipient to answer the door	193	63	61	34	36	25	24	13	23	14	24	8	14	11	4	18	14
6%		7%	7%	4%	4%	6%	6%	5%	6%	5%	6%	3%	5%	4%	1%	7%	5%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	-	-	13	31	-	-	-	-	-	-	-	-	13	9	16	6
1%		-	-	3%	8%	-	-	-	-	-	-	-	-	3%	2%	3%	1%
Any other problems	23	4	4	3	12	2	2	1	4	*	-	2	-	*	1	9	2
1%		*	*	*	1%	1%	1%	*	1%	*	-	1%	-	*	*	3%	1%
I don't know	99	18	33	19	28	9	4	6	11	14	8	6	8	5	3	10	14
3%		2%	4%	2%	3%	3%	1%	2%	4%	5%	3%	2%	3%	2%	1%	4%	6%
I've experienced no problems in the last 12 months when sending packets and parcels via	2258	587	564	563	545	188	212	189	197	209	158	187	185	191	189	183	173
67%		68%	67%	66%	66%	69%	69%	66%	65%	71%	63%	70%	63%	72%	70%	63%	67%
NET Any problem experienced	997	250	240	243	240	74	89	93	93	70	85	76	99	69	79	96	72
30%		30%	29%	29%	30%	28%	29%	32%	31%	24%	34%	28%	34%	26%	29%	34%	28%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - abcd - efghijklmnop

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : Sent via - Collect +

Table 301

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	421	32	389	140	281	169	252	51	85	112	64	62	36	11	136	176	109	47	370	48
Weighted Base	373	44**	330	128*	245	165*	208	53*	79*	88*	58*	56*	26**	12**	132*	146*	95*	39**	306	64*
Effective Base	232	27	205	74	159	98	134	30	48	57	34	37	20	7	78	91	64	27	194	36
Lost mail	41	-	41	24	16	28	13	6	16	13	3	3	-	-	21	16	3	-	29	12
	71%	-	12%	16%	7%	19%	6%	17%	20%	19%	5%	6%	-	-	16%	17%	3%	-	10%	16%
Damaged mail	28	1	27	17	11	21	7	2	9	6	6	4	1	-	12	11	5	1	22	4
	7%	2%	6%	13%	4%	12%	4%	4%	12%	6%	10%	7%	4%	-	9%	8%	5%	2%	7%	6%
Delayed mail	61	4	56	34	27	38	22	15	15	16	8	2	5	-	30	24	8	5	47	11
	10%	17%	17%	24%	17%	25%	17%	27%	15%	18%	14%	4%	20%	-	24%	16%	8%	14%	15%	16%
Mis-delivered mail	39	2	27	20	10	19	12	3	9	2	2	4	3	-	18	5	7	3	24	5
	8%	5%	6%	18%	4%	17%	6%	13%	11%	3%	4%	7%	11%	-	14%	3%	7%	8%	8%	8%
Mail that has been tampered with	20	1	19	15	5	14	6	10	3	4	1	-	2	-	12	6	2	2	17	3
	5%	3%	6%	16%	2%	26%	3%	15%	3%	5%	2%	-	6%	-	9%	4%	2%	4%	6%	4%
Didn't allow sufficient time for the recipient to answer the door	28	1	27	15	13	20	8	9	7	6	4	2	2	-	15	9	4	2	23	5
	8%	3%	6%	12%	5%	12%	4%	14%	9%	7%	6%	3%	6%	-	17%	6%	4%	5%	6%	6%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	-	4	3	1	4	-	-	2	1	1	-	-	-	2	2	-	-	4	-
	1%	-	1%	2%	1%	3%	-	-	3%	1%	2%	-	-	-	2%	2%	-	-	1%	-
Any other problems	4	-	4	1	3	-	4	1	1	-	-	2	-	-	2	-	2	-	3	1
	1%	-	1%	1%	1%	-	3%	2%	1%	-	-	4%	-	-	2%	-	2%	-	1%	2%
I don't know	25	6	19	7	18	10	16	5	2	8	4	4	2	-	7	13	6	2	18	7
	7%	14%	6%	5%	7%	6%	8%	10%	2%	9%	7%	7%	7%	-	5%	9%	6%	4%	6%	10%
I've experienced no problems in the last 12 months when sending packets and parcels via	226	31	195	52	173	79	147	23	43	49	40	40	18	12	66	88	71	31	191	33
	60%	71%	59%	41%	71%	48%	70%	44%	55%	56%	68%	61%	71%	100%	50%	67%	67%	75%	62%	52%
NET Any problem experienced	123	7	116	69	54	77	46	25	34	31	14	12	6	-	59	45	19	6	96	24
	33%	15%	35%	34%	22%	46%	22%	47%	43%	35%	24%	22%	24%	-	46%	31%	20%	16%	31%	38%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1495

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Table 301

Base : Sent via - Collect +

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	421	133	121	78	89	254	167	306	109	30	44	76	124	123	244	30	373	113	294	14
Weighted Base	373	95*	123*	81*	75*	218	155	286	84*	20**	35**	75*	112*	115*	222	20**	343	76*	287	10**
Effective Base	232	57	75	49	52	132	100	171	60	15	27	46	69	65	141	15	210	53	173	8
Lost mail	41	12	14	5	9	26	14	38	3	4	7	12*	9	13	8	4	37	19	22	-
	11%	13%	12%	7%	12%	12%	9%	12%	3%	20%	19%	12%	11%	7%	13%	11%	20%	15%	8%	-
Damaged mail	28	10	11	2	5	21	7	22	6	4	3	2	8	9	14	4	23	11	15	2
	7%	10%	9%	2%	7%	10%	5%	8%	7%	18%	10%	3%	7%	8%	6%	18%	7%	9%	5%	21%
Delayed mail	61	25	16	10	10	41	20	49	12	4	5	13	17	20	35	4	57	26	34	1
	16%	17%	13%	12%	13%	18%	13%	17%	14%	17%	12%	17%	16%	17%	16%	16%	15%	12%	7%	7%
Ms-delivered mail	30	16	6	2	5	22	7	22	8	1	2	5	7	11	15	1	26	16	11	2
	8%	17%	5%	3%	7%	10%	5%	8%	9%	6%	6%	7%	7%	10%	7%	6%	8%	21%	4%	23%
Mail that has been tampered with	20	7	9	2	2	16	4	17	3	1	-	5	5	7	11	1	19	10	10	-
	5%	8%	7%	2%	3%	7%	2%	6%	4%	5%	1%	7%	4%	6%	5%	5%	5%	13%	3%	-
Didn't allow sufficient time for the recipient to answer the door	28	11	6	5	5	18	10	22	6	2	*	8	12	6	20	2	26	7	20	1
	8%	12%	5%	7%	7%	8%	7%	8%	7%	10%	1%	10%	11%	5%	9%	10%	8%	9%	7%	12%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	3	*	-	1	3	1	4	*	-	1	-	1	2	2	-	4	1	4	-
	1%	3%	*	-	2%	1%	1%	1%	*	-	2%	-	1%	2%	1%	-	1%	1%	1%	-
Any other problems	4	1	2	1	-	3	1	4	-	-	-	-	2	2	2	-	4	-	4	-
	1%	1%	2%	1%	-	1%	1%	1%	-	-	-	-	2%	2%	1%	-	1%	-	1%	-
I don't know	25	3	6	10	6	9	16	17	8	*	1	6	12	2	19	*	22	6	19	*
	7%	4%	5%	12%	6%	4%	10%	6%	10%	1%	3%	9%	3%	2%	9%	1%	6%	7%	7%	4%
I've experienced no problems in the last 12 months when sending packets and parcels via	226	46	82	50	47	128	97	165	57	14	22	47	59	76	129	14	209	25	165	5
	60%	48%	67%	62%	64%	59%	63%	58%	68%	67%	63%	62%	53%	66%	58%	67%	61%	33%	68%	64%
NET Any problem experienced	123	46	34	21	21	80	42	104	18	7	12	22	41	37	75	7	113	46	73	4
	33%	44%	28%	26%	29%	37%	27%	36%	22%	32%	33%	29%	37%	32%	34%	32%	33%	40%	25%	42%

Question focuses on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service Logistics
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
 * small base, ** very small base (under 30) ineligible for sig testing

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using..

Collect +

Base : Sent via - Collect +

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	421	242	179	62	190	95	76	60	15	20	19	25	27	23	23	13	25	13	82
Weighted Base	373	314	59*	13**	305	35*	22*	11*	11**	36**	27**	34**	42**	35**	53**	31**	36**	4**	31**
Effective Base	232	195	37	19	170	34	37	36	14	19	18	24	26	22	22	13	24	4	30
Lost mail	41	30	11	3	37	2	1	1	-	6	3	3	8	2	11	3	3	-	2
	11%	10%	16%	20%	12%	6%	3%	10%	-	16%	10%	8%	20%	9%	20%	9%	9%	-	6%
Damaged mail	28	25	3	*	21	5	1	1	2	4	1	1	8	3	-	-	2	2	4
	7%	8%	5%	3%	7%	15%	7%	5%	16%	17%	5%	4%	20%	7%	-	-	4%	39%	12%
Delayed mail	61	51	9	3	51	6	2	2	2	6	-	1	11	2	16	2	10	*	5
	16%	16%	16%	22%	17%	16%	11%	15%	16%	16%	-	4%	27%	6%	31%	7%	28%	9%	17%
Ms-delivered mail	30	28	1	*	25	3	1	*	2	-	-	-	3	5	12	2	2	-	3
	8%	9%	2%	3%	8%	8%	7%	4%	16%	-	-	-	6%	14%	22%	7%	4%	-	10%
Mail that has been	20	19	1	*	15	2	2	*	1	-	-	-	2	-	11	-	2	-	2
tampered with	8%	6%	2%	3%	5%	6%	11%	1%	7%	-	-	-	5%	-	20%	-	4%	-	6%
Didn't allow sufficient	28	25	3	*	24	3	1	*	1	2	1	1	6	4	5	2	1	-	3
time for the recipient	8%	8%	5%	3%	8%	9%	5%	1%	8%	7%	5%	4%	14%	10%	9%	7%	4%	-	10%
to answer the door																			
*The courier collecting	4	4	*	*	3	1	*	-	-	-	1	-	2	-	-	-	-	-	1
the parcel from me	1%	1%	*	*	1%	2%	*	-	-	-	5%	-	5%	-	-	-	-	-	3%
didn't allow enough time																			
for me to answer the																			
door																			
Any other problems	4	4	-	-	4	-	-	-	-	-	-	2	-	-	2	-	-	-	-
	1%	1%	-	-	1%	-	-	-	-	-	-	6%	-	-	4%	-	-	-	-
I don't know	25	21	4	1	23	1	1	1	-	5	1	3	-	6	-	8	-	*	1
	7%	7%	7%	5%	8%	3%	3%	5%	-	13%	4%	9%	-	16%	-	25%	-	3%	3%
I've experienced no	226	187	38	8	180	22	16	8	8	22	22	23	21	16	23	18	25	2	20
problems in the last 12	60%	60%	65%	65%	59%	61%	74%	71%	69%	60%	61%	70%	50%	51%	43%	59%	69%	49%	63%
months when sending																			
packets and parcels via																			
NET Any problem	123	106	17	4	102	13	5	3	4	9	4	7	21	11	30	5	11	2	11
experienced	33%	34%	28%	31%	32%	36%	23%	25%	37%	26%	15%	22%	50%	30%	57%	16%	31%	48%	34%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Table 301

Base : Sent via - Collect +

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges			
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	421	193	135	271	213	193	15	43	135	8	33	158	165	44	40	14	323	54	207	160	24	18	10	367	28	168	253	
Weighted Base	373	173	115*	248	190	173	8**	29**	115*	6**	32**	137*	151*	35**	37**	13**	288	50*	171	146*	22**	23**	10**	316	32**	161*	212	
Effective Base	232	105	74	150	119	105	5	21	74	5	21	82	95	24	22	9	177	31	102	93	14	14	7	195	21	95	137	
Lost mail	41	19	7	33	21	19	*	3	7	4	1	18	17	1	3	1	35	4	20	20	*	1	1	39	1	27	4	
11%	11%	13%	6%	13%	11%	11%		4%	6%	59%	4%	13%	11%	4%	8%	11%	12%	9%	11%	13%		6%	-	12%	5%	23%	2%	
Damaged mail	28	16	6	22	12	16	*	3	6	3	2	7	15	3	2	1	22	4	10	13	2	1	-	23	1	24	4	
7%	9%	6%	9%	7%	9%	9%	5%	9%	6%	40%	7%	5%	10%	7%	6%	11%	8%	7%	6%	9%	8%	-	7%	-	4%	45	2%	
Delayed mail	61	44	8	52	16	44	2	9	8	1	3	28	17	11	3	1	46	4	22	33	3	-	1	55	1	46	15	
16%	28% ab	7%	21% ab	8%	26%	21%		32%	7%	18%	6%	21%	12%	30%	8%	9%	16%	8%	13%	23%	13%	-	12%	17%	4%	28%	7%	
Mis-delivered mail	30	15	6	23	14	15	*	5	6	1	2	15	11	*	2	1	27	3	15	11	*	-	1	26	1	27	3	
8%	9%	6%	9%	8%	9%	9%	2%	16%	6%	18%	7%	17%	8%	*	4%	9%	9%	9%	9%	8%	2%	-	12%	8%	4%	19	1%	
Mail that has been tampered with	20	11	4	16	8	11	-	1	4	1	1	12	4	3	*	-	16	*	6	10	3	1	-	16	1	15	1	
5%	7%	4%	6%	4%	7%	-		4%	4%	18%	4%	9%	3%	9%	1%	-	6%	*	4%	7%	12%	4%	-	5%	3%	12%	1%	
Didn't allow sufficient time for the recipient to answer the door	28	18	4	24	10	18	*	3	4	1	2	11	13	3	1	-	24	1	16	10	1	1	-	25	1	24	4	
8%	11%	4%	10%	5%	11%	1%		11%	4%	18%	8%	8%	9%	7%	4%	-	8%	3%	9%	7%	6%	-	8%	4%	19	2%		
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	3	*	4	1	3	-	-	*	-	*	1	2	1	*	-	3	*	3	-	2	1	*	-	3	*	4	*
1%	2%	*	2%	1%	2%	-		-	*	-	*	1%	1%	4%	*	-	1%	*	2%	-	6%	*	-	1%	*	3%	*	
Any other problems	4	4	-	4	-	4	-	-	-	-	-	1	3	-	-	-	4	-	3	1	-	-	-	4	-	-	4	
1%	2%	-	2%	-	2%	-		-	-	-	-	1%	2%	-	-	-	1%	-	2%	1%	-	-	-	1%	-	-	2%	
I don't know	25	14	6	19	12	14	-	2	6	-	3	15	10	*	1	-	24	1	13	8	4	-	-	21	-	11	14	
7%	8%	6%	8%	6%	8%	8%		6%	6%	-	10%	11%	6%	*	2%	-	9%	1%	8%	6%	17%	-	7%	-	7%	6%		
I've experienced no problems in the last 12 months when sending packets and parcels via	226	87	86	130	129	87	6	15	86	3	25	73	92	20	30	11	165	40	105	79	13	19	8	184	27	56	169	
60%	50%	79% ab	52%	69% ab	50%	73%		53%	75%	41%	78%	53%	61%	58%	80%	80%	57%	60% ab	61%	54%	60%	84%	88%	58%	85%	35%	80% y	
NET Any problem experienced	123	72	22	89	49	72	2	12	22	4	4	49	49	15	7	3	98	9	52	59	5	4	1	111	5	84	29	
33%	37% ab	19%	49% ab	26%	42%	25%		41%	19%	56%	13%	38%	33%	42%	18%	20%	34%	15%	31%	40%	23%	16%	12%	35%	15%	37% ab	14%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Table 301

Base : Sent via - Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	421	28	389	4	134	266	21	406	10	3	2	419	-
Weighted Base	373	21**	349	3**	107*	247	20**	362	6**	3**	2**	372	**
Effective Base	232	13	217	2	69	152	11	224	6	2	1	231	-
Lost mail	41	3	38	-	15	24	3	39	1	-	-	41	-
11%		15%	11%	-	14%	10%	13%	11%	22%	-	-	11%	-
Damaged mail	28	1	27	-	13	15	*	25	3	-	-	28	-
7%		5%	8%	-	12%	8%	1%	7%	56%	-	-	8%	-
Delayed mail	61	6	55	*	26	33	-	56	2	2	*	61	-
16%		28%	16%	5%	26%	13%	-	16%	34%	63%	6%	16%	-
Mis-delivered mail	30	6	23	-	17	11	2	26	2	2	-	30	-
8%		28%	7%	-	56%	4%	10%	77%	27%	63%	-	8%	-
Mail that has been tampered with	20	2	18	-	8	12	*	19	1	-	-	20	-
5%		8%	5%	-	7%	5%	*	5%	16%	-	-	5%	-
Didn't allow sufficient time for the recipient to answer the door	28	3	25	-	15	11	2	25	1	2	-	28	-
8%		16%	7%	-	53%	4%	10%	7%	20%	65%	-	8%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	-	4	-	1	3	-	4	-	-	-	4	-
1%		-	1%	-	1%	1%	-	1%	-	-	-	1%	-
Any other problems	4	-	4	-	-	4	-	4	-	-	-	4	-
1%		-	1%	-	-	2%	-	1%	-	-	-	1%	-
I don't know	29	3	26	2	9	12	5	25	-	-	-	25	-
7%		15%	6%	62%	8%	5%	24%	7%	-	-	-	7%	-
I've experienced no problems in the last 12 months when sending packages and parcels via	226	5	220	1	50	165	10	223	-	1	1	224	-
60%		23%	63%	32%	47%	67%	52%	62%	-	35%	94%	60%	-
NET Any problem experienced	123	13	109	-	48	69	5	114	6	2	*	122	-
33%		61%	31%	5%	39%	28%	24%	32%	100%	65%	6%	33%	-

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Table 301

Base : Sent via - Collect +

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	421	126	116	78	101	40	40	48	45	36	35	23	29	26	33	34	34
Weighted Base	373	114*	104*	64*	92*	39**	35**	40**	38**	34**	32**	12**	25**	26**	25**	33**	34**
Effective Base	232	73	63	41	55	25	26	23	26	17	21	10	17	14	15	20	20
Lost mail	41	6	18	10	7	2	1	2	11	5	3	1	4	4	3	3	*
	11%	5%	16%	13%	7%	6%	3%	6%	24%	14%	8%	11%	15%	17%	14%	9%	1%
Damaged mail	28	8	12	2	6	2	3	3	3	2	7	-	2	*	*	3	3
	7%	7%	11%	3%	7%	6%	7%	6%	7%	5%	23%	-	6%	*	*	6%	10%
Delayed mail	61	17	26	4	14	4	9	4	10	8	8	2	2	-	*	11	2
	16%	15%	26%	6%	15%	9%	26%	11%	25%	25%	27%	14%	7%	-	2%	34%	6%
Mis-delivered mail	30	10	11	6	3	2	5	4	3	4	4	-	4	1	*	2	*
	8%	9%	11%	9%	3%	6%	13%	6%	6%	13%	11%	-	17%	5%	1%	7%	-
Mail that has been tampered with	20	5	9	1	4	-	4	2	5	3	1	-	1	-	-	3	2
	5%	5%	9%	2%	5%	-	11%	4%	13%	6%	5%	-	4%	-	-	9%	5%
Didn't allow sufficient time for the recipient to answer the door	28	9	6	3	10	-	7	2	4	*	3	-	3	*	2	6	1
	8%	8%	6%	5%	10%	-	21%	4%	9%	*	9%	-	11%	1%	10%	17%	4%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	-	-	*	4	-	-	-	-	-	-	-	-	*	*	3	1
	1%	-	-	*	5%	-	-	-	-	-	-	-	-	*	*	8%	4%
Any other problems	4	3	-	-	1	-	-	3	-	-	-	-	-	-	-	-	1
	1%	3%	-	-	1%	-	-	8%	-	-	-	-	-	-	-	-	3%
I don't know	25	5	5	11	4	5	-	-	3	*	2	1	3	7	*	*	4
	7%	4%	5%	13%	5%	13%	-	-	8%	*	6%	5%	11%	28%	1%	1%	11%
I've experienced no problems in the last 12 months when sending packets and parcels via	226	70	53	37	65	24	20	27	16	21	16	9	16	13	20	21	24
	60%	62%	51%	59%	74%	61%	56%	67%	42%	61%	52%	70%	64%	46%	62%	62%	71%
NET Any problem experienced	123	39	45	18	23	10	15	13	19	13	13	3	6	6	4	12	6
	33%	34%	42%	25%	25%	26%	44%	33%	50%	39%	42%	25%	25%	24%	17%	37%	16%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Table 302

Base : Sent via - DHL

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	411	58	353	126	285	209	201	72	104	102	52	49	23	9	176	154	81	32	287	119
Weighted Base	460	77*	383	135*	325	247	212	82*	125*	113*	61*	49*	21**	10**	206	174*	79*	30**	286	165*
Effective Base	289	45	214	76	182	129	132	43	68	64	35	30	14	6	111	99	50	20	163	92
Lost mail	28	-	28	18	10	15	13	4	9	8	3	4	-	-	13	11	4	-	25	3
	6%	-	7%	12% a	3%	6%	6%	5%	7%	7%	5%	9%	-	-	6%	6%	6%	-	8%	2%
Damaged mail	32	2	30	20	12	23	9	5	9	10	5	2	-	-	14	16	3	-	22	10
	7%	2%	8%	18% a	4%	9%	4%	6%	7%	9%	9%	5%	2%	-	7%	9%	4%	1%	8%	6%
Delayed mail	74	5	69	30	44	35	39	16	23	17	6	11	4*	*	39	23	11	*	38	36
	18%	6%	18%	22%	14%	14%	18%	20%	19%	15%	10%	22%	1%	1%	19%	13%	14%	1%	13%	22%
Mis-delivered mail	45	5	40	27	17	27	17	4	11	12	11	4	2	*	16	23	6	2	28	15
	10%	6%	10%	20% a	5%	11%	8%	5%	9%	10%	18%	7%	11%	1%	8%	13%	7%	7%	10%	9%
Mail that has been tampered with	27	1	26	18	10	22	6	6	7	8	4	2	-	*	13	11	2	*	20	6
	6%	2%	7%	15% a	3%	26%	3%	8%	6%	7%	6%	5%	-	1%	7%	7%	3%	*	7%	4%
Didn't allow sufficient time for the recipient to answer the door	38	1	27	16	13	15	14	6	6	9	7	-	-	-	12	16	*	*	17	12
	6%	1%	7%	12% a	4%	6%	6%	7%	5%	8%	11%	-	2%	-	6%	9% a	1%	2%	6%	7%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	-	12	4	8	5	7	5	3	3	-	-	-	-	8	3	-	-	2	9
	3%	-	3%	3%	2%	2%	3%	6%	3%	3%	-	-	-	-	4%	2%	-	-	1%	6% a
Any other problems	2	-	2	-	2	*	2	2	-	-	-	*	-	-	2	-	*	-	*	2
	*	-	1%	-	1%	*	1%	2%	-	-	-	*	-	-	1%	-	*	-	*	1%
I don't know	31	3	28	5	26	14	17	10	4	6	5	*	1	4	14	11	6	5	21	10
	7%	4%	7%	4%	8%	6%	8%	12%	4%	5%	9%	1%	6%	38%	7%	6%	7%	17%	7%	6%
I've experienced no problems in the last 12 months when sending packets and parcels via	267	65	202	54	213	144	124	36	73	65	38	33	16	6	109	103	55	22	166	94
	65%	12% a	53%	40%	67% a	50%	58%	44%	59%	57%	62%	67%	60%	61%	53%	59%	69%	74%	58%	57%
NET Any problem experienced	162	9	153	76	86	90	72	35	47	43	18	16	3	*	82	61	19	3	99	61
	35%	12%	40% a	26% a	26%	36%	34%	43%	38%	38%	29%	32%	14%	1%	40% a	35%	24%	10%	35%	37%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Table 302

Base : Sent via - DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	411	144	116	74	77	260	151	308	97	30	42	78	125	100	245	31	353	100	292	19
Weighted Base	460	140*	144*	105*	71*	284	176	377	78*	26**	41**	109*	133*	115*	283	27**	406	93*	345	22**
Effective Base	299	77	78	57	49	154	105	200	61	17	26	55	79	60	159	18	224	53	194	12
Lost mail	28	6	13	4	5	19	9	26	2	1	*	11	10	5	21	1	26	14	12	3
	6%	4%	9%	4%	7%	7%	6%	7%	2%	4%	*	10%	8%	4%	8%	6%	4%	13%	3%	12%
Damaged mail	32	14	12	3	3	26	6	27	5	2	*	4	12	10	16	2	29	13	19	-
	7%	10%	8%	3%	4%	9%	4%	7%	7%	7%	1%	3%	9%	9%	6%	7%	7%	43%	5%	-
Delayed mail	74	29	18	15	12	47	27	64	9	3	3	14	28	21	45	3	68	16	50	9
	18%	21%	12%	15%	17%	16%	15%	17%	12%	13%	8%	13%	21%	16%	16%	17%	17%	17%	14%	39%
Mis-delivered mail	45	32	2	5	6	34	11	40	4	2	1	7	15	20	22	2	42	15	29	1
	10%	22% base	1%	5%	8%	12%	6%	11%	5%	6%	2%	6%	11%	17% base	8%	6%	10%	16%	8%	5%
Mail that has been tamppered with	27	13	10	*	4	23	5	24	3	2	2	4	10	9	16	2	26	13	13	-
	6%	9%	7%	*	5%	8%	3%	6%	4%	6%	6%	3%	8%	6%	6%	6%	6%	16%	4%	-
Didn't allow sufficient time for the recipient to answer the door	28	11	7	5	6	17	11	22	7	2	1	7	13	5	21	2	26	13	15	*
	6%	8%	5%	4%	9%	6%	6%	6%	9%	8%	2%	7%	10%	5%	7%	8%	6%	18%	4%	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	5	2	2	3	7	5	12	-	-	1	3	4	4	8	-	12	2	9	-
	3%	3%	2%	1%	4%	2%	3%	3%	-	-	2%	3%	3%	3%	3%	-	3%	3%	3%	-
Any other problems	2	-	*	-	2	*	2	2	-	2	-	-	-	*	-	2	*	-	2	-
	*	-	*	-	3%	*	1%	1%	-	7%	-	-	-	*	-	7%	*	-	1%	-
I don't know	31	8	6	13	3	14	16	22	7	1	8	6	4	5	18	1	23	6	23	1
	7%	6%	4%	12%	4%	5%	9%	6%	9%	3%	18%	6%	3%	4%	6%	5%	6%	6%	7%	7%
I've experienced no problems in the last 12 months when sending packets and parcels via	267	66	94	63	44	189	107	214	51	19	27	66	73	63	165	19	233	41	218	8
	68%	47%	83%	60%	61%	56%	61%	57%	66%	71%	66%	60%	55%	54%	58%	69%	57%	44%	53% base	37%
NET Any problem experienced	162	66	44	28	24	109	53	142	20	7	7	37	56	48	99	7	151	45	104	12
	39%	46% base	30%	27%	34%	38%	30%	38%	25%	26%	16%	34%	42%	42%	35%	25%	37%	43% base	30%	56%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : Sent via - DHL

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England/ East Anglia (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	411	291	120	48	229	72	66	44	18	22	22	17	30	33	40	27	20	10	62
Weighted Base	460	368	62*	12**	392	40*	19*	8*	12**	43**	32**	22**	45**	53*	93*	62**	28**	4**	36*
Effective Base	299	228	31	9	201	40	37	34	17	20	20	17	28	30	39	25	19	6	34
Lost mail	28	25	3	1	23	2	3	*	1	2	-	2	5	2	8	2	1	*	1
	6%	6%	6%	4%	6%	4%	13% ¹	5%	8%	4%	-	11%	11%	3%	9%	3%	5%	7%	4%
Damaged mail	32	24	8	2	25	4	3	*	1	-	-	1	5	6	7	3	2	*	4
	7%	6%	13%	20%	6%	10%	16% ¹	3%	8%	-	-	6%	12%	11%	7%	4%	7%	7%	10%
Delayed mail	74	61	13	1	64	5	3	1	2	3	4	3	15	8	15	6	8	2	3
	18%	12%	20%	6%	16%	14%	17%	11%	16%	7%	13%	12%	33%	16%	16%	10%	27%	46%	10%
Mis-delivered mail	45	36	9	2	40	2	2	1	1	4	-	3	9	4	15	2	2	*	2
	10%	9%	14%	20%	10%	6%	8%	10%	12%	8%	-	12%	20%	7%	17%	3%	7%	3%	6%
Mail that has been tampered with	27	15	12	3	23	3	1	*	1	-	-	-	9	6	3	3	2	*	3
	8%	4%	13% ¹	6%	6%	8%	4%	5%	8%	-	-	-	19%	12%	3%	4%	7%	3%	8%
Didn't allow sufficient time for the recipient to answer the door	28	26	3	2	21	5	2	*	1	1	1	2	4	3	4	2	3	1	4
	6%	6%	4%	20%	5%	12%	11%	6%	12%	3%	5%	7%	8%	5%	4%	3%	12%	22%	11%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	11	*	-	10	1	1	-	-	-	-	-	3	-	4	-	3	-	1
	3%	3%	*	-	3%	2%	4%	-	-	-	-	-	7%	-	5%	-	10%	-	2%
Any other problems	2	2	*	-	2	*	-	-	-	-	-	-	-	-	2	-	-	-	*
	*	*	*	-	*	1%	-	-	-	-	-	-	-	-	2%	-	-	-	1%
I don't know	31	30	1	-	27	3	*	*	1	-	2	4	1	3	7	4	4	*	3
	7%	6%	1%	2%	7%	8%	1%	5%	6%	-	7%	19%	2%	6%	8%	7%	14%	6%	8%
I've experienced no problems in the last 12 months when sending packets and parcels via	267	230	37	7	228	23	10	6	8	35	24	11	20	26	47	44	11	2	21
	68%	58%	59%	65%	58%	58%	52%	67%	66%	81%	75%	52%	45%	53%	50%	70%	38%	44%	59%
NET Any problem experienced	162	137	25	4	137	14	9	2	3	8	6	6	24	22	39	14	14	2	12
	39%	34%	40%	33%	35%	34%	45%	28%	28%	19%	18%	29%	53%	47%	42%	23%	48%	49%	53%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1503

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Table 302

Base : Sent via - DHL

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total	411	219	92	304	177	219	13	48	92	8	27	142	163	48	46	10	305	56	196	147	34	24	7	343	31	212	199	
Unweighted Base	411	219	92	304	177	219	13	48	92	8	27	142	163	48	46	10	305	56	196	147	34	24	7	343	31	212	199	
Weighted Base	400	250	99*	351	201	250	8**	34**	99*	9**	24**	162*	189	47**	50**	10**	351	60*	207	175*	38**	32**	7**	382	39**	244	215	
Effective Base	289	140	54	197	111	140	5	28	54	6	20	88	109	27	30	4	197	33	121	99	19	16	5	220	20	134	125	
Lost mail	28	15	6	22	13	15	-	-	6	1	1	14	11	3	-	-	25	-	16	7	4	1	-	23	1	24	4	
6%		6%	6%	6%	7%	6%	-	-	6%	12%	5%	9%	6%	6%	-	-	7%	-	8%	4%	12%	2%	-	6%	2%	19%	2%	
Damaged mail	32	28	2	31	4	28	1	3	2	1	2	18	10	-	2	1	29	3	15	13	3	-	1	27	1	28	4	
7%		11%	2%	10%	2%	11%	10%	9%	2%	12%	6%	11%	5%	1%	3%	13%	8%	5%	7%	7%	9%	-	18%	7%	3%	12%	2%	
Delayed mail	74	44	7	67	29	44	1	4	7	1	1	28	28	11	7	-	56	7	30	38	3	2	-	68	2	54	20	
16%		18%	7%	19%	15%	18%	6%	13%	7%	12%	5%	17%	15%	23%	14%	-	16%	12%	14%	22%	8%	6%	-	18%	5%	22%	9%	
Mis-delivered mail	45	33	8	36	11	33	-	2	8	1	2	15	22	4	2	-	37	2	21	17	4	2	1	38	3	36	9	
10%		13%	8%	10%	6%	13%	2%	6%	8%	12%	9%	9%	12%	9%	4%	-	11%	4%	10%	10%	11%	5%	15%	10%	7%	19%	4%	
Mail that has been tampered with	27	20	2	25	6	20	1	2	2	1	1	14	10	2	-	1	25	1	7	15	5	-	1	21	1	27	-	
6%		8%	2%	7%	4%	6%	6%	5%	2%	12%	5%	9%	5%	3%	-	13%	7%	2%	3%	8%	13%	-	18%	6%	3%	11%	-	
Didn't allow sufficient time for the recipient to answer the door	28	21	5	23	7	21	1	4	5	1	3	11	14	1	3	-	25	3	11	13	3	1	-	24	1	24	5	
6%		9%	5%	7%	4%	9%	11%	11%	5%	12%	12%	7%	8%	1%	5%	1%	7%	5%	5%	8%	7%	4%	-	6%	4%	19%	2%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	7	-	10	3	7	-	-	-	-	-	2	9	-	1	-	11	1	5	3	3	-	-	9	-	10	2	
3%		3%	-	3%	2%	3%	-	-	-	-	-	1%	5%	-	2%	-	3%	1%	3%	2%	8%	-	-	2%	-	4%	1%	
Any other problems	2	2	-	2	-	2	2	-	-	-	-	-	-	-	2	-	-	-	-	2	-	-	-	2	-	2	-	
-		1%	-	1%	-	1%	23%	-	-	-	-	-	-	-	4%	-	-	-	-	1%	-	-	-	1%	-	1%	-	
I don't know	31	11	8	21	18	11	-	1	8	1	4	10	17	2	-	1	28	1	12	12	4	3	1	24	3	15	16	
7%		4%	6%	6%	9%	4%	-	3%	6%	8%	15%	6%	9%	4%	-	8%	8%	1%	6%	7%	10%	8%	11%	6%	9%	6%	7%	
I've experienced no problems in the last 12 months when sending packets and parcels via	267	137	68	192	123	137	5	22	68	7	16	91	103	27	38	8	195	45	128	97	15	25	4	223	29	101	166	
58%		55%	69%	55%	61%	55%	57%	65%	69%	80%	67%	56%	55%	56%	73%	78%	56%	18%	61%	56%	39%	79%	57%	58%	75%	41%	77%	
NET Any problem experienced	162	101	22	138	59	101	4	11	22	1	4	60	68	19	12	1	128	14	69	66	20	4	2	136	6	129	33	
35%		41%	23%	43%	30%	41%	43%	32%	23%	12%	16%	37%	36%	39%	25%	14%	37%	23%	33%	36%	52%	13%	32%	35%	16%	51%	15%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Table 302

Base : Sent via - DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	411	27	378	6	117	265	29	392	12	4	2	408	1
Weighted Base	460	25**	428	6**	117*	308	35**	440	14**	3**	1**	457	1**
Effective Base	289	15	240	4	67	172	20	247	7	3	1	257	1
Lost mail	28	3	22	3	12	12	4	25	3	-	-	28	-
6%		13%	5%	42%	10% a	4%	13%	6%	22%	-	-	6%	-
Damaged mail	32	3	29	*	12	16	3	29	3	-	-	32	-
7%		10%	7%	8%	17%	5%	10%	7%	19%	-	-	7%	-
Delayed mail	74	5	69	-	21	45	8	70	4	-	-	74	-
16%		19%	16%	-	18%	14%	22%	16%	28%	-	-	16%	-
Mis-delivered mail	45	*	43	2	16	25	4	43	-	1	-	45	-
10%		*	10%	25%	13%	8%	13%	10%	-	29%	-	10%	-
Mail that has been tampered with	27	*	27	-	12	11	4	24	3	-	-	27	-
6%		1%	6%	-	11% a	4%	12%	5%	24%	-	-	6%	-
Didn't allow sufficient time for the recipient to answer the door	28	3	24	2	10	12	6	26	1	2	*	28	-
6%		11%	6%	25%	9%	4%	17%	6%	7%	48%	3%	6%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	1	11	-	3	7	2	12	-	-	-	12	-
3%		3%	3%	-	3%	2%	5%	3%	-	-	-	3%	-
Any other problems	2	-	2	-	-	*	2	2	-	-	-	2	-
*		-	*	-	-	*	5%	*	-	-	-	*	-
I don't know	31	-	29	2	6	22	3	29	1	-	-	31	-
7%		-	7%	25%	6%	7%	9%	7%	6%	20%	-	7%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	287	13	254	*	50	206	12	261	3	*	1	264	1
58%		53%	59%	1%	43%	67% d	34%	59%	23%	3%	97%	58%	100%
NET Any problem experienced	162	12	145	5	61	81	20	149	10	3	*	162	-
38%		47%	34%	74%	25% a	26%	58%	34%	77%	77%	3%	35%	-

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : Sent via - DHL

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	411	111	104	92	104	31	39	41	44	30	30	30	30	32	33	38	33
Weighted Base	460	120*	108*	114*	118*	34**	43**	43**	40**	37**	30**	33**	36**	45**	38**	42**	38**
Effective Base	269	72	63	62	63	21	24	27	25	20	18	19	20	23	19	23	21
Lost mail	28	4	10	9	5	1	2	1	3	3	3	1	4	3	2	3	*
6%		3%	9%	8%	5%	3%	5%	2%	8%	9%	12%	4%	11%	7%	5%	7%	1%
Damaged mail	32	1	11	10	10	*	*	*	9	-	2	1	7	2	5	2	3
7%		1%	10% 10% 10%	9% 9% 9%	10% 10% 10%	*	*	*	22%	-	6%	4%	20%	4%	13%	5%	7%
Delayed mail	74	23	17	16	17	8	5	11	7	8	2	5	6	5	5	9	4
16%		20%	16%	14%	15%	23%	12%	24%	18%	20%	7%	16%	16%	11%	13%	21%	9%
Mis-delivered mail	46	17	12	12	4	2	5	9	7	3	3	4	3	5	*	3	*
10%		15% 15% 15%	11% 11% 11%	10% 10% 10%	3% 3% 3%	7% 7% 7%	12% 12% 12%	21% 21% 21%	17% 17% 17%	7% 7% 7%	9% 9% 9%	11% 11% 11%	9% 9% 9%	12% 12% 12%	*	8%	*
Mail that has been tampered with	27	8	14	5	1	-	5	3	8	3	3	-	3	2	1	-	-
6%		7%	12% 12% 12%	4% 4% 4%	1% 1% 1%	-	11% 11% 11%	7% 7% 7%	21% 21% 21%	7% 7% 7%	10% 10% 10%	-	9% 9% 9%	4% 4% 4%	2% 2% 2%	-	-
Didn't allow sufficient time for the recipient to answer the door	28	9	9	6	4	2	4	3	5	2	2	1	-	5	1	2	1
6%		8%	8% 8% 8%	6% 6% 6%	3% 3% 3%	6% 6% 6%	10% 10% 10%	7% 7% 7%	12% 12% 12%	5% 5% 5%	8% 8% 8%	4% 4% 4%	-	11% 11% 11%	2% 2% 2%	4% 4% 4%	3% 3% 3%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	-	-	4	8	-	-	-	-	-	-	-	-	4	1	4	2
3%		-	-	3% 3% 3%	6% 6% 6%	-	-	-	-	-	-	-	-	9% 9% 9%	3% 3% 3%	10% 10% 10%	6% 6% 6%
Any other problems	2	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-
*		2% 2% 2%	-	-	-	8% 8% 8%	-	-	-	-	-	-	-	-	-	-	-
I don't know	31	5	7	8	10	2	-	2	3	1	3	4	2	3	4	3	3
7%		4% 4% 4%	7% 7% 7%	7% 7% 7%	9% 9% 9%	6% 6% 6%	-	6% 6% 6%	6% 6% 6%	4% 4% 4%	11% 11% 11%	12% 12% 12%	5% 5% 5%	6% 6% 6%	12% 12% 12%	8% 8% 8%	7% 7% 7%
I've experienced no problems in the last 12 months when sending packets and parcels via	267	66	65	63	74	18	26	21	22	22	22	20	19	23	24	22	27
58%		55% 55% 55%	61% 61% 61%	55% 55% 55%	63% 63% 63%	55% 55% 55%	60% 60% 60%	49% 49% 49%	54% 54% 54%	59% 59% 59%	71% 71% 71%	60% 60% 60%	54% 54% 54%	52% 52% 52%	65% 65% 65%	52% 52% 52%	72% 72% 72%
NET Any problem experienced	162	50	35	43	34	13	17	20	16	14	5	9	15	19	9	17	8
36%		42% 42% 42%	33% 33% 33%	38% 38% 38%	29% 29% 29%	39% 39% 39%	40% 40% 40%	45% 45% 45%	39% 39% 39%	37% 37% 37%	18% 18% 18%	28% 28% 28%	41% 41% 41%	42% 42% 42%	23% 23% 23%	40% 40% 40%	21% 21% 21%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Table 303

Base : Sent via - FedEx

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	304	31	273	108	198	147	157	65	76	82	39	26	9	7	141	121	42	16	207	93
Weighted Base	363	42**	321	127*	236	200	163	78*	93*	97*	44**	33**	10**	7**	171*	142*	50*	17**	223	134*
Effective Base	207	24	183	71	136	103	106	42	50	59	24	20	7	5	93	83	32	12	132	72
Lost mail	34	4	30	16	18	20	14	10	3	12	7	-	-	2	13	19	2	2	25	9
	9%	10%	9%	12%	8%	10%	8%	13%	3%	13%	16%	-	-	29%	8%	14%	4%	11%	11%	7%
Damaged mail	44	2	42	20	25	25	19	7	17	16	4	-	-	-	24	20	-	-	27	15
	12%	5%	13%	16%	10%	13%	12%	9%	16%	16%	10%	-	-	-	14% _p	14% _p	-	-	12%	11%
Delayed mail	63	1	52	31	21	35	17	16	19	12	4	2	-	-	36	16	2	-	31	22
	15%	3%	16%	23% _p	9%	16%	11%	17%	21%	12%	9%	5%	-	-	23% _p	11%	3%	-	14%	16%
Mis-delivered mail	35	-	35	21	14	30	5	13	13	4	5	*	-	-	26	9	*	-	24	11
	10%	-	11%	11% _p	6%	16% _f	3%	17% _f	14%	4%	11%	*	-	-	16% _p	6%	*	-	11%	8%
Mail that has been tampered with	23	1	22	11	12	16	7	10	6	5	2	-	-	-	15	8	-	-	10	11
	6%	3%	7%	9%	5%	8%	5%	12%	6%	5%	5%	-	-	-	9%	5%	-	-	5%	8%
Didn't allow sufficient time for the recipient to answer the door	28	1	27	17	11	15	13	6	9	10	1	2	-	-	15	11	2	-	17	11
	8%	3%	8%	14% _p	5%	8%	8%	8%	10%	10%	2%	6%	-	-	9%	8%	4%	-	8%	8%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	-	6	6	*	5	1	-	4	2	*	-	-	-	4	2	-	-	3	2
	2%	-	2%	4% _p	*	2%	1%	-	4%	2%	*	-	-	-	2%	1%	-	-	1%	2%
Any other problems	1	-	1	1	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	*	1%	-	-	1%	1%	-	-	-	-	-	-	1%	-	-	-	-	1%
I don't know	26	4	22	-	26	12	14	9	*	5	6	2	2	1	9	11	5	3	18	8
	7%	10%	7%	-	11% _p	6%	8%	12% _p	*	5%	15%	6%	21%	16%	5%	8%	11%	20%	8%	6%
I've experienced no problems in the last 12 months when sending packets and parcels via	201	30	171	55	146	107	94	32	54	52	24	27	8	4	86	77	39	12	118	80
	65%	71%	53%	43%	75% _p	53%	56%	41%	59%	54%	55%	63%	79%	53%	62%	64%	73% _p	69%	53%	60%
NET Any problem experienced	136	8	128	72	64	81	55	37	39	40	13	4	-	2	76	54	6	2	88	46
	37%	19%	40%	27% _p	27%	40%	34%	48%	42%	42%	30%	11%	-	29%	46% _p	36% _p	11%	11%	39%	34%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Table 303

Base : Sent via - FedEx

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	304	109	78	52	65		187	117	234	66	32	28	69	85	74	182	32	261	82	210	12
Weighted Base	363	116*	107*	75*	65*		223	140*	300	60*	32**	30**	84*	112*	88*	227	32**	321	82*	269	13**
Effective Base	207	64	57	42	47		121	87	165	41	20	20	51	60	48	130	20	181	49	151	8
Lost mail	34	13	12	3	6		25	9	28	6	1	10	15	6	27	1	33	13	22	-	-
	9%	11%	12%	4%	8%		11%	6%	10%	9%	4%	12%	12%	14%	7%	12%	4%	10%	19%	8%	-
Damaged mail	44	21	12	9	3		33	11	41	4	1	2	10	15	16	27	1	43	20	24	-
	12%	19%	11%	12%	4%		15%	8%	14%	6%	3%	6%	12%	13%	19%	12%	3%	13%	24%	9%	-
Delayed mail	63	21	12	12	8		34	19	48	5	5	5	15	19	9	38	5	48	16	35	2
	16%	16%	11%	16%	12%		16%	14%	16%	6%	16%	16%	18%	17%	10%	16%	15%	15%	20%	13%	14%
Ms-delivered mail	35	16	7	7	5		23	12	34	1	4	6	10	9	7	25	4	32	12	21	3
	10%	14%	6%	10%	8%		10%	9%	11%	2%	11%	19%	12%	8%	8%	11%	11%	10%	15%	8%	21%
Mail that has been tangled with	23	10	5	4	5		14	9	22	1	3	3	5	7	2	15	3	21	12	11	-
	8%	8%	4%	5%	8%		6%	6%	7%	2%	8%	11%	6%	6%	3%	8%	8%	8%	14%	4%	-
Didn't allow sufficient time for the recipient to answer the door	28	7	7	4	10		14	14	26	2	1	4	8	13	2	25	1	27	6	22	-
	8%	6%	6%	6%	15%		6%	10%	9%	4%	4%	13%	9%	12%	2%	11%	4%	8%	8%	8%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	3	1	*	2		4	2	5	1	1	*	2	3	-	5	1	5	6	-	-
	2%	3%	1%	*	3%		2%	1%	2%	1%	2%	1%	2%	3%	-	2%	2%	2%	7%	-	-
Any other problems	1	1	-	-	-		1	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	1%	-	-	-		1%	-	*	-	-	-	-	-	1%	-	-	*	-	*	-
I don't know	26	4	5	9	8		9	17	13	11	6	1	8	*	7	7	6	15	5	20	1
	7%	4%	4%	12%	13%		4%	12%	4%	11%	20%	3%	6%	*	7%	3%	20%	9%	6%	7%	11%
I've experienced no problems in the last 12 months when sending packets and parcels via	201	59	66	40	37		124	77	165	35	16	19	45	62	52	129	16	181	36	159	7
	65%	50%	62%	54%	57%		56%	55%	55%	58%	50%	62%	53%	55%	59%	56%	50%	56%	44%	59%	54%
NET Any problem experienced	136	54	36	26	20		90	46	121	14	10	11	34	49	29	94	10	126	41	90	4
	37%	46%	34%	35%	31%		40%	33%	36%	24%	31%	35%	40%	44%	33%	41%	31%	39%	30%	34%	35%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Table 303

Base : Sent via - FedEx

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	304	229	75	28	188	48	42	26	13	19	20	13	25	28	29	22	19	4	44	
Weighted Base	363	320	43**	5**	317	30**	11**	5**	10**	34**	29**	16**	39**	46**	69**	50**	25**	3**	27**	
Effective Base	207	185	22	6	168	27	26	19	12	18	19	13	24	26	28	21	18	3	25	
Lost mail	34	24	11	2	31	1	1	*	2	-	3	1	11	2	4	6	2	*	1	
9%		7%	29%	42%	10%	4%	13%	5%	19%	-	10%	8%	29%	4%	6%	12%	8%	4%	4%	
Damaged mail	44	37	7	*	38	5	1	*	1	4	1	1	12	8	4	3	3	1	3	
12%		12%	16%	8%	12%	15%	13%	3%	10%	11%	5%	8%	32%	18%	6%	5%	13%	32%	13%	
Delayed mail	83	44	9	3	47	2	2	1	3	4	7	2	12	5	6	6	2	*	2	
15%		14%	20%	54%	15%	8%	21%	20%	29%	11%	24%	15%	30%	11%	8%	13%	8%	4%	9%	
Ms-delivered mail	38	30	5	2	32	*	2	1	-	2	3	1	5	-	13	5	3	-	*	
10%		9%	12%	45%	10%	1%	19%	22%	-	5%	10%	8%	12%	-	18%	11%	13%	-	1%	
Mail that has been tampared with	23	21	3	*	22	*	1	*	-	2	1	1	5	1	6	5	-	*	*	
6%		6%	6%	3%	7%	1%	10%	1%	-	6%	5%	8%	12%	2%	8%	11%	-	4%	*	
Didn't allow sufficient time for the recipient to answer the door	28	25	3	*	25	1	2	-	1	3	1	1	6	6	-	3	4	*	1	
8%		8%	8%	5%	8%	3%	21%	-	9%	9%	4%	8%	16%	13%	-	5%	17%	4%	3%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	6	*	*	5	1	-	-	-	-	-	-	2	-	3	-	-	-	1	
2%		2%	*	4%	2%	3%	-	-	-	-	-	-	4%	-	5%	-	-	-	4%	
Any other problems	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
*		*	-	-	*	-	-	-	-	-	-	7%	-	-	-	-	-	-	-	
I don't know	26	21	5	*	24	*	1	1	1	5	2	-	4	3	2	8	-	-	*	
7%		7%	12%	9%	8%	1%	7%	11%	8%	14%	7%	-	10%	6%	3%	17%	-	-	2%	
I've experienced no problems in the last 12 months when sending packets and parcels via	201	185	16	1	173	21	4	3	7	19	15	8	11	26	47	24	15	2	19	
55%		58%	38%	28%	55%	70%	40%	49%	63%	55%	54%	53%	29%	57%	68%	48%	63%	68%	71%	
NET Any problem experienced	136	114	22	3	119	9	6	2	3	11	11	7	24	17	20	18	9	1	7	
37%		36%	50%	63%	36%	28%	53%	40%	25%	31%	39%	47%	61%	37%	25%	35%	31%	32%	28%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Table 303

Base : Sent via - FedEx

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Total																											
Unweighted Base	304	165	64	225	124	165	14	34	64	9	18	110	131	33	26	4	241	30	149	118	27	7	2	267	9	174	130
Weighted Base	363	201	71	277	147	201	10**	27**	71*	12**	17**	134*	158*	39**	29**	3**	292	32**	179*	142*	29**	9**	2**	321	12**	202	161*
Effective Base	207	112	44	154	86	112	6	20	44	7	13	73	92	23	17	2	165	19	97	83	19	7	2	180	8	116	91
Lost mail	34	26	3	31	8	26	-	-	3	1	3	13	19	1	-	-	32	1	18	15	-	-	-	33	-	31	3
	9%	13%	5%	11%	8%	13%	-	-	5%	12%	15%	8%	12%	3%	4%	-	10%	4%	10%	11%	-	-	-	10%	-	18%	2%
Damaged mail	44	33	7	38	11	33	-	1	7	1	3	17	24	3	1	-	40	1	19	24	1	-	-	43	-	38	6
	12%	17%	9%	14%	7%	17%	-	2%	9%	9%	19%	12%	15%	7%	5%	-	14%	5%	11%	17%	3%	-	-	13%	-	16%	4%
Delayed mail	53	35	5	47	18	35	2	3	5	3	1	22	28	3	-	-	50	-	24	19	10	-	-	43	-	45	7
	16%	17%	7%	17%	12%	17%	20%	12%	7%	25%	7%	16%	18%	7%	-	-	17%	-	13%	13%	33%	-	-	13%	-	23%	4%
Mis-delivered mail	36	22	6	30	13	22	2	*	6	1	1	14	11	8	*	1	26	1	14	14	6	1	-	28	1	31	4
	10%	11%	8%	11%	9%	11%	23%	1%	8%	11%	7%	11%	7%	20%	+	53%	9%	8%	10%	20%	14%	-	-	9%	11%	12%	3%
Mail that has been tampered with	23	14	1	19	7	14	-	-	1	1	1	13	10	+	-	-	23	-	13	6	3	1	-	19	1	23	-
	6%	7%	2%	7%	5%	7%	-	-	2%	9%	9%	10%	6%	1%	-	-	8%	-	7%	4%	9%	15%	-	6%	12%	11%	-
Didn't allow sufficient time for the recipient to answer the door	28	17	1	23	8	17	*	1	1	1	1	15	10	2	1	*	25	2	15	12	-	1	-	27	1	22	6
	8%	8%	2%	8%	5%	8%	1%	5%	2%	9%	7%	11%	6%	5%	5%	6%	8%	5%	8%	9%	-	13%	-	8%	10%	11%	4%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	6	*	6	*	6	1	1	*	-	-	1	5	-	-	-	6	-	6	-	-	-	-	6	-	6	-
	2%	3%	*	2%	*	3%	8%	3%	*	-	-	1%	3%	-	-	-	2%	-	3%	-	-	-	-	2%	-	3%	-
Any other problems	1	1	-	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	1
	*	1%	-	*	-	1%	-	-	-	-	-	1%	-	-	-	-	*	-	1%	-	-	-	-	*	-	-	1%
I don't know	26	10	10	15	14	10	2	5	10	4	3	16	7	3	+	-	23	+	11	11	4	-	-	22	-	14	7%
	7%	5%	14%	9%	10%	5%	19%	20%	14%	14%	20%	12%	4%	7%	1%	-	8%	1%	6%	8%	14%	-	-	7%	-	7%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	201	104	47	148	90	104	3	16	47	5	9	65	88	23	25	1	153	26	102	78	13	5	2	180	8	77	124
	55%	52%	66%	53%	61%	52%	30%	57%	66%	39%	53%	48%	56%	58%	89%	42%	52%	82%	57%	55%	46%	58%	100%	56%	66%	38%	77%
NET Any problem experienced	138	87	14	115	42	87	5	6	14	3	5	54	63	14	4	1	117	5	66	53	12	4	-	119	4	111	25
	37%	52%	20%	41%	26%	43%	51%	23%	20%	27%	27%	40%	40%	35%	14%	58%	40%	37%	37%	37%	40%	42%	-	37%	34%	52%	16%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Table 303

Base : Sent via - FedEx

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	304	21	277	6	99	183	22	281	18	3	2	302	-	
Weighted Base	363	27**	330	6**	112*	227	24**	337	22**	3**	2**	361	**	
Effective Base	207	15	188	5	62	130	16	192	12	2	1	206	-	
Lost mail	34	7	26	2	11	19	3	32	2	-	-	34	-	
	9%	24%	8%	28%	10%	9%	14%	10%	9%	-	-	9%	-	
Damaged mail	44	4	39	2	18	24	2	42	2	-	-	44	-	
	12%	14%	12%	28%	16%	11%	7%	12%	10%	-	-	12%	-	
Delayed mail	53	2	50	-	18	32	3	48	3	2	*	53	-	
	15%	9%	15%	-	16%	14%	13%	14%	12%	56%	6%	15%	-	
Mis-delivered mail	35	2	33	-	18	14	4	28	6	1	-	35	-	
	10%	8%	10%	9%	15%	6%	16%	8%	30%	41%	-	10%	-	
Mail that has been tampered with	23	3	19	1	11	9	3	19	4	-	-	23	-	
	6%	10%	6%	21%	10%	4%	13%	6%	18%	-	-	6%	-	
Didn't allow sufficient time for the recipient to answer the door	28	1	26	1	15	10	3	23	5	-	-	28	-	
	8%	2%	8%	21%	13%	5%	13%	7%	25%	-	-	8%	-	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	-	6	-	4	-	2	6	-	-	-	6	-	
	2%	-	2%	-	4%	-	7%	2%	-	-	-	2%	-	
Any other problems	1	-	1	-	-	1	-	1	-	-	-	1	-	
	*	-	*	-	-	1%	-	*	-	-	-	*	-	
I don't know	26	2	23	1	4	20	3	23	3	-	-	26	-	
	7%	7%	7%	15%	3%	9%	11%	7%	13%	-	-	7%	-	
I've experienced no problems in the last 12 months when sending packages and parcels via	201	12	188	1	48	142	12	193	7	*	1	200	-	
	55%	45%	57%	26%	43%	62% ^{td}	48%	57%	33%	3%	94%	55%	-	
NET Any problem experienced	136	13	119	3	61	65	10	121	12	3	*	136	-	
	37%	46%	36%	59%	31%	29%	41%	36%	54%	97%	6%	38%	-	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Table 303

Base : Sent via - FedEx

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	304	64	85	75	80	19	24	21	40	18	27	21	22	32	20	23	37
Weighted Base	363	73*	92*	99*	94*	22**	31**	27**	43**	22**	27**	25**	29**	45**	19**	24**	50**
Effective Base	207	48	55	52	52	14	18	16	25	13	18	15	15	22	13	14	26
Lost mail	34	6	16	11	1	-	-	6	13	2	2	4	-	7	1	-	-
8%		7%	18% nd	11% nd	1%	-	-	21%	30%	8%	6%	16%	-	16%	5%	-	-
Damaged mail	44	10	10	10	5	2	1	7	10	4	5	4	3	3	1	1	4
12%		13%	12% nd	10%	6%	9%	4%	27%	23%	17%	20%	16%	10%	6%	5%	3%	7%
Delayed mail	83	8	21	14	10	4	1	3	15	2	4	6	4	4	2	3	5
15%		10%	23%	14%	11%	18%	3%	12%	35%	11%	14%	23%	14%	8%	11%	14%	9%
Mis-delivered mail	38	6	16	13	*	*	2	4	14	-	2	5	5	2	*	-	*
10%		8%	15% nd	13% nd	1%	2%	8%	16%	32%	-	7%	21%	18%	5%	1%	-	1%
Mail that has been tampered with	23	3	14	3	3	-	1	1	8	-	7	-	-	3	-	-	3
6%		3%	16% ^{and}	3%	3%	-	5%	5%	18%	-	25%	-	-	6%	-	-	6%
Didn't allow sufficient time for the recipient to answer the door	28	8	9	9	2	-	6	2	4	2	3	-	4	5	*	2	-
8%		10%	10%	9%	3%	-	20%	6%	10%	9%	12%	-	15%	10%	-	10%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	-	-	2	4	-	-	-	-	-	-	-	-	2	1	-	3
2%		-	-	2%	4%	-	-	-	-	-	-	-	-	4%	4%	-	6%
Any other problems	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
*		-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	2%
I don't know	26	6	5	6	9	2	1	2	-	3	2	4	2	*	2	*	7
7%		7%	5%	6%	10%	10%	5%	8%	-	13%	8%	16%	7%	*	12%	1%	14%
I've experienced no problems in the last 12 months when sending packets and parcels via	201	47	39	49	66	15	20	11	15	9	15	10	13	26	14	18	34
55%		59%	43%	50%	79% nd	71%	66%	42%	35%	42%	56%	41%	46%	56%	72%	76%	67%
NET Any problem experienced	136	27	40	43	18	4	9	13	28	10	10	11	14	19	3	5	10
37%		34%	32% nd	43% nd	19%	19%	30%	50%	65%	45%	36%	43%	48%	42%	16%	23%	19%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Table 304

Base : Sent via - Evri

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	1278	240	1038	293	885	461	816	214	231	289	191	189	99	85	445	480	353	164	1117	150
Weighted Base	1274	323	951	276	998	513	760	218	226	268	212	192	78*	80*	444	480	350	158*	1038	217
Effective Base	765	191	575	164	601	289	478	134	138	165	117	117	52	45	273	281	212	95	637	122
Lost mail	113	19	94	34	79	42	71	22	35	26	17	9	3	1	57	42	13	4	91	19
	9%	6%	10%	12%	8%	8%	9%	10%	10%	10%	8%	5%	3%	2%	13%ab	8%ab	4%	3%	9%	9%
Damaged mail	81	13	68	25	56	37	44	21	19	18	13	6	1	2	49	31	10	4	62	17
	6%	4%	7%	9%	6%	7%	6%	10%a	9%	7%	6%	3%	2%	3%	9%ab	6%ab	3%	2%	6%	8%
Delayed mail	158	23	135	52	106	58	78	100	56	28	26	24	14	3	84	50	24	10	117	39
	12%	7%	15%a	10%a	11%	11%	13%	20%b/c/d/m	12%	10%	11%	7%	10%	10%	15%ab	10%	7%	7%	11%	15%a
Mis-delivered mail	73	13	59	22	51	23	50	21	15	18	12	3	3	*	36	20	6	3	67	4
	6%	4%	6%	8%	5%	4%	7%	10%ab	7%	7%	6%	2%	3%	*	9%ab	6%a	2%	2%	6%a	2%
Mail that has been tampered with	27	-	27	11	16	11	16	9	10	1	4	*	-	2	19	5	3	2	24	2
	2%	-	10%a	4%	2%	2%	2%	10%a	9%a	2%	*	-	-	3%	6%ab	1%	1%	2%	2%	1%
Didn't allow sufficient time for the recipient to answer the door	61	12	49	14	47	30	31	18	12	11	11	4	1	4	30	22	9	6	43	15
	5%	4%	5%	5%	5%	6%	4%	8%a	5%	4%	5%	2%	2%	5%	7%a	5%	3%	4%	4%	7%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	7	10	6	11	8	9	7	5	2	-	2	*	-	12	2	3	*	14	3
	1%	2%	1%	2%	1%	2%	1%	3%a	2%	1%	-	1%	*	-	9%a	2	1%	*	1%	1%
Any other problems	19	4	7	*	10	1	9	-	2	1	*	3	3	1	2	1	7	3	9	2
	1%	1%	1%	-	1%	-	1%	-	1%	*	-	2%	4%a	1%	*	*	2%a	-	1%	1%
I don't know	44	11	34	10	34	19	26	10	7	6	9	10	3	-	17	15	13	3	35	9
	3%	3%	4%	4%	3%	4%	3%	6%	3%	2%	4%	5%	3%	-	4%	3%	4%	2%	3%	4%
I've experienced no problems in the last 12 months when sending packets and parcels via	877	250	621	156	721	351	526	116	139	194	149	148	65	66	255	343	280	131	732	135
	69%	71%a	65%	57%	72%a	68%	69%	53%	62%	72%ab	73%ab	74%ab	63%ab	63%ab	67%	74%a	63%ab	63%ab	77%	62%
NET Any problem experienced	382	56	296	110	242	143	208	92	80	68	54	34	10	14	172	122	58	24	270	73
	28%	17%	31%a	40%a	24%	28%	27%	42%b/k/m	30%k/m	25%	26%	18%	12%	16%	59%ab	29%ab	17%	15%	26%	33%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

* small base

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Table 304

Base : Sent via - Evri

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1278	359	362	249	277	751	526	856	410	82	131	277	366	291	774	82	1117	284	938	56
Weighted Base	1274	309	419	279	265	728	544	899	364	72*	111*	278	367	300	756	72*	1123	241	975	58*
Effective Base	765	181	246	161	179	426	339	426	251	53	81	177	212	165	466	53	667	168	566	35
Lost mail	113	42	37	17	18	78	34	91	20	4	8	25	31	32	64	4	100	34	74	4
	9%	11%	9%	6%	7%	10%	6%	10%	8%	0%	7%	9%	8%	11%	8%	6%	9%	4%	8%	6%
Damaged mail	81	28	24	15	14	52	29	59	20	7	6	17	24	18	47	7	68	21	57	3
	6%	9%	6%	5%	5%	7%	5%	7%	5%	9%	5%	6%	7%	6%	6%	9%	6%	9%	6%	5%
Delayed mail	188	68	50	29	21	108	50	119	39	13	14	31	53	38	98	13	138	36	120	2
	12%	19%	12%	10%	8%	15%	9%	13%	11%	16%	12%	11%	16%	13%	13%	12%	16%	12%	12%	4%
Mis-delivered mail	73	28	22	14	9	50	23	56	15	3	2	17	22	20	41	3	64	21	46	5
	6%	9%	6%	5%	4%	7%	4%	6%	4%	4%	2%	6%	6%	7%	5%	4%	6%	9%	5%	9%
Mail that has been tampered with	27	17	6	1	3	23	4	19	6	1	3	3	8	5	13	1	19	10	14	3
	2%	5%	2%	1%	1%	3%	1%	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	4%	1%	5%
Didn't allow sufficient time for the recipient to answer the door	81	27	18	3	13	45	16	47	12	1	2	15	20	13	37	1	53	11	45	5
	5%	9%	4%	1%	5%	6%	3%	5%	3%	2%	2%	5%	5%	4%	5%	2%	5%	5%	5%	9%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	7	5	2	2	13	4	12	5	-	4	4	4	3	11	-	15	8	9	-
	1%	2%	1%	1%	1%	2%	1%	1%	1%	-	3%	1%	1%	1%	2%	-	1%	3%	1%	-
Any other problems	10	3	2	4	2	5	5	3	7	*	1	*	6	2	8	*	9	1	8	1
	1%	1%	*	1%	1%	1%	1%	*	2%	*	1%	*	2%	1%	1%	*	1%	1%	1%	1%
I don't know	44	6	17	11	11	23	22	33	8	3	4	11	2	12	17	3	34	11	28	5
	3%	2%	4%	4%	4%	3%	4%	4%	2%	4%	3%	4%	1%	2%	2%	4%	3%	3%	3%	9%
I've experienced no problems in the last 12 months when sending packets and parcels via	877	183	293	204	197	475	401	599	275	48	80	198	251	196	529	48	777	147	690	40
	69%	59%	79%	72%	74%	65%	74%	67%	76%	68%	72%	71%	68%	68%	70%	68%	69%	61%	71%	70%
NET Any problem experienced	382	121	109	64	58	230	122	267	81	21	27	69	114	92	210	21	312	83	257	12
	28%	34%	26%	23%	22%	30%	22%	30%	22%	29%	25%	25%	31%	31%	28%	29%	28%	34%	26%	21%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

* small base

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : Sent via - Evri

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	1278	841	437	179	676	227	234	141	69	100	73	79	68	77	74	72	64	27	200	
Weighted Base	1274	1084	190*	22	1067	85*	74	27*	52*	179*	105*	102*	103*	124*	162*	169*	93*	6**	79*	
Effective Base	765	668	100	123	596	89	122	85	65	96	68	75	64	71	72	68	60	14	80	
Lost mail	113	101	12	1	95	9	7	2	3	17	4	10	10	10	16	15	11	*	9	
	9%	9%	6%	6%	9%	10%	9%	8%	5%	9%	4%	10%	10%	8%	10%	9%	11%	6%	11%	
Damaged mail	81	70	11	1	69	6	4	1	3	7	5	6	6	6	8	18	9	*	6	
	6%	6%	6%	5%	6%	8%	6%	5%	6%	4%	5%	6%	6%	5%	5%	11%	9%	6%	8%	
Delayed mail	168	131	27	3	138	7	10	3	8	22	8	12	16	12	18	31	11	1	6	
	12%	12%	14%	11%	13%	8%	13%	12%	15%	12%	8%	12%	15%	10%	11%	16%	12%	16%	8%	
Mis-delivered mail	73	68	4	1	63	2	7	1	1	13	5	5	6	2	13	10	8	-	2	
	6%	6%	2%	2%	6%	2%	10% ^{ns}	2%	3%	7%	5%	5%	5%	2%	8%	6%	8%	-	3%	
Mail that has been tampered with	27	24	3	1	20	3	3	*	1	1	-	2	1	-	4	10	2	*	3	
	2%	2%	2%	3%	2%	3%	5%	1%	1%	1%	-	2%	1%	-	2%	6%	2%	2%	3%	
Didn't allow sufficient time for the recipient to answer the door	61	52	9	1	54	1	6	1	3	10	8	5	1	6	6	11	4	-	1	
	5%	5%	5%	3%	5%	1%	9% ^{ns}	3%	7%	5%	7%	5%	1%	5%	4%	6%	4%	-	2%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	17	*	*	14	2	*	*	-	2	1	2	2	-	2	4	1	-	2	
	1%	2%	*	1%	1%	2%	1%	2%	-	1%	1%	2%	2%	-	1%	2%	1%	-	3%	
Any other problems	10	3	7	*	9	*	1	*	2	5	2	-	-	-	-	-	-	*	*	
	1%	*	3% ^{ns}	1%	1%	*	1%	*	4% ^{ns}	3%	2%	-	-	-	-	-	-	3%	*	
I don't know	44	43	2	1	38	5	3	1	1	6	2	2	3	3	7	12	1	*	5	
	3%	4%	1%	3%	3%	6%	4%	2%	2%	3%	2%	2%	2%	2%	4%	7%	1%	4%	6%	
I've experienced no problems in the last 12 months when sending packages and parcels via	877	740	138	17	748	69	48	21	35	121	72	75	70	92	116	102	64	4	56	
	68%	68%	72%	75%	69%	71%	65%	76%	67%	68%	69%	74%	68%	74%	72%	61%	69%	73%	71%	
NET Any problem experienced	382	301	51	5	304	19	23	6	16	52	31	25	30	29	39	55	28	1	18	
	28%	28%	27%	23%	26%	23%	31%	21%	37%	29%	23%	24%	29%	23%	24%	33%	30%	23%	23%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a:b:c - d:e:f:g - h:i:j:k:l:m:n:op:q:r
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Table 304

Base : Sent via - Evri

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total																												
Unweighted Base	1278	542	430	785	673	542	33	149	430	34	163	416	529	153	132	47	945	179	612	485	101	53	25	1097	78	376	902	
Weighted Base	1274	561	408	808	655	561	23**	124*	408	34**	150*	412	521	151*	145*	44**	934	188	605	478	98*	64*	27**	1083	91*	375	898	
Effective Base	705	332	245	481	394	332	17	92	245	25	95	249	317	94	82	24	566	106	365	285	62	35	16	650	52	228	537	
Lost mail	113	45	40	70	65	45	*	7	40	4	8	42	40	13	16	2	82	18	69	43	6	3	1	103	4	61	48	
	9%	8%	10%	9%	10%	8%	2%	6%	10%	12%	6%	10%	8%	8%	11%	6%	9%	10%	10%	9%	6%	5%	5%	9%	5%	13%	5%	
Damaged mail	81	39	19	58	37	39	4	8	19	3	8	28	36	10	7	*	64	7	44	31	4	3	-	75	3	53	28	
	6%	7%	5%	7%	6%	7%	16%	8%	5%	9%	5%	7%	7%	6%	5%	*	7%	4%	7%	6%	4%	-	7%	3%	12%	3%	12%	3%
Delayed mail	158	64	49	104	89	64	6	15	49	6	16	58	65	8	18	10	123	27	80	68	7	2	1	147	4	75	83	
	12%	11%	12%	13%	14%	11%	27%	12%	12%	18%	11%	14%	13%	5%	12%	22%	17%	13%	13%	14%	7%	4%	5%	14%	4%	20%	9%	
Mis-delivered mail	73	35	19	48	31	35	*	8	19	2	4	30	28	4	9	2	58	11	40	29	4	-	-	69	-	33	40	
	6%	6%	5%	6%	5%	6%	2%	6%	5%	7%	2%	7%	5%	3%	6%	4%	6%	6%	7%	6%	4%	-	-	6%	-	12%	4%	
Mail that has been tampered with	27	12	8	16	12	12	*	4	8	1	4	15	4	3	5	*	19	5	8	14	2	1	-	23	1	25	2	
	2%	2%	2%	2%	2%	2%	*	3%	2%	3%	3%	4%	1%	2%	3%	1%	2%	3%	1%	3%	2%	1%	-	2%	1%	14%	*	
Didn't allow sufficient time for the recipient to answer the door	61	28	13	41	26	28	*	4	13	1	7	26	17	5	9	3	43	13	30	26	3	2	-	56	2	22	39	
	5%	5%	3%	5%	4%	5%	*	3%	3%	3%	5%	6%	3%	4%	6%	7%	5%	7%	5%	5%	3%	4%	-	5%	3%	6%	4%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	11	4	11	4	11	-	3	4	-	2	8	1	3	5	*	10	5	10	3	2	2	*	13	2	6	11	
	1%	2%	1%	1%	1%	2%	-	2%	1%	-	2%	2%	*	2%	2%	*	1%	2%	2%	1%	2%	4%	*	1%	3%	2%	1%	
Any other problems	10	3	6	4	7	3	*	3	6	-	3	1	8	-	1	-	9	1	6	2	1	*	1	8	1	2	8	
	1%	1%	1%	1%	1%	1%	1%	3%	1%	-	2%	*	2%	-	1%	-	1%	*	1%	*	1%	*	3%	1%	1%	1%	1%	
I don't know	44	20	11	32	22	20	*	4	11	2	4	17	22	2	2	1	39	3	27	13	5	*	-	39	*	14	30	
	3%	4%	3%	4%	3%	4%	1%	3%	3%	6%	2%	4%	4%	1%	1%	3%	4%	2%	4%	3%	5%	-	4%	*	4%	*	4%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	877	383	284	551	452	383	14	82	284	20	117	273	361	118	94	31	634	125	410	318	73	52	24	728	76	180	698	
	69%	68%	70%	68%	69%	68%	64%	67%	70%	60%	78%	66%	69%	70%	65%	70%	68%	66%	68%	67%	75%	81%	88%	67%	63%	48%	78%	
NET Any problem experienced	352	158	113	228	181	158	8	37	113	11	30	122	139	31	49	12	261	60	169	147	20	12	3	315	15	182	170	
	28%	28%	28%	28%	28%	28%	35%	30%	28%	34%	20%	30%	27%	20%	14%	26%	28%	28%	28%	14%	21%	18%	12%	29%	16%	14%	19%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Table 304

Base : Sent via - Evri

	Housebound				Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1278	66	1200	12	347	864	67	1249	20	3	1	1272	5
Weighted Base	1274	40*	1219	9**	308	901	64*	1243	22**	5**	***	1269	4**
Effective Base	766	30	729	6	204	525	38	747	13	3	1	763	2
Lost mail	113	2	110	1	25	77	11	110	3	-	-	113	-
		9%	9%	9%	8%	8%	17%	9%	13%	-	-	9%	1%
Damaged mail	81	8	73	*	30	42	8	78	5	-	-	81	-
		6%	12%	1%	10%	5%	12%	6%	24%	-	-	6%	-
Delayed mail	158	5	152	1	45	101	13	147	9	2	-	158	-
		12%	11%	12%	14%	11%	20%	12%	42%	36%	-	12%	-
Mis-delivered mail	73	2	70	*	22	44	6	69	4	-	-	73	-
		6%	4%	5%	7%	5%	10%	6%	16%	-	-	6%	-
Mail that has been tampered with	27	1	26	-	10	11	6	24	2	-	-	27	-
		2%	2%	-	3%	1%	9%	2%	10%	-	-	2%	-
Didn't allow sufficient time for the recipient to answer the door	61	1	61	-	13	39	9	58	3	-	-	61	-
		5%	1%	5%	4%	4%	14%	5%	15%	-	-	5%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	-	17	-	9	8	-	17	-	-	-	17	-
		1%	1%	-	3%	1%	-	1%	-	-	-	1%	-
Any other problems	10	-	10	-	2	8	*	10	-	-	-	10	-
		1%	1%	-	1%	1%	-	1%	-	-	-	1%	-
I don't know	44	2	40	3	10	27	8	43	2	-	-	44	-
		3%	3%	32%	3%	3%	12%	3%	7%	-	100%	3%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	877	30	842	4	191	657	30	873	2	3	-	873	4
		69%	66%	69%	49%	62%	72%	70%	11%	64%	-	69%	99%
NET Any problem experienced	352	14	336	2	107	218	27	333	18	2	-	352	*
		28%	30%	28%	19%	24%	11%	27%	81%	36%	-	28%	1%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Table 304

Base : Sent via - Evri

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	1278	325	312	323	318	102	100	123	109	109	94	112	121	90	94	113	111
Weighted Base	1274	300	304	326	335	99	88	124	101	103	100	107	125	94	89	124	121
Effective Base	765	186	188	189	204	56	61	70	66	62	60	61	73	55	55	74	74
Lost mail	113	32	27	32	22	7	13	12	5	9	13	8	12	12	4	6	12
	9%	11%	9%	10%	6%	7%	13% 16% 16%	10%	5%	9%	13%	7%	10%	13%	5%	4%	10%
Damaged mail	81	20	21	20	20	1	6	13	9	8	5	4	13	3	4	7	8
	6%	6%	7%	6%	6%	1%	7%	10%	8%	6%	5%	4%	10%	3%	5%	6%	7%
Delayed mail	188	29	46	42	40	3	7	19	9	21	17	16	13	13	12	10	18
	12%	9%	15%	13%	12%	3%	8%	15%	9%	22% 22% 17%	17%	16%	10%	14% 14% 14%	14%	8%	16%
Mis-delivered mail	73	15	16	22	20	4	7	5	6	2	7	10	6	7	5	4	10
	6%	5%	5%	7%	6%	4%	6%	4%	6%	2%	7%	9%	5%	7%	6%	3%	8%
Mail that has been tampered with	27	8	10	6	3	4	2	2	1	3	6	2	-	4	-	1	2
	2%	3%	3%	2%	1%	4%	2%	2%	1%	3%	8%	2%	-	4%	-	-	2%
Didn't allow sufficient time for the recipient to answer the door	61	14	24	12	12	4	1	9	6	1	13	8	3	-	2	6	4
	5%	5%	8%	4%	4%	4%	1%	7%	6%	1%	15% 15% 15% 15%	10%	3%	-	2%	6%	3%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	-	-	4	13	-	-	-	-	-	-	-	-	4	4	2	7
	1%	-	-	1%	4%	-	-	-	-	-	-	-	-	4%	4%	2%	6%
Any other problems	10	3	2	3	2	-	-	3	-	2	-	3	-	-	2	-	1
	1%	1%	1%	1%	1%	-	-	2%	-	2%	-	2%	-	-	2%	-	1%
I don't know	44	13	8	7	16	6	4	3	3	4	1	2	4	4	9	2	4
	3%	4%	3%	2%	5%	6%	4%	3%	3%	4%	1%	1%	2%	4%	10% 10% 10% 10%	2%	4%
I've experienced no problems in the last 12 months when sending packets and parcels via	877	216	202	222	237	72	60	84	71	68	63	71	90	61	54	99	84
	69%	70%	67%	69%	71%	72%	70%	68%	71%	66%	63%	66%	72%	65%	61%	69%	69%
NET Any problem experienced	382	80	84	86	82	21	22	37	27	31	38	35	33	29	26	23	33
	28%	26%	31%	30%	24%	21%	26%	29%	27%	30%	36% 36% 36% 36%	32%	26%	31%	29%	18%	27%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Table 306

Base : Sent via - DPD

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	511	90	421	153	358	238	273	103	137	109	87	61	22	12	240	176	85	34	425	81
Weighted Base	537	112*	426	169*	372	285	252	106*	157*	114*	79*	57*	18**	10**	263	189	85*	28**	403	127*
Effective Base	309	71	239	88	222	151	160	60	87	68	39	36	12	8	148	107	56	20	240	66
Lost mail	35	5	30	12	23	18	17	2	11	9	5	5	-	2	14	14	7	2	29	6
	7%	3%	7%	7%	6%	6%	7%	2%	7%	8%	6%	9%	-	19%	5%	7%	9%	7%	7%	9%
Damaged mail	45	3	42	29	16	29	16	13	12	11	3	2	3	2	25	14	6	5	33	12
	8%	3%	10%	11% ^a	4%	10%	6%	12%	8%	10%	3%	3%	15%	19%	9%	7%	8%	16%	8%	9%
Delayed mail	65	5	50	35	20	34	21	8	18	16	7	3	3	*	27	23	6	3	41	14
	10%	5%	12%	11% ^a	5%	12%	8%	8%	12%	14%	9%	5%	15%	1%	10%	12%	7%	10%	10%	11%
Mis-delivered mail	31	1	29	17	13	20	10	7	16	6	1	1	-	*	22	7	1	*	23	8
	6%	1%	7%	11% ^a	4%	7%	4%	6%	10%	5%	2%	2%	-	1%	8%	4%	2%	*	6%	6%
Mail that has been tampered with	12	3	10	8	5	6	6	*	9	1	2	-	-	*	9	3	*	*	11	1
	2%	2%	2%	5%	1%	2%	2%	*	6%	1%	3%	-	-	1%	3%	2%	*	*	3%	1%
Didn't allow sufficient time for the recipient to answer the door	28	2	24	18	8	15	11	5	9	7	3	*	*	3	12	11	3	3	26	-
	5%	2%	6%	11% ^a	2%	5%	4%	4%	5%	7%	4%	*	15%	1%	5%	6%	3%	10%	6% ^a	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	-	5	3	2	4	1	1	2	*	-	-	2	-	3	*	2	2	5	-
	1%	-	1%	2%	*	1%	1%	1%	1%	*	-	-	9%	-	1%	*	2%	6%	1%	-
Any other problems	6	-	5	-	5	1	4	*	2	1	-	2	-	-	2	1	2	-	3	2
	1%	-	1%	-	1%	-	2%	*	1%	1%	-	4%	-	-	1%	*	2%	-	1%	1%
I don't know	31	7	24	6	24	16	15	15	7	3	6	*	-	-	21	9	*	-	21	10
	6%	6%	6%	4%	7%	6%	6%	14% ^{nm}	4%	3%	8%	*	-	-	8% ^a	5%	*	-	5%	8%
I've experienced no problems in the last 12 months when sending packets and parcels via	366	95	270	82	284	194	172	65	104	74	57	44	14	8	169	131	66	22	278	81
	68%	10% ^b	63%	50%	71% ^c	68%	62%	61%	66%	62%	57%	70%	70%	87%	64%	69%	76%	70%	69%	64%
NET Any problem experienced	140	9	131	77	64	75	65	26	47	37	12	13	4	2	73	49	19	6	104	36
	28%	8%	31% ^a	47% ^a	17%	26%	26%	25%	30%	32%	16%	22%	24%	19%	28%	28%	22%	22%	26%	29%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Table 306

Base : Sent via - DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	511	171	149	92	99	320	191	381	126	32	53	104	161	127	318	32	460	122	370	19
Weighted Base	537	154*	172*	113*	97*	327	210	453	83*	19**	42*	135*	179	130*	356	19**	499	102*	415	20**
Effective Base	309	85	99	64	63	184	126	244	75	15	32	71	104	71	204	15	284	63	237	10
Lost mail	38	10	9	4	12	19	16	30	5	1	10	8	10	4	28	1	32	11	21	3
	7%	6%	6%	4%	12%	6%	8%	7%	6%	0%	23.01mm	6%	6%	3%	8%	6%	6%	17%	9%	13%
Damaged mail	45	23	12	6	3	36	9	43	2	1	4	14	10	15	29	1	43	16	28	2
	8%	19.94%	7%	5%	3%	110%	4%	9%	2%	8%	11%	10%	6%	11%	8%	8%	9%	49%	7%	9%
Delayed mail	55	22	12	12	9	34	21	52	3	1	4	21	15	14	40	1	54	19	36	-
	10%	14%	7%	11%	10%	10%	10%	11%	4%	6%	10%	16%	8%	11%	11%	6%	11%	19%	8%	-
Ms-delivered mail	31	12	8	2	8	20	10	26	5	1	5	8	10	7	23	1	30	15	13	3
	6%	8%	5%	2%	9%	6%	5%	6%	6%	6%	12%	6%	5%	5%	6%	6%	6%	44%	3%	13%
Mail that has been tampered with	12	6	4	-	3	10	3	10	2	1	2	3	6	*	11	1	11	9	3	-
	2%	4%	2%	-	3%	3%	1%	2%	3%	7%	9.94%	2%	3%	*	2%	7%	9%	9%	1%	-
Didn't allow sufficient time for the recipient to answer the door	26	10	7	6	3	17	9	25	1	1	3	10	7	4	21	1	24	11	15	-
	5%	6%	4%	5%	3%	5%	4%	5%	1%	6%	7%	8%	4%	3%	6%	6%	5%	44%	4%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	2	1	2	-	3	2	5	*	-	-	3	-	2	3	-	5	1	4	-
	1%	1%	1%	2%	-	1%	1%	1%	*	-	-	2%	-	2%	1%	-	1%	1%	1%	-
Any other problems	5	-	4	*	1	4	1	4	1	1	-	2	-	2	2	1	4	1	4	-
	1%	-	2%	*	1%	1%	*	1%	1%	4%	-	2%	-	1%	1%	4%	1%	1%	1%	-
I don't know	31	8	10	7	7	17	13	25	5	3	-	12	5	7	17	3	24	8	22	1
	6%	5%	6%	6%	7%	5%	6%	6%	6%	19%	-	9%	3%	6%	5%	19%	5%	8%	5%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	368	92	125	86	63	217	149	301	65	14	29	77	132	89	239	14	340	54	300	12
	68%	59%	72%	79.9%	65%	66%	71%	66%	78%	72%	70%	57%	74.9%	68%	67%	72%	68%	52%	72.9%	61%
NET Any problem experienced	140	55	38	21	27	93	47	127	14	3	12	47	43	34	102	3	136	41	92	7
	26%	19.94%	22%	18%	26%	28%	23%	29.94%	16%	14%	30%	34%	24%	26%	29%	14%	27%	49.9%	22%	36%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : Sent via - DPD

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Angles/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	511	346	165	77	270	92	92	57	22	33	35	26	28	23	35	38	30	8	84	
Weighted Base	537	470	67*	15**	458	43*	25*	12*	16**	61*	51*	33**	45**	37**	83*	86*	46**	1**	41*	
Effective Base	309	273	36	12	239	43	49	35	21	31	32	25	26	22	34	36	28	4	41	
Lost mail	35	31	-	*	32	2	*	*	2	3	3	4	5	5	3	4	4	*	2	
	7%	7%	6%	3%	7%	5%	1%	4%	13%	9%	9%	12%	11%	13%	3%	4%	9%	9%	5%	
Damaged mail	45	39	6	3	41	3	1	1	3	4	4	1	3	4	15	3	4	*	2	
	8%	8%	9%	18%	9%	6%	2%	8%	17%	7%	9%	4%	7%	10%	16%	3%	8%	9%	6%	
Delayed mail	55	47	8	3	48	3	2	1	2	1	3	5	6	4	10	9	8	*	3	
	10%	10%	12%	21%	11%	7%	9%	13%	12%	2%	6%	16%	14%	11%	12%	11%	17%	14%	7%	
Ms-delivered mail	31	27	4	*	28	1	1	*	1	3	4	-	7	3	5	4	1	*	1	
	6%	6%	6%	3%	6%	3%	3%	2%	6%	5%	7%	-	16%	8%	6%	5%	2%	9%	3%	
Mail that has been tampered with	12	9	3	3	9	1	2	*	-	3	-	1	1	1	-	-	2	-	1	
	2%	2%	4%	17%	2%	2%	7%	3%	-	5%	-	4%	3%	3%	-	-	4%	-	2%	
Didn't allow sufficient time for the recipient to answer the door	26	19	7	4	23	1	1	1	-	4	-	3	5	-	3	5	5	-	1	
	5%	4%	10%	29%	5%	2%	4%	4%	-	6%	-	8%	11%	-	3%	6%	10%	-	2%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	5	*	-	5	-	*	*	-	-	-	-	2	-	-	-	3	-	-	
	1%	1%	*	-	1%	-	1%	1%	-	-	-	-	4%	-	-	-	6%	-	-	
Any other problems	5	5	-	-	4	1	*	-	-	2	-	-	-	-	-	2	-	-	1	
	1%	1%	-	-	1%	2%	1%	-	-	3%	-	-	-	-	-	3%	-	-	2%	
I don't know	31	30	1	1	27	*	2	1	-	5	-	3	-	4	9	6	1	*	*	
	6%	6%	2%	4%	6%	1%	9%	6%	-	8%	-	8%	-	10%	11%	7%	3%	7%	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	366	319	47	8	306	34	18	8	12	46	40	21	31	22	40	59	27	1	33	
	68%	68%	71%	54%	67%	80%	69%	71%	77%	76%	79%	64%	69%	59%	60%	67%	58%	79%	80%	
NET Any problem experienced	140	122	18	7	124	8	6	3	4	10	11	9	14	12	25	22	18	*	8	
	28%	26%	28%	43%	27%	20%	22%	23%	23%	16%	21%	28%	31%	32%	30%	26%	36%	14%	20%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Table 306

Base : Sent via - DPD

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	511	255	127	359	231	255	14	54	127	10	33	179	197	63	54	17	376	71	251	192	35	23	8	443	31	221	290
Weighted Base	537	284	126*	386	227	284	8**	35**	126*	6**	23**	192	207	60*	61*	17**	399	78*	246	219	32**	32**	7**	465	39**	231	306
Effective Base	309	158	75	218	136	158	6	29	75	6	21	106	124	35	35	9	230	44	144	123	19	16	6	267	22	129	180
Lost mail	38	19	7	28	16	19	*	3	7	1	2	16	14	3	2	*	30	2	21	10	-	2	1	30	3	26	9
7%		7%	5%	7%	7%		1%	8%	5%	19%	10%	8%	7%	6%	3%	1%	7%	2%	8%	4%	-	6%	18%	7%	8%	11%	3%
Damaged mail	45	29	10	35	16	29	-	*	10	1	1	22	13	7	4	-	34	4	24	16	4	*	1	40	2	39	6
8%		10%	8%	9%	7%	10%	-	*	8%	19%	5%	11%	6%	11%	6%	-	9%	5%	10%	7%	11%	1%	18%	9%	4%	1%	2%
Delayed mail	55	35	9	46	20	35	*	2	9	1	1	26	17	5	6	-	43	6	26	23	3	2	1	49	3	43	12
10%		12%	7%	12%	9%	12%	1%	6%	7%	19%	5%	13%	8%	9%	11%	-	11%	8%	11%	10%	11%	5%	18%	10%	7%	19%	4%
Mis-delivered mail	31	17	5	24	12	17	-	*	5	1	2	11	11	8	-	*	22	*	11	16	2	2	-	27	2	24	7
6%		6%	4%	6%	5%	6%	-	*	4%	19%	10%	6%	5%	1%	-	1%	6%	*	5%	7%	6%	-	6%	5%	5%	1%	1%
Mail that has been tampered with	12	10	1	11	3	10	*	*	1	1	1	7	5	1	-	-	12	-	5	5	-	2	-	10	2	10	2
2%		3%	1%	3%	1%	3%	3%	1%	1%	19%	5%	4%	2%	1%	-	-	3%	-	2%	2%	-	8%	-	2%	6%	4%	1%
Didn't allow sufficient time for the recipient to answer the door	26	19	2	23	7	19	*	-	2	1	1	11	13	1	1	-	24	1	18	6	*	-	1	24	1	19	6
5%		7%	2%	6%	3%	7%	1%	-	2%	19%	5%	6%	6%	1%	2%	-	6%	2%	7%	3%	1%	-	18%	5%	3%	5%	2%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	4	1	4	1	4	-	-	1	-	-	2	3	-	-	-	5	-	4	1	-	-	-	5	-	5	-
1%		1%	1%	1%	1%	1%	-	-	1%	-	-	1%	2%	-	-	-	1%	-	2%	1%	-	-	-	1%	-	1%	-
Any other problems	5	-	4	1	5	-	-	-	4	-	-	-	2	2	-	-	2	-	*	5	-	-	-	5	-	2	2
1%		-	3%	*	2%	-	-	-	3%	-	-	-	1%	4%	-	-	1%	-	*	2%	-	-	-	1%	-	1%	1%
I don't know	31	19	4	26	11	19	2%	3	4	1	4%	11	13	4	3	-	24	3	14	11	3	3	-	25	3	15	16
8%		7%	3%	7%	5%	7%	27%	8%	3%	2%	4%	6%	6%	6%	5%	-	6%	4%	6%	5%	10%	8%	-	5%	7%	7%	5%
I've experienced no problems in the last 12 months when sending packets and parcels via	366	181	99	245	163	181	6	27	99	5	20	121	148	35	45	17	270	62	163	150	23	25	6	313	31	108	258
68%		64%	78%	63%	72%	64%	68%	76%	78%	79%	86%	63%	72%	58%	74%	99%	68%	79%	66%	68%	71%	78%	82%	67%	79%	47%	84%
NET Any problem experienced	140	85	24	115	54	85	*	6	24	1	2	59	46	22	13	*	105	13	69	58	6	4	1	127	6	108	33
26%		30%	19%	30%	24%	30%	5%	16%	19%	19%	10%	31%	22%	36%	21%	1%	28%	17%	28%	27%	19%	14%	18%	27%	15%	1%	11%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Table 306

Base : Sent via - DPD

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	911	36	468	7	154	326	31	491	12	3	4	506	1	
Weighted Base	937	28**	503	7**	134*	370	34**	515	16**	5**	1**	536	1**	
Effective Base	309	17	289	3	81	209	19	298	8	2	2	307	1	
Lost mail	35	6	26	3	16	16	3	29	6	-	-	35	-	
7%		22%	41%	7%	12% a	4%	6%	6%	39%	-	-	7%	-	
Damaged mail	45	8	37	*	12	31	2	37	5	3	*	45	-	
8%		29%	7%	8%	9%	6%	7%	7%	32%	55%	9%	6%	-	
Delayed mail	55	8	47	*	20	32	4	49	2	3	-	55	1	
16%		27%	9%	8%	15%	9%	11%	10%	16%	55%	-	10%	100%	
Mis-delivered mail	31	2	28	-	12	19	-	26	5	-	-	31	-	
8%		8%	6%	-	9%	5%	-	5%	32%	-	-	6%	-	
Mail that has been tampered with	12	2	11	-	5	7	-	10	2	-	-	12	-	
2%		6%	2%	-	4%	2%	-	2%	12%	-	-	2%	-	
Didn't allow sufficient time for the recipient to answer the door	26	4	21	-	11	12	3	22	1	3	-	26	-	
8%		15%	4%	-	9%	3%	8%	4%	6%	55%	-	5%	-	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	2	4	-	-	5	*	5	-	-	*	5	-	
7%		6%	1%	-	-	1%	1%	1%	-	-	22%	1%	-	
Any other problems	5	-	5	-	2	3	-	5	-	-	-	5	-	
1%		-	1%	-	1%	1%	-	1%	-	-	-	1%	-	
I don't know	31	2	27	2	6	23	2	31	-	-	-	31	-	
6%		6%	5%	27%	4%	6%	6%	6%	-	-	5%	6%	-	
I've experienced no problems in the last 12 months when sending packages and parcels via	366	10	354	2	77	269	22	360	3	2	1	365	-	
68%		37%	70%	24%	57%	72% a	64%	70%	20%	45%	64%	68%	-	
NET Any problem experienced	140	16	122	3	52	76	10	124	12	3	*	140	1	
26%		56%	24%	46%	25% a	21%	30%	24%	80%	55%	31%	26%	100%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Table 306

Base : Sent via - DPD

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	511	135	139	117	120	42	46	47	45	46	48	37	49	31	39	42	39
Weighted Base	537	143*	141*	122*	132*	41**	55*	47**	35**	52**	54**	39**	55*	28**	40**	48**	46**
Effective Base	309	88	81	64	77	29	32	28	24	28	30	21	31	13	23	29	26
Lost mail	35	11	14	4	5	1	8	2	5	5	4	-	3	2	2	2	2
	7%	8%	10%	4%	4%	4%	14%	4%	10%	9%	8%	-	5%	6%	4%	4%	3%
Damaged mail	49	15	16	6	9	2	8	5	6	8	4	4	2	-	1	5	-
	8%	11%	13%	5%	4%	5%	10%	11%	10%	10%	8%	9%	3%	1%	3%	11%	-
Delayed mail	55	14	22	7	13	3	7	3	10	1	11	-	4	2	5	6	2
	10%	10%	16%	6%	10%	8%	13%	7%	29%	3%	20%	-	8%	9%	12%	13%	4%
Mis-delivered mail	31	9	13	5	4	3	3	3	8	-	5	-	5	-	2	2	-
	6%	6%	9%	4%	3%	7%	6%	7%	22%	-	9%	-	9%	-	5%	4%	-
Mail that has been tampered with	12	4	6	2	*	-	2	2	2	1	3	-	1	*	*	-	-
	2%	3%	5%	1%	*	-	4%	5%	7%	1%	6%	-	3%	*	*	-	-
Didn't allow sufficient time for the recipient to answer the door	26	3	17	4	2	*	3	*	8	2	5	-	4	-	-	2	-
	5%	2%	12% LS	4%	1%	*	5%	1%	23%	4%	10%	-	8%	-	-	3%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	-	-	-	5	-	-	-	-	-	-	-	-	-	-	3	2
	1%	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	8%	4%
Any other problems	5	2	-	1	2	-	2	-	-	-	-	1	-	-	2	*	-
	1%	2%	-	1%	1%	-	4%	-	-	-	-	2%	-	-	4%	*	-
I don't know	31	7	1	8	15	4	3	-	*	*	-	2	3	3	2	2	11
	6%	5%	1%	7% LS	12% LS	9%	5%	-	1%	*	1%	5%	6%	11%	5%	5%	23%
I've experienced no problems in the last 12 months when sending packets and parcels via	366	99	89	88	90	30	33	36	17	36	36	33	35	20	30	31	30
	68%	69%	63%	72%	68%	72%	60%	78%	49%	68%	67%	63%	64%	73%	73%	67%	65%
NET Any problem experienced	149	37	52	25	26	8	19	10	18	16	17	5	16	4	9	13	5
	26%	26%	37% LS	21%	20%	19%	35%	22%	51%	32%	32%	12%	30%	16%	21%	28%	11%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Table 307

Base : Sent via - Parcelforce

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (i)	Online (j)	Sell online (k)	Don't sell online (l)	Male (m)	Female (n)	16-24 (o)	25-34 (p)	35-44 (q)	45-54 (r)	55-64 (s)	65-74 (t)	75+ (u)	16-34 (v)	35-54 (w)	55+ (x)	65+ (y)	NET White (z)	NET EMG (aa)	
Unweighted Base	789	128	683	175	614	419	368	64	99	138	130	173	113	72	163	268	358	185	712	73
Weighted Base	780	172*	608	163*	617	415	364	77*	110*	142*	126*	166*	90*	68*	187	269	325	158*	666	108*
Effective Base	452	96	356	94	358	235	216	40	60	82	76	96	58	41	100	159	194	98	391	59
Lost mail	23	-	23	15	8	17	6	6	6	1	3	2	*	*	12	6	5	2	19	4
	3%	-	4%	2%	1%	4%	2%	6%	5%	4%	1%	2%	2%	*	2%	2%	1%	1%	3%	4%
Damaged mail	38	1	36	22	16	27	10	6	13	10	5	4	*	*	19	15	4	*	30	8
	5%	1%	6%	4%	3%	7%	3%	6%	12%	10%	4%	2%	-	1%	19%	6%	1%	*	4%	8%
Delayed mail	66	8	58	21	45	37	28	10	17	17	7	8	2	5	27	23	16	8	54	8
	8%	5%	10%	3%	7%	9%	8%	13%	16%	12%	5%	2%	8%	8%	16%	9%	5%	5%	8%	7%
Mis-delivered mail	36	1	33	15	19	22	13	3	6	6	1	2	6	5	14	7	13	6	31	4
	4%	1%	5%	3%	3%	6%	3%	1%	5%	4%	1%	1%	6%	7%	14%	3%	4%	7%	5%	4%
Mail that has been tampered with	15	2	13	7	8	10	5	2	7	1	1	2	*	2	9	2	4	2	11	4
	2%	1%	2%	1%	1%	2%	1%	3%	7%	1%	1%	1%	2%	3%	6%	1%	1%	1%	2%	3%
Didn't allow sufficient time for the recipient to answer the door	21	-	21	6	16	12	10	3	7	1	9	*	2	-	9	10	3	2	14	7
	3%	-	4%	3%	3%	3%	3%	3%	6%	1%	7%	*	3%	-	6%	4%	1%	2%	2%	6%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	2	*	2	2	-	*	*	*	*	-	2	-	*	*	2	2	2	*
	*	-	*	*	1%	-	-	-	*	*	*	-	2%	-	*	*	1%	1%	*	*
Any other problems	*	-	*	*	*	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-
	*	-	*	*	*	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-
I don't know	38	9	29	6	32	16	21	4	1	5	11	10	6	2	5	15	18	8	36	2
	5%	5%	5%	3%	5%	4%	6%	6%	1%	3%	6%	7%	3%	3%	2%	6%	5%	5%	5%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	896	152	443	100	494	307	287	48	74	104	100	143	71	55	122	203	209	127	513	80
	76%	22%	72%	62%	76%	74%	79%	62%	67%	72%	79%	67%	79%	61%	65%	76%	75%	77%	77%	74%
NET Any problem experienced	148	11	136	57	91	92	56	25	35	34	16	14	12	11	60	50	38	23	118	26
	19%	7%	22%	16%	15%	22%	15%	13%	12%	14%	12%	9%	14%	16%	12%	19%	12%	15%	18%	24%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

* small base

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : Sent via - Parcelforce

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	789	255	211	140	183	466	323	480	298	64	78	156	248	183	482	64	692	187	569	33
Weighted Base	780	202	250	169*	180	451	329	536	237	50*	76*	160*	254	175*	489	50*	690	154	591	35**
Effective Base	452	116	136	95	107	252	201	287	165	31	47	94	145	98	285	31	399	103	332	19
Lost mail	23	11	5	5	2	16	7	19	4	2	5	6	6	5	17	2	22	13	10	-
	3%	6%	2%	3%	1%	4%	2%	4%	2%	3%	7%	4%	2%	3%	3%	3%	3%	5%	2%	-
Damaged mail	38	16	10	6	5	26	11	31	6	3	2	4	20	5	26	3	31	16	19	3
	5%	8%	4%	4%	3%	6%	3%	6%	3%	7%	3%	3%	8%	3%	5%	7%	5%	6%	3%	8%
Delayed mail	66	28	16	10	13	43	23	56	9	1	6	15	24	17	45	1	64	19	45	3
	8%	11%	6%	6%	8%	10%	7%	10%	4%	4%	3%	9%	10%	10%	9%	3%	9%	12%	8%	8%
Ms-delivered mail	35	13	1	6	15	14	21	25	10	6	7	7	9	7	22	6	29	12	19	4
	4%	7%	*	3%	19%	3%	6%	5%	4%	12%	9%	4%	3%	4%	5%	12%	4%	7%	3%	12%
Mail that has been tampere	15	5	6	*	4	11	4	13	2	2	3	2	7	3	11	2	14	7	8	-
	2%	2%	2%	*	2%	2%	1%	2%	1%	3%	1%	3%	2%	2%	3%	2%	3%	6%	1%	-
Didn't allow sufficient time for the recipient to answer the door	21	9	6	-	7	14	7	14	8	4	1	4	6	3	11	4	14	9	10	3
	3%	4%	2%	-	4%	3%	2%	3%	3%	5%	2%	3%	2%	2%	2%	5%	2%	6%	2%	8%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	-	*	-	2	*	*	2	-	-	-	-	2	-	-	2	2	*	-
	*	1%	-	*	-	*	*	*	1%	-	-	-	-	1%	-	-	1%	1%	*	-
Any other problems	*	-	*	-	-	*	-	*	-	-	-	*	*	*	*	-	*	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	-	-	-	-	-	*	-	*	-
I don't know	38	7	19	4	7	26	11	20	15	3	3	7	5	14	15	3	31	9	29	*
	5%	4%	8%	2%	3%	6%	3%	4%	6%	7%	4%	4%	2%	14%	3%	7%	9%	6%	5%	*
I've experienced no problems in the last 12 months when sending packets and parcels via	595	134	198	143	120	332	263	398	193	36	57	124	194	129	375	36	526	97	472	25
	76%	67%	79%	89%	75%	74%	80%	74%	82%	72%	75%	77%	76%	73%	77%	72%	76%	63%	80%	72%
NET Any problem experienced	148	60	33	22	33	93	55	115	28	10	16	29	55	32	100	10	133	48	90	10
	19%	12%	13%	13%	21%	21%	17%	23%	12%	21%	21%	18%	22%	18%	20%	21%	19%	11%	15%	28%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Table 307

Base : Sent via - Parcelforce

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	789	483	306	131	397	158	127	107	37	35	43	40	39	56	40	53	54	34	124	
Weighted Base	780	641	139*	29**	655	73*	32*	21*	27*	67*	62*	53*	64*	87*	94*	124*	77*	14**	58*	
Effective Base	452	381	72	20	344	65	64	73	34	32	40	39	35	53	39	50	51	11	55	
Lost mail	23	20	4	1	19	2	1	2	-	-	-	4	6	2	3	-	4	-	2	
	3%	3%	3%	3%	3%	2%	4%	6%	-	-	-	7%	15%	2%	3%	-	5%	1%	3%	
Damaged mail	38	30	8	1	32	3	2	1	2	-	-	5	8	3	9	5	-	-	3	
	5%	5%	6%	3%	5%	4%	5%	4%	6%	-	-	10%	12%	3%	16%	4%	-	1%	5%	
Delayed mail	66	53	13	2	55	4	5	2	3	3	1	1	4	7	15	13	9	-	3	
	8%	8%	10%	6%	8%	2%	13%	9%	9%	4%	2%	2%	7%	7%	16%	11%	11%	3%	6%	
Mis-delivered mail	35	21	13	5	29	2	3	1	1	-	1	-	13	1	-	6	5	-	2	
	4%	3%	10%	16%	4%	3%	9%	3%	3%	-	2%	-	21%	2%	-	5%	7%	-	4%	
Mail that has been tampered with	15	13	2	1	8	4	2	1	-	-	-	3	1	2	3	-	-	-	4	
	2%	2%	1%	3%	1%	5%	7%	3%	-	-	-	8%	2%	3%	3%	-	-	1%	6%	
Didn't allow sufficient time for the recipient to answer the door	21	21	*	-	18	1	2	*	-	-	3	-	3	-	3	7	2	*	1	
	3%	3%	*	-	3%	1%	6%	2%	-	-	4%	-	5%	-	3%	6%	3%	1%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	*	*	2	-	*	*	-	-	-	-	-	-	-	2	-	-	-	
	*	*	*	*	*	-	*	1%	-	-	-	-	-	-	-	1%	-	-	-	
Any other problems	*	-	*	-	-	*	-	-	-	*	*	*	*	*	*	*	*	*	*	
	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	
I don't know	38	34	3	1	28	6	2	1	1	7	-	-	4	1	8	7	1	2	5	
	5%	5%	2%	3%	4%	9%	7%	4%	3%	10%	-	-	6%	2%	8%	5%	1%	12%	8%	
I've experienced no problems in the last 12 months when sending packets and parcels via	585	490	105	21	502	59	21	16	23	57	57	43	39	73	62	89	60	12	44	
	76%	76%	76%	72%	77%	77%	66%	75%	60%	69%	91% i	52%	59%	64%	66%	72%	78%	86%	75%	
NET Any problem experienced	148	117	31	7	124	11	9	4	3	3	5	10	22	13	24	28	16	*	10	
	19%	18%	22%	25%	19%	15%	27%	21%	11%	4%	9%	16%	26% k l m n o	14%	26% i	23% i	12% i	3%	16%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a:b:c - d:e:f:g - h:i:j:k:l:m:n:o:p:q:r

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Table 307

Base : Sent via - Parcelforce

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges			
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and Net income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and Net income <£11.5 (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total																												
Unweighted Base	789	365	264	511	410	365	28	122	264	23	128	329	298	77	62	23	627	85	418	276	45	38	11	694	49	252	537	
Weighted Base	780	370	237	525	352	370	18**	94*	237	18**	101*	306	305	76*	67*	26**	611	93*	370	307	41**	47**	15**	676	62*	236	545	
Effective Base	492	213	144	299	230	213	13	74	144	13	69	174	178	46	40	14	352	54	219	189	29	26	9	388	35	140	312	
Lost mail	23	13	5	18	11	13	*	2	5	1	2	13	8	1	1	*	21	1	10	12	-	1	-	22	1	19	4	
	3%	3%	2%	3%	3%	3%	3%	2%	2%	2%	2%	4%	3%	1%	1%	2%	3%	1%	3%	4%	-	3%	-	3%	2%	8%	1%	
Damaged mail	38	24	9	29	14	24	2	4	9	1	3	15	14	5	-	3	29	3	16	17	1	1	3	33	4	28	12	
	5%	6%	4%	6%	4%	6%	12%	4%	4%	7%	3%	5%	5%	7%	-	11%	5%	3%	4%	6%	3%	2%	19%	5%	6%	14%	2%	
Delayed mail	68	34	18	48	32	34	*	4	18	1	4	32	23	4	2	5	55	6	30	30	6	1	-	60	1	35	30	
	8%	9%	7%	9%	8%	9%	1%	4%	7%	6%	4%	11%	8%	6%	2%	18%	9%	7%	8%	10%	14%	2%	-	9%	1%	19%	6%	
Mis-delivered mail	36	16	11	24	19	16	1	1	11	1	5	15	13	6	-	-	29	-	15	17	2	2	-	31	2	24	10	
	4%	4%	4%	5%	5%	4%	3%	1%	4%	6%	3%	5%	4%	-	-	5%	-	4%	5%	5%	3%	-	5%	2%	5%	13%	2%	
Mail that has been tampered with	16	11	4	11	4	11	*	*	4	1	1	5	5	1	4	*	11	4	8	5	2	*	-	13	*	13	2	
	2%	3%	2%	2%	1%	3%	3%	1%	2%	6%	1%	2%	2%	1%	6%	1%	2%	4%	2%	2%	4%	1%	-	2%	1%	8%	*	
Didn't allow sufficient time for the recipient to answer the door	21	13	4	18	8	13	3	4	4	1	4	12	6	*	-	2	19	2	5	12	-	1	3	18	4	19	3	
	3%	4%	2%	3%	2%	4%	18%	4%	2%	6%	4%	4%	2%	*	-	9%	3%	3%	1%	4%	-	2%	19%	3%	6%	9%	*	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	*	2	*	2	-	2	*	-	-	*	-	*	-	2	*	2	*	*	2	-	*	-	*	-	*	2
	*	1%	*	*	*	1%	-	2%	*	-	-	*	-	*	-	7%	*	2%	*	*	4%	-	-	*	-	*	*	*
Any other problems	*	-	*	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	*	-	-	-	-	*	-	*	*	
	*	-	*	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	*	-	-	-	-	*	-	*	*	
I don't know	38	20	15	23	17	20	2	6	15	-	6	18	11	8	1	-	28	1	13	21	2	-	1	34	1	6	31	
	5%	6%	6%	4%	4%	6%	10%	6%	6%	2%	6%	6%	4%	10%	2%	-	5%	1%	4%	7%	6%	-	9%	5%	2%	9%	6%	
I've experienced no problems in the last 12 months when sending packets and parcels via	595	268	187	391	310	268	11	73	187	16	84	221	245	53	60	16	466	76	293	221	27	43	10	514	53	137	458	
	76%	72%	79%	74%	79%	72%	62%	78%	79%	91%	83%	72%	80%	69%	89%	62%	76%	82%	79%	72%	66%	91%	64%	76%	85%	58%	84%	10%
NET Any problem experienced	148	82	36	112	66	82	5	12	36	1	11	67	49	16	6	10	116	16	64	64	12	4	4	128	8	93	55	
	19%	22%	15%	21%	17%	22%	28%	13%	15%	7%	11%	22%	16%	20%	9%	38%	17%	17%	17%	21%	28%	9%	27%	19%	13%	12%	10%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Table 307

Base : Sent via - Parcelforce

	Housebound				Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	789	53	730	6	241	511	37	761	18	6	4	785	-
Weighted Base	780	34**	741	5**	138	531	31**	753	14**	7**	6**	774	**
Effective Base	452	25	425	3	214	299	19	435	10	5	3	449	-
Lost mail	23	2	22	-	12	11	-	22	1	-	-	23	-
	3%	5%	3%	-	5%	2%	1%	3%	8%	-	-	3%	-
Damaged mail	38	2	36	-	14	19	6	34	4	-	-	38	-
	5%	5%	5%	-	6%	3%	16%	4%	27%	-	-	5%	-
Delayed mail	66	2	61	3	26	37	3	60	6	-	-	66	-
	8%	5%	8%	66%	12%	7%	9%	8%	40%	-	-	9%	-
Mis-delivered mail	35	2	33	*	15	17	2	29	4	2	-	35	-
	4%	5%	4%	10%	7%	3%	7%	4%	27%	23%	-	4%	-
Mail that has been tampered with	15	1	14	-	8	5	3	15	1	-	-	15	-
	2%	2%	2%	-	4%	1%	8%	2%	4%	-	-	2%	-
Didn't allow sufficient time for the recipient to answer the door	21	1	21	-	6	12	3	17	3	1	-	21	-
	3%	1%	3%	-	3%	2%	11%	2%	23%	17%	-	3%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	*	-	2	*	-	2	-	-	-	2	-
	*	5%	*	-	1%	*	-	*	-	-	-	*	-
Any other problems	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
I don't know	38	2	35	*	13	23	2	36	2	1	-	38	-
	5%	7%	5%	3%	6%	4%	5%	5%	1%	17%	-	5%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	585	26	567	1	146	433	19	584	3	1	6	589	-
	76%	76%	77%	30%	67%	81%td	62%	78%	11%	43%	100%	78%	-
NET Any problem experienced	148	6	139	3	59	78	11	133	12	3	-	148	-
	19%	17%	19%	66%	27%td	15%	33%	18%	86%	40%	-	19%	-

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

** very small base (under 30) ineligible for sig testing

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Table 307

Base : Sent via - Parcelforce

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	789	207	202	202	178	60	66	81	76	54	72	66	61	75	54	62	62
Weighted Base	780	196	224	187	173	47*	65*	84*	79*	72*	70*	57*	51*	60*	55*	56*	62*
Effective Base	462	116	123	111	102	33	34	50	46	36	43	34	31	46	30	35	37
Lost mail	23	4	10	7	3	1	*	3	3	4	3	3	2	*	*	1	2
3%		2%	4%	4%	2%	1%	*	4%	4%	5%	4%	5%	2%	*	*	2%	3%
Damaged mail	38	4	10	12	3	*	3	2	3	3	8	4	8	*	2	1	*
3%		2%	5%	6%	2%	*	4%	2%	11%	4%	10%	6%	10%	*	3%	2%	*
Delayed mail	66	15	20	15	16	*	1	14	6	8	6	2	7	6	12	2	2
8%		8%	9%	8%	10%	1%	1%	16%	8%	10%	8%	3%	13%	8%	22%	4%	3%
Mis-delivered mail	35	11	6	14	3	2	6	4	5	*	2	5	8	1	*	*	3
4%		6%	3%	7%	2%	4%	9%	4%	6%	*	2%	9%	16%	1%	*	*	6%
Mail that has been tampered with	15	2	5	6	2	*	*	2	1	*	4	*	5	1	*	2	*
2%		1%	2%	3%	1%	1%	*	2%	1%	1%	5%	*	9%	1%	*	3%	*
Didn't allow sufficient time for the recipient to answer the door	21	4	14	2	2	1	*	2	5	1	3	2	*	*	2	*	*
3%		2%	6%	1%	1%	3%	1%	2%	6%	2%	16%	3%	*	*	4%	1%	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	*	*
*		-	-	-	1%	-	-	-	-	-	-	-	-	-	3%	*	*
Any other problems	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
*		-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
I don't know	38	13	10	6	9	5	8	*	7	*	3	2	1	4	1	1	7
5%		7%	4%	3%	5%	11%	12%	*	9%	*	4%	3%	1%	4%	2%	2%	11%
I've experienced no problems in the last 12 months when sending packets and parcels via	895	150	168	141	137	38	48	64	50	61	57	45	29	66	37	50	50
76%		76%	75%	75%	75%	80%	74%	75%	67%	82%	74%	79%	57%	83%	67%	80%	80%
NET Any problem experienced	148	34	46	41	27	4	9	21	18	11	17	10	21	10	17	5	5
19%		17%	21%	22%	16%	8%	14%	25%	24%	15%	22%	18%	41%	12%	31%	9%	9%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Table 308

Base : Sent via - TNT

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	157	15	142	69	88	93	64	26	39	38	22	23	6	3	65	60	32	9	119	33
Weighted Base	168	19**	150*	65*	104*	98*	71*	28**	43**	40**	21**	29**	8**	1**	71*	60*	38**	9**	114*	46**
Effective Base	100	11	89	39	62	58	43	17	27	24	12	15	5	2	43	36	21	6	70	27
Lost mail	19	2	17	14	5	11	8	4	8	4	2	2	-	-	12	6	2	-	13	6
	11%	12%	11%	22%	5%	11%	11%	12%	19%	11%	7%	6%	-	-	16%	9%	5%	-	11%	13%
Damaged mail	18	1	16	10	7	14	3	4	4	7	2	-	-	1	8	9	1	1	12	4
	10%	7%	11%	16%	7%	15%	4%	14%	10%	17%	10%	-	-	55%	12%	14%	2%	7%	11%	8%
Delayed mail	33	1	32	23	10	24	9	5	12	9	4	2	-	1	17	13	3	1	27	6
	20%	6%	21%	32%	10%	25%	12%	19%	27%	22%	20%	8%	-	55%	24%	22%	8%	7%	24%	13%
Mis-delivered mail	15	1	13	11	4	8	7	1	5	3	1	2	2	1	6	3	5	3	13	2
	9%	6%	9%	11%	3%	8%	9%	3%	12%	7%	4%	8%	28%	50%	9%	6%	13%	30%	11%	4%
Mail that has been tampered with	14	1	12	9	5	8	5	-	6	-	3	2	2	1	6	3	4	3	8	4
	8%	7%	8%	12%	5%	9%	8%	2%	14%	-	14%	6%	28%	55%	9%	5%	11%	31%	7%	8%
Didn't allow sufficient time for the recipient to answer the door	24	-	24	16	7	15	9	-	9	4	2	5	2	1	9	7	8	3	19	5
	14%	-	16%	23%	7%	15%	12%	-	22%	11%	12%	18%	28%	55%	13%	11%	21%	31%	17%	10%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	-	3	1	2	1	3	1	1	1	-	-	-	-	2	1	-	-	2	1
	2%	-	2%	2%	2%	1%	4%	2%	3%	3%	-	-	-	-	3%	2%	-	-	2%	3%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	11	2	8	1	9	3	8	2	-	3	2	3	-	-	3	5	3	-	7	1
	6%	12%	6%	2%	9%	3%	11%	7%	1%	7%	11%	10%	-	-	4%	9%	8%	-	6%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	80	13	66	14	60	45	35	18	15	15	10	18	5	1	31	25	18	6	51	24
	47%	69%	44%	21%	62%	46%	49%	58%	35%	38%	46%	62%	72%	45%	44%	41%	63%	66%	45%	53%
NET Any problem experienced	79	4	75	50	29	50	28	10	27	22	9	8	2	1	37	31	11	3	57	21
	47%	19%	50%	71%	27%	51%	40%	35%	64%	55%	42%	28%	28%	55%	52%	51%	29%	31%	50%	45%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Table 308

Base : Sent via - TNT

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	187	70	39	23	25	109	48	124	30	16	10	40	46	39	96	16	135	60	91	6
Weighted Base	169	64*	47**	35**	23**	111**	58*	145*	22**	12**	9**	51*	47**	46**	107*	12**	153*	49*	112*	8**
Effective Base	100	36	28	21	16	64	36	82	18	9	6	32	28	24	65	9	89	32	65	4
Lost mail	19	9	5	4	1	14	5	18	1	1	2	4	6	6	12	1	18	9	10	-
	11%	14%	10%	12%	3%	12%	9%	12%	8%	10%	27%	7%	13%	13%	11%	10%	12%	18%	9%	-
Damaged mail	18	6	4	5	3	10	8	12	6	1	3	6	7	1	16	1	16	12	5	1
	10%	9%	9%	14%	12%	9%	13%	8%	25%	10%	30%	13%	14%	1%	15%	10%	11%	24%	4%	13%
Delayed mail	33	24	1	5	3	25	8	29	4	1	3	6	13	9	22	1	32	19	12	3
	20%	38%	3%	13%	12%	23%	13%	20%	16%	11%	33%	12%	28%	21%	21%	11%	21%	25%	10%	32%
Mis-delivered mail	15	7	1	5	2	8	6	11	4	1	2	4	5	3	11	1	13	10	5	-
	9%	11%	3%	13%	8%	7%	11%	7%	17%	11%	22%	7%	11%	6%	10%	11%	9%	24%	4%	-
Mail that has been tampere	14	3	5	4	2	8	6	9	5	2	4	3	7	1	12	2	12	3	5	-
	8%	2%	10%	11%	7%	7%	10%	6%	22%	13%	22%	6%	14%	1%	11%	13%	8%	17%	2%	-
Didn't allow sufficient time for the recipient to answer the door	24	9	4	6	5	13	11	19	5	1	3	8	3	8	13	1	22	14	6	4
	14%	14%	8%	17%	21%	12%	19%	13%	22%	9%	29%	15%	7%	18%	13%	9%	14%	28%	5%	45%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	1	1	1	-	2	1	3	1	-	1	1	1	*	3	-	3	3	1	-
	2%	2%	1%	3%	-	2%	2%	2%	3%	-	7%	2%	3%	*	3%	-	2%	5%	1%	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	11	-	4	6	1	4	7	11	-	1	-	2	*	6	2	1	7	-	11	-
	6%	-	8%	16%	5%	3%	12%	7%	-	10%	-	3%	*	12%	2%	10%	9%	-	9%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	24	26	14	15	51	29	67	11	9	28	17	21	48	9	70	10	69	1	-
	47%	38%	56%	41%	63%	46%	50%	46%	50%	73%	36%	55%	36%	47%	45%	73%	46%	21%	61%	10%
NET Any problem experienced	79	39	17	15	7	56	22	67	11	2	6	21	30	19	57	2	76	39	33	7
	47%	61%	36%	43%	32%	51%	38%	47%	50%	17%	64%	42%	53%	41%	53%	17%	49%	63%	29%	90%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Table 308

Base : Sent via - TNT

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	187	103	54	20	92	17	32	16	10	5	7	9	18	13	12	9	9	1	16	
Weighted Base	169	145*	24**	4**	149*	8**	8**	3**	8**	11**	11**	12**	28**	19**	29**	19**	13**	***	8**	
Effective Base	100	85	15	4	82	9	17	11	10	5	7	9	17	12	12	9	9	1	8	
Lost mail	19	17	2	*	17	*	1	1	1	-	2	4	5	4	3	-	-	-	*	
11%	12%	8%	8%	8%	17%	5%	12%	19%	13%	-	15%	31%	16%	20%	9%	-	-	-	5%	
Damaged mail	18	13	4	*	15	*	2	*	1	-	-	1	8	4	-	-	-	-	*	
16%	9%	18%	12%	10%	5%	30%	4%	10%	-	-	11%	30%	23%	-	-	-	-	100%	4%	
Delayed mail	33	22	11	1	30	1	2	*	1	3	-	1	9	5	8	3	1	*	1	
30%	15%	45%	18%	20%	16%	20%	2%	13%	23%	-	11%	31%	24%	26%	14%	9%	100%	*	17%	
Mis-delivered mail	15	11	4	*	12	1	1	1	1	-	-	2	5	1	-	2	-	-	1	
9%	7%	16%	11%	8%	9%	16%	22%	10%	6%	-	22%	19%	6%	-	11%	-	-	100%	7%	
Mail that has been tampered with	14	12	1	1	11	1	1	*	1	-	-	3	3	1	-	2	2	*	1	
8%	5%	5%	14%	8%	8%	18%	8%	8%	-	-	24%	11%	7%	-	11%	11%	100%	6%	6%	
Didn't allow sufficient time for the recipient to answer the door	24	18	6	*	22	*	2	*	1	2	-	3	7	-	5	2	1	-	*	
14%	12%	24%	4%	15%	3%	20%	4%	13%	18%	-	25%	26%	-	18%	11%	11%	-	-	3%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	3	*	-	1	1	1	4%	-	-	-	1	-	-	-	-	-	-	1	
2%	2%	1%	-	1%	16%	8%	4%	-	-	-	10%	-	-	-	-	-	-	-	16%	
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	11	10	*	-	10	-	1	*	-	-	1	-	1	-	3	4	-	-	-	
6%	7%	*	-	6%	-	8%	13%	-	-	-	17%	-	4%	-	10%	23%	-	-	-	
I've experienced no problems in the last 12 months when sending packets and parcels via	80	71	9	3	71	5	2	1	4	6	8	4	8	9	14	10	9	-	5	
47%	49%	37%	68%	48%	62%	26%	43%	46%	56%	74%	32%	30%	45%	46%	53%	69%	-	64%	64%	
NET Any problem experienced	79	63	15	1	69	3	5	2	4	5	2	8	18	10	13	5	4	*	3	
47%	44%	63%	32%	46%	36%	66%	44%	54%	44%	15%	66%	65%	65%	55%	44%	24%	31%	100%	36%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Table 308

Base : Sent via - TNT

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges			
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total																												
Unweighted Base	167	94	25	128	59	94	8	18	25	4	7	59	60	19	14	4	119	18	69	65	11	117	8	3	134	11	117	40
Weighted Base	109	104*	25**	138*	59*	104*	2**	10**	25**	5**	7**	52*	71*	24**	17**	3**	124*	20**	70*	73*	14**	7**	3**	143*	11**	123*	46**	
Effective Base	100	59	17	80	38	59	3	8	17	3	6	32	42	13	11	2	74	13	42	43	7	6	3	85	8	74	26	
Lost mail	19	11	2	17	8	11	*	*	2	1	1	5	11	1	2	-	16	2	10	9	-	-	-	19	-	19	-	
	11%	10%	6%	13%	14%	10%	2%	*	6%	25%	15%	9%	16%	4%	9%	-	13%	8%	15%	12%	-	-	-	13%	-	16%	-	
Damaged mail	18	13	1	16	4	13	*	4	4%	1	1	7	5	4	-	1	12	1	10	4	1	2	1	13	3	18	-	
	10%	13%	4%	12%	7%	13%	3%	40%	4%	24%	15%	13%	7%	16%	-	45%	10%	7%	14%	5%	8%	25%	38%	9%	29%	14%	-	
Delayed mail	33	24	4	28	8	24	*	2	4	1	1	13	11	8	-	1	24	1	12	17	3	*	1	29	1	30	3	
	20%	23%	15%	20%	14%	23%	8%	24%	15%	25%	15%	24%	15%	33%	-	45%	19%	7%	17%	23%	19%	2%	38%	20%	13%	24%	6%	
Mis-delivered mail	15	9	2	13	6	9	*	2	2	1	1	8	6	*	1	-	14	1	5	9	1	-	-	14	-	15	-	
	9%	8%	8%	9%	10%	8%	7%	23%	8%	23%	15%	16%	7%	7%	-	3%	-	11%	3%	8%	12%	4%	-	10%	-	12%	-	
Mail that has been tampered with	14	8	2	12	5	8	*	3	2	1	2	7	7	-	-	-	14	-	4	9	-	-	-	14	-	12	2	
	8%	8%	7%	9%	9%	8%	22%	26%	7%	25%	23%	13%	9%	-	-	-	11%	-	6%	13%	-	-	-	10%	-	10%	3%	
Didn't allow sufficient time for the recipient to answer the door	24	13	2	22	11	13	-	2	8	1	2	12	9	-	2	-	21	2	12	10	*	-	1	23	1	21	3	
	14%	13%	8%	16%	18%	13%	-	22%	8%	25%	26%	24%	12%	-	10%	-	17%	8%	16%	14%	1%	-	31%	16%	9%	17%	6%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	2	-	3	1	2	-	1	-	-	-	1	-	1	-	-	1	1	*	3	1	-	-	3	-	2	1	
	2%	2%	-	2%	2%	2%	-	6%	-	-	-	3%	-	2%	8%	-	1%	7%	*	3%	4%	-	-	2%	-	2%	3%	
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	11	6	2	9	4	6	-	-	2	1	-	5	4	1	-	-	9	*	5	3	3	-	-	8	-	3	8	
	6%	6%	7%	6%	7%	6%	-	-	7%	27%	-	10%	6%	5%	3%	-	7%	2%	7%	4%	20%	-	-	5%	-	2%	17%	
I've experienced no problems in the last 12 months when sending packets and parcels via	80	45	17	59	31	45	1	2	17	2	5	18	38	10	11	2	57	13	30	35	7	5	1	65	6	50	30	
	47%	43%	67%	42%	52%	43%	58%	20%	67%	48%	63%	35%	54%	42%	67%	51%	46%	65%	44%	47%	49%	74%	31%	46%	61%	41%	64%	
NET Any problem experienced	79	53	7	71	24	53	1	8	7	1	3	29	29	13	5	2	56	7	34	36	4	2	2	70	4	70	8	
	47%	51%	27%	51%	41%	51%	42%	80%	27%	25%	37%	56%	41%	54%	30%	46%	47%	33%	45%	46%	31%	26%	65%	46%	35%	57%	18%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Table 308

Base : Sent via - TNT

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	157	17	136	4	57	89	11	139	13	3	2	155	-
Weighted Base	169	10**	155*	4**	54*	106*	9**	153*	11**	3**	2**	163*	**
Effective Base	160	7	152	2	32	62	6	90	8	2	1	99	-
Lost mail	19	2	17	-	8	11	-	19	-	-	-	19	-
11%		23%	11%	-	14%	11%	-	12%	-	-	-	11%	-
Damaged mail	18	1	16	*	13	5	*	13	4	*	*	17	-
10%		13%	10%	11%	22% b	4%	5%	9%	39%	2%	6%	10%	-
Delayed mail	33	2	31	-	21	11	1	29	4	-	*	33	-
26%		24%	20%	-	32% b	10%	12%	19%	37%	-	6%	20%	-
Mis-delivered mail	15	2	11	1	9	5	*	11	1	2	-	15	-
9%		24%	7%	27%	32% b	5%	1%	7%	12%	68%	-	9%	-
Mail that has been tampered with	14	3	11	-	6	7	1	11	*	2	-	14	-
8%		32%	7%	-	11%	7%	7%	7%	4%	66%	-	8%	-
Didn't allow sufficient time for the recipient to answer the door	24	2	17	4	18	6	-	18	2	3	-	24	-
14%		24%	11%	67%	30% b	5%	-	12%	20%	98%	-	14%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	-	2	1	3	*	-	1	2	-	-	3	-
2%		-	1%	27%	6%	*	-	1%	16%	-	-	2%	-
Any other problems	*	-	-	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	11	-	11	-	-	10	1	11	-	-	-	11	-
6%		-	7%	-	-	9%	6%	7%	-	-	-	6%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	80	3	76	*	9	65	6	77	1	-	1	78	-
47%		33%	49%	2%	17%	61% d	68%	50%	10%	-	94%	47%	-
NET Any problem experienced	79	7	68	4	45	32	2	65	10	3	*	79	-
47%		67%	44%	50%	30% b	30%	26%	43%	90%	100%	6%	47%	-

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : Sent via - TNT

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	187	38	50	40	29	12	11	15	23	15	12	12	16	12	5	10	14
Weighted Base	169	37**	51**	49**	32**	15**	10**	13**	17**	20**	13**	13**	18**	18**	8**	10**	14**
Effective Base	100	24	31	28	18	9	7	8	12	11	9	9	11	9	4	6	8
Lost mail	19	5	5	8	1	-	-	5	2	1	2	4	3	2	-	-	1
	11%	13%	9%	17%	4%	-	-	38%	11%	7%	12%	34%	14%	9%	-	-	9%
Damaged mail	18	4	9	4	1	1	*	2	5	1	3	1	1	2	-	-	1
	10%	10%	18%	9%	2%	5%	5%	10%	28%	7%	22%	11%	6%	10%	-	-	4%
Delayed mail	33	11	12	8	1	3	4	5	7	4	1	2	4	2	-	1	-
	20%	31%	24%	16%	4%	17%	37%	41%	42%	19%	9%	14%	20%	14%	-	13%	-
Mis-delivered mail	15	2	7	1	4	1	-	1	3	2	1	-	-	1	*	4	*
	8%	7%	13%	2%	14%	8%	-	10%	19%	11%	9%	-	-	7%	2%	42%	1%
Mail that has been tampered with	14	4	4	3	3	1	-	4	1	1	1	2	2	-	-	3	-
	8%	11%	7%	7%	8%	4%	-	28%	6%	6%	9%	12%	10%	-	-	28%	-
Didn't allow sufficient time for the recipient to answer the door	24	4	11	4	5	2	2	*	7	3	1	-	3	1	-	5	-
	14%	10%	22%	8%	16%	13%	17%	*	42%	13%	9%	-	14%	7%	-	53%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	-	-	1	2	-	-	-	-	-	-	-	-	1	-	-	2
	2%	-	-	2%	6%	-	-	-	-	-	-	-	-	7%	-	-	15%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	11	4	*	-	6	3	1	-	-	-	*	-	-	-	3	-	3
	6%	12%	1%	-	18%	22%	11%	-	-	-	3%	-	-	-	33%	-	21%
I've experienced no problems in the last 12 months when sending packets and parcels via	80	11	26	27	16	7	3	1	4	13	9	7	9	11	6	3	8
	47%	30%	51%	54%	50%	47%	30%	9%	23%	63%	71%	52%	49%	61%	65%	28%	57%
NET Any problem experienced	79	22	24	22	10	5	6	11	13	8	3	6	9	7	*	7	3
	47%	58%	48%	46%	32%	31%	59%	91%	77%	37%	26%	48%	51%	39%	2%	72%	22%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Table 310

Base : Sent via - UPS

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	281	38	243	89	192	156	125	54	57	71	38	33	14	14	111	109	61	28	225	53
Weighted Base	310	47**	262	91*	218	180*	129*	58*	69*	80*	42**	33**	10**	18**	126*	122*	61*	28*	222	83*
Effective Base	175	28	147	53	122	96	79	33	39	44	23	21	7	9	71	67	37	16	133	41
Lost mail	25	1	24	10	16	17	8	3	13	7	*	2	-	*	17	7	2	*	20	6
	8%	2%	9%	11%	7%	10%	6%	6%	19%	8%	1%	5%	-	*	13%	6%	3%	*	9%	7%
Damaged mail	30	1	29	18	11	20	10	8	5	10	5	2	-	*	13	14	2	*	26	3
	10%	2%	11%	59% ^g	5%	11%	8%	14%	7%	12%	11%	7%	-	*	10%	12%	4%	*	12%	4%
Delayed mail	35	4	31	20	15	23	12	5	11	5	6	5	3	*	16	11	8	3	27	8
	11%	8%	12%	22% ^g	7%	13%	9%	9%	16%	6%	14%	15%	26%	*	13%	9%	13%	10%	12%	9%
Mis-delivered mail	30	2	28	21	9	21	9	5	5	13	3	*	3	2	10	15	5	5	25	5
	10%	4%	11%	23% ^g	4%	12%	7%	9%	7%	16%	6%	*	29%	11%	8%	12%	8%	18%	11%	6%
Mail that has been tampered with	16	1	15	8	7	10	6	3	5	5	1	2	-	*	7	6	2	*	14	2
	5%	2%	6%	9%	3%	6%	4%	5%	7%	6%	2%	7%	-	*	6%	5%	4%	*	6%	3%
Didn't allow sufficient time for the recipient to answer the door	19	1	17	11	8	13	6	3	3	4	3	1	3	2	6	6	6	5	15	4
	6%	3%	7%	12% ^g	4%	7%	4%	6%	4%	5%	6%	4%	29%	9%	5%	5%	10%	16%	7%	5%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	2	*	2	2	-	-	-	2	-	-	-	-	-	2%	-	-	2	-
	1%	-	1%	*	1%	1%	-	-	-	3%	-	-	-	-	-	-	-	-	1%	-
Any other problems	2	-	2	-	2	*	2	-	-	-	1	*	*	-	-	1	*	*	2	-
	1%	-	1%	-	1%	*	1%	-	-	-	3%	*	3%	-	-	1%	1%	1%	1%	-
I don't know	15	2	12	-	15	5	9	7	-	5	3	*	-	-	7	8	*	-	13	2
	5%	5%	5%	-	7%	3%	7%	12% ^g	-	6%	6%	*	-	-	5%	6%	*	-	6%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	200	38	162	43	157	112	88	35	44	44	28	26	7	14	80	72	47	21	133	62
	64%	81%	62%	46%	72% ^g	62%	68%	62%	65%	56%	65%	79%	71%	60%	63%	69%	78%	77%	60%	75%
NET Any problem experienced	85	7	80	48	47	63	32	15	24	31	12	7	3	4	40	43	13	7	76	19
	31%	15%	34%	52% ^g	22%	35%	23%	26%	35%	38%	26%	21%	25%	20%	31%	35%	22%	23%	34%	23%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Table 310

Base : Sent via - UPS

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	281	107	72	45	57		179	102	210	67	22	27	59	87	66	173	22	245	80	191	10
Weighted Base	310	96*	91*	65*	58*		187	123*	253	54*	15**	26**	80*	94*	73*	200	15**	278	72*	227	10**
Effective Base	175	60	46	35	36		104	71	137	36	12	18	40	54	40	111	12	154	43	125	7
Lost mail	28	7	9	4	6		15	10	23	2	1	5	8	8	3	20	1	23	8	16	2
	8%	7%	10%	6%	11%		8%	8%	9%	4%	7%	17%	10%	8%	4%	10%		8%	11%	7%	16%
Damaged mail	30	15	4	6	5		18	11	29	1	1	3	9	6	7	18	1	25	15	15	-
	10%	15%	4%	10%	9%		10%	9%	11%	2%	8%	10%	11%	7%	10%	9%		8%	24%	6%	-
Delayed mail	35	19	4	7	6		23	12	29	6	2	4	11	12	7	28	2	33	18	14	2
	11%	21%	4%	10%	10%		12%	10%	12%	10%	13%	14%	13%	13%	9%	13%		12%	23%	6%	24%
Ms-delivered mail	30	16	4	4	6		20	10	29	1	1	2	10	4	11	15	1	26	15	15	-
	10%	16%	5%	6%	10%		11%	8%	11%	3%	8%	7%	12%	4%	15%	8%		10%	24%	6%	-
Mail that has been tampere	16	5	5	2	4		10	6	14	2	1	2	4	6	*	12	1	13	9	6	-
	5%	6%	5%	3%	7%		5%	5%	6%	3%	7%	5%	6%	6%	1%	6%		7%	13%	3%	-
Didn't allow sufficient time for the recipient to answer the door	19	6	3	6	3		9	9	12	6	2	-	6	8	3	14	2	17	7	10	1
	6%	6%	3%	9%	6%		5%	8%	5%	12%	10%	-	8%	8%	4%	7%		10%	10%	4%	12%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	*	-	-	2		*	2	2	-	-	-	-	-	*	-	-	*	-	2	-
	1%	*	-	-	4%		*	2%	1%	-	-	-	-	-	*	-	-	*	-	1%	-
Any other problems	2	*	2	-	*		2	-	2	-	-	-	-	1	*	1	-	2	-	2	-
	1%	*	2%	-	*		1%	-	1%	-	-	-	-	1%	*	1%	-	1%	-	1%	-
I don't know	15	9	3	3	*		12	3	9	5	-	-	3	3	8	6	-	14	1	14	*
	5%	10%	3%	4%	*		6%	2%	4%	10%	-	-	4%	3%	11%	3%	-	9%	1%	6%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	200	45	73	42	40		118	82	159	38	13	17	51	61	43	129	13	177	37	156	6
	64%	47%	61%	64%	69%		63%	66%	63%	70%	83%	64%	64%	65%	59%	64%		83%	63%	69%	59%
NET Any problem experienced	85	42	15	21	18		57	39	85	10	3	9	26	30	23	65	3	88	34	57	4
	31%	44%	17%	32%	31%		30%	31%	34%	20%	17%	36%	33%	32%	31%	33%		17%	32%	25%	46%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Table 310

Base : Sent via - UPS

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humbeside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	281	192	89	36	155	47	49	30	13	13	15	12	24	24	24	18	12	6	41	
Weighted Base	310	262	47**	8**	266	25**	13**	6**	9**	25**	23**	16**	37**	38**	55**	44**	18**	2**	24**	
Effective Base	175	151	24	8	138	24	26	20	12	12	14	12	23	23	23	17	11	2	22	
Lost mail	28	24	1	1	20	3	1	1	1	2	-	2	3	5	7	-	-	1	2	
%		9%	2%	7%	8%	12%	11%	10%	10%	10%	-	16%	7%	12%	13%	-	-	71%	8%	
Damaged mail	30	23	6	2	26	3	*	*	1	4	1	1	3	4	8	-	2	*	3	
%	10%	9%	13%	32%	10%	12%	3%	5%	11%	17%	6%	8%	9%	12%	15%	-	11%	9%	12%	
Delayed mail	35	26	8	3	29	3	2	1	3	-	-	-	12	4	7	3	2	*	3	
%	11%	10%	16%	33%	11%	11%	16%	9%	29%	-	-	-	31%	9%	12%	6%	11%	9%	11%	
Mis-delivered mail	30	24	6	3	25	3	2	1	-	2	-	1	3	5	9	3	2	*	2	
%	10%	9%	12%	34%	9%	10%	12%	12%	-	9%	-	8%	8%	13%	16%	6%	11%	9%	10%	
Mail that has been tampered with	16	13	3	*	13	1	1	*	1	2	-	1	3	1	5	-	-	*	1	
%	5%	5%	7%	4%	5%	6%	7%	2%	7%	9%	-	8%	9%	3%	9%	-	-	9%	5%	
Didn't allow sufficient time for the recipient to answer the door	19	17	2	*	15	1	2	1	-	1	-	2	6	3	-	3	-	-	1	
%	6%	6%	5%	5%	6%	4%	12%	17%	-	6%	-	15%	15%	8%	-	6%	-	-	5%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	*	-	2	-	-	*	-	2	-	-	-	-	-	-	-	-	-	
%	7%	1%	*	-	1%	-	-	2%	-	9%	-	-	-	-	-	-	-	-	-	
Any other problems	2	1	*	*	1	*	-	-	-	-	-	-	-	-	-	-	1	-	*	
%	7%	1%	1%	4%	1%	2%	-	-	-	-	-	-	-	-	-	-	8%	-	2%	
I don't know	15	9	5	*	12	1	1	*	-	5	-	-	1	-	2	4	-	*	1	
%	5%	4%	11%	1%	5%	4%	10%	5%	-	19%	-	-	3%	-	3%	10%	-	7%	4%	
I've experienced no problems in the last 12 months when sending packages and parcels via	200	171	28	4	174	14	7	4	6	12	22	10	18	22	33	37	15	*	14	
%	64%	60%	60%	54%	65%	58%	59%	63%	64%	49%	94%	61%	48%	57%	60%	64%	81%	22%	60%	
NET Any problem experienced	95	82	14	3	80	10	4	2	3	8	1	6	18	16	20	3	3	1	9	
%	31%	31%	29%	45%	30%	39%	31%	32%	36%	32%	8%	39%	49%	43%	37%	6%	19%	71%	37%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Table 310

UPS

Base : Sent via - UPS

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Total	281	142	73	195	126	142	10	29	73	7	21	108	107	24	33	8	215	41	140	97	19	15	7	237	22	151	130
Unweighted Base	310	161*	84*	212	136*	161*	4**	19**	84*	6**	21**	117*	117*	32**	36**	8**	233	44**	159*	100*	22**	18**	9**	259	27**	161*	148*
Weighted Base	175	91	45	123	76	91	4	14	45	5	14	64	69	17	21	4	133	24	86	60	12	11	5	146	16	92	83
Effective Base	28	14	3	23	11	14	-	-	3	1	1	13	9	3	-	-	22	-	15	8	1	-	1	23	1	25	1
Lost mail	8%	9%	3%	11%	8%	9%	-	1%	3%	19%	5%	11%	8%	9%	-	2%	10%	1%	9%	8%	6%	1%	15%	9%	5%	19%	1%
Damaged mail	30	18	6	24	12	18	*	*	6	1	1	13	9	4	4	-	22	4	9	16	1	1	2	26	3	29	1
	10%	11%	7%	11%	9%	11%	1%	1%	7%	19%	5%	11%	7%	11%	-	-	9%	10%	6%	12%	4%	5%	22%	10%	12%	12%	1%
Delayed mail	35	26	4	31	9	26	1	1	4	1	4	14	16	1	3	-	30	3	16	17	1	1	-	33	1	29	6
	11%	16%	5%	14%	6%	16%	19%	6%	5%	19%	17%	12%	14%	4%	10%	-	13%	8%	10%	17%	5%	7%	-	13%	4%	16%	4%
Mis-delivered mail	30	19	8	22	11	19	*	*	8	1	1	16	7	5	2	-	23	2	10	12	4	-	4	22	4	29	1
	10%	12%	10%	10%	8%	12%	3%	1%	10%	19%	5%	14%	6%	14%	7%	-	10%	5%	8%	12%	18%	-	40%	9%	13%	12%	1%
Mail that has been tampered with	16	6	4	12	6	6	-	-	4	1	2	10	4	-	2	-	13	2	8	3	-	1	4	11	4	15	-
	5%	5%	5%	6%	6%	5%	-	-	5%	19%	6%	8%	3%	-	7%	-	6%	5%	5%	3%	-	5%	40%	4%	17%	16%	-
Didn't allow sufficient time for the recipient to answer the door	19	10	6	13	8	10	*	2	6	1	4	8	6	3	2	-	15	2	8	5	*	4	-	14	4	14	4
	6%	6%	7%	6%	6%	6%	3%	9%	7%	19%	19%	7%	6%	8%	4%	-	6%	4%	5%	5%	2%	25%	-	5%	17%	9%	3%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	*	2	*	2	*	-	-	2	-	-	*	-	-	2	-	*	2	*	-	-	-	2	*	2	2	-
	1%	*	3%	*	2%	*	-	-	3%	-	-	*	-	-	6%	-	*	5%	*	-	-	-	25%	*	6%	1%	-
Any other problems	2	-	2	-	2	-	-	-	2	-	-	2	*	-	-	-	2	-	1	*	-	-	-	2	-	*	2
	1%	-	2%	-	1%	-	-	-	2%	-	-	1%	*	-	-	-	1%	-	1%	*	-	-	-	1%	-	*	1%
I don't know	16	8	2	13	6	8	-	2	2	-	1	6	6	-	1	1	12	2	9	4	-	-	13	-	11	4	
	5%	5%	2%	6%	6%	5%	-	11%	2%	-	5%	5%	5%	-	4%	11%	5%	5%	6%	4%	-	-	5%	-	7%	-	
I've experienced no problems in the last 12 months when sending packets and parcels via	200	93	63	124	93	93	3	13	63	5	14	71	74	21	27	7	145	34	108	58	16	12	5	166	18	69	130
	64%	58%	75%	58%	69%	58%	74%	73%	75%	81%	67%	61%	64%	64%	78%	67%	62%	78%	68%	58%	73%	69%	60%	64%	66%	43%	88%
NET Any problem experienced	95	59	19	76	36	59	1	3	19	1	6	40	36	12	7	*	76	7	42	38	6	6	4	80	9	81	14
	31%	37%	23%	38%	27%	37%	26%	16%	23%	16%	28%	34%	31%	36%	20%	2%	33%	17%	27%	38%	27%	31%	40%	31%	34%	26%	10%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Table 310

Base : Sent via - UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	281	22	256	3	83	183	15	262	12	4	3	278	-
Weighted Base	310	20**	287	2**	80*	214	16**	291	14**	3**	2**	308	**
Effective Base	175	11	162	2	44	122	9	165	7	1	1	174	-
Lost mail	28	5	21	-	7	16	3	23	2	-	-	25	-
	8%	24%	7%	-	9%	7%	16%	8%	14%	5%	-	8%	-
Damaged mail	30	2	26	2	9	18	3	29	1	-	-	30	-
	10%	11%	9%	67%	11%	8%	20%	10%	6%	-	5%	10%	-
Delayed mail	35	5	29	1	16	18	-	30	2	3	*	35	-
	11%	26%	10%	30%	21% 6	9%	-	10%	16%	91%	5%	11%	-
Mis-delivered mail	30	5	23	2	14	14	2	25	2	3	-	30	-
	10%	23%	8%	67%	23% 6	7%	10%	9%	14%	90%	-	10%	-
Mail that has been tampered with	16	3	13	-	6	9	1	15	1	-	-	16	-
	5%	15%	4%	-	7%	4%	4%	5%	7%	-	-	5%	-
Didn't allow sufficient time for the recipient to answer the door	19	3	16	-	7	12	-	14	2	3	*	19	-
	8%	14%	6%	-	9%	5%	-	5%	15%	90%	5%	6%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	2	-	-	2	-	2	-	-	-	2	-
	1%	-	1%	-	-	1%	-	1%	-	-	-	1%	-
Any other problems	2	-	2	-	-	2	-	2	-	-	-	2	-
	1%	-	1%	-	-	1%	-	1%	-	-	-	1%	-
I don't know	15	-	15	-	4	10	*	10	5	-	-	14	-
	5%	-	5%	-	6%	5%	3%	3%	34%	-	11%	5%	-
I've experienced no problems in the last 12 months when sending packages and parcels via	200	10	190	*	42	149	9	195	3	*	1	198	-
	64%	48%	66%	3%	52%	70% 6	57%	67%	22%	4%	84%	64%	-
NET Any problem experienced	95	10	83	2	34	55	6	86	6	3	*	95	-
	31%	52%	29%	97%	25% 6	28%	40%	30%	44%	36%	5%	31%	-

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : Sent via - UPS

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	281	74	80	71	56	25	21	28	32	21	27	29	18	24	17	19	20
Weighted Base	310	81**	83**	83**	63*	24**	24**	33**	26**	27**	29**	32**	20**	31**	14**	25**	24**
Effective Base	175	50	47	47	32	17	14	20	16	15	17	19	12	16	9	11	12
Lost mail	25	5	8	9	3	-	1	4	5	2	2	1	2	6	2	-	*
	8%	7%	10%	11%	4%	-	4%	13%	18%	7%	6%	4%	11%	18%	17%	-	1%
Damaged mail	30	8	13	7	1	4	2	3	10	-	3	3	-	4	1	-	*
	10%	10%	16%	9%	1%	16%	7%	6%	30%	-	10%	11%	-	13%	6%	-	1%
Delayed mail	35	10	15	5	5	2	4	4	8	-	7	2	-	3	2	2	*
	11%	12%	18%	6%	8%	10%	16%	11%	30%	-	23%	7%	-	10%	15%	9%	2%
Mis-delivered mail	30	12	14	3	1	2	3	7	9	1	5	-	1	2	*	-	*
	10%	16%	18%	4%	1%	8%	11%	21%	33%	3%	16%	-	6%	7%	1%	-	2%
Mail that has been tampered with	16	2	9	4	1	1	-	1	7	-	2	-	2	2	-	1	-
	5%	3%	10%	5%	1%	4%	-	4%	26%	-	6%	-	11%	7%	-	2%	-
Didn't allow sufficient time for the recipient to answer the door	19	4	8	5	2	1	-	2	6	*	6	3	2	*	*	-	2
	6%	5%	10%	6%	4%	6%	-	6%	6%	*	20%	9%	8%	*	2%	-	6%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	-	2	*	-	-	-	-	-	-	-	-	2	-	-	*
	1%	-	-	3%	*	-	-	-	-	-	-	-	-	7%	-	-	1%
Any other problems	2	1	*	*	-	1	-	-	-	-	*	-	-	*	-	-	-
	1%	2%	*	*	-	6%	-	-	-	-	1%	-	-	*	-	-	-
I don't know	15	6	5	*	4	-	1	5	-	3	2	*	-	-	1	*	3
	5%	7%	6%	*	6%	-	4%	14%	-	11%	7%	*	-	-	6%	1%	11%
I've experienced no problems in the last 12 months when sending packets and parcels via	200	46	49	57	48	15	15	16	8	22	18	24	15	18	8	22	18
	64%	57%	59%	69%	78%	62%	62%	49%	31%	81%	63%	75%	75%	59%	53%	88%	77%
NET Any problem experienced	95	29	29	26	11	9	8	12	18	2	9	8	5	13	6	3	3
	31%	36%	35%	31%	18%	38%	35%	37%	69%	7%	30%	24%	25%	41%	41%	11%	11%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Table 311

UK Mail

Base : Sent via - UK Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	228	18	212	80	148	111	117	48	50	57	27	28	9	9	98	84	48	18	178	47
Weighted Base	247	20**	227	83*	163*	126*	120*	58*	49*	62*	23**	31**	11**	11**	108*	85*	54**	23**	171	72*
Effective Base	142	11	131	48	93	70	72	31	33	36	15	19	5	5	63	51	28	10	103	37
Lost mail	26	3	23	14	12	18	8	10	3	5	5	4	-	-	13	9	4	-	15	9
10%	14%	10%	10%	17%	7%	14%	7%	16%	7%	8%	20%	12%	-	-	12%	11%	7%	-	9%	13%
Damaged mail	23	2	21	9	14	15	8	7	6	7	1	-	-	2	13	8	2	2	17	5
8%	9%	9%	9%	10%	9%	12%	6%	11%	12%	11%	5%	-	1%	17%	12%	9%	4%	9%	10%	8%
Delayed mail	60	3	47	28	22	32	18	18	11	13	4	2	-	2	29	17	4	2	30	20
26%	16%	21%	32%	14%	25%	15%	15%	30%	22%	21%	16%	8%	-	14%	27%	20%	7%	7%	17%	28%
Mis-delivered mail	24	1	23	16	8	19	6	11	2	6	1	4	-	*	14	7	4	*	14	10
10%	7%	10%	19%	5%	14%	5%	20%	5%	10%	2%	12%	-	-	*	13%	8%	7%	*	8%	13%
Mail that has been tampered with	16	1	15	10	6	10	6	2	8	2	2	2	-	-	10	4	2	-	13	3
8%	6%	6%	6%	12%	4%	8%	5%	3%	3%	8%	7%	-	-	-	9%	4%	4%	-	8%	4%
Didn't allow sufficient time for the recipient to answer the door	16	1	15	4	12	3	13	4	4	1	2	3	-	2	8	4	4	2	15	1
7%	5%	7%	4%	6%	3%	11%	7%	7%	8%	2%	10%	9%	-	14%	8%	4%	8%	7%	9%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	7	-	7	2	5	2	5	6	*	-	-	2	-	-	6	-	2	-	6	1
3%	-	3%	3%	3%	4%	7%	4%	10%	*	-	-	5%	-	-	5%	-	3%	-	3%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	139	12	127	33	106	64	75	21	27	35	15	23	11	8	48	49	42	19	99	38
98%	60%	56%	39%	67%	51%	51%	62%	36%	54%	56%	65%	74%	89%	69%	44%	58%	78%	64%	58%	53%
NET Any problem experienced	100	8	92	48	52	60	40	32	22	28	8	6	*	3	55	36	10	4	66	33
41%	40%	41%	58%	32%	48%	48%	33%	55%	45%	44%	35%	21%	1%	31%	51%	42%	19%	16%	39%	45%

Question focuses on packets and parcels SENT since Q3 2022
The option was not shown for Amazon Delivery Service Logistics
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - n/op/q - rs
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Table 311

Base : Sent via - UK Mail

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	228	70	62	37	59	132	96	165	56	20	21	62	72	42	155	20	200	69	144	15
Weighted Base	247	61*	75*	50**	61*	136*	111*	189	55*	17**	25**	72*	76*	49**	174*	17**	225	58*	174*	14**
Effective Base	142	34	42	29	37	76	66	107	32	11	14	39	47	26	99	11	127	37	99	6
Lost mail	26	13	4	3	6	17	8	24	2	3	4	6	9	3	20	3	23	13	12	1
	10%	25.3%	6%	8%	9%	13%	8%	13%	4%	18%	17%	9%	12%	6%	11%	10%	10%	25.3%	7%	4%
Damaged mail	23	7	4	5	7	11	12	17	6	2	2	8	7	4	17	2	21	9	14	-
	9%	11%	5%	9%	12%	8%	11%	9%	10%	10%	8%	11%	9%	9%	10%	10%	9%	15%	8%	-
Delayed mail	90	18	19	5	7	37	13	40	10	4	5	13	22	4	40	4	46	19	29	2
	20%	30%	23%	11%	12%	23.9%	11%	21%	18%	22%	19%	18%	39%	9%	23%	20%	20%	23.9%	16%	13%
Ms-delivered mail	24	11	5	6	2	17	8	22	2	4	1	4	11	5	16	4	20	15	9	*
	10%	19.6%	7%	12%	3%	12%	7%	11%	4%	22%	2%	6%	15%	10%	9%	22%	9%	27.9%	5%	1%
Mail that has been tamped with	16	4	3	4	5	7	9	13	3	1	4	5	2	13	1	15	10	4	1	1
	6%	7%	4%	8%	8%	5%	8%	7%	3%	7%	16%	5%	6%	4%	7%	7%	19.6%	10%	2%	9%
Didn't allow sufficient time for the recipient to answer the door	16	5	5	2	4	10	6	11	5	1	*	3	8	3	11	1	15	5	7	4
	7%	8%	7%	5%	6%	7%	6%	6%	9%	7%	*	4%	10%	6%	6%	7%	7%	8%	4%	28%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	7	2	5	-	*	7	*	4	2	*	-	4	2	1	5	*	7	2	5	*
	3%	3%	7%	-	*	5%	*	2%	4%	2%	-	5%	2%	3%	3%	2%	3%	3%	3%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	139	25	39	35	40	64	75	101	37	8	15	44	35	32	94	8	127	21	111	8
	66%	42%	52%	69%	66.7%	47%	65.4%	54%	67%	49%	58%	61%	46%	65%	54%	49%	56%	35%	64.7%	54%
NET Any problem experienced	100	33	31	15	21	64	36	84	16	8	11	24	40	16	75	8	92	36	58	6
	47%	55%	41%	31%	34%	47%	32%	44%	25%	48%	42%	34%	52%	32%	43%	48%	41%	41.9%	33%	45%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Table 311

Base : Sent via - UK Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	228	158	70	32	125	48	31	24	9	9	9	16	19	19	14	16	14	2	46	
Weighted Base	247	214	32**	5**	210	24**	8**	5**	7	16**	13**	20**	30**	32**	36**	36**	19**	1**	23**	
Effective Base	142	127	16	7	109	27	16	15	9	8	9	16	18	16	13	15	14	1	25	
Lost mail	26	23	3	-	23	2	1	-	1	-	-	1	5	3	10	2	1	-	2	
	10%	11%	9%	10%	11%	6%	15%	2%	14%	-	-	6%	16%	9%	28%	5%	7%	-	7%	
Damaged mail	23	19	4	1	19	3	1	-	2	4	-	-	4	3	-	5	-	-	3	
	9%	9%	12%	12%	9%	12%	6%	9%	35%	24%	-	-	14%	11%	-	13%	-	-	13%	
Delayed mail	50	46	4	-	45	4	1	-	1	-	1	-	11	3	18	6	4	1	3	
	20%	22%	11%	9%	21%	16%	16%	5%	9%	-	10%	-	38%	11%	50%	17%	20%	85%	12%	
Ms-delivered mail	24	21	3	1	22	-	1	1	1	1	-	3	3	1	8	3	-	-	-	
	10%	10%	10%	10%	10%	-	14%	27%	14%	7%	-	12%	11%	10%	22%	8%	-	-	-	
Mail that has been tampere	16	13	3	-	14	1	1	-	1	3	-	3	5	2	-	-	-	-	1	
	6%	6%	10%	9%	7%	3%	10%	5%	14%	19%	-	13%	16%	7%	-	-	-	-	3%	
Didn't allow sufficient time for the recipient to answer the door	16	13	3	-	13	2	1	-	-	1	-	1	2	3	3	-	3	-	2	
	7%	6%	9%	5%	6%	7%	17%	3%	-	8%	-	7%	7%	8%	8%	-	15%	-	7%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	7	7	-	-	5	2	-	-	-	2	-	-	-	-	-	2	-	-	2	
	3%	3%	-	1%	2%	6%	1%	8%	-	12%	11%	-	-	-	-	5%	-	-	7%	
I've experienced no problems in the last 12 months when sending packets and parcels via	139	118	22	3	117	15	5	3	3	7	10	14	17	17	11	23	14	-	15	
	56%	55%	67%	64%	56%	62%	55%	62%	51%	45%	79%	68%	57%	62%	30%	65%	73%	15%	64%	
NET Any problem experienced	100	90	10	2	88	7	4	1	3	7	1	7	13	15	25	11	5	1	7	
	41%	42%	32%	35%	42%	31%	44%	30%	49%	44%	10%	32%	43%	48%	70%	30%	27%	85%	29%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1545

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Table 311

Base : Sent via - UK Mail

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Total																											
Unweighted Base	228	132	45	180	93	132	11	24	45	6	20	93	89	20	16	10	182	26	110	87	22	4	5	197	9	132	96
Weighted Base	247	139*	52*	189	101*	139*	8**	20**	52*	6**	25**	113*	95*	20**	13**	6**	208	19**	133*	89*	19**	1**	5**	222	6**	146*	100*
Effective Base	142	78	30	108	61	78	5	11	30	5	13	57	58	13	11	5	115	15	73	51	15	2	3	124	5	85	56
Lost mail	28	16	4	22	10	16	2	+	4	1	1	14	7	+	4	+	21	4	8	15	1	+	1	23	1	25	1
10%	11%	8%	12%	10%	11%	23%	1%	8%	19%	5%	12%	8%	8%	2%	33%	2%	10%	23%	6%	17%	6%	9%	27%	11%	24%	17%	1%
Damaged mail	23	17	4	19	6	17	-	1	4	2	4	10	9	2	-	2	19	2	13	5	3	1	2	17	3	18	4
9%	12%	7%	10%	6%	12%	-	7%	7%	7%	30%	15%	9%	9%	8%	-	32%	9%	11%	9%	5%	15%	73%	41%	8%	47%	13%	4%
Delayed mail	50	33	7	43	17	33	2	4	7	2	4	26	16	5	3	-	41	3	21	27	1	-	1	48	1	65	5
20%	24%	13%	23%	17%	24%	23%	19%	13%	30%	16%	23%	16%	16%	28%	25%	-	20%	17%	16%	30%	4%	-	29%	22%	24%	30%	5%
Mis-delivered mail	24	17	4	20	8	17	3	1	4	1	1	12	8	3	1	+	21	1	15	8	1	-	-	23	-	22	2
10%	12%	8%	11%	7%	12%	30%	7%	7%	8%	19%	5%	17%	9%	14%	5%	2%	10%	4%	11%	11%	9%	5%	-	10%	-	13%	2%
Mail that has been tampered with	16	13	1	15	3	13	-	1	1	1	8	7	+	+	-	16	+	7	6	1	+	+	1	13	1	15	1
8%	9%	2%	6%	3%	9%	-	7%	2%	19%	5%	7%	8%	-	2%	-	7%	1%	5%	7%	7%	9%	6%	27%	6%	24%	16%	1%
Didn't allow sufficient time for the recipient to answer the door	18	8	1	12	5	8	-	2	1	1	1	12	4	+	-	2	16	-	11	4	2	-	-	14	-	8	8
7%	6%	2%	7%	5%	6%	-	12%	2%	19%	5%	11%	4%	1%	-	-	8%	-	8%	4%	9%	-	-	7%	-	6%	8%	8%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	9	5	-	7	2	9	-	2	-	-	2	6	-	-	+	7	+	3	4	-	-	-	-	7	-	2	5
3%	4%	-	4%	2%	4%	5%	11%	-	-	-	1%	6%	-	-	1%	3%	+	3%	4%	-	-	-	3%	-	7%	8%	
I've experienced no problems in the last 12 months when sending packets and parcels via	139	67	39	97	69	67	2	11	39	4	18	62	55	12	7	4	117	11	80	45	14	+	+	124	+	60	79
56%	48%	79% ^{10%}	51%	69% ^{10%}	48%	20%	56%	75%	70%	74%	55%	58%	61%	51%	62%	56%	55%	60%	50%	77%	19%	2%	56%	5%	41%	78% ^{10%}	
NET Any problem experienced	100	67	39	85	31	67	6	6	13	2	7	49	35	8	6	2	84	9	50	41	4	1	5	91	5	84	16
41%	61% ^{10%}	25%	63% ^{10%}	30%	48%	78%	33%	25%	30%	28%	44%	37%	39%	40%	37%	40%	40%	38%	46%	23%	81%	58%	41%	50%	61% ^{10%}	16%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig. testing

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : Sent via - UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	228	23	200	5	78	129	21	215	7	3	2	225	1
Weighted Base	247	14**	226	7**	84*	141*	22**	237	7**	2**	***	246	***
Effective Base	142	9	129	4	45	83	14	136	4	2	2	141	1
Lost mail	26	2	24	1	9	14	2	26	-	-	-	26	-
16%		11%	11%	7%	11%	10%	11%	11%	-	-	-	10%	-
Damaged mail	23	5	18	-	17	4	2	18	4	1	*	23	-
9%		32%	8%	-	25%	3%	7%	8%	58%	24%	64%	9%	-
Delayed mail	59	2	48	-	17	26	7	46	1	2	-	50	-
26%		11%	21%	-	20%	19%	31%	20%	15%	100%	-	20%	-
Mis-delivered mail	24	4	20	-	7	17	*	23	1	-	-	24	-
10%		25%	9%	-	9%	12%	*	10%	18%	-	-	10%	-
Mail that has been tampered with	16	3	13	-	12	3	1	16	-	-	-	16	-
6%		20%	6%	-	14%	2%	6%	7%	-	-	-	6%	-
Didn't allow sufficient time for the recipient to answer the door	16	1	12	3	9	6	1	15	1	-	-	16	-
7%		9%	5%	39%	11%	4%	3%	6%	12%	-	-	7%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	7	*	7	-	2	5	*	7	-	-	-	7	-
3%		*	3%	-	2%	4%	2%	3%	-	-	36%	3%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	139	4	132	4	38	92	9	138	1	-	-	139	*
58%		28%	58%	54%	48%	65%	43%	58%	14%	-	-	58%	100%
NET Any problem experienced	100	10	67	3	44	45	12	92	6	2	*	100	-
41%		72%	38%	46%	25%	31%	56%	39%	86%	100%	64%	41%	-

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : Sent via - UK Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	228	77	102	49	-	19	23	35	43	34	25	22	27	-	-	-	-
Weighted Base	247	90*	110*	47*	-**	19**	33**	38**	38**	46**	28**	17**	30**	-**	-**	-**	-**
Effective Base	142	52	59	31	-	13	17	23	22	21	17	14	18	-	-	-	-
Lost mail	26	9	14	3	-	2	1	5	7	3	5	3	*	-	-	-	-
10%	10%	10%	13%	6%	-	10%	4%	15%	16%	6%	19%	16%	*	-	-	-	-
Damaged mail	23	8	9	6	-	*	3	5	4	2	2	2	4	-	-	-	-
9%	9%	9%	8%	12%	-	2%	7%	13%	11%	5%	10%	9%	10%	-	-	-	-
Delayed mail	80	13	26	11	-	1	4	8	9	10	7	3	8	-	-	-	-
20%	15%	15%	24%	23%	-	5%	11%	23%	23%	21%	29%	16%	27%	-	-	-	-
Mis-delivered mail	24	4	18	3	-	1	1	2	11	5	2	3	-	-	-	-	-
10%	4%	18%	6%	-	5%	3%	5%	29%	11%	6%	17%	-	-	-	-	-	-
Mail that has been tampered with	16	3	9	3	-	-	1	2	6	-	3	1	2	-	-	-	-
6%	4%	9%	9%	6%	-	-	3%	7%	16%	-	13%	6%	5%	-	-	-	-
Didn't allow sufficient time for the recipient to answer the door	16	5	10	1	-	1	4	*	2	4	4	1	-	-	-	-	-
7%	6%	9%	3%	-	5%	12%	*	6%	6%	8%	14%	6%	-	-	-	-	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	7	*	7	-	-	-	-	-	-	4	3	-	-	-	-	-	-
3%	*	6%	-	-	-	-	-	1%	-	8%	12%	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	139	57	56	27	-	15	24	18	17	26	12	10	16	-	-	-	-
56%	64%	51%	56%	-	79%	70%	49%	45%	57%	47%	59%	55%	-	-	-	-	-
NET Any problem experienced	100	32	47	21	-	4	11	18	21	16	11	7	14	-	-	-	-
41%	36%	45%	44%	-	21%	30%	50%	55%	35%	41%	41%	45%	-	-	-	-	-

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - abcd - efg hijklmnop
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Table 313

Yodel

Base : Sent via - Yodel

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	871	73	492	181	390	208	362	100	125	148	85	64	31	18	225	233	113	49	502	63
Weighted Base	528	107*	421	167*	360	229	299	99*	106*	134*	82*	54*	29**	24**	205	216	107*	53*	427	93*
Effective Base	315	62	254	97	218	124	194	56	69	80	44	35	18	15	124	123	68	33	264	49
Lost mail	30	6	24	16	14	9	21	2	11	10	2	5	-	*	13	13	5	*	25	5
	6%	8%	6%	9%	4%	4%	7%	2%	10%	8%	3%	9%	-	*	6%	6%	5%	*	6%	6%
Damaged mail	45	3	42	24	21	19	26	8	16	12	7	2	-	*	24	19	3	1	34	11
	9%	3%	10%	14%	6%	8%	9%	8%	15%	9%	5%	4%	2%	*	19%	9%	2%	1%	8%	12%
Delayed mail	70	7	64	32	36	36	35	12	19	18	16	4	2	*	31	34	5	2	64	7
	13%	6%	15%	10%	11%	16%	12%	12%	16%	14%	19%	7%	6%	*	10%	10%	5%	3%	15%	7%
Mis-delivered mail	28	6	22	11	17	12	16	3	8	8	4	3	-	2	11	12	5	2	21	6
	5%	5%	5%	6%	5%	5%	6%	3%	8%	6%	5%	6%	-	8%	6%	5%	5%	4%	5%	6%
Mail that has been tampered with	15	4	11	7	8	8	7	-	4	2	5	2	2	-	4	7	3	2	13	1
	3%	3%	4%	4%	2%	3%	2%	-	4%	1%	7%	3%	6%	-	2%	3%	3%	3%	3%	1%
Didn't allow sufficient time for the recipient to answer the door	23	4	20	13	10	10	13	6	10	5	2	1	-	-	16	7	1	-	19	4
	4%	4%	5%	3%	3%	5%	4%	6%	10%	4%	2%	1%	-	-	8%	3%	1%	-	5%	4%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	1	8	8	1	4	5	4	2	3	*	-	-	-	6	3	-	-	7	2
	2%	1%	2%	4%	*	2%	2%	4%	2%	2%	*	-	-	-	3%	1%	-	-	2%	2%
Any other problems	4	-	4	*	4	-	4	-	1	-	*	2	2	-	1	*	3	2	2	2
	1%	-	1%	-	1%	-	1%	-	-	-	-	2%	6%	-	*	-	3%	3%	1%	2%
I don't know	25	9	15	13	11	12	12	9	3	5	4	3	*	-	12	9	4	*	19	5
	5%	9%	4%	8%	3%	8%	4%	9%	3%	4%	5%	6%	1%	-	6%	4%	3%	*	4%	6%
I've experienced no problems in the last 12 months when sending packets and parcels via	360	82	278	89	272	147	213	67	61	92	56	37	25	22	129	148	84	47	293	62
	68%	77%	65%	53%	76%	64%	71%	68%	58%	69%	68%	68%	65%	62%	63%	68%	73%	67%	68%	66%
NET Any problem experienced	143	15	128	65	77	70	73	23	42	37	22	14	4	2	65	59	19	6	115	26
	27%	14%	30%	39%	21%	30%	23%	23%	39%	27%	27%	25%	13%	8%	34%	27%	18%	11%	27%	28%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Table 313

Base : Sent via - Yodel

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	571	180	170	108	113	350	221	407	160	34	51	136	157	151	344	34	506	137	412	22
Weighted Base	528	142*	168*	108*	110*	310	218	400	127*	29**	43**	132*	147*	137*	322	29**	471	107*	402	19**
Effective Base	315	80	96	65	76	176	140	225	94	20	29	82	89	74	200	20	280	68	238	10
Lost mail	30	9	7	6	8	16	14	26	4	2	9	10	3	6	22	2	28	14	16	-
	6%	7%	4%	5%	7%	5%	6%	7%	3%	8%	21%	7%	2%	4%	7%	6%	6%	13%	4%	-
Damaged mail	45	20	11	7	7	31	14	35	10	4	10	6	12	11	28	4	38	18	21	7
	8%	14%	6%	7%	6%	10%	7%	9%	8%	14%	22%	5%	8%	8%	9%	14%	8%	17%	5%	35%
Delayed mail	70	26	28	7	9	64	16	57	14	3	12	18	18	19	45	3	65	23	44	4
	12%	15%	17%	7%	8%	11%	7%	14%	11%	10%	28%	12%	12%	14%	10%	14%	14%	21%	11%	22%
Ms-delivered mail	28	15	8	1	5	23	5	25	3	1	2	3	14	8	19	1	27	8	20	-
	5%	11%	4%	1%	4%	7%	2%	6%	2%	4%	4%	3%	10%	6%	6%	4%	6%	7%	5%	-
Mail that has been tampered with	15	5	3	4	2	9	6	12	2	1	3	3	6	2	12	1	14	4	10	-
	3%	4%	2%	4%	2%	3%	3%	3%	2%	4%	7%	2%	4%	1%	4%	4%	4%	4%	3%	-
Didn't allow sufficient time for the recipient to answer the door	23	5	10	1	7	15	8	17	6	1	2	6	9	5	17	1	22	13	11	*
	4%	4%	6%	1%	7%	5%	4%	4%	5%	4%	4%	4%	6%	4%	5%	4%	5%	12%	3%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	4	2	1	2	6	3	9	*	-	2	4	*	2	7	-	9	3	6	-
	2%	3%	1%	1%	2%	2%	1%	2%	*	-	6%	3%	*	1%	2%	-	2%	3%	1%	-
Any other problems	4	*	2	*	2	2	2	*	4	-	4	*	-	*	4	-	4	2	2	-
	1%	-	1%	*	1%	1%	1%	*	3%	-	8%	-	-	*	1%	-	1%	2%	1%	-
I don't know	25	7	5	5	7	13	12	20	4	2	*	8	4	8	12	2	20	2	21	1
	5%	5%	3%	4%	7%	4%	5%	5%	3%	6%	*	6%	3%	6%	4%	6%	4%	2%	5%	6%
I've experienced no problems in the last 12 months when sending packets and parcels via	369	80	117	84	79	197	163	267	93	23	23	89	98	97	210	23	319	59	264	7
	68%	56%	70%	77%	72%	64%	73%	67%	73%	77%	52%	68%	67%	71%	65%	77%	68%	55%	72%	37%
NET Any problem experienced	143	55	45	20	23	100	43	114	29	5	20	35	45	32	100	5	132	45	87	11
	27%	22%	27%	18%	21%	23%	20%	28%	23%	16%	47%	27%	31%	23%	31%	16%	26%	29%	22%	57%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Table 313

Yodel

Base : Sent via - Yodel

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	671	365	206	86	277	113	105	76	29	36	24	30	35	27	34	37	25	14	99	
Weighted Base	528	463	64*	13**	444	39*	29*	16*	20**	63*	34**	37**	52*	39**	77*	86*	36**	4**	36*	
Effective Base	315	279	36	28	239	39	55	51	28	34	20	29	33	26	33	34	24	6	34	
Lost mail	30	24	6	1	28	1	3	*	2	3	-	1	8	3	-	4	5	*	*	
	6%	6%	10%	4%	6%	1%	13%	2%	10%	8%	-	3%	13%	6%	-	4%	10%	4%	1%	
Damaged mail	46	38	7	*	42	1	2	1	1	5	2	-	9	4	8	9	3	*	*	
	9%	8%	11%	3%	9%	2%	7%	5%	6%	7%	7%	-	17%	11%	11%	11%	8%	7%	1%	
Delayed mail	70	56	14	3	59	6	5	1	1	12	7	1	13	1	12	8	4	*	5	
	13%	12%	23%	25%	13%	14%	17%	6%	4%	15%	20%	3%	23%	3%	16%	9%	12%	11%	15%	
Mis-delivered mail	28	24	4	1	24	1	2	1	1	3	-	-	3	8	7	-	1	*	1	
	5%	5%	6%	4%	5%	4%	7%	5%	4%	5%	-	-	6%	21%	10%	-	4%	7%	3%	
Mail that has been tampered with	15	13	2	*	10	2	2	*	1	1	-	-	1	1	2	-	3	*	2	
	3%	3%	3%	3%	3%	2%	6%	2%	4%	2%	-	-	2%	4%	3%	-	9%	7%	5%	
Didn't allow sufficient time for the recipient to answer the door	23	22	1	1	21	2	1	*	3	5	1	1	6	-	3	2	-	-	2	
	4%	5%	1%	5%	5%	4%	3%	1%	15%	8%	3%	4%	11%	-	3%	2%	-	-	4%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	9	*	*	8	-	*	*	1	2	-	-	4	-	-	-	1	-	-	
	2%	2%	*	1%	2%	-	1%	2%	4%	4%	-	-	7%	-	-	-	4%	-	-	
Any other problems	4	4	*	-	3	*	-	1	-	2	-	-	-	-	2	-	-	-	*	
	1%	1%	*	-	1%	*	-	3%	-	3%	-	-	-	-	2%	-	-	-	*	
I don't know	28	24	1	*	22	2	1	*	1	2	1	-	-	-	9	7	1	*	2	
	5%	5%	1%	2%	5%	4%	4%	*	4%	4%	4%	-	-	-	12%	8%	4%	3%	4%	
I've experienced no problems in the last 12 months when sending packets and parcels via	360	320	40	9	299	29	20	13	15	44	24	34	26	27	47	58	22	3	26	
	68%	69%	62%	67%	67%	75%	69%	79%	77%	70%	73%	81%	50%	69%	61%	68%	61%	86%	74%	
NET Any problem experienced	143	120	23	4	124	8	8	3	4	16	8	3	26	12	21	21	13	*	8	
	27%	26%	36%	31%	26%	21%	27%	21%	20%	26%	23%	9%	36%	31%	27%	24%	35%	11%	8	22%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Table 313

Base : Sent via - Yodel

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Total	571	266	181	371	286	266	14	67	181	13	57	197	235	62	56	20	432	76	253	229	48	28	11	482	39	234	337
Unweighted Base	571	266	181	371	286	266	14	67	181	13	57	197	235	62	56	20	432	76	253	229	48	28	11	482	39	234	337
Weighted Base	528	252	168*	343	258	252	10**	46*	168*	12**	52*	183	219	52*	52*	21**	401	74*	221	218	41**	32**	14**	439	46**	219	309
Effective Base	315	151	95	210	153	151	6	40	95	9	34	105	137	35	32	9	241	40	132	128	26	20	9	260	28	131	184
Lost mail	30	21	2	27	9	21	1	3	2	1	1	13	11	4	2	*	24	3	12	15	1	1	-	28	1	19	11
6%		8% 	1%	8% 	3%	8%	13%	6%	7%	9%	2%	7%	5%	7%	5%	1%	6%	4%	6%	7%	3%	4%	-	6%	3%	5%	4%
Damaged mail	45	29	4	41	15	29	3	7	4	1	1	21	16	5	*	3	37	3	14	24	3	1	3	38	4	37	8
9%		9% 	2%	10% 	6%	12%	30%	15%	2%	9%	2%	11%	7%	10%	*	13%	9%	4%	6%	11%	7%	3%	21%	9%	4%	4%	3%
Delayed mail	70	32	20	50	37	32	1	6	20	1	5	30	24	9	2	5	54	7	38	21	9	1	1	59	1	45	25
13%		13%	12%	14%	14%	13%	14%	13%	12%	9%	10%	16%	17%	17%	3%	25%	14%	10%	17%	10%	22%	2%	9%	14%	4%	21%	6%
Mis-delivered mail	28	19	4	24	9	19	-	*	4	1	1	12	10	5	1	*	22	1	15	8	4	1	-	23	1	26	2
5%		7%	2%	7%	4%	7%	-	*	2%	9%	2%	6%	5%	10%	1%	1%	5%	1%	7%	4%	10%	2%	-	5%	1%	13%	1%
Mail that has been tampered with	15	10	1	14	5	10	*	*	1	1	1	6	8	-	*	*	15	*	8	5	1	*	-	14	*	11	3
3%		4%	1%	4%	2%	4%	2%	*	1%	9%	2%	3%	4%	-	*	1%	4%	*	4%	2%	3%	*	-	3%	*	8%	1%
Didn't allow sufficient time for the recipient to answer the door	23	12	6	17	10	12	*	*	6	1	4	9	9	1	2	2	19	4	9	11	-	1	2	20	3	19	5
4%		5%	3%	5%	4%	5%	1%	1%	3%	9%	8%	5%	4%	1%	3%	10%	5%	5%	4%	5%	-	3%	14%	5%	6%	4%	2%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	4	1	7	4	4	-	*	1	-	-	2	6	-	-	-	9	-	4	4	*	-	-	8	-	9	*
2%		2%	1%	2%	2%	2%	-	*	1%	-	-	1%	3%	-	-	-	2%	-	2%	2%	1%	-	-	2%	-	4%	*
Any other problems	4	2	*	4	2	2	-	2	*	-	*	*	4	-	-	-	4	-	1	3	*	-	-	4	-	2	2
1%		1%	1%	1%	1%	1%	-	4%	*	-	*	*	2%	-	-	-	1%	-	*	2%	*	-	-	1%	-	1%	1%
I don't know	25	16	4	20	8	16	2	2	4	-	-	8	13	*	2	-	22	2	13	8	*	3	-	22	3	10	14
8%		6%	2%	6%	3%	6%	20%	2%	2%	-	-	5%	6%	*	5%	-	5%	3%	6%	4%	*	8%	-	5%	5%	9%	5%
I've experienced no problems in the last 12 months when sending packets and parcels via	360	156	137	209	190	156	4	30	137	11	44	114	155	36	43	12	268	56	142	152	30	27	9	294	36	105	255
68%		62%	62% 	61%	61% 	62%	46%	66%	82%	91%	84%	62%	71%	70%	63% 	57%	67%	75%	64%	69%	72%	84%	65%	67%	78%	48%	83%
NET Any problem experienced	143	80	27	114	60	80	3	13	27	1	8	60	51	16	7	9	111	16	65	59	12	3	5	124	7	104	39
27%		8% 	16%	13% 	23%	32%	34%	29%	16%	9%	16%	8% 	23%	30%	13%	43%	28%	21%	30%	27%	28%	8%	35%	28%	16%	4% 	13%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Table 313

Base : Sent via - Yodel

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	571	30	534	7	169	366	36	550	15	4	1	569	1
Weighted Base	528	24**	499	5**	152*	340	36**	509	16**	2**	***	527	***
Effective Base	315	14	299	3	91	204	20	303	11	1	1	315	1
Lost mail	30	3	28	-	16	13	2	28	2	-	-	30	-
6%		11%	6%	-	10% a	4%	5%	6%	13%	-	-	6%	-
Damaged mail	45	4	41	*	22	17	5	38	7	*	-	45	-
9%		15%	8%	10%	10% a	5%	15%	7%	43%	3%	-	9%	-
Delayed mail	70	2	65	3	31	31	9	61	7	2	-	70	-
13%		9%	13%	59%	20% a	9%	24%	12%	45%	87%	-	13%	-
Mis-delivered mail	28	*	26	1	12	15	1	26	2	*	-	26	-
3%		1%	5%	28%	8%	4%	2%	5%	12%	2%	-	5%	-
Mail that has been tampered with	15	2	13	-	1	11	3	14	1	-	*	15	-
3%		8%	3%	-	1%	3%	8%	3%	5%	-	100%	3%	-
Didn't allow sufficient time for the recipient to answer the door	23	2	21	-	9	12	2	22	1	*	-	23	-
4%		9%	4%	-	6%	4%	5%	4%	6%	8%	-	4%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	*	9	-	*	5	4	6	2	-	-	9	-
2%		*	2%	-	*	1%	11%	1%	14%	-	-	2%	-
Any other problems	4	-	4	-	4	1	-	4	-	-	-	4	-
1%		-	1%	-	2%	*	-	1%	-	-	-	1%	-
I don't know	25	2	23	-	2	14	9	24	-	-	-	24	*
8%		8%	8%	-	2%	4%	24%	5%	-	-	-	8%	100%
I've experienced no problems in the last 12 months when sending packets and parcels via	360	12	348	*	85	263	13	359	1	-	-	360	-
68%		52%	70%	3%	56%	77% d	35%	70%	9%	-	-	68%	-
NET Any problem experienced	143	9	129	5	64	64	15	126	15	2	*	143	-
27%		40%	26%	57%	25% a	19%	41%	25%	91%	100%	100%	27%	-

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : Sent via - Yodel

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	671	142	150	131	148	46	51	45	59	57	34	37	52	42	46	52	50
Weighted Base	808	129*	144**	118*	130*	33**	48**	49**	52*	58*	34**	30**	46**	42**	41**	47**	48*
Effective Base	315	79	86	70	81	27	30	25	34	32	20	18	27	24	21	28	32
Lost mail	30	7	9	5	10	*	4	3	5	2	2	-	2	3	5	3	1
6%		6%	6%	4%	7%	1%	8%	6%	9%	4%	5%	-	4%	7%	13%	7%	3%
Damaged mail	48	7	17	15	7	1	4	1	8	6	5	3	6	9	3	3	1
9%		6%	12%	12%	6%	4%	9%	2%	12%	14%	14%	10%	13%	14%	7%	6%	3%
Delayed mail	70	22	26	11	12	4	8	10	12	9	5	2	1	8	3	7	2
13%		17%	18%	9%	9%	13%	16%	20%	24%	15%	14%	6%	2%	19%	7%	15%	4%
Mis-delivered mail	28	15	8	5	*	2	6	7	3	3	2	*	2	2	-	-	*
5%		11% b	5% b	4%	*	6%	12%	14%	6%	6%	6%	*	5%	6%	-	-	*
Mail that has been tampered with	15	6	4	1	4	-	3	2	2	-	2	-	*	1	2	*	2
3%		4%	3%	1%	3%	-	7%	4%	4%	-	6%	-	*	2%	5%	1%	4%
Didn't allow sufficient time for the recipient to answer the door	23	6	7	7	3	-	4	2	3	3	1	-	4	3	1	2	-
4%		5%	5%	6%	2%	-	9%	4%	6%	4%	3%	-	10%	6%	3%	4%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	-	-	5	4	-	-	-	-	-	-	-	-	5	-	4	*
2%		-	-	4%	3%	-	-	-	-	-	-	-	-	11%	-	8%	1%
Any other problems	4	*	2	-	2	*	-	-	*	2	-	-	-	-	-	2	-
1%		*	2%	-	1%	*	-	-	1%	3%	-	-	-	-	-	3%	-
I don't know	25	6	*	12	7	-	4	2	*	-	-	4	4	2	2	*	4
8%		4%	*	10% b	6% b	-	8%	4%	*	-	-	13%	8%	9%	6%	*	9%
I've experienced no problems in the last 12 months when sending packets and parcels via	360	84	100	73	103	26	31	27	32	43	25	23	29	22	29	34	40
68%		65%	70%	62%	76%	80%	65%	55%	61%	74%	75%	75%	63%	51%	71%	73%	83%
NET Any problem experienced	143	39	44	34	26	6	13	20	24	15	8	3	13	17	9	13	4
27%		30%	30%	28%	19%	20%	27%	41%	39% b	26%	25%	11%	29%	40%	23%	27%	8%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 314

Base : Sent via - Amazon Delivery Service/ Logistics

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	869	267	602	176	693	394	473	160	157	194	112	121	77	48	317	306	246	125	722	135
Weighted Base	915	340	575	185*	731	437	478	171*	168	208	117*	119*	83*	52**	339	325	251	130*	707	187
Effective Base	547	204	343	100	449	252	295	100	102	126	70	75	47	29	202	195	150	76	434	105
Lost mail	41	11	30	14	27	23	18	10	7	11	6	4	3	1	17	17	7	3	36	2
	4%	3%	5%	8%	4%	5%	4%	6%	4%	5%	3%	3%	1%	5%	5%	3%	2%	5%	5%	1%
Damaged mail	75	24	51	15	61	32	43	19	16	9	10	8	5	7	36	19	20	12	48	22
	8%	7%	9%	8%	8%	7%	9%	11%	10%	4%	9%	7%	7%	13%	10%	8%	8%	9%	7%	12%
Delayed mail	82	19	63	30	51	39	43	22	20	13	10	10	6	2	42	23	18	8	58	22
	9%	6%	10%	10%	7%	9%	9%	13%	13%	6%	8%	9%	7%	4%	12%	7%	7%	6%	8%	12%
Mis-delivered mail	48	8	40	26	22	25	23	13	10	5	7	5	4	-	28	12	9	4	39	7
	5%	2%	7%	14%	3%	6%	5%	10%	6%	2%	6%	5%	4%	-	8%	4%	4%	3%	6%	4%
Mail that has been tampered with	28	7	21	16	13	13	16	10	10	1	4	1	1	1	20	4	3	2	22	5
	3%	2%	4%	8%	2%	3%	3%	10%	10%	-	3%	1%	1%	2%	6%	1%	1%	1%	3%	3%
Didn't allow sufficient time for the recipient to answer the door	52	9	43	38	21	31	15	9	5	2	6	10	5	24	7	21	15	44	9	44
	6%	3%	8%	8%	5%	5%	7%	8%	6%	2%	1%	5%	12%	10%	7%	2%	8%	11%	6%	5%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	3	*	-	3	*	3	-	1	-	-	2	-	-	1	-	2	-	3	-
	*	1%	*	-	*	*	1%	-	1%	-	-	1%	-	-	*	-	1%	-	*	-
I don't know	35	7	27	8	26	11	23	12	7	3	5	6	3	-	19	7	9	3	25	10
	4%	2%	5%	4%	4%	3%	5%	7%	4%	1%	4%	5%	3%	-	6%	2%	4%	2%	3%	5%
I've experienced no problems in the last 12 months when sending packets and parcels via	660	291	368	99	561	313	347	106	104	172	85	89	63	42	210	256	193	104	522	121
	72%	10%	64%	54%	77%	72%	73%	62%	62%	67%	72%	67%	78%	67%	62%	67%	67%	67%	74%	68%
NET Any problem experienced	221	41	180	77	144	113	108	54	56	34	28	21	18	10	110	62	49	27	160	56
	24%	12%	31%	42%	20%	26%	23%	12%	14%	16%	24%	18%	21%	19%	33%	19%	19%	20%	23%	30%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 314

Base : Sent via - Amazon Delivery Service/ Logistics

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	689	287	228	164	189	515	353	584	274	58	78	195	236	200	508	59	741	190	623	56
Weighted Base	915	273	276	178	187	549	365	673	237	56*	69*	210	256	213	534	56*	779	165	698	52*
Effective Base	547	161	157	108	121	318	229	380	169	35	50	122	147	124	317	36	463	107	405	36
Lost mail	41	14	10	9	8	24	17	33	8	1	1	14	15	4	30	1	35	14	26	1
	4%	5%	4%	5%	4%	4%	5%	5%	3%	3%	2%	7%	6%	2%	6%		4%	6%	4%	2%
Damaged mail	75	25	22	9	19	47	28	54	21	4	7	18	18	13	43	4	57	18	54	3
	8%	9%	8%	5%	10%	9%	8%	8%	9%	7%	10%	9%	7%	6%	8%		7%	11%	8%	6%
Delayed mail	62	26	25	16	15	51	31	64	17	6	1	23	26	11	50	6	62	27	47	8
	9%	10%	9%	8%	8%	9%	8%	10%	7%	11%	2%	11%	10%	5%	9%		8%	13%	7%	10%
Mis-delivered mail	48	21	11	9	7	32	16	38	10	8	2	13	7	9	22	8	34	27	22	-
	5%	8%	4%	5%	4%	6%	4%	6%	4%	14% ^q	3%	6%	3%	4%	4%	14% ^p	9%	16% ^q	3%	-
Mail that has been tampered with	28	14	7	-	7	21	7	22	6	5	3	3	7	7	13	5	20	13	14	1
	3%	5% ^q	3%	-	4%	4%	2%	3%	2%	8% ^q	5%	1%	3%	3%	2%	8% ^p	9%	13%	2%	2%
Didn't allow sufficient time for the recipient to answer the door	82	21	12	13	6	33	19	30	22	3	2	15	16	8	33	3	44	13	37	2
	6%	8%	4%	7%	3%	6%	5%	4%	9% ^q	5%	3%	7%	6%	4%	6%		5%	8%	5%	4%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	-	3	-	-	3	-	3	-	-	-	-	1	-	1	-	1	-	3	-
	*	-	1%	-	-	1%	-	*	-	-	-	-	1%	-	*	-	*	-	*	-
I don't know	35	9	7	8	11	16	19	26	7	2	3	11	2	5	15	2	23	5	26	3
	4%	3%	3%	4%	6%	3%	5%	4%	3%	4%	4%	12% ^q	1%	3%	3%		4%	3%	4%	6%
I've experienced no problems in the last 12 months when sending packets and parcels via	669	184	211	131	132	398	263	485	171	35	54	144	184	166	382	35	572	94	528	38
	72%	67%	77%	74%	70%	72%	72%	72%	72%	63%	78%	69%	72%	78%	71%		63%	57%	76% ^q	73%
NET Any problem experienced	221	80	58	39	44	137	83	161	59	19	12	55	70	42	138	19	184	66	143	11
	24%	29%	21%	22%	24%	25%	23%	24%	25%	34%	18%	28%	28%	20%	28%		33%	40% ^q	21%	22%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

* small base

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 314

Base : Sent via - Amazon Delivery Service/ Logistics

	Rurality				Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)		England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	669	633	236	99	483	144	129	113	44	50	51	68	51	63	58	49	49	17	127	
Weighted Base	915	814	101*	16**	776	74*	41*	24*	33*	93*	73*	83*	75*	96*	133*	117*	73*	8**	66*	
Effective Base	547	494	54	17	423	72	70	72	41	48	47	66	48	60	56	47	46	8	64	
Lost mail	41	36	5	2	37	2	1	1	-	3	-	5	7	3	7	2	9	-	2	
	4%	4%	0%	14%	5%	3%	3%	2%	-	3%	-	6%	10%	3%	9%	2%	13%	-	4%	
Damaged mail	75	72	3	1	66	2	5	2	1	4	2	5	12	9	14	12	7	1	1	
	8%	9%	3%	4%	8%	3%	12%	10%	4%	5%	2%	6%	16%	9%	10%	10%	9%	14%	1%	
Delayed mail	82	78	4	3	68	7	6	2	2	5	4	6	12	6	15	9	7	7	7	
	9%	10%	4%	16%	8%	10%	15%	9%	5%	5%	6%	7%	16%	6%	11%	8%	10%	4%	11%	
Mis-delivered mail	48	44	4	3	42	3	3	1	1	-	1	-	4	4	27	2	2	*	3	
	5%	5%	4%	19%	5%	4%	6%	6%	4%	-	2%	-	5%	4%	21%	2%	3%	5%	4%	
Mail that has been tampered with	28	27	1	*	22	2	3	*	-	2	1	1	3	2	12	-	1	*	2	
	3%	3%	1%	2%	3%	3%	8%	1%	-	2%	1%	2%	3%	2%	7%	-	2%	2%	3%	
Didn't allow sufficient time for the recipient to answer the door	82	51	1	*	46	2	4	1	2	-	4	8	11	3	8	7	3	-	2	
	6%	6%	1%	3%	6%	2%	9%	5%	7%	-	6%	10%	14%	3%	6%	6%	4%	-	3%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any other problems	3	3	*	*	1	1	-	*	-	-	-	-	1	-	-	-	-	-	1	
	*	*	*	*	-	2%	-	*	-	-	-	-	2%	-	-	-	-	-	2%	
I don't know	35	32	2	1	30	3	1	1	1	6	-	-	-	-	8	9	5	2	1	
	4%	4%	2%	5%	4%	4%	3%	4%	3%	6%	-	-	-	-	6%	10%	6%	2%	2%	
I've experienced no problems in the last 12 months when sending packets and parcels via	660	573	87	11	559	53	29	19	27	73	63	63	45	76	83	63	46	5	48	
	72%	70%	64%	64%	72%	72%	70%	76%	81%	79%	87%	76%	59%	76%	62%	71%	64%	60%	73%	
NET Any problem experienced	221	210	11	5	187	18	11	5	5	14	10	20	30	20	42	24	21	1	17	
	24%	26%	1%	3%	24%	25%	27%	20%	16%	15%	13%	24%	4%	21%	31%	21%	29%	19%	25%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - a:b:c - d:e:f:g - h:i:j:k:l:m:n:op:q:r

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 314

Base : Sent via - Amazon Delivery Service/ Logistics

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges			
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total	869	450	204	612	366	450	25	115	204	18	87	278	336	121	97	36	614	133	415	326	68	43	15	741	58	313	556	
Unweighted Base	915	514	196	669	352	514	21**	91*	196	19**	84*	308	368	119*	91*	28**	676	119*	446	347	62*	44**	14**	793	58*	318	597	
Effective Base	847	291	122	390	223	291	12	71	122	13	52	171	223	74	60	20	393	80	259	209	40	27	11	468	38	192	355	
Lost mail	41	27	5	35	13	27	-	4	5	1	2	23	12	3	3	-	35	4	21	19	-	1	-	40	1	22	19	
4%		5%	2%	5%	4%	5%	2%	4%	2%	7%	2%	3%	2%	2%	4%	1%	5%	3%	5%	5%	-	3%	-	5%	2%	7%	3%	
Damaged mail	76	44	20	55	31	44	1	9	20	3	12	35	28	9	2	1	63	3	41	29	-	3	-	70	3	39	36	
8%		9%	10%	8%	9%	9%	4%	10%	10%	8%	15%	14%	8%	8%	2%	2%	2%	9%	8%	-	7%	-	7%	-	9%	6%	12%	6%
Delayed mail	82	53	13	68	29	53	2	9	13	4	7	37	26	12	6	1	63	7	40	35	4	3	-	75	3	49	33	
9%		10%	7%	10%	8%	10%	11%	10%	7%	21%	6%	12%	7%	10%	6%	4%	9%	6%	9%	10%	6%	6%	2%	9%	5%	19%	5%	
Mis-delivered mail	48	35	2	45	12	35	5	5	2	1	1	19	23	5	1	-	42	1	19	24	3	2	-	43	2	38	10	
5%		10%	1%	10%	3%	7%	24%	5%	7%	7%	2%	6%	6%	4%	1%	-	6%	1%	4%	7%	5%	5%	-	5%	4%	12%	2%	
Mail that has been tampered with	28	23	3	25	5	23	4	3	3	1	2	5	16	6	-	-	22	-	12	12	3	1	-	24	1	23	5	
3%		10%	2%	4%	1%	5%	19%	4%	2%	6%	3%	2%	4%	5%	-	-	3%	-	3%	4%	5%	1%	-	3%	1%	14%	1%	
Didn't allow sufficient time for the recipient to answer the door	82	29	11	40	22	29	-	8	11	5	6	24	19	6	3	-	44	3	24	22	3	3	-	46	3	27	26	
6%		6%	5%	6%	6%	-	-	9%	5%	6%	6%	8%	5%	5%	3%	1%	6%	3%	5%	6%	5%	7%	-	6%	5%	8%	4%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any other problems	3	3	-	3	-	3	-	-	-	-	-	-	3	-	-	-	3	-	1	1	-	-	-	3	-	-	3	
1%		1%	-	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-		
I don't know	38	18	5	28	15	18	1	5	5	5	1	16	11	4	3	-	27	3	19	13	2	-	1	32	1	16	19	
4%		3%	2%	4%	4%	3%	3%	2%	2%	-	2%	5%	3%	3%	2%	-	4%	3%	4%	4%	3%	-	4%	2%	5%	3%		
I've experienced no problems in the last 12 months when sending packets and parcels via	660	361	148	467	254	361	11	63	148	12	61	205	271	84	73	26	476	99	319	245	50	32	13	564	45	167	492	
72%		70%	76%	70%	72%	70%	52%	69%	76%	66%	73%	67%	74%	71%	69%	93%	70%	71%	71%	77%	81%	73%	91%	71%	77%	53%	82%	
NET Any problem experienced	221	135	43	174	83	135	9	23	43	6	22	87	86	31	15	2	173	17	108	89	10	12	-	197	12	135	86	
24%		26%	22%	26%	23%	26%	46%	26%	22%	34%	36%	14%	23%	26%	17%	7%	14%	24%	24%	26%	16%	27%	2%	23%	21%	13%	14%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 314

Base : Sent via - Amazon Delivery Service/ Logistics

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	869	52	809	8	233	592	44	836	21	4	2	861	6
Weighted Base	915	42**	866	7**	208	665	43**	888	16**	6**	1**	910	4**
Effective Base	547	28	514	6	132	389	27	528	12	4	1	543	3
Lost mail	41	1	40	-	12	28	-	39	2	-	-	41	-
	4%	3%	5%	-	6%	4%	1%	4%	15%	-	-	5%	-
Damaged mail	75	1	72	2	22	47	6	72	3	-	-	75	-
	8%	2%	8%	32%	11%	7%	13%	8%	17%	-	-	8%	-
Delayed mail	52	4	76	1	24	49	8	77	3	2	-	82	-
	6%	10%	9%	20%	12%	7%	19%	9%	16%	35%	-	9%	-
Mis-delivered mail	48	7	40	2	17	24	6	45	1	2	-	48	-
	5%	16%	5%	23%	7%	4%	15%	5%	6%	35%	-	5%	-
Mail that has been tampered with	28	2	26	-	15	14	-	26	2	-	-	28	-
	3%	4%	3%	-	7%	2%	-	3%	12%	-	-	3%	-
Didn't allow sufficient time for the recipient to answer the door	52	2	50	-	20	31	2	49	2	2	-	52	-
	6%	5%	6%	-	9%	5%	4%	5%	10%	35%	-	6%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	-	3	-	*	3	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
I don't know	35	1	34	-	5	24	6	32	-	1	-	33	2
	4%	2%	4%	-	3%	4%	13%	4%	-	17%	3%	4%	44%
I've experienced no problems in the last 12 months when sending packets and parcels via	660	30	626	3	123	515	21	646	7	3	1	656	2
	72%	71%	72%	49%	59%	75% ^{ad}	49%	73%	42%	48%	97%	72%	56%
NET Any problem experienced	221	11	206	4	79	126	16	209	9	2	-	221	-
	24%	27%	24%	51%	13%	19%	38%	24%	58%	35%	-	24%	-

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k

** very small base (under 30) ineligible for sig testing

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 314

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	889	219	210	211	229	79	68	72	76	72	62	66	72	73	65	89	75
Weighted Base	915	225	220	221	240	83	69	72	79	77	73	61	70	90	68	95	77
Effective Base	547	139	132	131	146	48	46	45	46	43	42	42	42	48	41	61	45
Lost mail	41	6	18	7	10	2	1	3	10	3	4	3	3	2	-	2	8
4%		3%	8%	3%	4%	2%	2%	4%	13% 13% 13%	4%	5%	4%	4%	2%	-	2%	11% 11% 11%
Damaged mail	75	24	20	11	20	9	7	8	14	3	3	3	4	4	3	8	9
8%		11%	9%	5%	8%	10%	11%	11%	18% 18% 18%	4%	4%	5%	6%	4%	5%	8%	11%
Delayed mail	82	21	21	16	24	10	6	5	6	8	6	2	10	4	3	12	9
9%		9%	9%	7%	10%	13%	8%	6%	8%	11%	9%	4%	15%	4%	5%	12%	12%
Mis-delivered mail	48	13	15	7	15	4	5	4	9	4	3	2	-	4	3	2	10
5%		6%	6%	3%	6%	4%	7%	6%	16% 16% 16%	5%	3%	4%	-	5%	7%	4%	23% 23% 23%
Mail that has been tampered with	28	5	9	4	10	1	1	2	4	3	2	2	2	-	1	3	6
3%		2%	4%	2%	4%	2%	2%	3%	5%	4%	3%	4%	2%	-	1%	3%	8%
Didn't allow sufficient time for the recipient to answer the door	62	13	18	7	15	5	7	1	6	4	7	3	3	1	2	8	5
6%		6%	8%	3%	6%	6%	16% 16% 16%	1%	8%	5%	16% 16% 16%	4%	5%	1%	4%	9%	6%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1
-		1%	-	-	1%	2%	-	-	-	-	-	-	-	-	-	-	2%
I don't know	35	7	7	11	10	5	-	1	4	2	-	2	4	6	4	1	3
4%		3%	3%	5%	4%	7%	-	2%	5%	3%	1%	3%	6%	6%	7%	3%	4%
I've experienced no problems in the last 12 months when sending packets and parcels via	660	159	162	164	175	58	45	56	46	58	58	46	46	72	53	71	52
72%		71%	71%	74%	73%	70%	65%	77%	58%	76%	76% 76% 76%	77%	65%	76% 76% 76%	77%	74%	67%
NET Any problem experienced	221	59	61	46	56	20	24	15	29	16	15	13	20	13	11	22	23
24%		26%	27%	21%	23%	24%	24% 24% 24%	21%	29% 29% 29%	22%	20%	21%	29%	14%	16%	23%	30%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
*small base

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 315

Base : Sent via - Other Postal Service

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	208	6	202	87	121	102	106	45	54	51	23	26	6	3	99	74	35	9	171	36
Weighted Base	226	6**	220	107*	119*	129*	97*	40**	64*	63*	23**	28**	5**	4**	104*	80*	37**	9**	174*	52**
Effective Base	127	5	123	56	72	67	62	26	32	35	14	17	2	2	58	49	21	4	99	28
Lost mail	38	1	37	27	11	20	18	6	13	8	1	5	3	2	19	9	11	5	34	4
	77%	21%	17%	59%	9%	15%	19%	14%	20%	12%	5%	20%	59%	57%	18%	10%	29%	58%	19%	8%
Damaged mail	27	1	25	20	7	19	8	5	9	7	1	1	3	-	14	9	4	3	18	8
	12%	20%	11%	18%	6%	14%	8%	12%	14%	12%	5%	5%	59%	-	13%	10%	11%	31%	10%	16%
Delayed mail	46	1	45	27	19	21	25	4	9	12	9	7	3	2	14	20	12	5	39	6
	20%	20%	20%	25%	16%	16%	26%	11%	15%	18%	37%	25%	59%	57%	13%	23%	33%	58%	23%	12%
Mis-delivered mail	17	-	17	12	5	9	8	4	8	3	2	*	-	-	12	5	*	-	16	1
	8%	-	8%	11%	4%	7%	8%	9%	13%	5%	8%	*	-	-	12%	6%	*	-	9%	2%
Mail that has been tampered with	10	-	10	7	4	7	3	1	5	2	2	*	-	-	6	4	*	-	6	5
	5%	-	5%	6%	3%	5%	4%	2%	9%	3%	8%	*	-	-	6%	5%	*	-	3%	9%
Didn't allow sufficient time for the recipient to answer the door	15	-	15	7	8	7	8	5	6	3	2	-	-	-	11	5	-	-	12	3
	7%	-	7%	7%	6%	6%	8%	12%	9%	4%	8%	-	-	-	10%	5%	-	-	7%	6%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	-	10	5	5	10	*	3	3	5	-	-	-	-	6	5	-	-	4	6
	4%	-	5%	5%	4%	5%	*	6%	5%	7%	-	-	-	-	5%	5%	-	-	2%	12%
Any other problems	1	-	1	1	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	*	1%	-	-	1%	2%	-	-	-	-	-	-	1%	-	-	-	-	1%
I don't know	12	-	12	2	11	4	8	3	2	2	4	1	-	-	5	6	1	-	12	-
	5%	-	6%	1%	9%	3%	9%	8%	3%	3%	17%	4%	-	-	5%	7%	3%	-	7%	-
I've experienced no problems in the last 12 months when sending packets and parcels via NET Any problem experienced	109	4	105	42	63	65	44	20	35	27	7	17	2	2	55	33	21	4	85	24
	48%	60%	48%	39%	52%	50%	46%	49%	56%	42%	29%	61%	47%	43%	53%	39%	56%	42%	49%	46%
NET Any problem experienced	105	3	102	64	41	60	45	17	27	34	12	10	3	2	44	47	15	5	77	28
	46%	40%	46%	50%	34%	47%	46%	42%	42%	54%	53%	35%	59%	57%	42%	54%	40%	58%	44%	54%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Services Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

* small base, ** very small base (under 30) ineligible for sig. testing

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 315

Base : Sent via - Other Postal Service

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	208	64	50	41	53		114	94	151	54	18	23	54	56	45	133	18	179	73	125	10
Weighted Base	226	67*	56*	51**	53*		122*	104*	186*	39**	18**	19**	68*	70*	41**	157*	18**	199	80*	135*	11**
Effective Base	127	34	32	27	35		66	62	99	29	10	14	36	37	24	86	10	110	45	77	6
Lost mail	38	14	8	9	7		22	16	30	6	5	6	9	12	3	27	5	31	21	15	3
	17%	21%	15%	18%	13%		18%	15%	16%	20%	28%	30%	14%	17%	7%	17%	28%	16%	23%	11%	24%
Damaged mail	27	9	6	7	5		14	12	23	3	2	4	10	7	3	21	2	24	17	10	-
	12%	12%	10%	14%	9%		12%	12%	12%	9%	14%	23%	15%	9%	6%	14%	14%	12%	21%	7%	-
Delayed mail	46	11	13	11	11		24	22	37	9	5	5	15	13	5	33	5	38	24	17	4
	20%	16%	24%	21%	20%		20%	21%	20%	24%	20%	27%	22%	19%	12%	21%	29%	19%	25%	13%	38%
Mis-delivered mail	17	10	1	3	3		11	6	13	4	1	2	1	6	6	9	1	15	14	3	1
	8%	15%	1%	6%	6%		9%	6%	7%	10%	7%	9%	2%	8%	15%	6%	7%	8%	17%	2%	10%
Mail that has been tampered with	10	3	1	1	5		4	7	7	4	1	3	2	2	3	7	1	9	3	1	-
	5%	5%	1%	3%	10%		3%	6%	4%	9%	6%	16%	2%	3%	7%	4%	6%	25%	12%	1%	-
Didn't allow sufficient time for the recipient to answer the door	15	4	4	-	7		8	7	12	3	1	2	1	6	4	9	1	13	7	8	-
	7%	7%	7%	-	14%		7%	7%	6%	9%	7%	11%	1%	9%	10%	6%	7%	7%	9%	6%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	3	1	4	2		4	6	8	2	-	3	2	3	2	8	-	10	6	4	-
	4%	5%	2%	8%	4%		3%	6%	4%	6%	-	17%	2%	5%	4%	5%	-	5%	8%	3%	-
Any other problems	1	-	-	-	1		-	1	1	-	1	-	-	-	-	-	1	-	-	1	-
	*	-	-	-	1%		-	1%	*	-	4%	-	-	-	-	-	4%	-	-	1%	-
I don't know	12	3	2	4	3		5	7	9	3	-	2	7	3	1	11	-	12	6	7	*
	5%	4%	4%	8%	5%		4%	7%	5%	8%	-	8%	10%	4%	2%	7%	-	6%	7%	5%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	109	27	34	23	28		61	49	91	16	10	5	34	30	24	70	10	93	24	62	3
	48%	40%	61%	45%	49%		50%	47%	49%	43%	58%	29%	50%	43%	57%	44%	58%	47%	30%	41%	27%
NET Any problem experienced	105	37	20	24	24		57	48	86	19	7	12	27	37	17	76	7	94	50	47	8
	46%	55%	35%	47%	46%		46%	46%	46%	45%	42%	63%	39%	53%	41%	48%	42%	47%	43%	35%	72%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 315

Base : Sent via - Other Postal Service

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	208	142	66	20	115	39	35	19	8	13	9	11	17	12	16	13	16	2	37	
Weighted Base	226	194	32**	6**	198	15**	9**	4**	7**	26**	14**	14**	25**	20**	38**	30**	24**	1**	14**	
Effective Base	127	111	16	4	102	20	13	13	8	12	9	11	16	11	15	13	15	1	18	
Lost mail	38	34	4	35	2	1	*	*	2	2	-	2	3	4	6	12	5	-	2	
	17%	17%	13%	4%	18%	12%	11%	2%	29%	7%	-	17%	11%	17%	19%	40%	20%	-	13%	
Damaged mail	27	23	4	*	24	2	*	-	4	2	-	1	6	2	5	5	-	-	2	
	12%	12%	11%	2%	12%	12%	4%	-	55%	7%	-	9%	23%	8%	14%	16%	-	-	12%	
Delayed mail	46	35	11	2	41	2	2	1	3	7	1	1	4	2	6	10	9	-	2	
	20%	18%	35%	41%	21%	14%	23%	20%	43%	26%	10%	9%	18%	8%	17%	33%	24%	-	15%	
Mis-delivered mail	17	15	3	*	14	1	2	*	-	2	-	2	4	-	6	-	-	-	1	
	8%	8%	8%	4%	7%	9%	19%	8%	-	6%	-	17%	17%	-	15%	-	-	-	10%	
Mail that has been tampered with	10	10	*	*	8	*	2	*	-	2	-	1	3	-	3	-	-	-	*	
	5%	5%	2%	4%	4%	2%	19%	2%	-	6%	-	9%	11%	-	7%	-	-	-	2%	
Didn't allow sufficient time for the recipient to answer the door	15	15	1	*	13	1	1	*	1	1	-	1	3	-	3	2	2	-	1	
	7%	8%	2%	1%	7%	7%	11%	3%	14%	5%	-	10%	12%	-	7%	7%	7%	-	7%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	10	*	-	9	-	1	*	-	2	-	-	2	-	3	2	-	-	-	
	4%	5%	*	-	4%	-	9%	11%	-	9%	-	-	7%	-	8%	6%	-	-	-	
Any other problems	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	
	*	*	-	-	-	8%	-	-	-	-	-	-	-	-	-	-	-	-	5%	
I don't know	12	12	*	*	9	1	2	-	1	1	3	2	2	2	-	-	-	*	1	
	5%	6%	1%	2%	5%	5%	24%	-	9%	4%	20%	12%	8%	8%	-	-	-	12%	4%	
I've experienced no problems in the last 12 months when sending packets and parcels via	109	94	15	3	96	8	3	3	2	13	10	9	7	12	21	10	14	1	7	
	48%	48%	47%	50%	49%	50%	29%	60%	22%	49%	71%	62%	30%	58%	54%	33%	59%	88%	48%	
NET Any problem experienced	105	88	17	3	92	7	4	2	5	12	1	4	16	7	17	20	10	-	7	
	48%	45%	52%	48%	47%	45%	45%	40%	69%	46%	10%	26%	64%	34%	46%	57%	41%	-	48%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

** very small base (under 30) ineligible for sig testing

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 315

Base : Sent via - Other Postal Service

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total																												
Unweighted Base	208	106	42	158	94	106	7	23	42	7	18	88	69	31	18	2	157	20	98	80	17	9	4	178	13	134	74	
Weighted Base	226	120*	45**	173*	97*	120*	3**	12**	45**	9**	19**	97*	73*	34**	21**	1**	170*	22**	102*	91*	18**	13**	3**	193	15**	157*	69*	
Effective Base	127	64	28	95	60	64	3	12	28	5	11	52	43	20	12	1	94	13	57	51	11	6	2	108	8	86	42	
Lost mail	38	17	10	28	19	17	-	-	10	5	7	22	11	3	2	-	33	2	22	14	1	-	-	36	1	28	9	
17%		14%	22%	15%	19%	14%	-	-	22%	57%	40%	23%	15%	8%	9%	-	20%	7%	21%	16%	4%	8%	-	19%	7%	18%	14%	
Damaged mail	27	13	2	22	11	13	*	1	2	2	2	14	8	4	*	-	23	*	18	6	*	2	-	25	2	25	2	
12%		11%	5%	13%	11%	11%	2%	9%	5%	27%	13%	15%	12%	11%	*	-	13%	*	18%	7%	*	14%	-	13%	12%	13%	3%	
Delayed mail	46	23	11	34	23	23	*	1	11	5	8	25	18	3	-	-	43	*	24	21	-	1	-	45	1	37	9	
20%		19%	26%	20%	23%	19%	3%	12%	26%	58%	43%	26%	24%	8%	1%	-	25%	1%	23%	23%	-	8%	-	23%	7%	23%	13%	
Mis-delivered mail	17	11	2	15	6	11	*	1	2	1	1	8	7	2	1	-	15	1	7	9	1	1	-	16	1	15	2	
8%		9%	5%	9%	6%	9%	5%	11%	5%	13%	6%	8%	9%	5%	5%	-	9%	5%	7%	10%	3%	8%	-	8%	7%	10%	3%	
Mail that has been tampered with	10	3	1	9	7	3	-	1	1	1	1	2	7	1	*	-	9	*	7	3	1	-	-	10	-	10	-	
5%		2%	3%	5%	7%	2%	-	5%	3%	13%	6%	2%	10%	3%	1%	-	5%	1%	7%	3%	3%	-	-	5%	-	7%	-	
Didn't allow sufficient time for the recipient to answer the door	15	11	1	14	4	11	*	1	1	1	1	9	6	*	*	-	15	*	4	10	*	1	-	14	1	15	-	
7%		9%	3%	8%	4%	9%	4%	13%	3%	13%	6%	9%	9%	*	1%	-	9%	1%	4%	11%	*	11%	-	7%	9%	15%	-	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	6	2	8	4	6	-	1	2	-	2	4	5	1	-	-	10	-	8	2	1	-	-	9	-	10	-	
4%		5%	4%	5%	4%	5%	-	5%	4%	-	9%	4%	7%	2%	-	-	6%	-	7%	2%	5%	-	-	5%	-	6%	-	
Any other problems	1	-	1	-	1	-	-	-	1	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1	
12		-	2%	-	1%	-	-	-	2%	8%	-	-	-	2%	-	-	-	-	-	1%	-	-	-	-	-	-	1%	
I don't know	5%	8	*	12	5	8	-	2	-	-	-	6	5	2	-	-	11	-	5	6	2	-	-	11	-	8	5	
5%		6%	*	7%	5%	6%	-	17%	*	-	-	6%	7%	5%	-	-	6%	-	5%	6%	9%	-	-	6%	-	3%	11%	
I've experienced no problems in the last 12 months when sending packets and parcels via	109	54	27	76	49	54	2	4	27	2	8	35	34	20	19	1	69	20	44	40	14	8	3	84	11	65	45	
48%		45%	61%	44%	50%	45%	85%	34%	61%	21%	42%	36%	46%	60%	90%	100%	40%	91%	44%	44%	77%	67%	100%	44%	73%	41%	64%	
NET Any problem experienced	105	59	18	85	44	59	*	6	18	7	11	57	34	12	2	-	91	2	52	46	2	4	-	98	4	88	17	
46%		49%	39%	49%	45%	49%	15%	50%	39%	7%	58%	34%	47%	35%	10%	-	53%	5%	52%	50%	13%	33%	-	51%	27%	81%	24%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 315

Base : Sent via - Other Postal Service

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	208	18	184	6	85	109	14	187	13	4	3	204	1
Weighted Base	226	23**	196	8**	104*	104*	16**	205	13**	6**	2**	224	1**
Effective Base	127	11	112	4	54	64	10	116	7	3	1	125	1
Lost mail	38	7	31	-	25	7	6	34	3	3	-	38	-
17%		32%	16%	-	23% a	7%	36%	17%	6%	48%	11%	17%	-
Damaged mail	27	6	20	-	18	6	2	23	1	3	-	26	-
12%		27%	10%	-	18%	6%	13%	11%	8%	48%	5%	12%	-
Delayed mail	46	9	34	3	30	15	1	39	4	3	-	45	-
26%		41%	17%	36%	29%	14%	8%	19%	27%	49%	5%	20%	-
Mis-delivered mail	17	-	17	-	13	4	-	16	2	-	-	17	-
8%		1%	8%	7%	13%	4%	3%	8%	12%	-	-	8%	-
Mail that has been tampere	10	-	10	-	7	2	2	10	1	-	-	10	-
5%		-	5%	-	7%	2%	10%	5%	4%	-	-	5%	-
Didn't allow sufficient time for the recipient to answer the door	15	2	13	-	5	10	-	14	1	-	-	15	-
7%		9%	7%	-	5%	9%	-	7%	7%	-	-	7%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	2	9	-	5	3	2	8	1	2	-	10	-
4%		7%	4%	-	5%	3%	10%	4%	4%	30%	-	5%	-
Any other problems	1	-	1	-	-	1	-	1	-	-	-	1	-
-		-	-	-	-	1%	-	-	-	-	-	-	-
I don't know	12	-	10	2	3	5	3	10	2	3	-	12	1
5%		-	5%	30%	3%	5%	21%	5%	12%	-	-	5%	100%
I've experienced no problems in the last 12 months when sending packages and parcels via	109	8	99	2	63	5	102	50	5	1	1	108	-
48%		34%	51%	27%	36%	63% d	31%	50%	37%	21%	84%	48%	-
NET Any problem experienced	105	15	87	3	83	34	8	93	7	4	-	105	-
46%		66%	44%	42%	78% a	32%	47%	45%	51%	79%	16%	47%	-

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 315

Base : Sent via - Other Postal Service

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	208	45	52	53	58	13	16	16	17	20	15	15	18	20	16	20	22
Weighted Base	226	51**	55*	61*	59*	11**	22**	19**	16**	23**	16**	14**	21**	26**	12**	24**	23**
Effective Base	127	29	31	34	33	7	12	11	11	12	9	9	12	13	8	14	12
Lost mail	38	7	13	7	10	2	3	2	1	6	6	1	3	3	3	4	3
	17%	14%	24%	12%	18%	19%	14%	12%	7%	24%	40%	9%	13%	13%	24%	19%	13%
Damaged mail	27	3	16	6	2	*	-	3	5	6	4	-	4	2	1	1	*
	12%	6%	31% 2% d	10%	4%	1%	-	18%	32%	29%	24%	-	20%	7%	9%	5%	*
Delayed mail	46	6	22	8	10	2	1	3	7	7	9	*	4	4	2	6	2
	20%	12%	46% d	13%	16%	15%	7%	18%	41%	28%	57%	1%	19%	15%	15%	25%	7%
Mis-delivered mail	17	3	8	2	5	-	2	*	2	4	2	-	2	-	2	-	3
	8%	5%	14%	4%	8%	-	9%	3%	14%	17%	10%	-	11%	-	13%	-	13%
Mail that has been tampered with	10	2	4	4	1	-	2	*	*	1	2	-	3	2	-	*	1
	5%	3%	7%	7%	1%	-	7%	*	3%	5%	12%	-	12%	6%	-	1%	3%
Didn't allow sufficient time for the recipient to answer the door	15	4	7	1	3	-	1	3	2	3	3	1	-	*	1	2	*
	7%	7%	13%	2%	3%	-	4%	14%	10%	17%	19%	10%	-	*	7%	8%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	-	-	3	7	-	-	-	-	-	-	-	-	3	-	3	4
	4%	-	-	6%	12%	-	-	-	-	-	-	-	-	13%	-	11%	18%
Any other problems	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	3%	-	-	-	-	-	-	-	-	-	-
I don't know	12	3	3	2	3	2	-	2	-	1	2	1	2	-	-	2	1
	5%	6%	6%	4%	6%	16%	-	8%	-	5%	14%	6%	8%	-	-	9%	5%
I've experienced no problems in the last 12 months when sending packets and parcels via	109	28	17	32	33	5	14	8	3	10	3	10	6	15	8	8	16
	48%	55%	30%	53%	56% d	50%	67%	43%	20%	44%	18%	74%	30%	59%	71%	35%	69%
NET Any problem experienced	105	20	30	26	23	4	7	9	13	12	11	3	13	11	3	13	8
	46%	39%	54% d	43%	39%	34%	33%	48%	80%	51%	68%	20%	62%	41%	29%	56%	29%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Table 316

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2517	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	290	33	257	106	184	124	166	54	39	69	37	54	15	21	94	106	90	36	243	46
5%		3%	3%	15% _d	3%	4%	5%	7% _{nm}	5% _d	6% _{nm}	4% _d	5% _d	2%	3%	4% _{nm}	3% _{nm}	4%	3%	5%	5%
Damaged mail	195	32	163	54	141	109	86	41%	32%	29%	30%	29%	16%	8%	73%	70%	53%	24%	163%	31%
3%		3%	3%	15% _d	3%	4%	3%	4% _{nm}	4% _{nm}	4% _{nm}	4% _{nm}	4% _{nm}	3%	2%	4% _{nm}	4% _{nm}	2%	2%	3%	3%
Delayed mail	558	57	501	137	421	250	306	120	87	114	70	90	37	29	218	185	155	66	423	131
9%		5%	3%	15% _d	8%	8%	10%	4% _{nm}	4% _{nm}	4% _{nm}	4% _{nm}	4% _{nm}	5%	5%	14% _{nm}	14% _{nm}	6%	5%	8%	14% _r
Mis-delivered mail	199	37	161	63	139	92	106	36	24	30	28	38	19	23	60	58	80	42	163	34
3%		3%	3%	8% _d	3%	3%	3%	4%	3%	3%	3%	3%	3%	4%	4%	3%	3%	3%	3%	4%
Mail that has been tampered with	86	12	74	42	44	43	43	23	16	20	7	12	6	2	39	27	20	8	65	21
1%		1%	2%	3% _d	1%	1%	1%	3% _{nm}	2%	2%	1%	1%	1%	1%	4% _{nm}	1%	1%	1%	1%	2%
Didn't allow sufficient time for the recipient to answer the door	193	31	162	43	145	75	116	43	24	49	23	31	12	11	65	72	54	23	180	31
3%		3%	3%	8% _d	3%	2%	4% _{nm}	4% _{nm}	3%	4% _{nm}	3%	3%	2%	2%	4% _{nm}	4% _{nm}	2%	2%	3%	3%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	2	42	11	33	20	24	5	11	11	3	5	9	-	16	14	14	9	36	7
1%		1%	1%	1%	1%	1%	1%	1%	1% _{nm}	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Any other problems	23	1	23	5	19	11	12	3	7	4	1	5	2	1	10	5	8	3	13	10
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1% _r
I don't know	99	16	83	19	80	50	49	21	12	12	18	12	16	8	33	30	36	24	81	16
2%		1%	2%	2%	1%	2%	2%	3% _{nm}	1%	1%	2%	1%	2%	1%	2%	2%	1%	2%	2%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	2288	609	1650	279	1979	1111	1147	220	313	451	319	431	250	232	533	770	955	534	1888	331
37%		37%	33%	35%	37%	37%	37%	27%	23% _{nm}	23% _{nm}	23% _{nm}	23% _{nm}	23% _{nm}	23% _{nm}	32%	33% _{nm}	33% _{nm}	33% _{nm}	37%	35%
NET Any problem experienced	997	126	872	260	737	457	537	189	166	218	129	159	73	62	356	346	295	136	784	206
16%		10%	18% _d	33% _d	14%	15%	17%	22% _{nm}	19% _{nm}	19% _{nm}	15% _{nm}	14% _d	10%	10%	21% _{nm}	19% _{nm}	12%	10%	15%	22% _r
Not aware of Royal Mail	22	3	19	6	16	18	4	6	5	7	1	1	1	1	11	9	3	2	19	1
1%		1%	1%	1%	1%	1%	1%	3% _{nm}	1%	1%	1%	1%	1%	1%	4% _{nm}	1%	1%	1%	1%	1%
Aware but not used Royal Mail	507	137	370	33	474	264	242	50	55	82	57	102	86	74	105	139	262	160	439	65
8%		11% _d	8%	4%	8% _d	8%	8%	6%	6%	7%	7%	9%	11% _{nm}	12% _{nm}	6%	7%	10% _{nm}	12% _{nm}	9%	7%
Used but not sent Royal Mail	2276	343	1934	191	2085	1109	1162	335	316	352	309	424	262	249	651	660	965	541	1937	324
37%		28%	33% _d	24%	33% _d	37%	37%	23% _{nm}	36%	37%	33% _{nm}	33% _{nm}	33% _{nm}	33% _{nm}	33% _{nm}	34%	34% _{nm}	33% _{nm}	38%	34%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab - cd - ef - ghijklm - ntoplq - rs

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Table 316

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2387	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	290	76	91	56	68	167	123	211	78	24	29	64	106	45	199	24	248	76	207	6
	9%	4% ^{bed}	5%	4%	4%	5% ^{bed}	4%	5% ^{bed}	3%	5%	4%	4%	6% ^{bed}	4%	5%	4%	5%	5% ^{bed}	3%	2%
Damaged mail	195	49	61	44	41	110	85	143	52	18	15	38	68	36	122	18	163	47	139	10
	3%	4% ^{bed}	3%	3%	2%	4%	3%	4% ^{bed}	2%	4%	2%	3%	4% ^{bed}	3%	3%	3%	3%	4%	3%	3%
Delayed mail	588	139	169	126	124	308	250	385	165	50	47	121	186	96	354	51	462	120	415	23
	9%	11% ^{bed}	9%	9%	7%	10% ^{bed}	8%	11% ^{bed}	7%	10%	8%	8%	11% ^{bed}	9%	10% ^{bed}	10%	9%	8%	8%	8%
Mis-delivered mail	199	57	56	37	48	113	85	136	57	18	19	60	45	32	124	18	163	67	119	13
	3%	8% ^{bed}	3%	3%	3%	4%	3%	4% ^{bed}	2%	4%	3%	4%	3%	3%	3%	3%	3%	5% ^{bed}	3%	4%
Mail that has been tampered with	86	26	23	18	19	48	38	65	18	5	9	23	34	9	65	5	77	27	55	5
	1%	2%	1%	1%	1%	2%	1%	2% ^{bed}	1%	1%	1%	2%	2% ^{bed}	1%	1%	1%	1%	2%	1%	2%
Didn't allow sufficient time for the recipient to answer the door	183	55	57	37	45	112	81	134	57	14	21	49	72	27	142	14	171	59	131	3
	3%	8% ^{bed}	3%	3%	3%	4%	3%	4% ^{bed}	2%	3%	3%	3%	5% ^{bed}	2%	4%	3%	3%	5% ^{bed}	3%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	14	8	12	9	23	21	31	13	4	8	11	10	9	29	4	40	16	26	2
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other problems	23	5	6	4	9	11	12	15	8	5	*	2	6	8	8	5	17	3	20	1
	*	*	*	*	*	*	*	*	*	1% ^{bed}	*	*	*	1%	*	1%	*	*	*	*
I don't know	99	16	38	18	26	54	45	60	31	9	38	11	28	18	57	9	77	12	80	6
	2%	1%	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	2%	1%	1%	2%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	2258	418	750	516	574	1168	1090	1410	824	149	241	543	591	479	1375	158	1581	380	1786	92
	37%	37%	39% ^{bed}	37%	33%	38% ^{bed}	33%	38% ^{bed}	34%	29%	33%	38% ^{bed}	37% ^{bed}	43% ^{bed}	36% ^{bed}	29%	38% ^{bed}	30%	39% ^{bed}	32%
NET Any problem experienced	997	257	289	224	227	546	451	684	303	93	92	240	319	176	651	95	852	248	707	42
	16%	12% ^{bed}	15%	16%	13%	15% ^{bed}	15%	19% ^{bed}	13%	16%	13%	16%	20% ^{bed}	16%	14% ^{bed}	18%	16%	18% ^{bed}	15%	15%
Not aware of Royal Mail	22	*	12	6	3	12	9	16	4	1	1	*	9	5	9	1	16	4	15	4
	*	*	1% ^{bed}	*	*	*	*	*	*	*	*	*	1% ^{bed}	*	*	*	*	*	*	1%
Aware but not used Royal Mail	607	73	126	113	195	199	308	238	255	64	82	112	103	59	297	66	381	111	362	34
	8%	6%	7%	8%	11% ^{bed}	7%	10% ^{bed}	8%	8% ^{bed}	11% ^{bed}	11% ^{bed}	7%	7%	8%	12% ^{bed}	10%	7%	9%	8%	12%
Used but not sent Royal Mail	2276	372	699	507	618	1071	1225	1262	890	200	307	572	544	365	1429	207	1869	529	1638	109
	37%	33%	37%	37%	40% ^{bed}	35%	39% ^{bed}	34%	41% ^{bed}	35%	42% ^{bed}	39% ^{bed}	34%	33%	37%	35%	36%	41% ^{bed}	38%	38%

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Table 316

Base : All participants

	Total	Rurality			Nation				Region													
		Urban (a)	Rural Including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975			
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450			
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432			
Lost mail	290	240	51	8	253	19	11	7	10	25	30	21	30	29	36	38	34	1	18			
	9%	5%	6%	5%	5%	4%	4%	4%	4%	4%	6%	5%	6%	5%	4%	5%	6%	1%	4%			
Damaged mail	195	172	24	6	164	17	6	9	4	23	17	16	23	18	23	29	10	4	13			
	3%	3%	3%	4%	3%	3%	2%	6% ^{ab}	2%	3%	3%	3%	4%	3%	3%	3%	2%	6%	3%			
Delayed mail	558	477	81	21	475	44	23	16	15	61	40	43	55	57	80	71	53	6	39			
	9%	8%	9%	12%	8%	9%	8%	9%	6%	8%	8%	10%	10%	10%	10%	8%	10%	8%	9%			
Ms-delivered mail	199	178	21	3	171	17	5	7	8	11	13	13	20	25	39	33	8	3	14			
	3%	3%	2%	2%	3% ^{ab}	3%	2%	6% ^{ab}	3%	2%	3%	3%	4%	6% ^{ab}	6% ^{ab}	4%	2%	4%	3%			
Mail that has been tampered with	86	80	7	2	71	9	3	2	1	7	6	5	12	1	11	18	12	*	9			
	1%	2%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	2% ^{ab}	*	1%	2% ^{ab}	2% ^{ab}	1%	2% ^{ab}			
Didn't allow sufficient time for the recipient to answer the door	193	177	16	3	171	9	9	4	8	19	20	12	27	19	19	32	14	*	9			
	3%	3%	2%	2%	3%	2%	3%	2%	3%	3%	4%	3%	6% ^{ab}	3%	2%	4%	3%	*	2%			
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	43	1	*	37	3	3	1	1	12	*	1	11	2	2	4	3	*	3			
	1%	1%	*	*	1%	1%	1%	1%	*	2% ^{ab}	*	*	2% ^{ab}	*	*	1%	1%	*	1%			
Any other problems	23	18	5	2	18	4	*	1	1	2	3	1	2	1	2	7	*	1	2			
	*	*	1%	6% ^{ab}	*	1%	*	*	*	*	*	*	*	*	*	1%	*	2% ^{ab}	1%			
I don't know	99	86	13	2	86	4	5	3	2	17	9	6	7	5	12	16	12	2	2			
	2%	2%	2%	1%	2%	1%	2%	2%	1%	2% ^{ab}	2%	1%	1%	1%	1%	2%	2% ^{ab}	2% ^{ab}	*			
I've experienced no problems in the last 12 months when sending packets and parcels via	2258	1892	366	70	1913	188	108	50	71	242	201	165	193	213	344	269	215	33	155			
	37%	36%	42% ^{ab}	42%	37% ^{ab}	36% ^{ab}	37% ^{ab}	29%	28%	38% ^{ab}	40% ^{ab}	37%	36%	37% ^{ab}	42% ^{ab}	32%	41% ^{ab}	49% ^{ab}	34%			
NET Any problem experienced	997	855	142	31	854	79	38	26	33	110	81	76	89	100	138	136	91	12	67			
	16%	16%	16%	19%	16% ^{ab}	15%	13%	15%	13%	16%	16%	17%	16%	17%	17%	16%	17%	16%	15%			
Not aware of Royal Mail	22	12	10	*	20	1	1	*	2	2	5	3	*	5	2	*	2	*	1			
	*	*	1% ^{ab}	*	*	*	*	*	1% ^{ab}	1% ^{ab}	1% ^{ab}	1%	*	1%	*	*	*	*	*			
Aware but not used Royal Mail	607	457	50	11	421	43	31	13	30	54	52	23	53	37	50	72	50	*	43			
	8%	8% ^{ab}	6%	7%	8%	8%	10%	8%	10% ^{ab}	8% ^{ab}	8% ^{ab}	5%	8% ^{ab}	7%	8%	8% ^{ab}	6% ^{ab}	1%	8% ^{ab}			
Used but not sent Royal Mail	2276	1995	281	52	1884	201	112	73	113	249	160	176	201	213	264	350	158	19	162			
	37%	38% ^{ab}	33%	31%	36%	39%	38%	46% ^{ab}	40% ^{ab}	37%	31%	39% ^{ab}	37% ^{ab}	37% ^{ab}	33%	42% ^{ab}	30%	29%	48% ^{ab}			

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - abc - dreflg - hijklmno/pq/r

*small base

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Table 316

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
Lost mail	290	113	102	177	166	113	3	22	102	17	36	118	100	35	28	7	218	35	147	113	13	11	4	260	14	131	157
5%		5%	5%	5%	5%	5%	2%	3%	5%	8%	3%	6%	4%	4%	5%	3%	5%	4%	6%	8%	2%	3%	2%	6%	3%	6%	3%
Damaged mail	185	96	53	138	95	96	6	20	53	10	25	82	69	21	13	10	151	23	96	79	11	6	4	175	9	96	99
3%		2%	2%	2%	3%	4%	4%	3%	2%	5%	2%	4%	3%	3%	2%	4%	3%	3%	2%	3%	2%	2%	2%	2%	2%	2%	2%
Delayed mail	558	223	203	341	321	223	17	62	203	20	65	224	225	69	31	7	448	38	292	198	38	18	8	450	26	233	325
9%		9%	9%	10%	10%	9%	11%	8%	9%	10%	6%	11%	9%	9%	5%	3%	10%	5%	11%	9%	6%	5%	4%	10%	5%	10%	7%
Mis-delivered mail	199	88	70	121	103	88	5	12	70	8	30	81	82	19	12	4	163	16	111	74	11	3	-	165	3	96	102
3%		4%	3%	3%	3%	3%	3%	2%	3%	3%	4%	4%	3%	2%	2%	4%	2%	4%	2%	2%	1%	-	2%	1%	2%	2%	2%
Mail that has been tampered with	86	46	17	66	35	46	1	5	17	4	7	42	26	10	6	*	68	6	41	31	6	6	-	72	6	60	26
1%		2%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	*	2%	1%	2%	1%	1%	2%	-	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	193	87	63	124	100	87	5	22	63	8	24	75	88	17	11	1	163	13	97	69	20	6	2	166	8	90	103
3%		4%	3%	4%	3%	4%	3%	3%	3%	4%	2%	4%	4%	2%	2%	*	4%	2%	4%	3%	3%	2%	1%	3%	1%	4%	2%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	18	8	35	25	18	1	4	8	1	6	24	13	*	5	2	37	7	22	15	3	2	-	37	2	18	26
1%		1%	*	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	-	1%	*	1%	1%	1%
Any other problems	23	15	7	15	7	15	2	2	7	3	5	5	12	1	4	1	17	5	12	7	3	1	-	19	1	3	20
*		1%				1%	1%			1%									*	*	*	*	*	*	*	*	*
I don't know	99	46	39	56	49	46	2	11	39	5	19	27	49	15	5	3	76	8	50	34	5	7	+	84	7	37	62
2%		2%	2%	2%	2%	2%	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	2258	956	769	1374	1187	956	39	277	769	65	352	845	887	258	192	76	1732	268	1149	806	171	102	29	1956	130	385	1873
37%		36%	36%	36%	37%	36%	24%	36%	36%	31%	34%	42%	40%	33%	31%	30%	32%	44%	40%	25%	28%	16%	40%	24%	25%	40%	37%
NET Any problem experienced	997	423	343	625	544	423	37	109	343	39	129	377	416	107	75	19	793	94	490	378	76	32	15	863	47	415	582
16%		18%	16%	18%	17%	16%	2%	14%	16%	18%	12%	42%	40%	13%	8%	2%	40%	11%	42%	36%	11%	9%	8%	40%	9%	30%	13%
Not aware of Royal Mail	22	1	1	7	17	1	1	1	1	1	1	3	6	3	5	4	9	9	1	4	11	3	3	4	7	14	9
*		1%	1%	1%	1%	*	*	*	*	*	*	*	*	*	1%	2%	1%	*	*	2%	1%	2%	*	1%	1%	1%	1%
Aware but not used Royal Mail	507	150	198	222	270	150	23	61	198	26	125	139	182	58	38	321	96	117	142	112	60	64	260	124	133	374	
8%		6%	6%	6%	6%	6%	8%	8%	9%	12%	12%	7%	7%	10%	10%	7%	12%	9%	8%	8%	8%	8%	8%	12%	9%	9%	8%
Used but not sent Royal Mail	2276	838	804	1219	1185	838	59	306	804	77	423	625	946	337	248	107	1571	355	799	939	307	154	66	1738	220	536	1740
37%		35%	37%	35%	36%	35%	37%	40%	37%	36%	40%	31%	35%	42%	41%	35%	43%	31%	41%	40%	40%	37%	37%	41%	35%	37%	37%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - abcd - efg - hij - klmnopq - rs/tuvwxyz

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Table 316

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Lost mail	290	15	3	2%	94	178	19	282	3	3	1	287	2
	5%	4%	5%	7%	6%	4%	6%	5%	2%	5%	2%	5%	7%
Damaged mail	185	11	183	3%	67	116	12	184	9	1	1	194	-
	3%	3%	3%	4%	4%	3%	4%	3%	6%	1%	2%	3%	-
Delayed mail	558	29	528	2%	163	364	30	549	6	2	1	555	2
	9%	9%	9%	2%	10%	9%	10%	9%	5%	3%	2%	9%	7%
Mis-delivered mail	199	9	187	3%	70	116	12	189	6	3	-	199	-
	3%	3%	3%	7%	3%	3%	4%	3%	6%	5%	-	3%	-
Mail that has been tampered with	86	6	81	-	35	45	4	82	2	3	-	86	-
	1%	2%	1%	-	2%	1%	1%	1%	1%	5%	-	1%	-
Didn't allow sufficient time for the recipient to answer the door	193	12	181	-	63	122	8	187	2	4	*	193	-
	3%	4%	3%	-	4%	3%	2%	3%	2%	6%	*	3%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	8	36	-	15	28	2	41	3	-	-	44	-
	7%	2%	1%	-	1%	1%	1%	1%	3%	-	-	1%	-
Any other problems	23	3	20	-	5	15	3	23	*	-	-	23	-
	1%	1%	-	-	-	-	1%	-	*	-	-	-	-
I don't know	99	4	95	-	20	66	13	93	2	-	2	94	-
	2%	1%	2%	-	1%	2%	4%	2%	1%	-	2%	2%	15%
I've experienced no problems in the last 12 months when sending packets and parcels via	2258	91	2156	11	496	1678	84	2208	16	6	24	2231	4
	37%	27%	37%	27%	30%	40%	27%	37%	14%	11%	38%	37%	17%
NET Any problem experienced	997	60	931	6	318	628	50	962	21	11	3	993	2
	16%	18%	16%	14%	19%	15%	16%	16%	13%	13%	4%	16%	7%
Not aware of Royal Mail	22	*	22	*	6	10	6	17	2	3	1	21	1
	-	-	-	1%	-	-	2%	-	2%	4%	-	-	3%
Aware but not used Royal Mail	507	34	465	6	181	287	35	439	22	16	25	478	4
	8%	10%	8%	2%	11%	7%	1%	7%	10%	2%	4%	8%	20%
Used but not sent Royal Mail	2276	147	2114	15	653	1504	119	2179	55	22	12	2256	8
	37%	43%	37%	37%	39%	36%	38%	37%	47%	22	18%	37%	38%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Table 316

Base : All participants

	Quarter					Month											
	Q3 2023	Q4 2023	Q1 2024	Q2 2024		Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Total	(a)	(b)	(c)	(d)		(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Lost mail	290	69	87	69	66	26	22	21	36	20	31	18	36	14	19	28	19
5%		4%	6%	4%	4%	5%	4%	4%	7% ^{min}	4%	6% ^{min}	4%	7% ^{min}	3%	4%	5%	4%
Damaged mail	185	58	58	45	39	13	17	26	23	16	16	13	19	13	15	11	13
3%		4%	4%	3%	3%	3%	3%	5%	4%	3%	3%	2%	4%	2%	3%	2%	2%
Delayed mail	558	152	126	132	148	36	54	62	43	35	48	44	51	37	50	54	43
9%		10%	8%	9%	10%	7%	10%	12% ^{min}	8%	7%	10%	8%	10%	7%	10%	11%	8%
Mis-delivered mail	199	41	77	44	37	10	14	17	23	19	35	15	15	14	12	13	13
3%		3%	6% ^{min}	3%	2%	2%	3%	3%	4%	4%	6% ^{min}	3%	3%	3%	2%	2%	2%
Mail that has been tampered with	86	25	35	19	8	7	9	9	17	7	11	7	11	4	5	1	2
1%		2% ^{min}	2% ^{min}	1%	1%	1% ^{min}	2% ^{min}	2% ^{min}	3% ^{min}	1% ^{min}	2% ^{min}	1% ^{min}	2% ^{min}	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	183	63	61	34	36	25	24	13	23	14	24	8	14	11	4	18	14
3%		4% ^{min}	4% ^{min}	2%	2%	3% ^{min}	3% ^{min}	3%	4% ^{min}	3%	4% ^{min}	2%	3%	2%	1%	3% ^{min}	3%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	-	-	13	31	-	-	-	-	-	-	-	-	13	9	16	6
1%		-	-	1% ^{min}	2% ^{min}	-	-	-	-	-	-	-	-	1% ^{min}	2% ^{min}	1% ^{min}	1%
Any other problems	23	4	4	3	12	2	2	1	4	1	-	2	-	1	1	9	2
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	99	18	33	19	28	8	4	6	11	14	8	6	8	5	3	10	14
2%		1%	2%	1%	2%	2%	1%	1%	2%	3% ^{min}	2%	1%	2%	1%	1%	2%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	2258	587	564	563	545	186	212	189	197	209	158	187	185	191	189	183	173
37%		38%	37%	37%	35%	36%	40% ^{min}	36%	37%	41% ^{min}	32%	36%	36%	36%	37%	36%	33%
NET Any problem experienced	997	256	249	243	249	74	89	93	93	70	85	76	89	69	79	98	72
16%		17%	16%	16%	16%	15%	17%	16%	16%	14%	17%	15%	19%	14%	16%	19%	14%
Not aware of Royal Mail	22	11	3	2	6	3	-	8	-	-	3	-	-	2	4	2	-
1%		1%	1%	1%	1%	1%	-	2% ^{min}	-	-	1%	-	-	1%	1%	1%	-
Aware but not used Royal Mail	507	129	121	122	135	42	35	52	35	50	30	50	40	32	45	45	45
8%		8%	8%	8%	9%	8%	7%	10%	7%	10%	7%	10%	8%	6%	9%	9%	9%
Used but not sent Royal Mail	2276	549	565	589	573	177	182	180	196	164	205	200	187	203	183	174	216
37%		35%	37%	36%	37%	36%	36%	34%	37%	32%	41% ^{min}	39%	36%	40% ^{min}	36%	34%	42% ^{min}

Question focuses on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Proportions/Means: Columns: Tested (5% risk level) - abcd - efghijklmnop

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Table 318

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	41	*	41	24	16	28	13	6	16	13	3	3	-	-	21	16	3	-	29	12
1%	*	1%	2%	2%	*	7%	*	1%	2%	1%	1%	1%	-	-	1%	1%	1%	-	1%	1%
Damaged mail	28	1	27	17	11	21	7	2	9	6	6	4	1	-	12	11	5	1	22	4
1%	*	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Delayed mail	61	4	56	34	27	38	22	15	15	18	8	2	5	-	30	24	8	5	47	11
1%	*	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Mis-delivered mail	30	2	27	20	10	18	12	9	9	2	2	4	3	-	18	5	7	3	24	5
1%	*	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	20	1	19	15	5	14	6	10	3	4	1	*	2	-	12	6	2	2	17	3
1%	*	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	28	1	27	15	13	20	8	8	7	6	4	2	2	-	15	9	4	2	23	5
1%	*	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	-	4	3	1	4	*	-	2	1	1	*	-	-	2	2	*	-	4	-
1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Any other problems	4	-	4	1	3	-	4	1	1	-	-	2	-	-	2	-	2	-	3	1
1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
I don't know	25	6	19	7	18	10	16	5	2	8	4	4	2	-	7	13	6	2	18	7
1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	228	31	195	52	173	79	147	23	43	49	40	40	18	12	66	88	71	31	191	33
4%	3%	4%	7%	3%	3%	7%	7%	3%	4%	4%	3%	4%	2%	2%	4%	4%	3%	2%	4%	4%
NET Any problem experienced	123	7	116	69	54	77	46	25	34	31	14	12	6	-	59	45	19	6	96	24
2%	1%	2%	9%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	2%	2%	1%	*	2%	3%
Not aware of Collect +	2360	511	1849	208	2152	1204	1150	352	253	313	257	442	380	362	605	571	1184	742	2044	288
38%	1%	38%	28%	15%	38%	28%	37%	1%	29%	31%	29%	31%	29%	31%	1%	29%	31%	29%	31%	32%
Aware but not used	2816	566	2250	306	2510	1345	1468	309	418	569	409	560	330	230	727	978	1111	551	2369	415
46%	46%	46%	39%	47%	47%	47%	47%	38%	49%	51%	49%	50%	42%	37%	43%	50%	44%	40%	46%	44%
Used but not sent	610	112	498	147	463	295	315	108	117	151	108	71	33	23	224	259	127	55	440	167
10%	9%	10%	13%	9%	10%	10%	10%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab - add - eff - ghijklm - ntopql - rs

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Table 318

Base : All participants

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640		3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725		3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081		1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	41	12	14	5	9		26	14	38	3	4	7	9	13	8	28	4	37	19	22	-
	1%	1%	1%	*	1%		1%	*	3%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	-
Damaged mail	28	10	11	2	5		21	7	22	6	4	3	2	8	9	14	4	23	11	15	2
	*	1%	1%	*	*		10%	*	1%	*	1%	*	*	1%	1%	*	1%	*	1%	*	1%
Delayed mail	61	25	16	10	10		41	20	48	12	4	5	13	17	20	35	4	57	26	34	1
	1%	2%	1%	1%	1%		11%	7%	1%	4%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	*
Ms-delivered mail	30	16	6	2	5		22	7	22	8	1	2	5	7	11	15	1	26	16	11	2
	*	1%	*	*	*		10%	*	1%	*	*	*	*	*	1%	*	*	1%	1%	*	1%
Mail that has been tampere	20	7	9	2	2		16	4	17	3	1	*	5	5	7	11	1	19	10	10	-
	*	1%	*	*	*		4%	*	1%	*	*	*	*	*	1%	*	*	1%	1%	1%	*
Didn't allow sufficient time for the recipient to answer the door	28	11	6	5	5		18	10	22	6	2	*	8	12	6	20	2	26	7	20	1
	*	1%	*	*	*		1%	*	1%	*	*	*	1%	1%	1%	1%	*	1%	1%	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	3	*	*	1		3	1	4	*	*	1	*	1	2	2	*	4	1	4	*
	*	*	*	*	*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	4	1	2	1	*		3	1	4	*	*	*	*	2	2	2	*	4	*	4	*
	*	*	*	*	*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	25	3	6	10	6		9	16	17	8	*	1	6	12	2	19	*	22	6	19	*
	*	*	*	1%	*		*	1%	*	*	*	*	*	1%	*	1%	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via NET Any problem experienced	226	46	82	50	47		128	97	165	57	14	22	47	59	76	129	14	209	25	195	5
	4%	4%	4%	4%	3%		4%	3%	4%	2%	3%	3%	3%	4%	7%	3%	3%	4%	2%	4%	2%
Not aware of Collect +	123	46	34	21	21		80	42	104	18	7	12	22	41	37	75	7	113	46	73	4
	2%	4%	2%	2%	1%		3%	1%	3%	1%	1%	2%	1%	3%	3%	2%	1%	2%	4%	2%	1%
Aware but not used Collect +	2360	470	732	471	679		1208	1151	1178	1137	225	302	534	527	404	1413	234	1943	461	1776	103
	38%	42%	38%	34%	39%		40%	37%	32%	47%	44%	41%	39%	33%	37%	44%	44%	38%	37%	39%	36%
Used but not sent Collect +	2816	429	879	691	817		1308	1508	1756	1022	235	306	685	784	448	1795	243	2344	578	2104	135
	46%	38%	46%	40%	47%		43%	48%	46%	43%	46%	46%	46%	46%	44%	47%	46%	45%	45%	46%	47%
Used but not sent Collect +	610	130	179	141	155		315	295	430	155	34	70	152	192	132	399	36	569	163	422	40
	10%	12%	9%	10%	9%		10%	9%	12%	6%	7%	9%	10%	10%	12%	10%	7%	11%	12%	9%	14%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab/cd - ef - gh - i/j/k/m/n - op - q/r/s

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Table 318

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Lost mail	41	30	11	3	37	2	1	1	-	6	3	3	8	2	11	3	3	-	2	
	1%	1%	1%	1%	2%	1%	*	1%	-	1%	1%	1%	1%	*	1%	*	1%	-	1%	
Damaged mail	28	25	3	*	21	5	1	1	2	4	1	1	8	3	-	-	2	2	4	
	*	*	*	*	*	1%	1%	*	1%	1%	*	*	2%	*	*	*	2%	1%	1%	
Delayed mail	61	51	9	3	51	6	2	2	2	6	-	1	11	2	16	2	10	*	5	
	1%	1%	1%	3%	2%	1%	1%	1%	1%	1%	-	*	3%	*	2%	*	3%	1%	1%	
Mis-delivered mail	30	28	1	*	25	3	1	*	2	-	-	-	3	5	12	2	2	-	3	
	*	1%	*	*	*	1%	*	*	1%	-	-	-	*	1%	1%	*	*	-	1%	
Mail that has been tampered with	20	19	1	*	15	2	2	*	1	-	-	-	2	-	11	-	2	-	2	
	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	1%	*	*	*	3	
Didn't allow sufficient time for the recipient to answer the door	28	25	3	*	24	3	1	5	1	2	1	1	6	4	5	2	1	-	4	
	*	*	*	*	*	1%	*	*	*	*	*	*	1%	1%	1%	2	1	-	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	4	*	*	3	1	*	-	-	-	1	-	2	-	-	-	-	-	1	
	*	*	*	*	*	*	*	-	-	-	*	-	*	-	-	-	-	-	*	
Any other problems	4	4	*	*	4	*	*	-	-	-	-	2	-	-	2	-	-	-	-	
	*	*	*	*	*	*	*	-	-	-	*	*	*	*	*	*	*	*	*	
I don't know	25	21	4	1	23	1	1	1	-	5	1	3	-	6	-	8	-	*	1	
	*	*	*	*	*	*	*	*	-	1%	*	1%	-	1%	-	1%	-	*	*	
I've experienced no problems in the last 12 months when sending packets and parcels via	226	187	38	8	180	22	16	8	8	22	22	23	21	16	23	18	25	2	20	
	4%	4%	4%	5%	3%	4%	6%	5%	3%	3%	4%	6%	4%	3%	3%	2%	5%	3%	4%	
NET Any problem experienced	123	106	17	3	102	13	5	3	4	9	4	7	21	11	30	5	11	2	11	
	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	4%	2%	4%	1%	2%	3%	2%	
Not aware of Collect +	2360	1995	365	72	1982	188	120	61	104	257	230	151	177	201	278	357	226	28	170	
	38%	38%	42%	48%	38%	38%	41%	36%	41%	38%	40%	34%	33%	35%	34%	42%	43%	42%	38%	
Aware but not used Collect +	2816	2446	371	69	2361	239	133	83	116	323	201	216	265	279	346	383	232	31	208	
	46%	46%	43%	41%	46%	46%	45%	49%	46%	46%	40%	46%	46%	46%	43%	45%	44%	46%	46%	
Used but not sent Collect +	610	542	67	9	529	45	20	15	19	59	49	47	59	58	135	71	34	4	41	
	10%	10%	6%	5%	9%	9%	7%	9%	6%	9%	10%	10%	11%	10%	11%	8%	6%	6%	9%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Table 318

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and Net income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time and Net income <£11.5 (g)	Use 2nd class all/most of the time and Not Working (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3746	1429	1318	2072	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Lost mail	41	19	7	26	23	19	-	2	7	4	1	18	17	1	3	1	35	4	20	20	-	1	-	39	1	37	4
1%	1%	1%	1%	15%a	1%	1%	-	-	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	1%	-	1%	2%a	-
Damaged mail	28	16	6	22	12	16	-	3	6	3	2	7	15	3	2	1	22	4	10	13	2	1	-	23	1	24	4
1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	-	-	1%	1%
Delayed mail	61	44	8	52	16	44	2	9	8	1	3	28	17	11	3	1	46	4	22	33	3	-	1	55	1	46	15
1%	1%	1%	1%	15%a	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	1%	1%
Mis-delivered mail	30	15	6	23	14	15	-	5	6	1	2	15	11	-	2	1	27	3	15	11	-	-	1	26	1	27	3
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	1%	1%
Mail that has been tampered with	20	11	4	16	8	11	-	1	4	1	1	12	4	3	-	-	16	-	6	10	3	1	-	16	1	15	1
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	-	1%	-	1%	1%
Didn't allow sufficient time for the recipient to answer the door	28	18	4	24	10	18	-	3	4	1	2	11	13	3	1	-	24	1	16	10	1	1	-	25	1	24	4
1%	1%	1%	1%	15%a	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-	-	1%	-	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	3	-	4	1	3	-	-	-	-	-	1	2	1	-	-	3	-	3	-	1	-	-	3	-	4	-
1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	-	1%	-	1%	1%
Any other problems	4	4	-	4	-	4	-	-	-	-	-	1	3	-	-	-	4	-	3	1	-	-	-	4	-	-	4
1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	-	-	-	1%	1%
I don't know	25	14	6	19	12	14	-	2	6	-	3	15	10	-	1	-	24	1	13	8	4	-	-	21	-	11	14
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-	-	-	-	-	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	226	87	86	130	129	87	6	15	86	3	25	73	92	20	30	11	165	40	105	79	13	19	8	184	27	56	169
4%	4%	4%	4%	4%	4%	4%	4%	2%	4%	1%	2%	4%	4%	3%	1%	4%	5%	4%	4%	3%	2%	1%	5%	4%	4%	4%	4%
NET Any problem experienced	123	72	22	99	49	72	2	12	22	4	4	49	49	15	7	3	98	9	52	59	5	4	1	111	5	94	29
2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not aware of Collect +	2360	796	960	1166	1330	796	65	337	960	110	528	772	911	318	244	106	1983	351	971	823	298	153	100	1793	254	456	1904
38%	33%	44%a	33%	41%a	33%	41%	41%	44%	44%	52%	50%a	38%	37%	40%	42%	43%	37%	37%	37%	36%	44%a	43%a	56%a	37%	47%a	30%	41%a
Aware but not used Collect +	2816	1141	926	1672	1457	1141	75	338	926	81	437	933	1150	347	260	116	2083	376	1255	1051	277	164	57	2306	221	631	2185
46%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%	43%
Used but not sent Collect +	610	302	162	415	275	302	12	60	162	15	52	175	274	100	42	11	448	53	210	284	84	17	11	493	28	272	338
10%	13%a	8%	12%a	8%	10%a	10%a	7%	8%	8%	7%	5%	9%	11%a	12%a	7%	5%	10%a	6%	8%	12%a	12%a	5%	6%	10%a	5%	10%a	7%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab/cd - ef/g - hij - k/lm/nop/q - rs/tu/vwx - y/z

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Table 318

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Lost mail	41	3	38	-	15	24	3	39	1	-	-	41	-
	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Damaged mail	28	1	27	-	13	15	*	25	3	-	-	28	-
	*	-	-	-	1%	*	*	*	12%	-	-	*	-
Delayed mail	61	6	55	*	28	33	-	56	2	2	*	61	-
	1%	2%	1%	*	23%	1%	-	1%	2%	4%	*	1%	-
Mis-delivered mail	30	6	23	-	17	11	2	26	2	2	-	30	-
	*	2%	*	-	16%	*	1%	*	1%	10%	-	*	-
Mail that has been tampered with	20	2	18	-	8	12	*	19	1	-	-	20	-
	*	*	*	-	*	*	*	*	1%	-	-	*	-
Didn't allow sufficient time for the recipient to answer the door	28	3	25	-	15	11	2	25	1	2	-	28	-
	*	1%	*	-	13%	*	1%	*	1%	8%	-	*	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	-	4	-	1	3	-	4	-	-	-	4	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any other problems	4	-	4	-	-	4	-	4	-	-	-	4	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
I don't know	25	3	20	-	9	12	6	25	-	-	-	25	-
	*	1%	*	-	1%	*	2%	*	-	-	-	*	-
I've experienced no problems in the last 12 months when sending packets and parcels via	226	5	220	1	50	165	10	223	-	1	1	224	-
	4%	1%	4%	2%	3%	4%	3%	4%	-	2%	2%	4%	-
NET Any problem experienced	123	13	109	*	48	66	5	114	6	2	*	122	-
	2%	3%	*	*	3%	2%	2%	2%	5%	4%	*	2%	-
Not aware of Collect +	2360	113	2238	9	681	1571	107	2234	44	21	54	2300	7
	38%	34%	39%	22%	41%	38%	34%	38%	38%	37%	61%	38%	30%
Aware but not used	2816	161	2635	20	716	1857	143	2742	34	19	9	2794	12
Collect +	46%	46%	46%	50%	42%	43%	46%	45%	42%	33%	14%	45%	56%
Used but not sent	610	41	560	9	171	398	41	590	33	14	1	606	3
Collect +	10%	12%	10%	22%	10%	10%	13%	9%	28%	24%	2%	10%	14%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Table 318

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Lost mail	41	6	18	10	7	2	1	2	11	5	3	1	4	4	3	3	*
1%	*	1%	1%	1%	*	*	*	*	2% up	1%	1%	*	1%	1%	1%	1%	*
Damaged mail	28	8	12	2	6	2	3	3	3	2	7	-	2	*	*	3	3
*	1%	*	2% up	*	*	*	*	*	1%	*	1% down	*	*	*	*	1%	1%
Delayed mail	61	17	26	4	14	4	9	4	10	8	8	2	2	-	*	11	2
1%	1% up	2% up	1%	1%	1%	1%	2% down	1%	2% down	2% down	2% down	*	*	*	*	2% down	*
Mis-delivered mail	30	10	11	6	3	2	5	4	3	4	4	-	4	1	*	2	*
*	1%	1%	1%	*	*	*	1%	1%	1%	1%	1%	-	1%	*	*	*	*
Mail that has been tampered with	20	5	9	1	4	-	4	2	5	3	1	-	1	-	-	3	2
*	*	1%	*	*	*	-	1%	*	1%	1%	*	-	*	-	-	1%	*
Didn't allow sufficient time for the recipient to answer the door	28	9	6	3	10	-	7	2	4	*	3	-	3	*	2	6	1
*	1%	*	*	1%	1%	*	1% down	*	1%	*	1%	-	1%	*	*	1%	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	-	-	*	4	-	-	-	-	-	-	-	-	*	*	3	1
*	*	-	-	*	*	-	-	-	-	-	-	-	-	*	*	1%	*
Any other problems	4	3	-	-	1	-	-	3	-	-	-	-	-	-	-	-	1
*	*	*	-	-	*	-	-	1%	-	-	-	-	-	-	-	-	*
I don't know	25	5	5	11	4	5	-	-	3	*	2	1	3	7	*	*	4
*	*	*	1%	*	*	1%	*	*	1%	*	*	*	1%	1% down	*	*	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	226	70	53	37	65	24	20	27	16	21	16	9	16	13	20	21	24
4%	2% up	3%	2%	2% up	2% up	2% up	4%	2% up	3%	4%	3%	2%	3%	3%	4%	4%	5% up
NET Any problem experienced	123	39	45	16	23	10	15	13	19	13	13	3	6	6	4	12	6
2%	2% up	2% up	1%	1%	2%	2%	2% up	3%	2% down	2% down	2% down	1%	1%	1%	1%	2%	1%
Not aware of Collect +	2360	613	574	606	567	206	227	180	199	188	187	245	165	196	199	162	208
38%	40%	37%	39%	37%	42% up	42% up	34%	37%	37%	37%	38%	47% up	32%	39%	40% up	32%	40% up
Aware but not used Collect +	2816	667	685	719	745	202	222	243	236	232	215	219	273	226	237	253	247
46%	43%	45%	47%	45%	43% up	41%	42%	46%	45%	46%	43%	42%	43% up	45%	47%	45% up	47%
Used but not sent Collect +	610	156	173	150	131	44	48	64	58	54	62	41	55	54	43	54	34
10%	10%	11%	10%	9%	9%	9%	9% up	11%	11%	11%	10% up	8%	11%	11%	9%	11%	7%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - ab:abcd - e:efghij/k:lm:mnop

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Table 319

Base : All participants

	Methodology				Online business/hobby		Gender		Age							Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	6160	1017	5143	807	3263	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	944	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Lost mail	28	-	28	18	10	15	13	4	9	8	3	4	-	-	13	11	4	-	25	3	
	*	-	100%	65%	30%	*	*	100%	100%	75%	75%	100%	-	-	100%	100%	100%	-	100%	100%	
Damaged mail	32	2	30	20	12	23	9	5	0	10	5	2	*	*	14	16	3	*	22	10	
%	2	1%	1%	4%	4%	1%	3%	7%	0%	1%	7%	2%	*	*	1%	1%	1%	*	7%	1%	
Delayed mail	74	5	69	30	44	35	39	16	23	17	6	11	*	*	39	23	11	*	38	36	
%	1	0%	1%	10%	13%	1%	1%	2%	3%	2%	1%	1%	*	*	2%	2%	5%	*	6%	6%	
Mis-delivered mail	45	5	40	27	17	27	17	4	11	12	11	4	2	*	16	23	6	2	28	15	
%	0	0%	1%	7%	5%	1%	1%	1%	1%	1%	1%	1%	2%	*	1%	2%	3%	2%	6%	3%	
Mail that has been tampered with	27	1	26	18	10	22	6	6	7	8	4	2	-	*	13	11	2	*	20	6	
%	0	0%	1%	7%	3%	1%	2%	1%	1%	1%	1%	1%	-	*	1%	1%	1%	*	7%	1%	
Didn't allow sufficient time for the recipient to answer the door	28	1	27	16	13	15	14	6	6	9	7	7	*	*	12	16	*	*	17	12	
%	0	0%	1%	4%	4%	1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	*	6%	6%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	-	12	4	8	5	7	5	3	3	-	-	-	-	8	3	-	-	2	9	
%	0	0%	100%	33%	24%	40%	29%	100%	67%	67%	0%	0%	0%	0%	100%	33%	0%	0%	20%	100%	
Any other problems	2	-	2	-	2	*	2	2	-	-	-	*	-	-	2	-	*	-	*	2	
%	0	0%	100%	0%	6%	0%	100%	100%	0%	0%	0%	100%	0%	0%	100%	0%	100%	0%	0%	100%	
I don't know	31	3	28	5	26	14	17	10	4	6	5	*	1	4	14	11	6	5	21	10	
%	0	0%	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	267	65	202	54	213	144	124	39	73	65	39	33	18	6	109	103	55	22	166	94	
%	4%	5%	4%	15%	6%	4%	4%	14%	9%	6%	10%	9%	2%	1%	10%	10%	2%	2%	3%	10%	
NET Any problem experienced	162	9	153	76	86	90	72	35	47	43	18	16	3	*	82	61	19	3	99	61	
%	3%	1%	3%	23%	26%	3%	2%	11%	16%	11%	4%	3%	0%	0%	10%	10%	1%	0%	2%	7%	
Not aware of DHL	367	125	242	39	329	145	221	111	48	52	30	43	32	51	159	81	127	83	300	60	
%	6%	13%	5%	12%	8%	5%	7%	18%	6%	5%	4%	4%	4%	8%	16%	8%	16%	6%	6%	6%	
Aware but not used DHL	3303	759	2544	312	2991	1621	1678	386	396	521	421	688	487	404	783	942	1579	891	2890	384	
%	54%	12%	52%	40%	50%	54%	53%	47%	46%	46%	51%	61%	64%	64%	46%	48%	63%	64%	58%	41%	
Used but not sent DHL	2030	271	1759	303	1726	997	1029	243	269	436	320	350	220	162	642	756	732	382	1681	334	
%	33%	22%	33%	23%	32%	33%	33%	30%	33%	33%	31%	31%	29%	26%	32%	33%	29%	28%	33%	35%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - gh(i)(j)(k)(l) - n(o)p(q) - r(s)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Table 319

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	28	6	13	4	5	19	9	26	2	1	*	11	10	5	21	1	26	14	12	3
	*	1%	1%	*	*	1%	*	2%	*	*	*	1%	1%	*	1%	*	1%	1%	*	1%
Damaged mail	32	14	12	3	3	26	6	27	5	2	*	4	12	10	16	2	29	13	19	*
	1%	1%	1%	*	*	1%	*	1%	*	*	*	*	1%	1%	*	*	1%	1%	1%	*
Delayed mail	74	29	18	15	12	47	27	64	9	3	3	14	28	21	45	3	68	16	50	9
	1%	2%	1%	1%	1%	2%	1%	2%	*	1%	*	1%	2%	2%	1%	1%	1%	1%	1%	2%
Mis-delivered mail	45	32	2	5	6	34	11	40	4	2	1	7	15	20	22	2	42	15	29	1
	1%	2%	*	*	*	1%	*	1%	*	*	*	*	1%	2%	1%	*	1%	1%	1%	*
Mail that has been tampered with	27	13	10	*	4	23	5	24	3	2	2	4	10	9	16	2	26	15	13	*
	*	1%	1%	*	*	1%	*	1%	*	*	*	*	1%	1%	*	*	1%	1%	*	*
Didn't allow sufficient time for the recipient to answer the door	28	11	7	5	6	17	11	22	7	2	1	7	13	5	21	2	26	13	15	*
	*	1%	*	*	*	1%	*	1%	*	*	*	*	1%	*	1%	*	1%	1%	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	5	2	2	3	7	5	12	*	*	1	3	4	4	8	*	12	2	9	*
	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	2	*	*	*	2	*	2	2	*	2	*	*	*	*	*	2	*	*	2	*
	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*
I don't know	31	8	6	13	3	14	16	22	7	1	8	6	4	5	18	1	23	6	23	1
	*	1%	*	2%	*	1%	1%	1%	*	*	1%	*	*	*	*	*	*	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	267	66	94	53	44	160	107	214	51	19	27	66	73	63	165	19	233	41	218	8
NET Any problem experienced	4%	6%	9%	6%	3%	6%	3%	6%	2%	4%	4%	4%	5%	6%	4%	3%	4%	3%	5%	3%
Not aware of DHL	162	66	44	28	24	109	53	142	20	7	7	37	56	48	99	7	151	45	104	12
	3%	6%	2%	2%	1%	4%	2%	4%	1%	1%	1%	2%	4%	4%	3%	1%	3%	4%	2%	4%
Aware but not used DHL	367	79	68	77	122	167	199	181	168	49	53	69	76	30	199	50	261	103	232	33
	6%	7%	6%	6%	7%	5%	6%	5%	6%	1%	1%	1%	1%	3%	6%	1%	6%	5%	5%	11%
Used but not used DHL	3303	478	1037	752	1037	1515	1788	1812	1444	321	453	788	802	519	2043	336	2719	667	2494	143
	54%	42%	54%	54%	54%	50%	50%	49%	49%	2%	2%	2%	2%	1%	54%	3%	53%	52%	54%	50%
	2030	440	644	450	496	1084	946	1292	708	119	160	535	573	435	1791	120	1769	421	1516	90
	33%	33%	34%	33%	29%	33%	30%	33%	30%	23%	25%	35%	35%	40%	34%	22%	33%	33%	33%	31%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - ab:cd - ef - gh - i:j/k/m/n - op - q/r/s

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Table 319

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England/ East of Scotland (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Lost mail	28	25	3	1	23	2	3	*	1	2	-	2	5	2	8	2	1	*	1	
	*	*	*	*	*	*	1%	*	*	*	-	1%	*	1%	*	1%	*	*	*	
Damaged mail	32	24	8	2	25	4	3	*	1	-	-	1	5	6	7	3	2	*	4	
	1%	*	1%	1%	*	1%	1%	*	*	*	*	*	1%	1%	1%	*	*	*	10%	
Delayed mail	74	61	13	1	64	5	3	1	2	3	4	3	15	8	15	6	8	2	3	
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2% ^{ab}	1%	2%	1%	1%	2%	1%	
Ms-delivered mail	45	36	9	2	40	2	2	1	1	4	-	3	9	4	15	2	2	*	2	
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	-	1%	2% ^{ab}	1%	2% ^{ab}	*	*	*	*	
Mail that has been tampered with	27	15	12	3	23	3	1	*	1	-	-	-	9	6	3	3	2	*	3	
	*	*	4% ^{ab}	3% ^{ab}	*	*	1%	*	*	*	*	*	2% ^{ab}	1% ^{ab}	*	*	*	*	1%	
Didn't allow sufficient time for the recipient to answer the door	28	26	3	2	21	4	2	*	1	1	1	1	4	3	4	2	3	1	4	
	*	*	*	1%	*	1%	1%	*	1%	*	*	*	1%	*	*	*	1%	1%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	11	*	-	10	1	1	-	-	-	-	-	3	-	4	-	3	-	1	
	*	*	*	-	*	*	*	-	-	-	-	-	1%	-	1%	-	1%	-	*	
Any other problems	2	2	*	-	2	*	-	-	-	-	-	-	-	-	2	-	-	-	*	
	*	*	*	-	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	
I don't know	31	30	1	*	27	3	*	*	1	-	2	4	1	3	7	4	4	*	3	
	*	1%	*	*	1%	1%	*	*	*	*	*	1%	*	1%	1%	1%	1%	*	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	267	230	37	7	228	23	10	6	8	35	24	11	20	28	47	44	11	2	21	
	4%	4%	4%	4%	4%	4%	3%	3%	3%	8% ^{ab}	6% ^{ab}	3%	4%	8% ^{ab}	6% ^{ab}	6% ^{ab}	2%	3%	9% ^{ab}	
NET Any problem experienced	162	137	25	4	137	14	9	2	3	8	6	6	24	22	39	14	14	2	12	
	3%	3%	3%	2%	3%	3%	3%	1%	1%	1%	1%	1%	6% ^{ab}	6% ^{ab}	6% ^{ab}	2%	3%	3%	3%	
Not aware of DHL	367	329	38	7	305	31	20	11	6	73	41	26	35	16	49	38	20	3	28	
	6%	6%	4%	4%	6%	6%	7%	7%	3%	15% ^{ab}	6% ^{ab}	6% ^{ab}	8% ^{ab}	3%	8% ^{ab}	4%	4%	9%	8% ^{ab}	
Aware but not used DHL	3303	2859	444	88	2807	258	152	86	144	385	280	239	277	296	418	462	305	34	225	
	54%	54%	52%	53%	54%	50%	51%	51%	23% ^{ab}	27% ^{ab}	26%	23%	27%	29%	41%	46%	30%	5%	50%	
Used but not sent DHL	2030	1713	317	60	1674	187	104	65	86	174	154	151	189	208	250	281	175	23	151	
	33%	32%	37%	36%	32%	36%	35%	35% ^{ab}	32% ^{ab}	26%	30%	28%	34% ^{ab}	34% ^{ab}	37%	33% ^{ab}	33% ^{ab}	39% ^{ab}	34% ^{ab}	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Table 319

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	118	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
Lost mail	28	15	8	22	13	15	-	-	8	1	1	14	11	3	-	25	-	16	7	4	1	-	23	1	-	21	4
	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	1%	1%	1%	-	1%	-	1%	1%	1%	1%	-	1%	-	-	1%	1%
Damaged mail	32	28	2	31	4	28	1	3	2	1	2	18	10	-	2	1	29	3	15	13	3	-	1	27	1	28	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	74	44	7	67	29	44	1	4	7	1	1	28	28	11	7	-	56	7	30	38	3	2	-	68	2	54	20
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mis-delivered mail	45	33	8	36	11	33	-	2	8	1	2	15	22	4	2	-	37	2	21	17	4	2	1	38	3	36	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	27	20	2	25	8	20	1	2	2	1	1	14	10	2	-	1	25	1	7	15	5	-	1	21	1	27	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	28	21	5	23	7	21	1	4	5	1	3	11	14	1	3	-	25	3	11	13	3	1	-	24	1	24	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	7	-	10	3	7	-	-	-	-	-	2	9	-	1	-	11	1	5	3	3	-	-	9	-	10	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other problems	2	2	-	2	-	2	2	-	-	-	-	-	-	-	2	-	2	-	-	2	-	-	2	-	-	2	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	31	11	8	21	18	11	-	1	8	1	4	10	17	2	-	1	28	1	12	12	4	3	1	24	3	15	16
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	267	137	68	192	123	137	5	22	68	7	16	91	103	27	38	8	195	45	126	97	15	25	4	223	29	101	166
	4%	1%	3%	1%	4%	4%	3%	3%	3%	3%	2%	5%	4%	3%	3%	4%	5%	5%	4%	4%	2%	2%	2%	5%	4%	4%	4%
NET Any problem experienced	162	101	22	138	59	101	4	11	22	1	4	60	68	19	12	1	128	14	69	66	20	4	2	136	6	129	33
	3%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	3%	3%	2%	1%	1%	2%	3%	3%	3%	1%	1%	1%	3%	1%	3%	1%
Not aware of DHL	367	127	124	195	192	127	17	55	124	18	58	111	155	45	37	15	266	52	113	139	65	23	21	252	44	124	243
	6%	5%	6%	6%	6%	5%	1%	7%	6%	9%	6%	6%	6%	6%	6%	6%	6%	6%	4%	6%	6%	7%	12%	5%	6%	6%	5%
Aware but not used DHL	3303	1138	1273	1719	1854	1138	85	420	1273	143	681	1065	1318	449	304	150	2383	454	1390	1178	384	227	107	2568	333	637	2667
	54%	47%	52%	49%	57%	47%	53%	42%	50%	43%	63%	53%	53%	56%	52%	61%	53%	53%	45%	51%	56%	43%	60%	52%	47%	53%	51%
Used but not sent DHL	2030	896	667	1237	1006	896	50	254	667	42	306	679	823	258	192	71	1502	263	896	812	194	76	43	1707	119	515	1515
	33%	17%	31%	33%	31%	37%	31%	33%	31%	20%	29%	34%	33%	32%	33%	29%	33%	32%	34%	35%	29%	21%	24%	33%	22%	34%	33%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab/cd - ef/g - hij - klm/nop/q - rs/tu/vwx - yz

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Table 319

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5763	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Lost mail	28	3	22	3	12	12	4	26	3	-	-	29	-
		1%		7%ab	7%		1%ab		3%ab				
Damaged mail	32	3	29	*	12	16	3	29	3	-	-	32	-
	7%	1%	1%	1%	7%		1%		2%			7%	
Delayed mail	74	5	69	-	21	45	8	70	4	-	-	74	-
	1%	1%	1%	-	7%	1%	2%	7%	3%			1%	
Mis-delivered mail	45	*	43	2	16	25	4	43	-	1	-	45	-
	7%	*	1%	2%ab	7%	7%	7%	7%	-	2%		7%	
Mail that has been tampered with	27	*	27	-	12	11	4	24	3	-	-	27	-
	*	*		-	1%ab		1%ab	*	1%ab			*	
Didn't allow sufficient time for the recipient to answer the door	28	3	24	2	10	12	6	26	1	2	*	28	-
	*	1%	*	4%ab	7%		2%ab	*	1%	3%ab		*	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	1	11	-	3	7	2	12	-	-	-	12	-
	*	*	*	-	*	*	7%	*	-	-	-	*	
Any other problems	2	-	2	-	-	*	2	2	-	-	-	2	-
	*	-		-	-	*	1%ab	*	-	-	-	*	
I don't know	31	-	29	2	6	22	3	29	1*	1	-	31	-
	*	-	1%	4%ab	*	7%	7%	*	1%	1%		1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	267	13	254	*	50	208	12	261	3	*	1	264	1
	4%	4%	4%	*	3%	5%ab	4%	4%	3%	*	2%	4%	6%
NET Any problem experienced	162	12	145	5	61	81	20	149	10	3	*	162	-
	3%	4%	3%	1%ab	3%ab	2%	2%ab	3%	3%ab	6%	*	3%	
Not aware of DHL	367	26	338	3	135	197	35	309	27	6	22	342	3
	6%	8%	6%	6%	6%ab	5%	11%ab	5%	23%ab	10%	34%ab	6%	12%
Aware but not used DHL	3303	155	3128	20	874	2281	149	3173	45	33	41	3251	12
	54%	46%	52%ab	49%	52%	55%	49%	57%ab	30%	57%	52%ab	54%	
Used but not sent DHL	2030	130	1888	12	550	1387	93	1976	31	16	1	2022	6
	33%	39%	33%	29%	33%	33%	30%	34%	26%ab	27%	2%	33%ab	28%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL.

Table 319

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	481	532	527	532	507	496	516	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Lost mail	28	4	10	9	5	1	2	1	3	3	3	1	4	3	2	3	*
	*	*	1%	1%	*	*	*	*	1%	1%	1%	*	1%	1%	*	1%	*
Damaged mail	32	1	11	10	10	*	*	*	0	-	2	1	7	2	5	2	3
	1%	*	1%	1%	1%	*	*	*	0%	-	*	*	1%	*	1%	*	1%
Delayed mail	74	23	17	16	17	8	5	11	7	8	2	5	6	5	5	9	4
	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	*	1%	1%	1%	1%	2%	1%
Mis-delivered mail	45	17	12	12	4	2	5	9	7	3	3	4	3	5	*	3	*
	1%	1%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*
Mail that has been tampered with	27	8	14	5	1	-	5	3	8	3	3	-	3	2	1	-	-
	*	1%	1%	*	*	-	1%	1%	1%	1%	1%	-	1%	*	*	-	-
Didn't allow sufficient time for the recipient to answer the door	28	9	9	6	4	2	4	3	5	2	2	1	-	5	1	2	1
	*	1%	1%	*	*	*	1%	1%	1%	*	*	*	-	1%	*	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	-	-	4	8	-	-	-	-	-	-	-	-	4	1	4	2
	*	-	-	*	1%	-	-	-	-	-	-	-	-	1%	*	1%	*
Any other problems	2	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
I don't know	31	5	7	8	10	2	-	2	3	1	3	4	2	3	4	3	3
	*	*	*	1%	1%	*	-	*	*	*	1%	1%	*	1%	1%	1%	*
I've experienced no problems in the last 12 months when sending packets and parcels via	267	66	65	63	74	18	26	21	22	22	22	20	19	23	24	22	27
	4%	4%	4%	4%	5%	4%	5%	4%	4%	4%	4%	4%	4%	5%	5%	4%	5%
NET Any problem experienced	162	50	35	43	34	13	17	20	16	14	5	9	15	10	9	17	8
	3%	3%	2%	3%	2%	3%	3%	4%	3%	3%	1%	2%	3%	4%	2%	3%	2%
Not aware of DHL	367	106	107	61	93	33	30	42	34	38	36	20	15	26	34	32	27
	6%	1%	1%	4%	6%	5%	5%	6%	6%	6%	6%	4%	3%	5%	6%	6%	5%
Aware but not used DHL	3303	757	802	944	801	250	264	282	282	283	237	304	283	257	299	295	295
	54%	51%	52%	55%	53%	51%	55%	54%	53%	56%	46%	55%	55%	51%	55%	52%	57%
Used but not sent DHL	2030	527	518	520	464	174	195	159	176	150	192	161	184	175	132	172	160
	33%	34%	34%	34%	30%	33%	34%	30%	33%	30%	33%	31%	33%	33%	26%	34%	31%

Question focuses on packets and parcels SENT since Q3 2022.
*The option was not shown for Amazon Delivery Service/Logistics.
Proportions/Means: Columns: Tested (5% risk level) - abcd - e/fghij/klmnop

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Table 320

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3198	791	817	1134	805	1152	852	609	1808	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1890	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	34	4	30	16	18	20	14	10	3	12	7	-	-	2	13	19	2	2	25	9
17%	-	-	1%	2% ¹	-	1%	-	1%	-	1%	1%	-	-	-	1%	1%	-	-	-	1%
Damaged mail	44	2	42	20	25	25	19	7	17	15	4	-	-	-	24	20	-	-	27	15
7%	-	-	1%	2% ¹	-	7%	1%	1%	2%	1%	1%	-	-	-	1%	1%	-	-	1%	2%
Delayed mail	53	1	52	31	21	35	17	16	19	12	4	2	-	-	36	16	2	-	31	22
1%	-	-	1%	2% ¹	-	1%	-	2%	2%	1%	-	-	-	-	2%	1%	-	-	1%	2%
Mis-delivered mail	35	-	35	21	14	30	5	13	13	4	-	-	-	-	25	9	-	-	24	11
1%	-	-	1%	2% ¹	-	1%	-	2%	2%	1%	-	-	-	-	2%	1%	-	-	-	1%
Mail that has been tampered with	23	1	22	11	12	16	7	10	6	5	2	-	-	-	15	8	-	-	10	11
-	-	-	-	1%	-	1%	-	1%	1%	-	-	-	-	-	1%	1%	-	-	-	1%
Didn't allow sufficient time for the recipient to answer the door	26	1	27	17	11	15	13	6	9	10	1	2	-	-	15	11	2	-	17	11
-	-	-	1%	2% ¹	-	1%	-	1%	1%	1%	-	-	-	-	1%	1%	-	-	-	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	-	6	6	-	5	1	-	4	2	-	-	-	-	4	2	-	-	3	2
-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	1	-	1	1	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	1
-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	26	4	22	-	26	12	14	9	-	5	6	2	2	1	9	11	5	3	18	8
-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	-	1%	1%	-	-	-	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	201	30	171	50	148	107	94	32	54	52	24	27	8	4	86	77	39	12	118	80
3%	2%	3%	2% ¹	3%	3%	4%	3%	4%	6%	6%	3%	2%	7%	7%	5%	4%	2%	1%	2%	5%
NET Any problem experienced	136	8	128	72	64	81	55	37	39	40	13	4	-	2	76	54	6	2	88	46
2%	1%	1%	2%	1%	1%	2%	2%	5%	5%	4%	2%	-	-	-	5%	3%	-	-	2%	5%
Not aware of FedEx	415	211	204	26	390	177	238	75	54	71	51	74	41	49	130	122	163	90	330	76
7%	17%	4%	3%	1%	6%	12%	14%	5%	6%	6%	6%	7%	5%	6%	8%	6%	6%	6%	6%	6%
Aware but not used FedEx	4234	823	3411	450	3784	1993	2235	467	529	693	570	852	614	509	996	1264	1974	1123	3741	467
69%	67%	69%	57%	70%	66%	71%	64	57%	61%	62%	69%	75%	61%	61%	59%	62%	76%	61%	79%	49%
Used but not sent FedEx	1147	156	992	187	961	640	505	202	181	260	166	172	95	62	392	426	329	157	864	266
16%	13%	16%	2%	16%	16%	16%	16%	13%	13%	13%	13%	13%	12%	10%	13%	13%	13%	11%	17%	13%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Table 320

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Lost mail	34	13	12	3	6	25	9	28	6	1	1	10	15	6	27	1	33	13	22	-
	7%	8%bcd	1%	*	*	3%ef	*	4%gh	*	*	*	1%	1%	1%	1%	*	1%	1%	*	-
Damaged mail	44	21	12	9	3	33	11	41	4	1	2	10	15	16	27	1	43	20	24	-
	7%	2%abc	1%	1%	*	1%ef	*	1%gh	*	*	*	1%	1%	1%ef	1%	*	1%	2%ef	1%	-
Delayed mail	53	21	12	12	8	34	19	49	5	5	5	15	19	9	38	5	48	16	35	2
	9%	2%abc	1%	1%	1%	1%	1%	1%gh	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mis-delivered mail	35	16	7	7	5	23	12	34	1	4	6	10	9	7	25	4	32	12	21	3
	7%	1%abc	*	1%	*	1%	*	1%gh	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%
Mail that has been tampered with	23	10	5	4	5	14	9	22	1	3	3	5	7	2	15	3	21	12	11	-
	*	1%	*	*	*	*	*	1%gh	*	*	*	*	*	*	*	*	*	1%ef	*	-
Didn't allow sufficient time for the recipient to answer the door	28	7	7	4	10	14	14	26	2	1	4	8	13	2	25	1	27	6	22	-
	*	1%	*	*	1%	*	*	1%gh	*	*	1%	1%	1%	*	1%	*	1%	*	*	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	3	1	*	2	4	2	5	1	1	*	2	3	*	5	1	5	6	*	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1	*	-
Any other problems	1	1	*	*	*	1	*	1	*	*	*	*	*	1	*	*	1	*	1	*
	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	26	4	5	9	8	9	17	13	11	6	1	6	*	7	7	6	15	5	20	1
	*	*	*	1%	*	*	1%	*	*	3%gh	*	*	*	1%ef	*	3%op	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	201	58	66	40	37	124	77	165	35	16	19	45	62	52	126	16	181	36	159	7
	3%	5%bcd	3%	3%	2%	4%ef	2%	4%gh	1%	3%	3%	3%	4%	5%	3%	3%	3%	3%	3%	2%
NET Any problem experienced	136	54	36	26	20	90	46	121	14	10	11	34	49	29	94	10	126	41	90	4
	2%	3%bcd	2%	2%	1%	3%ef	1%	3%gh	1%	2%	1%	2%	3%	3%	2%	2%	2%	3%ef	2%	2%
Not aware of FedEx	415	50	108	107	143	164	250	228	173	54	50	59	67	49	196	60	251	108	276	31
	7%	5%	6%	8%a	8%ab	6%	8%a	6%	7%	3%klmn	2%kl	4%	5%	4%	5%	3%klmn	11%op	6%	6%	11%op
Aware but not used FedEx	4234	670	1339	956	1269	2009	2225	2353	1820	366	558	1063	1050	680	2671	375	3528	854	3198	182
	69%	59%	70%a	60%a	74%ac	66%	72%a	64%	64%gh	11%km	10%klmn	14%klmn	66%	62%	10%klmn	70%	68%	67%	70%	63%
Used but not sent FedEx	1147	254	359	245	248	653	495	789	345	63	95	255	305	283	725	67	1105	239	845	63
	19%	20%bcd	19%cd	16%cd	14%	21%ef	16%	22%gh	14%	12%	13%	30%kl	21%kl	30%klmn	39%kl	12%	20%op	19%	18%	22%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns: Tested (95% risk level) - ab/cd/ef - gh - i/j/kl/mn - op - q/r/s

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Table 320

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Lost mail	34	24	11	2	31	1	1	*	2	-	3	1	11	2	4	6	2	*	1		
1%	*	*	5% ab	1%	1%	*	*	*	1%	*	1%	*	2% klmp	*	1%	1%	*	*	*		
Damaged mail	44	37	7	*	38	5	1	*	1	4	1	1	12	8	4	3	3	1	3		
1%	1%	1%	1%	*	1%	1%	*	*	*	1%	*	*	2% klmp	1%	1%	*	1%	2%	1%		
Delayed mail	53	44	9	3	47	2	2	1	3	4	7	2	12	5	6	6	2	*	2		
1%	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	2% kl	1%	1%	1%	*	1%	1%		
Mis-delivered mail	35	30	5	2	32	*	2	1	-	2	3	2	5	5	13	5	3	-	*		
1%	1%	1%	1%	1%	1%	*	1%	1%	-	*	1%	*	1%	-	2% mn	1%	1%	-	*		
Mail that has been tampered with	23	21	3	*	22	*	1	*	-	2	1	1	5	1	6	5	-	*	*		
1%	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	1%	1%	-	*	*		
Didn't allow sufficient time for the recipient to answer the door	28	25	3	*	25	1	2	-	1	3	1	1	6	6	-	3	4	*	1		
1%	*	*	*	*	*	1%	-	-	*	*	*	*	1% kl	1% kl	-	*	1%	*	*		
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	6	*	*	5	1	-	-	-	-	-	-	2	-	3	-	-	-	1		
1%	*	*	*	*	*	*	-	-	-	-	-	-	*	-	*	-	-	-	*		
Any other problems	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-		
1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
I don't know	26	21	5	*	24	*	1	1	1	5	2	-	4	3	2	8	-	-	*		
1%	*	*	1%	*	*	*	*	*	*	1%	*	-	1%	*	*	1%	-	-	*		
I've experienced no problems in the last 12 months when sending packets and parcels via	201	185	16	1	173	21	4	3	7	19	15	8	11	26	47	24	15	2	19		
3%	3%	3%	2%	1%	3% klp	4% kl	1%	2%	3%	3%	3%	2%	2%	6% kl	6% kl	3%	3%	3%	4%		
NET Any problem experienced	136	114	22	3	119	9	6	2	3	11	11	7	24	17	20	18	9	1	7		
2%	2%	2%	3%	2%	2%	2%	2%	1%	1%	2%	2%	2%	4% klmp	3%	2%	2%	2%	2%	2%		
Not aware of FedEx	415	389	27	6	357	27	19	11	14	60	44	17	21	30	87	58	25	2	26		
1%	1%	1% kl	3%	3%	7%	5%	7%	7%	5%	9% klp	9% kl	4%	4%	5%	11% klmp	7%	5%	2%	6%		
Aware but not used FedEx	4234	3604	630	127	3544	364	207	120	189	477	346	334	401	371	448	583	393	49	315		
69%	69%	70% kl	74% kl	68%	68%	70%	70%	70%	74% klmp	74% kl	69% kl	74% klmp	74% klmp	69% kl	55%	69% kl	74% klmp	72% kl	74% kl		
Used but not sent FedEx	1147	985	162	29	960	96	58	34	37	104	87	81	82	125	206	152	85	13	63		
19%	19%	19%	18%	19%	19%	19%	20%	20%	15%	15%	17%	17%	15%	22% kl	22% klklmp	18%	16%	20%	18%		

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
*small base

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Table 320

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2480	800	583	247	4503	830	2006	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1301	408	211	112	2963	323	901	2816
Lost mail	34	25	3	31	8	26	-	-	3	1	3	13	19	1	1	32	1	18	15	-	-	-	-	33	-	31	3
	7%	1% _{bc}	-	1% _{bc}	-	1% _{bc}	-	-	2	1%	2	7%	7%	-	-	-	7%	-	7%	7%	-	-	-	7%	-	1%	-
Damaged mail	44	33	7	38	11	33	-	1	7	1	3	17	24	3	1	-	40	1	19	24	1	-	-	43	-	38	6
	7%	1% _{bc}	-	1% _{bc}	-	1% _{bc}	-	-	1%	1%	-	7%	7%	-	-	-	7%	-	7%	7%	-	-	-	7%	-	1%	-
Delayed mail	53	35	5	47	18	35	2	3	5	3	1	22	28	3	-	-	50	-	24	19	10	-	-	43	-	45	7
	7%	1% _{bc}	-	1% _{bc}	7%	1%	7%	-	1%	1% _{bc}	3	1%	1% _{bc}	1% _{bc}	-	-	1% _{bc}	-	7%	7%	1% _{bc}	-	-	7%	-	1%	-
Mis-delivered mail	35	22	6	30	13	22	2	-	6	1	1	14	11	8	-	1	26	1	14	14	6	1	-	28	1	31	4
	7%	1% _{bc}	-	1% _{bc}	-	1% _{bc}	1% _{bc}	-	1%	-	-	7%	-	7%	-	7%	7%	-	7%	7%	7%	-	-	7%	-	1%	-
Mail that has been tampered with	23	14	1	12	7	14	-	-	1	1	-	13	10	-	-	-	23	-	13	6	3	1	-	19	1	23	-
	-	1% _{bc}	-	1% _{bc}	7	1%	-	-	-	1%	-	7%	-	-	-	-	7%	-	7%	7%	-	-	-	7%	-	1%	-
Didn't allow sufficient time for the recipient to answer the door	28	17	1	23	8	17	-	-	1	1	1	15	10	2	1	-	25	2	15	12	-	1	-	27	1	22	6
	-	1% _{bc}	-	1% _{bc}	1% _{bc}	7%	-	-	1%	1%	1%	7%	7%	-	-	-	7%	-	7%	7%	-	-	-	7%	-	1%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	6	-	6	-	6	1	1	-	-	-	1	5	-	-	-	6	-	6	-	-	-	-	6	-	6	-
	-	1%	-	1%	-	1%	1%	1%	-	-	-	1%	1%	-	-	-	1%	-	1%	1%	-	-	-	1%	-	1%	-
Any other problems	1	1	-	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	1
	-	1%	-	1%	-	1%	-	-	-	-	-	1%	-	-	-	-	1%	-	1%	-	-	-	-	1%	-	-	1%
I don't know	26	10	10	15	14	10	2	5	10	4	3	16	7	3	-	-	23	-	11	11	4	-	-	22	-	14	-
	7%	1%	7%	7%	7%	7%	1%	1%	7%	2% _{bc}	7%	7%	7%	7%	-	-	7%	-	7%	7%	7%	-	-	7%	-	7%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	201	104	47	148	90	104	3	16	47	5	9	65	88	23	25	1	153	26	102	78	13	5	2	190	8	77	124
	7%	4% _{bc}	2%	4% _{bc}	3%	4% _{bc}	2%	2%	2%	2%	7%	3%	4% _{bc}	3%	4% _{bc}	1%	3% _{bc}	3%	4% _{bc}	3%	2%	2%	7%	4% _{bc}	7%	4% _{bc}	3%
NET Any problem experienced	136	87	14	115	42	87	5	6	14	3	5	54	63	14	4	1	117	5	66	53	12	4	-	119	4	111	25
	7%	4% _{bc}	7%	4% _{bc}	7%	4% _{bc}	7%	7%	7%	2%	7%	4% _{bc}	4% _{bc}	2%	7%	7%	4% _{bc}	7%	4% _{bc}	4% _{bc}	2%	7%	-	2%	7%	4% _{bc}	7%
Not aware of FedEx	415	147	132	233	219	147	14	57	132	21	58	127	171	61	36	16	298	52	130	155	82	18	27	285	45	102	313
	7%	6%	6%	7%	7%	6%	9%	7%	6%	10%	5%	6%	7%	7%	8%	6%	7%	6%	5%	7%	12% _{bc}	5%	7%	6%	7%	7%	7%
Aware but not used FedEx	4234	1575	1606	2259	2287	1575	115	557	1606	156	843	1377	1665	541	437	180	3043	627	1813	1533	454	285	123	3346	408	833	3401
	69%	40% _{bc}	40% _{bc}	44% _{bc}	46% _{bc}	40% _{bc}	69%	72%	44% _{bc}	74%	44% _{bc}	19% _{bc}	20% _{bc}	19% _{bc}	19% _{bc}	19% _{bc}	20% _{bc}	19% _{bc}	19% _{bc}	19% _{bc}	19% _{bc}	19% _{bc}	19% _{bc}	19% _{bc}	19% _{bc}	19% _{bc}	19% _{bc}
Used but not sent FedEx	1147	490	354	736	600	490	20	123	354	23	132	378	491	158	82	38	870	120	484	473	117	46	25	957	71	383	765
	19%	20% _{bc}	16%	21% _{bc}	18%	20% _{bc}	13%	16%	16% _{bc}	11%	13%	19% _{bc}	20% _{bc}	20% _{bc}	20% _{bc}	14%	15%	19% _{bc}	19% _{bc}	21% _{bc}	17%	13%	14%	19% _{bc}	13%	20% _{bc}	16%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - ab/cd - wfg - hkl - k/mn/op/q - rs/tu/vwx - yz

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Table 320

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Lost mail	34	7	26	2	11	19	3	32	2	-	-	34	-
	1%	2%	0%	6%	1%	0%	1%	1%	2%	-	-	1%	-
Damaged mail	44	4	39	2	18	24	2	42	2	-	-	44	-
	1%	1%	1%	6%	1%	1%	1%	1%	2%	-	-	1%	-
Delayed mail	53	2	50	-	18	32	3	48	3	2	*	53	-
	1%	1%	1%	-	1%	1%	1%	1%	2%	3%	*	1%	-
Mis-delivered mail	35	2	33	*	18	14	4	28	6	1	-	35	-
	1%	1%	1%	1%	1%	1%	1%	1%	6%	2%	-	1%	-
Mail that has been tampered with	23	3	19	1	11	9	3	19	4	-	-	23	-
	*	1%	1%	6%	1%	1%	1%	1%	3%	-	-	*	-
Didn't allow sufficient time for the recipient to answer the door	28	1	26	1	15	10	3	23	5	-	-	28	-
	*	*	*	6%	1%	1%	1%	*	6%	-	-	*	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	-	6	-	4	-	2	6	-	-	-	6	-
	*	-	*	-	2%	-	1%	*	-	-	-	*	-
Any other problems	1	-	1	-	-	1	-	1	-	-	-	1	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
I don't know	26	2	23	1	4	20	3	23	3	-	-	26	-
	1%	1%	*	2%	*	*	1%	*	3%	-	-	*	-
I've experienced no problems in the last 12 months when sending packets and parcels via	201	12	188	1	48	142	12	193	7	*	1	200	-
	3%	4%	3%	4%	3%	3%	4%	3%	6%	*	2%	3%	-
NET Any problem experienced	136	13	119	3	61	65	10	121	12	3	*	136	-
	3%	4%	2%	6%	6%	2%	3%	2%	10%	3%	*	2%	-
Not aware of FedEx	415	23	389	4	106	271	38	354	18	8	29	380	6
	7%	7%	7%	9%	6%	6%	12%	6%	16%	14%	44%	6%	26%
Aware but not used FedEx	4234	219	3996	20	1162	2902	171	4111	43	36	34	4190	11
	69%	65%	69%	48%	60%	62%	50%	69%	37%	33%	51%	69%	50%
Used but not sent FedEx	1147	67	1068	12	296	773	78	1096	34	10	1	1141	5
	19%	20%	18%	30%	18%	19%	20%	19%	29%	18%	2%	19%	24%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Table 320

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Lost mail	34	6	16	11	1	-	-	6	13	2	2	4	-	7	1	-	-
1%	1%	1%	1%	1%	1%	-	-	1%	2.5%	1%	1%	1%	-	1%	1%	-	-
Damaged mail	44	10	19	10	5	2	1	7	10	4	5	4	3	3	1	1	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	2.5%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	83	8	21	14	10	4	1	3	15	2	4	6	4	4	2	3	5
1%	1%	1%	1%	1%	1%	1%	1%	1%	3.5%	1%	1%	1%	1%	1%	1%	1%	1%
Mis-delivered mail	35	6	16	13	1	1	2	4	14	1	2	5	5	2	1	1	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	3.5%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	23	3	14	3	3	1	1	1	8	1	7	1	1	3	1	1	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	28	8	9	9	2	1	6	2	4	2	3	1	4	5	1	2	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	-	-	2	4	-	-	-	-	-	-	-	-	2	1	-	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other problems	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	26	6	5	6	1%	2	1	2	-	3	2	4	2	1	2	1	7
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	201	47	39	49	66	15	20	11	15	9	15	10	13	20	14	18	34
3%	3%	3%	3%	3%	3%	3%	4%	2%	3%	2%	3%	2%	3%	3%	3%	4%	3%
NET Any problem experienced	136	27	48	43	18	4	8	13	28	10	10	11	14	19	3	5	10
2%	2%	2%	2%	2%	2%	1%	2%	3%	5.5%	2%	2%	2%	3%	4.5%	1%	2%	2%
Not aware of FedEx	415	116	120	86	93	29	47	39	37	40	44	33	29	24	39	29	25
7%	7%	7%	8%	6%	6%	6%	7%	7%	7%	8%	7%	6%	6%	5%	6%	6%	5%
Aware but not used FedEx	4234	1040	986	1067	1121	330	349	360	322	328	296	388	325	342	375	371	375
67%	67%	64%	64%	67%	67%	67%	66%	66%	63%	65%	60%	63%	63%	63%	64%	64%	64%
Used but not sent FedEx	1147	315	337	267	229	110	105	101	90	118	129	72	103	92	70	89	71
19%	19%	19%	17%	15%	15%	15%	15%	15%	15%	15%	15%	14%	14%	18%	14%	17%	14%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - ab/c/d - e/f/g/h/i/j/k/l/m/n/op

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Table 321

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (n)	Online (n)	Sell online (n)	Don't sell online (n)	Male (n)	Female (n)	16-24 (n)	25-34 (n)	35-44 (n)	45-54 (n)	55-64 (n)	65-74 (n)	75+ (n)	16-34 (n)	35-54 (n)	55+ (n)	65+ (n)	NET White (n)	NET EMG (n)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	1608	1939	2613	1461	5468	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	1014	1167	1536	836	3182	511	
Lost mail	113	19	94	34	79	42	71	22	35	28	17	9	3	1	57	42	13	4	91	
2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	
Damaged mail	81	13	68	25	56	37	44	21	19	13	13	6	1	2	29	21	10	4	62	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Delayed mail	168	23	135	62	106	58	100	56	28	28	24	14	3	8	84	50	24	10	117	
3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	
Mis-delivered mail	73	13	59	22	51	23	50	21	15	18	12	3	3	3	35	30	6	3	67	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mail that has been tampered with	27	-	27	11	16	11	16	9	10	1	4	-	2	2	19	5	3	2	24	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Didn't allow sufficient time for the recipient to answer the door	61	12	49	14	47	30	31	18	12	11	11	4	1	4	30	22	9	6	43	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	7	10	6	11	8	9	7	5	2	-	2	-	2	12	2	3	-	14	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Any other problems	10	4	7	-	10	1	9	-	2	1	-	3	3	1	2	1	7	3	9	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
I don't know	44	11	34	10	34	19	26	10	7	6	9	10	3	3	17	15	13	3	35	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via NET Any problem experienced	352	56	296	110	242	143	208	92	80	68	54	34	10	14	172	122	58	24	270	
6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	
Not aware of Evri	493	135	358	36	457	282	210	69	50	74	46	89	77	119	120	254	165	410	78	
8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	
Aware but not used Evri	1469	359	1110	126	1343	869	597	169	196	251	153	288	228	365	404	700	412	1237	225	
24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	24%	
Used but not sent Evri	2924	416	2508	351	2573	1345	1573	366	395	529	421	561	380	762	950	1213	651	2473	424	
47%	47%	34%	51%	48%	49%	45%	49%	45%	49%	42%	51%	50%	43%	47%	48%	48%	47%	48%	45%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns Tested (5% risk level) - ab - odd - eff - ghijklm - ntopql - rs

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Table 321

Base : All participants

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640		3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725		3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081		1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	113	42	37	17	18		78	34	91	20	4	8	25	31	32	64	4	100	34	74	4
	2%	3% sd	2%	1%	1%		2%	1%	1%	1%	1%	1%	2%	2%	3% sd	2%	1%	2%	3%	2%	2%
Damaged mail	81	28	24	15	14		52	29	59	20	7	6	17	24	18	47	7	68	21	57	3
	1%	2% sd	1%	1%	1%		2% f	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%
Delayed mail	188	68	80	29	21		108	50	118	39	13	14	31	53	38	98	13	138	38	120	2
	3%	5% sd	4% sd	2%	1%		4% f	2%	3%	2%	3%	2%	3%	3%	3%	3%	3%	3%	3%	3%	1%
Ms-delivered mail	73	28	22	14	9		50	23	56	15	3	2	17	22	20	41	3	64	21	46	5
	1%	2% sd	1%	1%	1%		2% f	1%	2% sd	1%	1%	*	1%	1%	2% sd	1%	1%	1%	2%	1%	2%
Mail that has been tampered with	27	17	6	1	3		23	4	19	8	1	3	3	8	5	13	1	19	10	14	3
	*	3% sd	*	*	*		1% f	*	1%	*	*	*	*	*	*	*	*	*	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	81	27	18	3	13		45	16	47	12	1	2	15	20	13	37	1	53	11	45	5
	1%	2% sd	1%	*	1%		1% f	1%	1% sd	*	*	*	1%	1%	1%	1%	*	1%	1%	1%	2%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	7	5	2	2		13	4	12	5	*	4	4	4	3	11	*	15	8	9	*
	*	1% sd	*	*	*		*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*
Any other problems	10	3	2	4	2		5	5	3	7	*	1	*	6	2	8	*	9	1	8	1
	*	*	*	*	*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	44	6	17	11	11		23	22	33	8	3	4	11	2	12	17	3	34	11	28	5
	1%	*	1%	1%	1%		1%	1%	1% sd	*	*	*	1% sd	*	1% sd	*	*	1%	1%	1%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	877	183	293	204	197		475	401	599	275	48	80	198	251	195	529	48	777	147	690	40
	14%	18% sd	19% sd	19% sd	11%		16% f	13%	16% sd	11%	9%	11%	13%	16% sd	12% sd	14% sd	9%	19% sd	11%	12% sd	14%
NET Any problem experienced	382	121	109	64	58		230	122	267	81	21	27	69	114	92	210	21	312	83	257	12
	6%	11% sd	6% sd	5%	3%		8% f	4%	7% sd	3%	4%	4%	5%	7% sd	6% sd	5%	4%	6%	6%	6%	4%
Not aware of Evri	493	101	107	117	169		207	286	230	252	79	72	96	107	70	275	62	369	130	331	32
	8%	9% sd	6%	9% sd	10% sd		7%	9% sd	6%	11% sd	13% sd	10% sd	6%	7%	6%	7%	15% sd	10% sd	10% sd	7%	11%
Aware but not used Evri	1469	245	460	319	445		705	764	820	618	145	181	342	362	230	875	154	1168	299	1142	68
	24%	22%	24%	23%	26% sd		23%	25%	22%	26% sd	23% sd	23%	23%	22%	21%	23%	23% sd	23%	20%	23% sd	24%
Used but not sent Evri	2924	482	620	670	845		1409	1515	1721	1164	220	309	705	759	500	1931	225	2519	654	2140	131
	47%	42%	49% sd	49% sd	49% sd		46%	49%	47%	49%	43%	50% sd	52% sd	48%	49%	50% sd	42%	49% sd	51% sd	47%	45%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - ab:cd - ef - gh - i:j/k/m/n - op - q:r/s

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Table 321

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Lost mail	113	101	12	1	95	9	7	2	3	17	4	10	10	10	16	15	11	*	9
	2%	2%	1%	1%	2%	2%	2%	1%	1%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%
Damaged mail	81	70	11	1	69	6	4	1	3	7	5	6	6	6	8	18	9	*	6
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%
Delayed mail	188	131	27	3	138	7	10	3	8	22	8	12	16	12	18	31	11	1	6
	3%	2%	3%	2%	3%	1%	2%	2%	3%	3%	2%	3%	3%	2%	2%	4%	2%	1%	1%
Ms-delivered mail	73	68	4	1	63	2	7	1	1	13	5	5	6	2	13	10	8	-	2
	1%	1%	1%	*	1%	*	2%	*	1%	2%	1%	1%	1%	*	2%	1%	1%	-	*
Mail that has been tampered with	27	24	3	1	20	3	3	*	1	1	-	2	1	-	4	10	2	*	3
	*	*	*	*	*	1%	1%	*	*	*	*	*	*	*	*	1%	*	*	1%
Didn't allow sufficient time for the recipient to answer the door	81	52	9	1	54	1	6	1	3	10	8	5	1	6	6	11	4	-	1
	1%	1%	1%	*	1%	*	2%	*	1%	1%	2%	1%	*	1%	1%	1%	1%	-	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	17	*	*	14	2	*	*	-	2	1	2	2	-	2	4	1	-	2
	*	*	*	*	*	*	*	*	-	*	*	*	*	-	*	*	*	-	*
Any other problems	10	3	7	*	9	*	1	*	2	5	2	*	*	*	*	*	*	*	*
	*	*	1%	*	*	*	*	*	1% 1% 1%	1%	*	*	*	*	*	*	*	*	*
I don't know	44	43	2	1	36	5	3	1	1	6	2	2	3	3	7	12	1	*	5
	1%	1%	*	*	1%	1%	1%	*	*	1%	*	*	*	1%	1%	1%	*	*	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	877	749	138	17	748	61	48	21	35	121	72	75	70	92	116	102	64	4	56
	14%	14%	16%	10%	14%	12%	16%	12%	14%	16%	14%	17%	13%	16%	14%	12%	12%	6%	13%
NET Any problem experienced	382	301	51	5	304	19	23	6	16	52	31	25	30	29	39	55	28	1	18
	6%	6%	6%	3%	6%	4%	6%	3%	6%	14%	8%	6%	6%	6%	5%	7%	5%	2%	4%
Not aware of Evri	493	452	39	5	404	51	22	17	19	62	33	36	42	36	80	57	39	8	43
	8%	8%	4%	3%	8%	10%	7%	10%	6%	9%	6%	8%	8%	6%	10%	7%	12%	10%	10%
Aware but not used Evri	1469	1295	174	28	1252	116	63	39	52	151	130	83	122	125	248	201	129	13	103
	24%	24%	20%	17%	24%	22%	21%	23%	27%	22%	26%	21%	22%	22%	24%	24%	24%	19%	23%
Used but not sent Evri	2924	2465	460	112	2435	265	136	88	122	283	240	217	278	295	320	410	293	41	225
	47%	47%	53%	67%	47%	51%	46%	52%	51%	42%	47%	46%	51%	50%	39%	49%	51%	50%	50%

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Table 321

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Total																												
Unweighted Base	6100	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6100	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4969	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Lost mail	113	45	40	70	65	45	*	7	40	4	8	42	40	13	16	2	82	18	59	43	6	3	1	103	4	61	48	
2%		2%	2%	2%	2%	2%	*	1%	2%	2%	1%	2%	2%	2%	3%	1%	2%	2%	2%	2%	1%	1%	1%	2%	1%	53%	1%	
Damaged mail	81	39	19	58	37	39	4	8	19	3	8	28	36	10	7	*	64	7	44	31	4	3	-	75	3	53	28	
2%		2%	1%	25%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	1%	1%	-	2%	1%	53%	1%	
Delayed mail	168	64	49	104	89	64	6	15	64	6	16	52	65	8	18	10	123	27	80	68	7	2	1	147	4	75	83	
3%		3%	2%	3%	3%	4%	2%	2%	3%	2%	2%	2%	3%	1%	2%	2%	2%	3%	3%	3%	1%	1%	1%	3%	1%	53%	2%	
Ms-delivered mail	73	35	19	48	31	35	*	8	19	2	4	30	28	4	9	2	58	11	40	29	4	-	-	69	-	33	40	
1%		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	2%	1%	1%	1%	2%	1%	1%	-	-	69	-	33	1%	
Mail that has been tampered with	27	12	8	16	12	12	*	4	15	4	3	15	4	3	5	*	19	5	8	14	2	1	-	23	1	25	2	
1%		1%	*	*	1%	1%	*	4	8	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	*	*	1	*	1	25%	
Didn't allow sufficient time for the recipient to answer the door	61	28	13	41	26	28	*	4	13	1	7	26	17	5	9	3	43	13	30	26	3	2	-	56	2	22	39	
1%		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	-	1%	*	1%	1%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	11	4	11	4	11	-	3	4	-	2	8	1	3	5	*	10	5	10	3	2	2	*	13	2	6	11	
Any other problems	10	3	6	4	7	3	*	3	6	-	3	1	8	-	1	-	9	1	6	2	1	*	1	8	1	2	8	
I don't know	44	20	11	32	22	20	*	4	11	2	4	17	22	2	2	1	38	3	27	13	5	*	-	38	*	14	30	
1%		1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%		
I've experienced no problems in the last 12 months when sending packets and parcels via	877	383	284	551	452	383	14	82	284	20	117	273	361	118	94	31	634	125	410	318	73	52	24	728	76	180	698	
14%	16%	13%	16%	14%	16%	9%	11%	13%	10%	11%	14%	15%	15%	16%	13%	14%	15%	16%	14%	14%	11%	14%	14%	16%	14%	12%	16%	
NET Any problem experienced	352	158	113	228	181	158	8	37	113	11	30	122	139	31	49	12	261	60	169	147	20	12	3	315	15	182	170	
8%	7%	6%	8%	6%	7%	6%	3%	6%	6%	3%	6%	6%	6%	4%	5%	6%	6%	6%	6%	3%	3%	2%	3%	3%	6%	4%		
Not aware of Evri	493	196	161	279	245	196	32	90	161	24	99	165	199	64	40	19	364	59	184	158	74	38	21	352	59	119	374	
8%	8%	7%	8%	8%	8%	20%	12%	7%	7%	11%	9%	8%	8%	8%	7%	8%	7%	7%	7%	11%	11%	12%	7%	11%	8%	8%		
Aware but not used Evri	1469	528	542	794	808	528	46	179	542	58	274	450	597	227	125	63	1048	188	563	508	218	108	68	1071	172	346	1123	
34%	22%	23%	23%	23%	22%	29%	23%	23%	22%	24%	27%	22%	24%	22%	21%	28%	23%	22%	22%	22%	11%	10%	10%	11%	11%	24%		
Used but not sent Evri	2924	1128	1052	1621	1545	1128	60	371	1052	97	526	989	1168	358	274	121	2157	395	1254	1149	291	150	63	2403	213	681	2244	
47%	47%	49%	46%	47%	47%	37%	49%	49%	49%	50%	49%	49%	47%	45%	47%	49%	48%	48%	48%	48%	43%	42%	36%	48%	40%	48%		

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Table 321

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5003	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Lost mail	113	2	110	1	25	77	11	110	3	-	-	113	*	
	2%	1%	2%	2%	2%	2%	3%	2%	2%	-	-	2%	*	
Damaged mail	81	8	73	*	30	42	8	76	5	-	-	81	-	
	1%	2%	1%	*	2%	1%	2%	1%	4%	-	-	1%	-	
Delayed mail	158	5	152	1	45	101	13	147	9	2	-	158	-	
	3%	2%	3%	2%	3%	2%	4%	2%	8%	3%	-	3%	-	
Mis-delivered mail	73	2	70	*	22	44	6	69	4	-	-	73	-	
	1%	1%	1%	1%	1%	1%	2%	1%	3%	-	-	1%	-	
Mail that has been tampered with	27	1	26	-	10	11	6	24	2	-	-	27	-	
	*	*	*	-	1%	*	2%	*	2%	-	-	*	-	
Didn't allow sufficient time for the recipient to answer the door	61	1	61	-	13	39	9	58	3	-	-	61	-	
	1%	*	1%	-	1%	1%	2%	1%	3%	-	-	1%	-	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	-	17	-	9	8	*	17	-	-	-	17	-	
	*	-	*	-	1%	*	-	*	-	-	-	*	-	
Any other problems	10	-	10	-	2	8	*	10	-	-	-	10	-	
	*	-	*	-	*	*	*	*	-	-	-	*	-	
I don't know	44	2	40	3	10	27	6	43	2	-	-	44	-	
	1%	*	1%	1%	1%	1%	2%	1%	1%	-	-	1%	-	
I've experienced no problems in the last 12 months when sending packets and parcels via	877	30	842	4	191	657	30	868	2	3	-	873	4	
	14%	9%	15%	11%	11%	16%	9%	15%	2%	6%	-	14%	19%	
NET Any problem experienced	352	14	336	2	107	216	27	333	18	2	-	352	*	
	6%	4%	6%	4%	6%	5%	9%	6%	22%	3%	-	6%	*	
Not aware of Evri	483	30	462	1	163	304	26	411	24	16	37	452	4	
	8%	9%	8%	3%	10%	7%	8%	7%	22%	29%	6%	7%	19%	
Aware but not used Evri	1469	91	1364	14	364	1007	67	1384	37	17	21	1438	9	
	24%	27%	24%	33%	22%	24%	2%	23%	31%	30%	33%	24%	43%	
Used but not sent Evri	2924	170	2738	17	840	1960	124	2860	35	18	7	2913	4	
	47%	51%	47%	42%	39%	47%	40%	46%	30%	32%	11%	46%	19%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Lost mail	113	32	27	32	22	7	13	12	5	9	13	8	12	12	4	6	12
2%		2%	2%	2%	1%	1%	3%	2%	1%	2%	3%	1%	2%	2%	1%	1%	2%
Damaged mail	81	20	21	20	20	1	6	13	9	8	5	4	13	3	4	7	8
1%		1%	1%	1%	1%	-	1%	2%	2%	1%	1%	1%	3%	1%	1%	1%	2%
Delayed mail	188	29	46	42	40	3	7	19	9	21	17	16	13	13	12	10	18
3%		2%	3%	3%	3%	1%	1%	4%	2%	4%	3%	3%	2%	3%	2%	2%	3%
Mis-delivered mail	73	15	16	22	20	4	7	5	6	2	7	10	6	7	5	4	10
1%		1%	1%	1%	1%	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	1%	2%
Mail that has been tampered with	27	8	10	6	3	4	2	2	1	3	6	2	-	4	-	1	2
-		1%	1%	-	-	1%	-	-	-	1%	1%	-	-	1%	-	-	-
Didn't allow sufficient time for the recipient to answer the door	61	14	24	12	12	4	1	3	6	1	13	3	3	-	2	6	4
5%		1%	2%	1%	1%	1%	-	2%	1%	-	3%	1%	1%	-	-	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	-	-	4	13	-	-	-	-	-	-	-	-	4	4	2	7
-		-	-	-	3%	-	-	-	-	-	-	-	-	1%	1%	-	3%
Any other problems	10	3	2	3	2	-	-	3	-	2	-	3	-	-	2	-	1
-		-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
I don't know	44	13	8	7	16	6	4	3	3	4	1	1	2	4	9	2	4
1%		1%	1%	-	1%	1%	1%	1%	-	1%	-	-	-	1%	2%	-	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	877	216	202	222	237	72	60	84	71	68	63	71	90	61	54	99	84
14%		14%	13%	14%	15%	15%	11%	16%	13%	13%	13%	14%	7%	12%	11%	15%	16%
NET Any problem experienced	382	80	84	86	82	21	22	37	27	31	36	35	33	29	26	23	33
6%		5%	6%	6%	5%	4%	4%	7%	5%	6%	7%	7%	6%	6%	5%	4%	6%
Not aware of Evri	493	133	129	134	97	47	32	54	45	44	40	54	43	38	26	40	32
8%		9%	8%	9%	6%	13%	6%	13%	8%	9%	8%	13%	8%	7%	5%	8%	6%
Aware but not used Evri	1469	374	358	372	364	121	141	112	128	129	101	119	117	130	113	112	138
24%		24%	23%	24%	24%	27%	27%	21%	24%	25%	20%	23%	22%	27%	22%	22%	27%
Used but not sent Evri	2824	734	744	706	740	224	273	238	258	232	255	238	234	235	275	236	229
47%		47%	48%	46%	48%	46%	51%	45%	48%	46%	51%	46%	45%	47%	48%	46%	44%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - abcd - e=highijklmnop

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Table 323

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	35	5	30	12	23	18	17	2	11	9	5	5	-	2	14	14	7	2	29	6
	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%
Damaged mail	45	3	42	29	16	29	16	13	12	11	3	2	3	2	25	14	6	5	33	12
	1%	-	1%	4%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	65	5	50	35	20	34	21	8	18	16	7	3	3	3	27	23	6	3	41	14
	1%	-	1%	4%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Mis-delivered mail	31	1	29	17	13	20	10	7	16	6	1	1	-	-	22	7	1	-	23	8
	1%	-	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	12	3	10	8	5	6	6	-	9	1	2	-	-	-	9	3	1	-	11	1
	1%	-	1%	1%	1%	1%	1%	-	1%	1%	1%	-	-	-	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	26	2	24	18	8	15	11	5	16	7	3	3	3	3	12	11	3	3	26	-
	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	-	5	3	2	4	1	1	2	1	-	-	2	-	3	1	2	2	5	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other problems	5	-	5	-	5	1	4	-	2	1	-	2	-	-	2	1	2	-	3	2
	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	31	7	24	6	24	16	15	15	7	3	6	1	-	-	21	9	1	-	21	10
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	366	86	270	82	284	194	172	65	104	74	57	44	14	8	169	131	66	22	278	81
	6%	7%	5%	1%	5%	5%	5%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	5%	1%
NET Any problem experienced	140	9	131	77	64	75	65	26	47	37	12	13	4	2	73	49	19	6	104	36
	2%	1%	3%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	4%	2%	1%	1%	2%	4%
Not aware of DPD	455	121	334	41	414	213	241	51	54	64	31	82	50	83	145	95	215	134	352	95
	7%	10%	7%	5%	6%	7%	6%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	7%	1%
Aware but not used DPD	2382	553	1829	239	2142	1181	1200	284	265	389	322	467	396	309	548	692	1142	675	2057	306
	39%	45%	37%	30%	46%	39%	38%	34%	31%	33%	39%	41%	40%	39%	32%	35%	43%	40%	40%	32%
Used but not sent DPD	2786	447	2339	344	2442	1331	1448	342	392	574	404	625	325	225	733	978	1074	550	2346	416
	45%	36%	46%	44%	45%	44%	46%	42%	45%	47%	43%	45%	43%	36%	43%	42%	43%	40%	45%	44%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - ab - odd - eff - ghijklm - ntopql - rs

QJ2.8. In the last 12 months, have you experienced any of the following problems with the packets and parcels sent using...

DPD

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Lost mail	35	10	9	4	12	19	16	19	16	1	10	8	10	4	28	1	32	11	21	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	45	23	12	6	3	36	9	43	2	1	4	14	10	15	29	1	43	16	28	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	55	22	12	12	9	34	21	52	3	1	4	21	15	14	40	1	54	19	36	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Ms-delivered mail	31	12	8	2	8	20	10	26	5	1	5	8	10	7	23	1	30	15	13	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampere	12	6	4	-	3	10	3	10	2	1	2	3	6	-	11	1	11	3	3	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	26	10	7	6	3	17	9	25	1	1	3	10	7	4	21	1	24	11	15	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	2	1	2	-	3	2	5	-	-	-	3	-	2	3	-	5	1	4	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other problems	5	-	4	-	1	4	1	4	1	1	-	2	-	2	2	1	4	1	4	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	31	8	10	7	7	17	13	25	5	3	-	12	5	7	17	3	24	8	22	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via NET Any problem experienced	366	52	125	86	63	217	149	301	65	14	29	77	132	89	238	14	340	54	300	12
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not aware of DPD	45	64	120	97	53	204	250	209	220	55	58	103	98	57	259	67	349	104	316	36
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Aware but not used DPD	2382	368	749	526	739	1116	1265	1277	1068	237	355	543	582	329	1480	245	1911	510	1752	119
39%	32%	32%	32%	32%	32%	37%	37%	35%	35%	40%	40%	40%	40%	30%	30%	40%	40%	40%	40%	41%
Used but not sent DPD	2786	530	872	648	730	1402	1384	1731	1022	194	278	720	725	594	1723	202	2417	569	2106	112
45%	47%	46%	47%	43%	46%	46%	45%	47%	43%	38%	38%	40%	40%	32%	32%	38%	40%	44%	48%	39%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - ab/c/d - ef - gh - ij/k/m/n - op - q/r/s

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Table 323

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Lost mail	35	31	4	*	32	2	*	*	2	3	3	4	5	5	3	4	4	*	2
1%	1%	1%	*	*	1%	*	*	*	1%	*	1%	1%	1%	1%	*	*	1%	*	*
Damaged mail	45	39	6	3	41	3	1	1	3	4	4	1	3	4	15	3	4	*	2
1%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	2%	*	1%	*	1%
Delayed mail	65	47	8	3	48	3	2	1	2	1	3	5	6	4	10	9	8	*	3
1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	1%
Mis-delivered mail	31	27	4	*	28	1	1	*	1	3	4	*	7	3	5	4	1%	*	1
1%	1%	*	*	*	1%	*	*	*	*	1%	1%	1%	1%	1%	1%	1%	1	*	1
Mail that has been tampered with	12	9	3	3	9	1	2	*	*	3	*	1	1	1	*	*	2	*	*
1%	1%	*	*	2%	1%	1%	1%	*	*	*	*	*	*	*	*	*	*	*	*
Didn't allow sufficient time for the recipient to answer the door	26	19	7	4	23	1	1	1	*	4	*	3	5	*	3	5	5	*	1
1%	1%	1%	2%	1%	1%	*	*	*	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	5	*	*	5	*	*	*	*	*	*	*	2	*	*	*	3	*	*
1%	1%	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	1%	*	*	*
Any other problems	5	5	*	*	4	1	*	*	*	2	*	*	*	*	*	2	*	*	1
1%	1%	*	*	*	1%	*	1%	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	31	30	1	1	27	*	2	1	*	5	*	3	*	4	9	6	1	*	*
1%	1%	1%	*	*	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	366	319	47	8	306	34	18	8	12	46	40	21	31	22	40	58	27	1	33
6%	6%	6%	5%	5%	6%	7%	6%	5%	5%	7%	6%	5%	6%	4%	6%	7%	5%	2%	7%
NET Any problem experienced	140	122	18	7	124	8	6	3	4	10	11	9	14	12	25	22	18	*	8
2%	2%	2%	4%	2%	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	3%	3%	3%	*	2%
Not aware of DPD	485	399	57	13	385	43	14	13	23	58	53	22	33	37	66	62	33	9	35
7%	8%	7%	8%	8%	7%	5%	7%	7%	6%	8%	10%	5%	6%	6%	6%	7%	6%	13%	8%
Aware but not used DPD	2382	2074	308	54	2017	172	122	70	97	260	188	180	217	240	303	343	188	27	145
39%	39%	36%	32%	39%	33%	33%	33%	33%	39%	39%	37%	36%	40%	40%	37%	36%	36%	40%	32%
Used but not sent DPD	2766	2356	430	85	2318	259	133	76	114	296	216	213	249	259	359	351	263	30	229
45%	44%	50%	51%	45%	45%	50%	45%	45%	46%	44%	42%	48%	46%	45%	44%	42%	50%	44%	51%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Table 323

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	566	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
Lost mail	19	19	7	28	16	19	*	3	7	1	2	16	14	2	*	30	2	21	10	*	2	1	30	3	26	9	
%	1%	1%	*	1%	*	1%	*	*	1%	*	*	1%	1%	*	*	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Damaged mail	45	29	10	35	16	29	*	*	10	1	1	22	13	7	4	*	34	4	24	16	4	*	1	40	2	39	6
%	1%	1%	*	1%	1%	1%	*	*	1%	*	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%
Delayed mail	55	35	9	46	20	35	*	2	9	1	1	26	17	5	6	*	43	6	26	23	3	2	1	49	3	43	12
%	1%	1%	*	1%	1%	1%	*	*	1%	*	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%
Mis-delivered mail	31	17	5	24	12	17	*	*	5	1	2	11	11	8	*	*	22	*	11	16	2	2	*	27	2	24	7
%	*	1%	*	1%	*	1%	*	*	1%	*	*	1%	1%	1%	*	*	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%
Mail that has been tampered with	12	10	1	11	3	10	*	*	1	1	*	7	5	1	*	*	12	*	5	5	*	2	*	10	2	10	2
%	*	*	*	*	*	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	26	19	2	23	7	19	*	*	2	1	1	11	13	1	1	*	24	1	18	6	*	*	1	24	1	19	6
%	1%	1%	*	1%	1%	1%	*	*	1%	*	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	4	1	4	1	4	*	*	1	*	*	2	3	*	*	*	5	*	4	1	*	*	*	5	*	5	*
%	*	*	*	*	*	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other problems	5	*	4	1	5	*	*	*	4	*	*	*	2	2	*	*	2	*	*	5	*	*	*	5	*	2	2
%	*	*	*	*	*	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	31	19	4	26	11	19	*	3	4	*	1	11	13	4	3	*	24	3	14	11	3	3	*	25	3	15	16
%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	366	181	99	245	163	181	6	27	99	5	20	121	148	35	45	17	270	62	163	150	23	25	6	313	31	108	258
%	6%	1%	5%	1%	5%	1%	4%	4%	6%	2%	2%	6%	6%	4%	6%	7%	6%	6%	6%	6%	3%	7%	3%	6%	6%	7%	6%
NET Any problem experienced	140	85	24	115	54	85	*	6	24	1	2	99	46	22	13	*	105	13	69	58	6	4	1	127	6	108	33
%	2%	1%	1%	1%	2%	1%	*	1%	1%	*	*	8%	2%	3%	2%	*	2%	2%	6%	5%	1%	1%	1%	6%	1%	1%	1%
Not aware of DPD	485	156	155	238	236	156	15	72	156	25	86	138	164	73	54	19	302	73	158	151	73	38	26	308	65	109	346
%	7%	6%	7%	7%	7%	6%	10%	10%	7%	12%	8%	7%	7%	6%	9%	8%	7%	9%	6%	7%	11%	11%	16%	6%	12%	7%	7%
Aware but not used DPD	2382	872	891	1263	1282	872	72	332	891	107	480	772	958	314	215	109	1730	324	962	865	289	196	96	1827	263	543	1839
%	39%	36%	41%	36%	39%	36%	45%	41%	39%	41%	41%	39%	39%	39%	37%	44%	39%	37%	38%	38%	43%	44%	14%	37%	41%	36%	41%
Used but not sent DPD	2786	1100	992	1615	1507	1100	65	324	992	75	461	915	1157	352	254	101	2072	355	1240	1070	287	131	48	2310	179	637	2149
%	45%	46%	46%	46%	46%	46%	40%	42%	46%	35%	44%	45%	47%	44%	44%	41%	46%	43%	46%	46%	42%	37%	27%	47%	34%	42%	46%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - abcd - efg - hij - klmnopq - rstuvwxyz

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Lost mail	35	6	28	3	16	16	3	29	6	-	-	35	-
	1%	2%	0%	7%	1%	0%	1%	0%	5%	-	-	7%	-
Damaged mail	45	8	37	*	12	31	2	37	5	3	*	45	-
	1%	2%	1%	1%	1%	1%	1%	1%	1%	5%	-	1%	-
Delayed mail	55	8	47	*	20	32	4	49	2	3	-	55	1
	1%	2%	1%	1%	1%	1%	1%	1%	2%	5%	-	1%	3%
Mis-delivered mail	31	2	28	-	12	19	-	26	5	-	-	31	-
	*	1%	*	-	7%	*	-	0%	1%	-	-	1%	-
Mail that has been tampered with	12	2	11	-	5	7	-	10	2	-	-	12	-
	*	*	*	-	*	*	-	0%	2%	-	-	*	-
Didn't allow sufficient time for the recipient to answer the door	26	4	21	-	11	12	3	22	1	3	-	26	-
	*	1%	*	-	7%	*	1%	*	1%	5%	-	*	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	2	4	-	-	5	*	5	-	-	*	5	-
	*	1%	*	-	-	*	*	*	-	-	*	*	-
Any other problems	5	-	5	-	2	3	-	5	-	-	-	5	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
I don't know	31	2	27	2	6	23	2	31	-	-	*	31	-
	*	1%	*	0%	*	1%	1%	1%	-	-	*	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	366	10	354	2	77	268	22	360	3	2	1	365	-
	6%	3%	6%	4%	5%	6%	7%	6%	3%	4%	1%	6%	-
NET Any problem experienced	140	16	122	3	52	78	10	124	12	3	*	140	1
	2%	4%	2%	0%	3%	2%	3%	2%	1%	5%	*	2%	3%
Not aware of DPD	495	29	424	1	138	276	41	396	18	10	27	424	4
	7%	9%	7%	3%	8%	7%	13%	7%	16%	16%	4%	7%	18%
Aware but not used DPD	2382	128	2241	15	646	1635	101	2275	39	25	33	2338	10
	39%	37%	39%	37%	39%	39%	32%	39%	33%	44%	51%	39%	44%
Used but not sent DPD	2786	153	2615	18	758	1893	136	2712	45	17	5	2774	8
	45%	40%	45%	43%	45%	45%	44%	46%	38%	30%	7%	48%	34%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Table 323

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Lost mail	35	11	14	4	5	1	8	2	5	4	-	3	2	2	2	2	2
1%	1%	1%	1%	-	-	-	1%	-	1%	1%	-	1%	-	-	-	-	-
Damaged mail	45	15	18	6	6	2	3	5	6	4	4	2	-	1	5	-	-
1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	1%	1%	-	-	1%	-	-
Delayed mail	55	14	22	7	13	3	7	3	10	1	11	-	4	2	5	6	2
1%	1%	1%	1%	-	1%	1%	1%	1%	2%	-	2%	-	1%	-	1%	1%	-
Mis-delivered mail	31	9	13	5	4	3	3	3	8	-	5	-	5	-	2	2	-
-	-	1%	-	-	-	-	-	1%	1%	-	1%	-	1%	-	-	-	-
Mail that has been tampered with	12	4	6	2	-	-	2	2	1	3	-	1	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
Didn't allow sufficient time for the recipient to answer the door	26	3	17	4	2	-	3	-	8	2	6	-	4	-	-	2	-
-	-	1%	1%	-	-	-	1%	-	2%	1%	1%	-	1%	-	-	-	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	-	-	-	5	-	-	-	-	-	-	-	-	-	-	3	2
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
Any other problems	5	2	-	1	2	-	2	-	-	-	1	-	-	-	2	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	31	7	1	8	15	4	3	-	-	-	2	3	3	2	2	2	11
-	-	-	-	1%	1%	1%	1%	-	-	-	1%	1%	1%	-	-	-	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	366	99	89	88	90	30	33	36	17	36	36	33	35	20	30	31	30
6%	6%	6%	6%	6%	6%	6%	6%	7%	3%	7%	7%	6%	7%	4%	6%	6%	6%
NET Any problem experienced	140	37	52	25	26	8	19	10	18	16	17	5	16	4	9	13	5
2%	2%	3%	2%	2%	2%	2%	4%	2%	3%	3%	3%	1%	3%	1%	2%	2%	1%
Not aware of DPD	465	125	123	103	105	48	38	38	39	44	40	25	32	46	42	25	37
7%	8%	8%	7%	7%	7%	10%	7%	7%	7%	9%	8%	5%	6%	9%	8%	5%	7%
Aware but not used DPD	2382	579	549	607	666	177	184	218	209	203	136	214	196	197	203	227	216
39%	37%	36%	39%	43%	36%	35%	41%	39%	40%	27%	41%	38%	38%	40%	44%	43%	43%
Used but not sent DPD	2786	703	722	707	653	226	254	223	249	208	265	240	236	232	218	214	221
45%	45%	47%	46%	43%	46%	46%	46%	42%	47%	41%	45%	46%	45%	46%	43%	42%	42%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - abcd - e/fghij/klmnop

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5488	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	23	-	23	15	8	17	6	6	6	6	1	3	2	*	12	6	5	2	19	4
	*	-	*	25%	*	1%	*	1%	1%	*	*	*	*	*	15%	*	*	*	*	*
Damaged mail	38	1	36	23	15	27	10	6	13	10	5	4	*	*	19	15	4	*	30	8
	1%	*	1%	3%	1%	1%	*	1%	1% ^{100%}	1%	1%	*	*	*	1% ^{100%}	1% ^{100%}	*	*	1%	1%
Delayed mail	66	8	58	21	45	37	28	10	17	17	7	8	2	5	27	23	16	8	54	8
	1%	1%	1%	3%	1%	1%	1%	1%	2%	2%	1%	1%	*	1%	2%	1%	1%	1%	1%	1%
Mis-delivered mail	35	1	33	15	19	22	13	9	6	6	1	2	6	5	14	7	13	11	31	4
	1%	*	1%	2%	*	1%	*	1%	1%	1%	*	*	1%	1%	1%	*	1%	1%	1%	*
Mail that has been tampered with	15	2	13	7	8	10	5	2	7	1	1	2	*	2	9	2	4	2	11	4
	*	*	*	5%	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	*
Didn't allow sufficient time for the recipient to answer the door	21	-	21	6	16	12	10	3	7	1	9	*	2	*	9	10	3	2	14	7
	*	-	*	1%	*	*	*	*	1%	*	1% ^{100%}	*	*	*	1%	*	*	*	*	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	2	*	2	2	-	-	*	*	*	*	-	2	*	*	2	2	2	*
	*	-	*	*	*	*	-	-	*	*	*	*	-	*	*	*	*	*	*	*
Any other problems	*	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	*	-
	*	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	*	-
I don't know	38	9	29	6	32	16	21	4	1	5	11	10	6	2	5	15	18	8	36	2
	1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	1%	*	*	1%	1%	1%	1%	*
I've experienced no problems in the last 12 months when sending packets and parcels via	895	152	443	100	494	307	287	48	74	104	100	143	71	55	122	203	269	127	513	80
	10%	15%	9%	13%	9%	10%	9%	6%	9%	13%	13%	13%	13%	9%	7%	13%	13%	9%	10%	9%
NET Any problem experienced	148	11	136	57	91	92	56	25	35	34	16	14	12	11	60	50	38	23	118	26
	2%	1%	3%	7%	2%	3%	2%	3%	4%	3%	2%	1%	2%	2%	4%	3%	1%	2%	2%	3%
Not aware of Parcelforce	423	111	313	58	365	188	232	176	67	75	17	28	10	20	273	92	58	30	219	195
	7%	11%	6%	7%	7%	6%	7%	13%	9%	10%	2%	3%	1%	3%	13%	8%	2%	2%	4%	13%
Aware but not used Parcelforce	2895	606	2290	281	2614	1364	1527	357	425	534	360	515	383	320	792	894	1219	703	2499	374
	47%	49%	46%	36%	49%	45%	49%	43%	49%	48%	43%	46%	39%	31%	46%	46%	48%	31%	48%	40%
Used but not sent Parcelforce	2061	344	1717	287	1774	1043	1017	211	236	370	329	420	277	218	447	699	915	496	1774	266
	33%	28%	33%	36%	33%	35%	32%	26%	27%	33%	33%	33%	33%	33%	26%	33%	33%	33%	33%	29%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - ab = odd - eff - gh(i)/k(lm - n)op(q - r/s

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	23	11	5	2	16	7	19	4	2	5	6	6	5	17	22	2	22	13	10	-
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	38	18	10	6	5	26	11	31	6	3	2	4	20	5	26	3	31	16	19	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	66	29	19	10	13	43	23	66	9	1	6	15	24	17	45	1	64	19	45	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Ms-delivered mail	35	13	1	6	15	14	21	25	10	6	7	7	9	7	22	6	29	12	19	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	15	5	6	4	11	4	13	2	2	2	3	2	7	3	11	2	14	7	8	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	21	9	6	7	14	7	14	8	4	1	4	6	3	11	4	14	9	10	3	1%
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	1	1	2	1	1	2	1	1	1	1	2	1	1	1	2	1	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other problems	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	38	7	19	4	7	26	11	20	15	3	3	7	5	14	15	3	31	9	29	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	695	134	198	143	120	332	263	388	193	36	57	124	194	129	375	36	526	97	472	25
	10%	12%	19%	19%	7%	11%	8%	11%	8%	7%	8%	8%	12%	12%	10%	7%	10%	8%	10%	9%
NET Any problem experienced	148	60	33	22	33	93	55	118	28	10	16	29	55	32	100	10	133	48	90	10
	2%	6%	2%	2%	2%	3%	2%	3%	1%	2%	2%	2%	3%	3%	3%	2%	3%	4%	2%	3%
Not aware of Parcelforce	423	100	115	86	113	223	198	252	154	49	53	77	107	57	236	53	334	92	307	25
	7%	12%	6%	6%	7%	7%	6%	7%	6%	10%	7%	6%	7%	6%	6%	10%	6%	7%	7%	9%
Aware but not used Parcelforce	2895	451	897	647	900	1348	1547	1626	1229	268	408	733	705	418	1846	275	2378	600	2148	148
	47%	40%	44%	44%	44%	44%	44%	44%	44%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%
Used but not sent Parcelforce	2061	376	651	483	551	1027	1034	1256	778	148	196	532	529	452	1327	155	1773	437	1543	80
	33%	33%	34%	35%	32%	34%	33%	34%	32%	29%	27%	32%	33%	31%	33%	29%	34%	34%	34%	28%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Table 324

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberdale (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Lost mail	23	20	4	1	19	2	1	2	-	-	-	4	6	2	3	-	4	*	2	
	*	*	*	*	*	*	*	1.9d	-	-	-	1.9e	2.1up	2.1up	*	*	1%	*	*	
Damaged mail	38	30	8	1	32	3	2	1	2	-	-	5	8	3	9	5	-	*	3	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1.5up	-	-	1.5up	2.1up	*	1%	1%	-	*	1%	
Delayed mail	66	53	13	2	55	4	5	2	3	3	1	1	4	7	15	13	9	*	3	
1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	*	*	*	1%	1%	2%	2%	2%	1%	1%	
Ms-delivered mail	35	21	13	5	29	2	3	1	1	-	1	-	13	1	-	6	5	-	2	
1%	1%	2%a	3%a	1%	1%	*	1%	*	*	-	*	-	2.5up/4un	*	-	1%	1%a	-	1%	
Mail that has been tampered with	15	13	2	1	8	4	2	1	-	-	-	3	1	2	3	-	-	*	4	
*	*	*	*	1%	*	1.9d	1.1d	*	-	-	-	1%	*	*	*	-	-	*	1%a	
Didn't allow sufficient time for the recipient to answer the door	21	21	*	-	18	1	2	*	-	-	3	-	3	-	3	7	2	*	1	
*	*	*	*	-	*	*	1%	1%	-	-	1%	-	1%	-	*	1%	2	*	*	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	*	*	2	-	*	*	-	-	-	-	-	-	-	2	-	-	-	
*	*	*	*	*	*	*	*	*	-	-	-	-	-	-	-	*	-	-	-	
Any other problems	*	*	*	-	*	*	-	*	-	-	*	-	-	-	-	-	-	-	*	
*	*	*	*	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	*	
I don't know	38	34	3	1	28	6	2	1	1	7	-	-	4	1	8	7	1	2	5	
1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	-	-	1%	*	1%	1%	2.1up	3.2	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	695	490	105	21	502	56	21	16	23	57	57	43	38	73	62	69	60	12	44	
10%	9%	12%a	13%	10%	10%	11%	7%	9%	9%	8%	11%	10%	7%	12%un	8%	11%	16%un	19%un	10%	
NET Any problem experienced	148	117	31	7	124	11	9	4	3	3	5	10	22	13	24	28	16	*	10	
2%	2%	4%	4%	2%	2%	2%	3%	2%	1%	*	1%	2.4ud	4.4up	2.4ud	5.7ud	3.4ud	3%	2.4ud	3%	
Not aware of Parcelforce	423	392	32	3	398	31	14	9	23	47	39	25	44	26	101	44	20	5	27	
7%	7%	7%a	4%	2%	7%	6%	5%	5%	9%a	7%	8%a	6%	8%a	6%	12%un/4up	6%	4%	7%	6%	
Aware but not used Parcelforce	2895	2575	321	65	2429	247	142	78	116	380	247	210	258	252	353	365	249	23	224	
47%	47%	47%a	37%	39%	47%	48%	46%	46%	48%	48%un/4up	4.4ud	47%	48%	44%	44%	43%	47%	34%	30%a	
Used but not sent Parcelforce	2061	1691	370	70	1726	167	106	63	82	181	160	151	176	205	262	309	153	25	141	
33%	32%	43%a	40%a	33%	32%	32%	36%	37%	32%a	27%	31%	36%a	33%	36%a	32%	37%a	38%a	38%	31%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Table 324

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	129	701	1219	1471	508	351	152	2691	503	1562	1381	468	211	112	2963	323	901	2816
Lost mail	23	13	8	18	11	13	2	2	8	1	2	13	8	1	1	21	1	10	12	1	1	22	1	19	4	19	4
Damaged mail	38	24	9	29	14	24	2	4	9	1	3	15	14	5	-	3	29	3	16	17	1	1	3	33	4	28	12
Delayed mail	66	34	16	48	32	34	4	4	18	1	4	32	23	4	2	5	55	6	30	30	6	1	-	60	36	35	30
Mis-delivered mail	35	16	11	24	19	16	1	1	11	1	5	15	13	6	-	-	29	-	15	17	2	2	-	31	2	24	10
Mail that has been tampered with	15	11	4	11	4	11	1	1	4	1	1	5	5	1	4	1	11	4	8	5	2	1	-	13	1	13	2
Didn't allow sufficient time for the recipient to answer the door	21	13	4	18	8	13	3	4	4	1	4	12	6	1	-	2	19	2	5	12	-	1	3	18	4	19	3
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	1	2	1	2	1	2	1	1	1	1	1	1	-	2	1	2	1	1	1	1	1	1	1	1	1
Any other problems	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
I don't know	38	20	15	23	17	20	2	8	15	1	6	18	11	8	1	15	28	1	13	21	2	-	1	34	1	6	31
I've experienced no problems in the last 12 months when sending packets and parcels via	895	268	187	391	310	268	11	73	187	16	84	221	245	53	60	16	466	76	293	221	27	43	10	514	53	137	458
NET Any problem experienced	148	82	36	112	66	82	5	12	36	1	11	67	49	16	6	10	116	16	64	64	12	4	4	128	8	93	55
Not aware of Parcelforce	423	151	116	242	207	151	11	39	116	22	48	85	181	67	64	19	267	83	139	188	54	27	11	327	37	138	287
Aware but not used Parcelforce	2895	1060	1085	1530	1555	1060	79	382	1085	115	545	908	1169	377	297	128	2077	425	1148	1060	359	186	120	2208	306	609	2286
Used but not sent Parcelforce	2061	831	724	1205	1098	831	52	249	724	57	355	716	831	279	155	73	1547	229	949	749	227	98	32	1698	130	540	1521
Parcelforce	33%	34%	33%	34%	34%	34%	32%	33%	33%	27%	34%	36% _{low}	33% _{high}	35% _{low}	27%	30%	34% _{low}	28%	36% _{low}	33% _{low}	33% _{low}	27%	18%	33% _{low}	24%	35%	33%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - ab/cd - w/q - n/q - k/m/n/v/p/q - r/s/t/u/v/w/x - y/z

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Lost mail	23	2	22	-	12	11	-	22	1	-	-	23	-
		1%	-	-	1%	-	-	-	1%	-	-	-	-
Damaged mail	38	2	36	-	14	19	6	34	4	-	-	38	-
	1%	-	1%	-	1%	-	2%	1%	6%	-	-	1%	-
Delayed mail	66	2	61	3	26	37	3	60	6	-	-	66	-
	1%	-	1%	8%	2%	1%	1%	1%	9%	-	-	1%	-
Mis-delivered mail	35	2	33	-	15	17	2	29	4	2	-	35	-
	1%	-	1%	1%	1%	-	1%	1%	6%	3%	-	1%	-
Mail that has been tampered with	15	1	14	-	6	5	3	15	1	-	-	15	-
	-	-	-	-	e	-	1%	-	-	-	-	-	-
Didn't allow sufficient time for the recipient to answer the door	21	1	21	-	6	12	3	17	3	1	-	21	-
	-	-	-	-	-	-	1%	-	6%	2%	-	-	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	-	-	2	-	-	2	-	-	-	2	-
	-	1%	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	38	2	36	-	13	23	2	36	1	-	-	38	-
	1%	1%	1%	-	1%	1%	1%	1%	-	2%	-	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	595	26	567	1	146	430	19	584	1	3	6	589	-
	10%	8%	10%	4%	9%	10%	6%	10%	1%	5%	8%	10%	-
NET Any problem experienced	148	6	139	3	59	78	11	133	12	3	-	148	-
	2%	2%	2%	8%	3%	2%	3%	2%	1%	5%	-	2%	-
Not aware of Parcelforce	423	16	403	4	87	293	44	390	18	1	11	410	3
	7%	5%	7%	10%	5%	7%	14%	7%	16%	2%	17%	7%	13%
Aware but not used Parcelforce	2895	150	2730	15	804	1945	147	2756	42	38	45	2837	14
	47%	40%	47%	37%	48%	47%	47%	47%	28%	3%	6%	47%	62%
Used but not sent Parcelforce	2061	136	1908	17	568	1404	89	1998	43	11	4	2052	5
	33%	36%	33%	41%	34%	34%	29%	34%	37%	19%	6%	34%	29%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Table 324

Base : All participants

Total	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
23	4	10	7	3	*	*	3	3	4	3	3	2	2	*	1	*
38	4	19	12	3	*	3	2	6	3	8	4	8	*	2	1	*
1%	*	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	*	1%	*	1%
66	15	20	15	16	*	1	14	6	8	6	2	7	6	12	2	2
1%	1%	1%	1%	1%	*	*	1%	1%	1%	1%	*	1%	1%	1%	1%	*
35	11	6	14	3	2	6	4	5	-	2	5	8	1	*	*	3
1%	1%	*	1%	*	*	1%	1%	1%	-	*	1%	1%	*	*	*	1%
15	2	5	6	2	*	-	2	1	*	4	-	5	1	*	2	*
*	*	*	*	*	*	*	*	*	*	1%	-	1%	*	*	*	*
21	4	14	2	2	1	*	2	5	1	8	2	*	*	2	*	-
*	*	1%	*	*	*	*	1%	1%	*	1%	1%	1%	*	*	*	*
2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	*	*
*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-
*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-
38	13	10	6	9	5	8	8	7	-	3	2	1	4	1	1	7
1%	1%	1%	*	1%	1%	1%	1%	1%	-	1%	*	*	1%	*	*	1%
895	150	168	141	137	38	48	64	50	61	57	45	29	66	37	50	50
10%	10%	11%	9%	9%	8%	9%	12%	9%	12%	11%	9%	8%	13%	7%	10%	10%
148	34	46	41	27	4	9	21	18	11	17	10	21	17	5	5	5
2%	2%	3%	3%	2%	1%	2%	4%	3%	2%	3%	2%	4%	2%	1%	1%	1%
423	115	107	120	82	34	35	46	29	37	40	41	38	41	36	28	18
7%	7%	7%	1%	5%	7%	7%	1%	6%	7%	6%	6%	7%	6%	6%	6%	3%
2895	715	723	725	733	232	252	231	261	248	216	268	254	202	237	241	254
47%	47%	47%	47%	48%	47%	47%	44%	43%	44%	42%	45%	44%	40%	47%	47%	49%
2061	524	482	507	548	178	180	166	167	152	163	152	176	179	176	186	186
33%	34%	31%	33%	36%	36%	34%	31%	31%	30%	33%	29%	34%	36%	35%	36%	36%

Question focuses on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Proportions/Means: Columns: Tested (5% risk level) - ab/c/d - e/f/g/h/i/j/k/l/m/n/op

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Table 325

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2982	3185	721	817	1134	805	1152	852	609	1608	1239	2013	1461	5468	544
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	19	2	17	14	5	11	8	4	8	4	2	2	-	-	12	6	2	-	13	6
	*	*	*	2%		*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	1%
Damaged mail	18	1	16	10	7	14	3	4	4	7	2	-	-	1	8	9	1	1	12	4
	*	*	*	1%		1%	*	*	1%	1%	*	*	*	*	1%	1%	*	*	*	*
Delayed mail	33	1	32	23	10	24	9	5	12	9	4	2	-	1	17	13	3	1	27	6
	1%	*	1%	3%		1%	*	1%	1%	1%	1%	*	*	*	1%	1%	*	*	1%	1%
Mis-delivered mail	16	1	15	11	4	8	7	1	5	3	1	2	2	1	6	3	5	3	13	2
	*	*	*	1%		*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*
Mail that has been tampered with	14	1	12	9	5	8	5	*	6	*	3	2	2	1	6	3	4	3	8	4
	*	*	*	1%		*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*
Didn't allow sufficient time for the recipient to answer the door	24	-	24	16	7	15	9	-	9	4	2	5	2	1	9	7	8	3	19	5
	*	*	*	2%		1%	*	*	1%	*	*	*	*	*	1%	*	*	*	*	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	-	3	1	2	1	3	1	1	1	-	-	-	-	2	1	-	-	2	1
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	11	2	8	1	9	3	8	2	*	3	2	3	-	-	3	5	3	-	7	1
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	80	13	66	14	66	45	35	10	15	15	10	18	5	1	31	25	24	6	51	24
	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	2%	1%	*	2%	1%	1%	*	1%	2%
NET Any problem experienced	79	4	75	50	29	50	28	10	27	22	9	8	2	1	37	31	11	3	57	21
	1%	*	2%	8%	1%	2%	1%	1%	3%	2%	1%	1%	*	*	2%	2%	*	*	1%	2%
Not aware of TNT	1241	304	938	160	1081	454	782	347	217	231	119	146	95	87	563	349	329	183	953	282
	20%	3%	19%	20%	20%	15%	25%	3%	3%	3%	14%	13%	13%	14%	15%	14%	13%	13%	18%	30%
Aware but not used TNT	4029	791	3239	430	3599	1907	2028	366	503	702	560	828	574	437	869	1262	1899	1071	3532	459
	65%	64%	66%	55%	67%	66%	65%	45%	68%	63%	67%	73%	76%	79%	51%	68%	78%	77%	68%	49%
Used but not sent TNT	726	119	601	134	586	460	260	81	105	149	133	126	83	42	187	282	251	125	558	156
	12%	10%	12%	1%	11%	1%	8%	10%	1%	1%	1%	1%	1%	7%	11%	1%	10%	8%	11%	1%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab - cd - ef - gh/ij/k/m - n/op/q - rs

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Table 325

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	19	9	5	4	1	14	5	18	1	1	2	4	6	6	12	1	18	0	10	-
	1%	0.5%	0.3%	0.3%	0.1%	0.4%	0.2%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.4%	0.0%
Damaged mail	18	6	4	5	3	10	8	12	6	1	3	6	7	1	16	1	16	12	5	1
	0%	0.4%	0.2%	0.3%	0.2%	0.3%	0.3%	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.3%	0.8%	0.3%	0.1%
Delayed mail	33	24	1	5	3	25	8	26	4	1	3	6	13	9	22	1	32	19	12	3
	1%	1.6%	0.1%	0.3%	0.2%	0.8%	0.3%	0.8%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.6%	0.0%	0.6%	0.5%	0.3%	0.1%
Mis-delivered mail	15	7	1	5	2	8	6	11	4	1	2	4	5	3	11	1	13	10	5	-
	0%	0.5%	0.1%	0.3%	0.1%	0.3%	0.2%	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.3%	0.8%	0.4%	0.0%
Mail that has been tampered with	14	3	5	4	2	8	6	9	5	2	2	3	7	1	12	2	12	3	5	-
	0%	0.2%	0.3%	0.3%	0.1%	0.3%	0.2%	0.3%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.3%	0.2%	0.4%	0.0%
Didn't allow sufficient time for the recipient to answer the door	24	9	4	6	5	13	11	19	5	1	3	8	3	8	13	1	22	14	6	4
	0%	0.6%	0.3%	0.4%	0.3%	0.4%	0.4%	0.5%	0.2%	0.0%	0.0%	0.1%	0.0%	0.1%	0.3%	0.0%	0.6%	0.9%	0.4%	0.3%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	1	1	1	-	2	1	3	1	-	1	1	1	-	3	-	3	3	1	-
	0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.2%	0.1%	0.0%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
I don't know	11	-	4	6	1	4	7	11	-	1	-	2	-	6	2	1	7	-	11	-
	0%	0.0%	0.3%	0.4%	0.1%	0.1%	0.2%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.7%	0.0%
I've experienced no problems in the last 12 months when sending packets and parcels via	80	24	26	14	15	51	29	67	11	9	3	28	17	21	48	9	70	10	69	1
	1%	1.6%	1.4%	0.9%	0.9%	1.3%	0.9%	1.7%	0.4%	0.1%	0.0%	0.2%	0.1%	0.2%	0.5%	0.1%	0.5%	0.3%	0.6%	0.0%
NET Any problem experienced	79	39	17	15	7	56	22	67	11	2	6	21	30	19	57	2	76	39	33	7
	1%	2.7%	1.2%	0.9%	0.4%	3.9%	1.5%	1.7%	0.4%	0.0%	0.0%	0.1%	0.2%	0.1%	0.4%	0.0%	0.5%	2.7%	2.3%	0.5%
Not aware of TNT	1241	237	370	272	361	608	632	723	491	125	158	279	275	198	712	132	989	230	681	64
	20%	16%	26%	19%	22%	19%	20%	20%	20%	3%	1%	2%	1%	1%	5%	1%	6%	1%	5%	0%
Aware but not used TNT	4029	641	1296	918	1185	1927	2102	2301	1674	351	485	1000	1040	681	2528	364	3372	791	3055	183
	65%	44%	70%	64%	72%	59%	73%	69%	61%	6%	7%	7%	7%	6%	66%	6%	54%	12%	67%	3%
Used but not sent TNT	720	191	210	160	156	404	318	500	210	26	81	172	221	175	431	26	603	149	541	32
	12%	13%	11%	10%	9%	13%	11%	14%	9%	0%	1%	1%	1%	1%	3%	0%	2%	4%	12%	1%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (95% risk level) - ab/cd - ef - gh - ij/k/m/n - op - q/r/s

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Table 325

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Lost mail	19	17	2	*	17	*	1	*	1	-	2	4	5	4	3	-	-	-	*	
	*	*	*	*	*	*	*	*	*	*	*	13%	1%	1%	*	*	*	*	*	
Damaged mail	18	13	4	*	15	*	2	*	1	-	-	1	8	4	-	-	-	*	*	
	*	*	1%	*	*	*	1%	*	*	*	*	2% (napp)	1%	1%	*	*	*	*	*	
Delayed mail	33	22	11	1	30	1	2	*	1	3	-	1	9	5	8	3	1	*	1	
	1%	*	13%	*	1%	*	1%	*	*	*	*	2%	1%	1%	*	*	*	*	*	
Mis-delivered mail	15	11	4	*	12	1	1	1	1	-	-	2	5	1	-	2	-	*	*	
	*	*	*	*	*	*	*	*	*	*	*	1%	1%	*	*	*	*	*	*	
Mail that has been tampered with	14	12	1	1	11	1	1	*	1	-	-	3	3	1	-	2	2	*	1	
	*	*	*	*	*	*	*	*	*	*	*	1%	1%	*	*	*	*	*	*	
Didn't allow sufficient time for the recipient to answer the door	24	18	6	*	22	*	2	*	1	2	-	3	7	-	5	2	1	-	*	
	*	*	1%	*	*	*	1%	*	*	*	*	1%	1%	*	1%	*	*	*	*	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	3	*	-	1	1	1	*	-	-	-	1	-	-	-	-	-	-	1	
	*	*	*	*	*	*d	*d	*	*	*	*	*	*	*	*	*	*	*	*	
Any other problems	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
I don't know	11	10	*	-	10	-	1	*	-	-	1	-	1	-	3	4	-	-	-	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
I've experienced no problems in the last 12 months when sending packets and parcels via	80	71	9	3	71	5	2	1	4	6	8	4	8	9	14	10	9	-	5	
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	2%	-	1%	
NET Any problem experienced	79	63	15	1	69	3	5	2	4	5	2	8	18	10	13	5	4	*	3	
	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	2%	2%	1%	2%	1%	1%	1%	*	1%	
Not aware of TNT	1241	1074	167	25	1037	102	60	42	42	144	103	60	100	106	220	198	82	12	90	
	20%	20%	19%	15%	20%	20%	20%	20% (d)	17%	21%	20%	13%	18%	19%	23% (Mip)	24% (Mip)	16%	16%	20% (A)	
Aware but not used TNT	4029	3464	565	120	3388	342	197	103	172	453	341	323	359	359	450	540	391	47	205	
	65%	65%	66%	72%	65%	66%	60%	60%	65%	65%	65%	62%	65%	63%	58%	64%	64%	64%	68%	
Used but not sent TNT	720	616	105	19	603	64	31	22	28	66	53	54	56	63	130	65	42	8	57	
	12%	12%	12%	17%	12%	12%	10%	13%	11%	10%	11%	12%	10%	12%	15% (Mip)	15% (Mip)	10%	8%	13% (A)	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Table 325

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816	
Lost mail	19	11	2	17	8	11	-	-	2	1	1	5	11	1	2	-	16	2	10	9	-	-	-	19	-	19	-	
Damaged mail	18	13	1	16	4	13	*	4	1	1	1	7	5	4	-	1	12	1	10	4	1	2	1	13	3	18	-	
Delayed mail	33	24	4	28	8	24	*	2	4	1	1	13	11	8	-	1	24	1	12	17	3	*	1	29	1	30	3	
Mis-delivered mail	15	9	2	13	6	9	*	2	2	1	1	8	6	*	1	-	14	1	5	9	1	-	-	14	-	15	-	
Mail that has been tampered with	14	8	2	12	5	8	*	3	2	1	2	7	7	-	-	-	14	-	4	9	-	-	-	14	-	12	2	
Didn't allow sufficient time for the recipient to answer the door	24	13	2	22	11	13	-	2	2	1	2	12	9	-	2	-	21	2	12	10	*	-	1	23	1	21	3	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	2	-	3	1	2	-	1	-	-	-	1	-	1	-	-	1	1	*	3	1	-	-	3	-	2	1	
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	11	6	2	9	4	6	-	-	2	1	1	5	4	1	-	-	9	*	5	3	3	-	-	8	-	3	8	
I've experienced no problems in the last 12 months when sending packets and parcels via	80	45	17	59	31	45	1	2	17	2	5	18	38	10	11	2	57	13	30	35	7	5	1	65	6	50	30	
NET Any problem experienced	79	53	7	71	24	53	1	8	7	1	3	29	29	13	5	2	58	7	34	36	4	2	2	70	4	70	8	
Not aware of TNT	1241	449	411	678	640	449	39	154	411	46	190	346	493	178	157	59	839	216	499	486	138	66	45	865	110	339	902	
Aware but not used TNT	20%	19%	19%	19%	20%	19%	24%	20%	19%	22%	18%	17%	20%	22%	24%	19%	26%	19%	19%	21%	20%	18%	25%	20%	21%	22%	19%	
Used but not sent TNT	4029	1515	1507	2210	2202	1515	109	521	1507	153	765	1375	1596	514	360	166	2970	526	1748	1421	459	266	115	3168	381	791	3238	
	65%	63%	60%	63%	63%	63%	66%	63%	65%	70%	73%	63%	64%	64%	62%	67%	66%	63%	62%	62%	63%	62%	60%	60%	63%	62%	60%	
Used but not sent TNT	720	344	219	478	351	344	11	76	219	9	86	244	325	83	49	19	570	68	290	323	70	18	15	613	33	267	453	
	12%	14%	10%	14%	11%	14%	7%	10%	10%	4%	8%	12%	17%	10%	8%	8%	13%	8%	11%	14%	10%	5%	8%	12%	6%	18%	10%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (95% risk level) - ab/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Table 325

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Lost mail	19	2	17	-	8	11	-	19	-	-	-	19	-	
	1%	1%	-	-	1%	-	-	-	-	-	-	-	-	
Damaged mail	18	1	16	*	13	5	*	13	4	*	*	17	-	
	*	*	-	-	71%	1%	-	*	36%	-	-	*	-	
Delayed mail	33	2	31	-	21	11	1	29	4	-	*	33	-	
	1%	1%	1%	-	1%	1%	-	*	3%	-	-	1%	-	
Mis-delivered mail	15	2	11	1	9	5	*	11	1	2	-	15	-	
	*	1%	*	33%	79%	1%	-	*	1%	40%	-	*	-	
Mail that has been tampered with	14	3	11	-	5	7	1	11	*	2	-	14	-	
	*	1%	-	-	1%	1%	-	*	9%	18%	-	*	-	
Didn't allow sufficient time for the recipient to answer the door	24	2	17	4	18	6	-	18	2	3	-	24	-	
	*	1%	*	100%	75%	1%	-	*	16%	50%	-	*	-	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	-	2	1	3	*	-	1	2	-	-	3	-	
	*	-	*	50%	1%	*	-	*	100%	-	-	*	-	
Any other problems	*	-	-	-	-	-	-	*	-	-	-	-	-	
	*	-	-	-	-	-	-	*	-	-	-	-	-	
I don't know	11	-	11	-	-	10	1	11	-	-	-	11	-	
	*	-	*	-	-	1%	-	*	-	-	-	*	-	
I've experienced no problems in the last 12 months when sending packets and parcels via	80	3	76	*	9	65	6	77	1	-	1	78	-	
	1%	1%	1%	*	1%	2%	2%	1%	1%	-	2%	1%	-	
NET Any problem experienced	79	7	68	4	45	32	2	65	10	3	*	79	-	
	1%	2%	1%	11%	2%	1%	1%	1%	9%	5%	-	1%	-	
Not aware of TNT	1241	61	1171	9	345	825	70	1157	36	12	31	1204	6	
	20%	18%	20%	23%	21%	20%	22%	20%	3%	20%	4%	20%	27%	
Aware but not used TNT	4029	199	3808	23	1065	2772	192	3912	39	38	32	3959	9	
	65%	53%	66%	55%	64%	68%	62%	63%	3%	3%	4%	64%	29%	
Used but not sent TNT	720	66	649	5	210	469	41	676	32	4	1	712	7	
	12%	18%	11%	11%	13%	11%	13%	11%	2%	7%	2%	12%	33%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Table 325

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Lost mail	19	5	5	8	1	-	-	5	2	1	2	4	3	2	-	-	1
Damaged mail	18	4	0	4	1	1	-	2	5	1	3	1	1	2	-	-	1
Delayed mail	33	11	12	8	1	3	4	5	7	4	1	2	4	2	-	1	-
Mis-delivered mail	15	2	7	1	4	1	-	1	3	2	1	-	-	1	-	4	-
Mail that has been tampered with	14	4	4	3	3	1	-	4	1	1	1	2	-	-	-	3	-
Didn't allow sufficient time for the recipient to answer the door	24	4	11	4	5	2	2	-	7	3	1	-	3	1	-	5	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	-	-	1	2	-	-	-	-	-	-	-	-	1	-	-	2
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	11	4	-	-	6	3	1	-	-	-	-	-	-	-	3	-	3
I've experienced no problems in the last 12 months when sending packets and parcels via	80	11	26	27	16	7	3	1	4	13	9	7	9	11	6	3	8
NET Any problem experienced	79	22	24	22	10	5	6	11	13	8	3	6	9	7	-	7	3
Not aware of TNT	1241	292	316	302	331	97	91	104	94	97	124	111	104	87	104	118	109
Aware but not used TNT	4029	1024	970	1025	1010	318	358	347	344	325	301	359	335	335	340	331	340
Used but not sent TNT	720	196	199	163	163	60	73	63	77	65	57	38	62	63	51	53	58
	12%	13%	13%	11%	11%	12%	14%	12%	14%	13%	12%	7%	12%	12%	10%	10%	11%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - abcd - e/fghij/klm/nop

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Table 327

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2952	3185	791	817	1134	805	1152	852	809	1608	1939	2613	1461	5468	944
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1964	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	25	1	24	10	16	17	8	3	13	7	2	2	-	-	17	7	2	-	20	6
	*	*	*	100%					2000%	7%	*	*	*	*	100%			*		1%
Damaged mail	30	1	29	18	11	20	10	8	5	10	5	2	-	-	13	14	2	*	26	3
	*	*	1%	20%		1%		1%	1%	1%	7%	2	-	*	1%	100%	*	*	1%	
Delayed mail	35	4	31	20	15	23	12	5	11	5	6	5	3	*	16	11	8	3	27	8
	1%	*	1%	20%				1%	100%		1%	*	*	*	100%	1%	*	*	1%	1%
Mis-delivered mail	30	2	28	21	9	21	9	5	5	13	3	*	3	2	10	15	5	5	25	5
	*	*		30%		1%		1%	1%	1%	*	*	*	*	1%	100%			*	
Mail that has been tampered with	16	1	15	8	7	10	6	3	5	5	1	2	-	*	7	6	2	*	14	2
	*	*	*	100%		*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*
Didn't allow sufficient time for the recipient to answer the door	19	1	17	11	8	13	6	3	3	4	3	1	3	2	6	6	6	5	15	4
	*	*	*	100%					*	*	*	*	*	*	*	*	*	*	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	2	*	2	2	-	-	-	2	-	-	-	*	-	2	*	-	2	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	2	-	2	-	2	*	2	-	-	-	1	*	*	-	-	1	*	*	2	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	15	2	12	-	15	5	9	7	-	5	3	*	-	-	7	8	*	-	13	2
	*	*	*	*	*			100%							7p	8p	*	-	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	200	38	162	43	156	112	88	39	41	44	29	28	7	14	80	72	47	21	133	62
	3%	3%	3%	80%	3%	4%	3%	200%	200%	200%	200%	2%	1%	2%	800%	400%	2%	2%	3%	100%
NET Any problem experienced	95	7	89	48	47	63	32	15	24	31	12	7	3	4	40	43	13	7	76	19
	2%	1%	2%	60%	1%	20%	1%	20%	200%	200%	1%	1%	*	1%	200%	200%	1%	*	1%	2%
Not aware of UPS	608	231	377	50	558	244	363	101	69	82	66	120	74	57	169	148	290	170	491	109
	10%	100%	8%	6%	100%	8%	100%	100%	8%	7%	8%	100%	10%	100%	100%	8%	100%	100%	10%	10%
Aware but not used UPS	3910	760	3150	435	3474	1872	2032	477	510	650	528	774	552	418	988	1178	1744	970	3377	505
	63%	62%	64%	55%	60%	62%	65%	58%	59%	58%	63%	680%	730%	670%	58%	60%	690%	790%	680%	54%
Used but not sent UPS	1333	195	1138	212	1121	713	616	187	219	309	196	203	124	95	406	505	422	219	1068	246
	22%	16%	20%	200%	21%	20%	20%	200%	200%	200%	200%	16%	16%	15%	200%	200%	17%	16%	21%	200%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns Tested (5% risk level) - ab - odd - efr - ghijklm - nopolq - rs

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Table 327

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	25	7	9	4	6	15	10	23	2	1	5	8	8	3	20	1	23	8	16	2
	*	1%	*	*	*	1%	*	2%	*	*	1%	1%	*	*	1%	*	*	1%	*	1%
Damaged mail	30	15	4	6	5	18	11	25	1	1	3	9	6	7	18	1	25	15	15	-
	*	1%	*	*	*	1%	*	1%	*	*	*	1%	*	1%	*	*	*	1%	*	-
Delayed mail	35	19	4	7	6	23	12	26	6	2	4	11	12	7	26	2	33	19	14	2
	1%	1%	*	*	*	1%	*	1%	*	*	*	1%	1%	1%	1%	*	*	1%	*	1%
Mis-delivered mail	30	16	4	4	6	20	10	29	1	1	2	10	4	11	15	1	26	15	15	-
	*	1%	*	*	*	1%	*	1%	*	*	*	1%	*	1%	*	*	1%	1%	1%	-
Mail that has been tampered with	16	5	5	2	4	10	6	14	2	1	2	4	6	*	12	1	13	9	6	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	-
Didn't allow sufficient time for the recipient to answer the door	19	6	3	6	3	9	9	12	6	2	-	6	8	3	14	2	17	7	10	1
	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	*	*	*	2	*	2	2	*	*	*	*	*	*	*	*	*	*	2	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	2	*	2	*	*	2	*	2	*	*	*	*	1	*	1	*	2	*	2	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	15	9	3	3	*	12	3	9	5	*	*	3	3	8	6	*	14	1	14	*
	*	1%	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	200	45	73	42	40	118	82	159	38	13	17	51	61	43	129	13	177	37	156	6
	3%	4%	4%	3%	2%	4%	3%	4%	2%	2%	2%	3%	4%	4%	3%	2%	3%	3%	3%	2%
NET Any problem experienced	95	42	15	21	18	57	39	85	10	3	9	26	30	23	65	3	88	34	57	4
	2%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	2%	2%	2%	*	2%	3%	1%	1%
Not aware of UPS	608	61	157	134	224	238	308	294	298	86	97	129	123	49	349	92	450	157	412	39
	16%	7%	8%	10%	14%	8%	12%	8%	12%	17%	13%	9%	9%	4%	9%	2%	9%	12%	9%	14%
Aware but not used UPS	3910	595	1279	906	1129	1874	2036	2217	1634	336	507	977	960	655	2443	348	3262	781	2950	178
	63%	52%	52%	52%	69%	61%	62%	60%	69%	65%	62%	67%	67%	60%	64%	65%	63%	61%	64%	62%
Used but not sent UPS	1333	391	389	279	304	751	583	920	412	78	103	312	407	323	827	78	1154	273	999	61
	22%	12%	20%	20%	18%	25%	19%	25%	17%	15%	14%	21%	26%	25%	22%	15%	22%	21%	22%	21%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - ab/cd - ef - gh - i/j/k/m/n - op - q/r/s

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Table 327

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Lost mail	25	24	1	1	20	3	1	1	1	2	3	2	3	5	7	-	-	1	2	
	*	*	*	*	*	1%	*	*	*	*	-	1%	*	1%	1%	-	-	2.0%	*	
Damaged mail	30	23	6	2	26	3	*	*	1	4	1	1	3	4	8	-	2	*	3	
	*	*	1%	1%	1%	1%	*	*	*	1%	*	1%	1%	1%	1%	-	*	*	1%	
Delayed mail	35	26	8	3	29	3	2	1	3	-	-	-	12	4	7	3	2	*	3	
	1%	26	1%	2%	1%	1%	1%	*	0.5%	-	-	-	2.0%kmor	1%	1%	*	*	*	1%	
Mis-delivered mail	30	24	6	3	25	3	2	1	-	2	-	1	3	5	9	3	2	*	2	
	*	*	1%	1%	*	*	1%	*	-	*	-	*	1%	1%	1%	*	*	*	1%	
Mail that has been tampered with	16	13	3	*	13	1	1	*	1	2	-	1	3	1	5	-	-	*	1	
	*	*	*	*	*	*	*	*	*	*	*	*	1%	1%	1%	-	-	*	*	
Didn't allow sufficient time for the recipient to answer the door	19	17	2	*	15	1	2	1	-	1	-	2	6	3	-	3	-	-	1	
	*	*	*	*	*	*	1%	1%	-	*	-	1%	1%	1%	-	3	-	-	*	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	*	-	2	-	-	*	-	2	-	-	-	-	-	-	-	-	-	
	*	*	*	-	*	-	-	*	-	*	-	-	-	-	-	-	-	-	-	
Any other problems	2	1	*	*	1	*	-	-	-	-	-	-	-	-	-	-	1	-	*	
	*	*	*	*	*	*	-	-	-	-	-	-	-	-	-	-	*	-	*	
I don't know	15	9	5	*	12	1	1	*	-	5	-	-	1	-	2	4	-	*	1	
	*	*	1%	*	*	*	*	*	-	1%	-	-	-	-	-	1%	-	*	*	
I've experienced no problems in the last 12 months when sending packets and parcels via	200	171	28	4	174	14	7	4	6	12	22	10	18	22	33	37	15	*	14	
	3%	3%	3%	3%	3%	3%	3%	2%	2%	2%	4%	2%	3%	4%	4%	4%	3%	*	3%	
NET Any problem experienced	95	62	14	3	80	10	4	2	3	8	1	6	18	16	20	3	3	1	9	
	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	-	1%	4.0%	3.0%	2.0%	*	1%	2%	2.0%	
Not aware of UPS	608	569	59	15	509	46	33	19	33	82	67	30	48	43	80	69	57	10	36	
	10%	10%	7%	9%	10%	9%	11%	11%	12%kmor	12%km	13%kmor	7%	9%	8%	10%	8%	11%	15%km	8%	
Aware but not used UPS	3910	3342	568	117	3293	323	185	109	163	445	333	319	350	362	442	534	344	44	279	
	63%	63%	66%	7.0%	64%	62%	63%	64%	6.0%	12.0%	6.0%	7.0%kmor	6.0%	6.0%	5.0%	12.0%	10.0%	6.0%	6.0%	
Used but not sent UPS	1333	1145	189	27	1110	123	64	36	45	123	65	82	107	130	233	180	109	11	112	
	22%	22%	22%	16%	21%	24%	22%	21%	18%	18%	17%	18%	20%	23%	25%kmor	23%	21%	16%	25%kmor	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d-e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Table 327

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards					Reliance on postal service for sending/receiving parcels					Affordability challenges						
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
Lost mail	25	14	3	23	11	14	-	-	3	1	1	13	9	2	-	22	-	15	8	1	-	1	23	1	25	1	
	28	14%	1%	1%	1%	1%	-	-	1%	-	1%	1%	9	1	-	1%	-	1%	8	1%	-	1%	1	23	1	2%	-
Damaged mail	30	18	6	24	12	18	-	-	6	1	1	13	9	4	4	-	22	4	9	16	1	1	2	26	3	29	1
	34	1%	1%	1%	1%	1%	-	-	1%	-	1%	1%	14	1	-	1%	1%	1%	8	1%	-	1%	1%	1%	1%	2%	-
Delayed mail	35	26	4	31	9	26	1	1	4	1	4	14	16	1	3	-	30	3	16	17	1	1	-	33	1	2%	6
	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	1%	1%	-	1%	-	1%	1%	17	1	-	1%	-	1%	2%	-
Ms-delivered mail	30	19	8	22	11	19	-	-	8	1	1	16	7	5	2	-	23	2	10	12	4	-	4	22	4	29	1
	30	1%	1%	1%	1%	1%	-	-	1%	-	1%	1%	7	1%	-	1%	-	1%	1%	1%	1%	-	1%	1%	1%	2%	-
Mail that has been tampered with	16	8	4	12	8	8	-	-	4	1	2	10	4	-	2	-	13	2	8	3	-	1	4	11	4	15	-
	16	8	4	12	8	8	-	-	4	1	2	10	4	-	2	-	13	2	8	3	-	1	4	11	4	15	-
Didn't allow sufficient time for the recipient to answer the door	19	10	6	13	8	10	-	2	6	1	4	8	6	3	2	-	15	2	8	5	-	4	-	14	4	14	4
	19	10	6	13	8	10	-	2	6	1	4	8	6	3	2	-	15	2	8	5	-	4	-	14	4	14	4
	2	-	2	-	2	-	-	-	2	-	-	-	-	-	2	-	-	2	-	-	4	-	1%	-	1%	2	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	2	-	2	-	-	-	2	-	-	-	-	-	2	-	-	2	-	-	4	-	1%	-	1%	2	-
	2	-	2	-	2	-	-	-	2	-	-	-	-	-	2	-	-	2	-	-	4	-	1%	-	1%	2	-
Any other problems	2	-	2	-	2	-	-	-	2	-	-	2	-	-	-	-	2	-	1	-	-	-	2	-	-	-	2
	2	-	2	-	2	-	-	-	2	-	-	2	-	-	-	-	2	-	1	-	-	-	2	-	-	-	2
I don't know	15	8	2	13	6	8	-	2	2	-	1	6	6	-	1	12	2	9	4	-	-	-	13	-	-	11	4
	15	8	2	13	6	8	-	2	2	-	1	6	6	-	1	12	2	9	4	-	-	-	13	-	-	11	4
I've experienced no problems in the last 12 months when sending packets and parcels via	200	93	63	124	93	93	3	13	63	5	14	71	74	21	27	7	145	34	108	58	16	12	5	166	18	69	130
	3%	4%	3%	4%	3%	4%	2%	2%	3%	2%	1%	4%	3%	3%	5%	3%	3%	4%	4%	3%	2%	3%	3%	3%	3%	9%	3%
NET Any problem experienced	95	59	19	76	36	59	1	3	19	1	6	40	36	12	7	-	76	7	42	38	6	4	80	9	81	14	
	95	59	19	76	36	59	1	3	19	1	6	40	36	12	7	-	76	7	42	38	6	4	80	9	81	14	
Not aware of UPS	608	224	206	345	327	224	25	88	206	36	124	205	237	79	68	14	442	82	213	218	97	42	32	431	73	150	458
	10%	9%	10%	10%	10%	9%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	9%	10%	12%	10%	9%	10%	10%	10%
Aware but not used UPS	3910	1430	1469	2078	2118	1430	100	510	1469	152	743	1273	1554	513	364	183	2827	548	1638	1432	454	252	110	3070	362	812	3086
	63%	59%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%
Used but not sent UPS	1333	598	404	866	672	598	30	148	404	18	162	422	579	175	115	42	1001	156	596	553	109	47	27	1148	74	367	936
	22%	26%	19%	26%	21%	26%	19%	19%	19%	9%	18%	21%	23%	22%	20%	17%	22%	19%	23%	24%	16%	13%	15%	23%	14%	26%	20%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (95% risk level) - ab/c/d - e/f/g - h/i - k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Table 327

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Lost mail	25	5	21	-	7	16	3	23	2	*	-	25	-
		1%					1%		2%				
Damaged mail	30	2	26	2	9	18	3	29	1	-	*	30	-
		1%		3%			1%		1%				
Delayed mail	35	5	29	1	16	18	-	30	2	3	*	35	-
	1%	2%	1%		1%			1%	2%	9% ^{ab}		1%	
Mis-delivered mail	30	5	23	2	14	14	2	25	2	3	-	30	-
		1%		4%	1%		1%		2%	9% ^{ab}			
Mail that has been tampered with	16	3	13	-	6	9	1	15	1	-	-	16	-
	*	1%					1%		1%				
Didn't allow sufficient time for the recipient to answer the door	19	3	16	-	7	12	-	14	2	3	*	19	-
	*	1%							3% ^{ab}	9% ^{ab}			
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
Any other problems	2	-	2	-	-	2	-	2	-	-	-	2	-
	*	-											
I don't know	15	-	15	-	4	10	-	10	4	-	-	14	-
	*	-							4% ^{ab}				
I've experienced no problems in the last 12 months when sending packets and parcels via	200	10	190	*	42	149	9	195	3	*	1	198	-
	3%	3%	3%		2%	4%	3%	3%	3%	*	2%	3%	
NET Any problem experienced	95	10	83	2	34	55	6	86	6	3	*	95	-
	2%	3%	1%		2%	1%	2%	1%	3% ^{ab}	9%		2%	
Not aware of UPS	608	33	571	3	176	381	51	522	26	10	46	558	4
	16%	10%	10%	8%	11%	9%	16% ^{abde}	9%	22% ^{ab}	17%	66% ^{ghijkl}	9%	20%
Aware but not used UPS	3910	184	3702	24	1051	2678	181	3807	42	33	17	3883	9
	63%	55%	57% ^{ab}		63%	64%	58%	62% ^{ab}	36%	33% ^{ab}	26%	61% ^{ab}	43%
Used but not sent UPS	1333	99	1222	12	369	900	64	1277	35	11	1	1324	8
	22%	26% ^{ab}	21%	28%	22%	22%	21%	22% ^{ab}	30% ^{ab}	20% ^{ab}	2%	22% ^{ab}	37%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Table 327

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Lost mail	25	5	8	9	3	-	1	4	5	2	2	1	2	6	2	-	*
	*	1%	1%	1%	*	-	*	1%	1%	*	*	*	*	1%	*	-	*
Damaged mail	30	8	13	7	1	4	2	3	10	-	3	3	-	4	1	-	*
	*	1%	1%	1%	*	1%	*	1%	1%	-	1%	1%	-	1%	*	-	*
Delayed mail	35	10	15	5	5	2	4	4	8	-	7	2	-	3	2	2	*
	1%	1%	1%	*	*	*	1%	1%	1%	-	1%	*	-	1%	*	*	*
Mis-delivered mail	30	12	14	3	1	2	3	7	9	1	5	-	1	2	*	-	*
	*	1%	1%	*	*	*	1%	1%	1%	*	1%	-	*	*	*	-	*
Mail that has been tampered with	16	2	9	4	1	1	-	1	7	-	2	-	2	-	-	1	-
	*	*	1%	*	*	*	-	*	1%	-	*	-	*	*	*	*	*
Didn't allow sufficient time for the recipient to answer the door	19	4	8	5	2	1	-	2	2	*	6	3	2	*	*	-	2
	*	*	1%	*	*	*	*	*	*	*	1%	*	*	*	*	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	-	2	*	-	-	-	-	-	-	-	-	2	-	-	*
	*	-	-	*	*	-	-	-	-	-	-	-	-	*	-	-	*
Any other problems	2	1	*	*	-	1	-	-	-	-	*	-	-	*	-	-	-
	*	*	*	*	-	*	-	-	-	-	*	-	-	*	-	-	-
I don't know	16	6	5	*	4	-	1	5	-	3	2	*	-	-	1	*	3
	*	*	*	*	*	-	*	1%	-	1%	*	*	-	-	-	*	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	200	46	49	57	48	15	15	16	8	22	18	24	15	18	8	22	18
	3%	3%	3%	4%	3%	3%	3%	3%	2%	4%	4%	5%	3%	4%	1%	4%	4%
NET Any problem experienced	95	29	29	26	11	9	8	12	18	2	9	8	5	13	6	3	3
	2%	1%	1%	2%	1%	2%	2%	1%	1%	*	2%	1%	1%	3%	1%	1%	1%
Not aware of UPS	608	160	171	132	144	56	52	56	55	60	42	52	38	54	44	44	46
	10%	10%	11%	9%	10%	10%	10%	10%	10%	11%	12%	8%	10%	8%	11%	9%	9%
Aware but not used UPS	3910	979	919	1001	1033	286	334	349	339	305	276	340	329	331	349	315	348
	63%	63%	60%	66%	68%	60%	63%	65%	63%	60%	56%	66%	64%	66%	67%	62%	67%
Used but not sent UPS	1333	331	363	323	316	116	123	93	112	121	130	104	116	102	86	128	103
	22%	21%	24%	21%	21%	24%	23%	18%	21%	24%	25%	20%	22%	20%	17%	25%	20%

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Table 328

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (i)	Online (i)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	26	3	23	14	12	18	8	10	3	5	5	4	-	-	13	9	4	-	15	9
	*	*	*	2%	1%	1%	*	1%	*	*	1%	*	*	*	1%	1%	*	*	*	1%
Damaged mail	23	2	21	9	14	15	8	7	6	7	1	-	-	2	13	8	2	*	17	5
	*	*	*	1%	1%	1%	1%	1%	1%	1%	*	*	*	*	1%	1%	1%	*	1%	1%
Delayed mail	60	3	47	28	22	32	18	18	11	13	4	2	-	2	29	17	4	2	30	20
	1%	*	1%	2%	1%	1%	1%	2%	1%	1%	*	*	*	*	2%	1%	*	*	1%	2%
Mis-delivered mail	24	1	23	10	8	18	6	11	2	6	1	4	-	*	14	7	4	*	14	10
	*	*	*	2%	1%	1%	1%	1%	1%	1%	*	*	*	*	1%	1%	1%	*	1%	1%
Mail that has been tampered with	16	1	15	10	6	10	6	2	8	2	2	2	-	-	10	4	2	-	13	3
	*	*	*	1%	1%	1%	1%	1%	1%	1%	*	*	*	*	1%	1%	1%	*	1%	1%
Didn't allow sufficient time for the recipient to answer the door	16	1	15	4	12	3	13	4	4	1	2	3	-	2	8	4	4	2	15	1
	*	*	*	*	1%	*	1%	1%	*	*	*	*	*	*	*	*	*	*	*	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	7	-	7	2	5	2	5	6	*	-	-	2	-	-	6	-	2	-	6	1
	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	139	12	127	33	106	64	75	21	27	35	15	23	11	8	48	49	42	19	99	38
	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	1%	2%	2%
NET Any problem experienced	100	8	92	48	52	60	40	32	22	28	8	6	*	3	55	36	10	4	66	33
	2%	1%	2%	1%	1%	2%	1%	4%	2%	2%	1%	1%	*	1%	2%	2%	1%	*	1%	2%
Not aware of UK Mail	3366	738	2628	367	3008	1577	1789	443	485	571	447	638	419	363	928	1018	1420	782	2827	507
	55%	33%	53%	49%	52%	52%	52%	54%	56%	51%	54%	56%	55%	53%	55%	52%	53%	56%	53%	54%
Aware but not used UK Mail	1976	393	1582	243	1732	990	986	228	231	323	290	367	276	210	459	663	853	486	1715	238
	32%	32%	32%	31%	32%	33%	31%	28%	27%	32%	32%	32%	32%	31%	27%	34%	34%	38%	33%	25%
Used but not sent UK Mail	672	81	491	105	467	317	255	82	102	116	72	94	53	43	194	188	190	96	445	126
	9%	7%	10%	10%	9%	10%	9%	10%	10%	10%	9%	8%	7%	7%	11%	10%	8%	7%	9%	10%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - <5% - odd - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Lost mail	26	13	4	3	6	17	8	24	2	3	4	6	9	3	20	3	23	13	12	1
	*	13% <u>h</u>	*	*	*	1%	*	2% <u>h</u>	*	1%	1%	1%	1%	*	1%	*	*	1%	1%	*
Damaged mail	23	7	4	5	7	11	12	17	6	2	2	8	7	4	17	2	21	9	14	-
	*	1%	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	1%	*	-
Delayed mail	90	18	19	5	7	37	13	40	10	4	5	13	22	4	40	4	46	19	29	2
	1%	1%	1%	*	*	1% <u>f</u>	*	1% <u>h</u>	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%
Mis-delivered mail	24	11	5	6	2	17	8	22	2	4	1	4	11	5	16	4	20	15	9	*
	*	1% <u>h</u>	*	*	*	1%	*	1% <u>h</u>	*	1%	*	*	1%	*	*	1%	*	1% <u>f</u>	*	*
Mail that has been tampered with	16	4	3	4	5	7	9	13	3	1	4	4	5	2	13	1	15	10	4	1
	*	*	*	*	*	*	*	*	*	*	1%	1%	*	*	*	*	*	1% <u>f</u>	*	*
Didn't allow sufficient time for the recipient to answer the door	16	5	5	2	4	10	6	11	5	1	*	3	8	3	11	1	15	5	7	4
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1% <u>f</u>
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	7	2	5	-	*	7	*	4	2	*	-	4	2	1	5	*	7	2	5	*
	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	139	25	39	35	40	64	75	101	37	8	15	44	35	32	94	8	127	21	111	8
	2%	2%	2%	2%	2%	2%	2%	2% <u>h</u>	2%	2%	2%	3%	2%	3%	2%	2%	2%	2%	2%	3%
NET Any problem experienced	100	33	31	15	21	64	36	84	16	8	11	24	40	16	75	8	92	36	58	6
	2%	1% <u>h</u>	2%	1%	1%	2% <u>f</u>	1%	2% <u>h</u>	1%	2%	1%	2%	2%	1%	2%	2%	2%	1% <u>f</u>	1%	2%
Not aware of UK Mail	3366	603	1049	750	956	1652	1713	1948	1300	280	424	793	624	578	2040	294	2798	705	2500	161
	55%	53%	55%	55%	55%	54%	53%	53%	51% <u>g</u>	54%	58% <u>f</u>	53%	52%	53%	55%	55%	54%	55%	54%	56%
Aware but not used UK Mail	1975	328	625	461	561	953	1022	1160	788	171	234	480	520	366	1234	172	1662	383	1517	75
	32%	29%	33%	33%	33%	31%	33%	32%	33%	33%	32%	32%	33%	33%	32%	32%	32%	30%	33%	26%
Used but not sent UK Mail	872	141	164	117	147	309	264	373	189	47	50	157	154	106	321	51	491	137	397	36
	9%	13% <u>h</u>	9%	8%	9%	10%	8%	10% <u>h</u>	9%	9%	7%	10% <u>f</u>	10% <u>f</u>	10%	10% <u>f</u>	10%	9%	11%	9%	13% <u>f</u>

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a-h:cd - ef - gh - i:j/k/m/n - op - q/r/s

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Table 328

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432
Lost mail	26	23	3	*	23	2	1	*	1	-	-	1	5	3	10	2	1	-	2
	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	2%	*	*	*	*
Damaged mail	23	19	4	1	19	3	1	*	2	4	-	-	4	3	-	5	-	-	3
	*	*	*	*	*	1%	*	*	1%	1%	-	-	1%	1%	-	1%	-	-	1%
Delayed mail	50	46	4	*	45	4	1	*	1	-	1	-	11	3	18	6	4	1	3
	1%	1%	*	*	1%	1%	*	*	*	*	*	*	2%	1%	2%	1%	1%	1%	1%
Mis-delivered mail	24	21	3	1	22	-	1	1	1	1	-	3	3	3	8	3	-	-	-
	*	*	*	*	*	*	*	1%	*	*	-	1%	*	1%	*	*	*	*	*
Mail that has been tampere	16	13	3	*	14	1	1	*	1	3	-	3	5	2	-	-	-	-	1
	*	*	*	*	*	*	*	*	*	*	-	1%	2%	*	-	-	-	-	*
Didn't allow sufficient time for the recipient to answer the door	16	13	3	*	13	2	1	*	-	1	-	1	2	3	3	-	3	-	2
	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	-	1%	-	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	7	7	*	*	5	2	*	*	-	2	1	-	-	-	-	2	-	-	2
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	139	118	22	3	117	15	5	3	3	7	10	14	17	17	11	23	14	*	15
	2%	2%	3%	2%	2%	3%	2%	2%	1%	1%	2%	3%	3%	3%	1%	3%	3%	*	3%
NET Any problem experienced	100	90	10	2	88	7	4	1	3	7	1	7	13	15	25	11	5	1	7
	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	-	1%	2%	2%	2%	1%	1%	1%	1%
Not aware of UK Mail	336	287	49	100	287	28	164	67	142	324	224	226	269	296	429	475	296	43	244
	6%	54%	87%	60%	60%	66%	66%	51%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%
Aware but not used UK Mail	1975	1710	265	50	1657	162	94	62	73	206	153	156	187	188	246	279	167	17	145
	32%	32%	31%	30%	32%	31%	32%	32%	29%	31%	30%	30%	34%	33%	30%	33%	32%	26%	32%
Used but not sent UK Mail	572	497	75	13	494	43	29	16	20	58	48	46	57	57	100	53	49	5	36
	9%	9%	9%	8%	9%	8%	10%	10%	6%	9%	9%	10%	10%	10%	12%	6%	9%	8%	8%

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Table 328

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and Net income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and Net income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	6100	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	4485	1454	4708		
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816		
Lost mail	26	16	22	4	10	16	2	1	4	1	1	14	7	1	4	21	4	8	15	1	1	1	23	1	25	1			
Damaged mail	23	17	4	19	6	17	-	1	4	2	4	10	9	2	-	2	19	2	13	5	3	1	2	17	3	18	4		
Delayed mail	50	33	7	43	17	33	2	4	7	2	4	26	16	5	3	-	41	3	21	27	1	-	1	48	1	45	5		
Mis-delivered mail	24	17	4	20	8	17	3	1	4	1	1	12	8	3	1	-	21	1	15	8	1	-	23	-	22	2			
Mail that has been tampered with	16	13	1	15	3	13	-	1	1	1	1	8	7	1	-	16	1	7	6	1	1	-	1	13	1	15	1		
Didn't allow sufficient time for the recipient to answer the door	16	8	1	12	5	8	-	2	1	1	1	12	4	-	-	-	16	-	11	4	2	-	14	-	8	8			
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-		
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
I don't know	7	5	-	7	2	5	2	2	-	-	-	2	6	-	-	-	7	-	3	4	-	-	-	7	-	2	5		
I've experienced no problems in the last 12 months when sending packets and parcels via	139	67	39	97	69	67	2	11	39	4	18	82	55	12	7	4	117	11	80	45	14	-	-	124	-	60	79		
NET Any problem experienced	2%	3%	2%	3%	2%	3%	1%	1%	2%	2%	2%	2%	2%	1%	1%	2%	3%	3%	3%	2%	2%	1%	3%	1%	4%	2%			
Not aware of UK Mail	100	67	13	85	31	67	6	6	13	2	7	49	35	8	6	2	84	9	50	41	4	1	5	91	5	84	16		
Aware but not used UK Mail	3362	1236	1206	1862	1833	1236	78	417	1206	118	597	1110	1350	431	321	137	2460	458	1464	1196	393	180	110	2680	290	747	2619		
Used but not sent UK Mail	55%	51%	49%	53%	50%	51%	49%	55%	56%	56%	57%	55%	54%	54%	55%	56%	55%	56%	52%	58%	50%	62%	54%	54%	49%	46%			
Aware but not used UK Mail	1975	768	733	1090	1055	768	57	263	733	71	349	843	789	254	204	74	1432	279	794	771	201	151	48	1565	200	399	1576		
Used but not sent UK Mail	872	269	172	361	264	269	16	74	172	18	79	151	251	96	45	29	402	74	215	247	68	25	15	462	40	228	345		
Mail	9%	11%	8%	10%	8%	11%	10%	10%	8%	9%	7%	7%	10%	12%	8%	12%	9%	9%	8%	11%	10%	7%	8%	9%	7%	10%	7%		

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a:b:c:d - e:f:g - h:i - j:k/m/n/o:p/q - r:s/t/u/v/w/x - y:z

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2464	191	3551	69	38	46	3657	15	
Lost mail	26	2	24	1	9	14	2	26	-	-	-	26	-	
	*	*	*	1%	1%	*	1%	*	*	*	*	*	*	
Damaged mail	23	5	18	-	17	4	2	18	4	1	*	23	-	
	*	13%	*	-	100%	*	1%	*	40%	1%	*	*	*	
Delayed mail	50	2	48	17	26	7	46	1	2	-	-	50	-	
	1%	*	1%	1%	1%	21%	1%	1%	1%	40%	-	1%	-	
Mis-delivered mail	24	4	20	-	7	17	*	23	1	-	-	24	-	
	*	1%	*	*	*	*	*	*	1%	-	-	*	-	
Mail that has been tampered with	16	3	13	-	12	3	1	16	-	-	-	16	-	
	*	1%	*	-	100%	*	*	*	-	-	-	*	-	
Didn't allow sufficient time for the recipient to answer the door	16	1	12	3	9	6	1	15	1	-	-	16	-	
	*	*	*	75%	100%	*	*	*	1%	-	-	*	-	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any other problems	*	-	-	-	-	-	-	-	-	-	-	-	-	
	*	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	7	*	7	-	2	5	*	7	-	-	-	7	-	
	*	*	*	*	*	*	*	*	*	*	*	*	*	
I've experienced no problems in the last 12 months when sending packets and parcels via	139	4	132	4	38	92	9	138	1	-	-	139	*	
	2%	1%	2%	9%	2%	2%	3%	2%	1%	-	-	2%	*	
NET Any problem experienced	100	10	87	3	44	45	12	92	6	2	*	100	-	
	2%	3%	2%	3%	24%	1%	4%	2%	5%	4%	*	2%	-	
Not aware of UK Mail	3366	191	3154	22	909	2292	164	3202	56	34	58	3292	16	
	55%	57%	55%	53%	54%	55%	53%	54%	47%	59%	88%	54%	73%	
Aware but not used UK Mail	1975	97	1869	9	497	1390	88	1927	23	15	6	1965	4	
	32%	26%	32%	22%	30%	33%	29%	31%	20%	12%	3%	30%	16%	
Used but not sent UK Mail	872	35	534	3	186	349	38	532	32	6	2	569	2	
	9%	10%	9%	8%	11%	8%	12%	9%	27%	10%	3%	9%	7%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Table 328

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Lost mail	26	9	14	3	-	2	1	5	7	3	5	3	-	-	-	-	-
		1%td	1%td	-	-	-	-	1%	1%td	1%	1%	1%	-	-	-	-	-
Damaged mail	23	8	9	6	-	-	3	5	4	2	2	2	4	-	-	-	-
		1%td	1%td	-	-	-	-	1%	1%	-	-	-	1%	-	-	-	-
Delayed mail	80	13	26	11	-	1	4	8	9	10	7	3	8	-	-	-	-
		1%td	2%td	1%td	-	-	1%	2%td	2%td	2%td	1%td	1%	2%td	-	-	-	-
Mis-delivered mail	24	4	16	3	-	1	1	2	11	5	2	3	-	-	-	-	-
		-	1%td	-	-	-	-	-	1%td	1%	-	1%	-	-	-	-	-
Mail that has been tampered with	16	3	9	3	-	-	1	2	6	-	3	1	2	-	-	-	-
		-	1%td	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-
Didn't allow sufficient time for the recipient to answer the door	16	5	10	1	-	1	4	-	2	4	4	1	-	-	-	-	-
		-	1%td	-	-	-	1%	-	-	1%	1%	-	-	-	-	-	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	7	-	7	-	-	-	-	-	-	4	3	-	-	-	-	-	-
		-	1%td	-	-	-	-	-	-	1%	1%	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	139	57	56	27	-	15	24	18	17	28	12	10	16	-	-	-	-
		2%td	2%td	2%td	-	2%td	2%td	2%td	2%td	2%td	2%td	2%td	2%td	-	-	-	-
NET Any problem experienced	100	32	47	21	-	4	11	18	21	18	11	7	14	-	-	-	-
		2%td	2%td	1%td	-	1%	2%td	2%td	2%td	2%td	2%td	1%td	2%td	-	-	-	-
Not aware of UK Mail	3366	515	477	837	1536	164	178	173	167	159	151	195	140	503	503	512	521
		33%	31%	54%td	100%td	33%	34%	33%	31%	31%	30%	33%td	27%	100%td	100%td	100%td	100%td
Aware but not used UK Mail	1975	721	725	326	-	241	246	254	223	247	250	250	279	-	-	-	-
		32%	47%td	47%td	1%td	40%td	40%td	44%td	43%td	48%td	50%td	48%td	45%td	-	-	-	-
Used but not sent UK Mail	572	224	223	126	-	66	73	85	98	55	69	56	70	-	-	-	-
		9%	14%td	16%td	1%td	10%td	14%td	16%td	16%td	11%td	14%td	11%td	12%td	-	-	-	-

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a:b:c:d - e:f:g:h:i:j:k:l:m:n:op

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Table 330

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	917	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	30	6	24	16	14	9	21	2	11	10	2	5	-	*	13	13	5	*	25	5
	1%	1%	*	2% _d	*	*	1%	1%	1%	1%	1%	*	*	*	1%	1%	*	*	*	1%
Damaged mail	45	3	42	24	21	19	26	8	11	17	7	2	*	*	24	19	3	1	34	11
	1%	*	1%	3% _d	*	1%	1%	1%	2%	2%	1%	*	*	*	1%	1%	*	*	1%	1%
Delayed mail	70	7	64	32	39	36	35	12	19	18	16	4	2	*	31	34	5	2	64	7
	1%	1%	1%	3% _d	1%	1%	1%	1%	2%	2%	2%	*	*	*	2%	2%	*	*	1%	1%
Mis-delivered mail	28	6	22	11	17	12	16	3	8	8	4	*	*	2	11	12	5	2	21	6
	*	*	*	1% _d	*	*	1%	1%	1%	1%	1%	*	*	*	1%	1%	*	*	*	1%
Mail that has been tampered with	15	4	11	7	8	8	7	*	4	2	5	2	2	-	4	7	3	2	13	1
	*	*	*	1% _d	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*
Didn't allow sufficient time for the recipient to answer the door	23	4	20	13	10	10	13	6	10	5	*	1	-	-	16	7	1	-	19	4
	*	*	*	2% _d	*	*	1%	1%	1%	1%	*	*	*	*	1%	1%	*	*	*	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	1	8	8	1	4	5	4	2	3	*	*	-	-	6	3	*	-	7	2
	*	*	*	1% _d	*	*	*	*	*	*	*	*	*	*	1%	1%	*	*	*	1%
Any other problems	4	-	4	*	4	-	4	-	1	-	*	2	2	-	1	*	3	2	2	2
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	25	9	15	13	11	12	12	9	3	5	4	3	*	-	12	9	4	*	19	5
	*	1%	*	2% _d	*	*	*	1%	1%	1%	1%	*	*	*	1%	1%	*	*	*	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	360	82	278	89	272	147	213	67	61	92	56	37	25	22	129	148	84	47	293	62
	6%	7%	9%	11% _d	8%	2%	7%	1%	1%	1%	1%	3%	3%	4%	3%	3%	3%	3%	6%	7%
NET Any problem experienced	143	15	128	65	77	70	73	23	42	37	22	14	4	2	65	59	19	6	115	26
	2%	1%	3% _d	8% _d	1%	2%	2%	3%	4%	3%	3%	1%	*	*	4%	3%	1%	*	2%	3%
Not aware of Yodel	649	190	458	67	581	317	328	174	108	106	50	81	51	79	282	156	211	130	428	211
	11%	15% _d	9%	9%	11%	11%	10%	12% _d	12% _d	12% _d	6%	7%	7%	13% _d	17% _d	8%	9%	9%	8%	12% _d
Aware but not used Yodel	2830	645	2185	249	2582	1435	1394	358	375	463	331	542	427	334	733	794	1303	762	2395	412
	46%	52% _d	44%	32%	48% _d	48% _d	44%	43%	43%	41%	40%	48% _d	48% _d	43% _d	43%	41%	52% _d	55% _d	46%	44%
Used but not sent Yodel	2153	290	1863	308	1847	1028	1120	191	279	419	369	453	252	180	470	788	895	442	1808	228
	35%	24%	37% _d	39%	34%	34%	36%	23%	32% _d	37% _d	44% _d	45% _d	33% _d	31% _d	28%	42% _d	45% _d	32%	37% _d	34%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab - cd - ef - gh/ij/klm - ntop/q - rs

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Table 330

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2387	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	30	9	7	6	8	16	14	20	4	2	0	10	3	6	22	2	28	14	16	-
	*	1%	*	*	*	1%	*	1%	*	*	0%	1%	*	1%	1%	*	1%	1%	*	*
Damaged mail	45	20	11	7	7	31	14	35	10	4	10	6	12	11	28	4	38	18	21	7
	1%	2% bed	1%	1%	*	1%	*	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	2%
Delayed mail	70	26	28	7	9	64	16	67	14	3	12	16	18	19	45	3	65	23	44	4
	1%	2% bed	2% bed	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%
Mis-delivered mail	28	15	8	1	5	23	5	25	3	1	2	3	14	8	19	1	27	8	20	-
	*	1% bed	*	*	*	1%	*	1%	*	*	*	*	1%	1%	*	*	1%	1%	*	*
Mail that has been tampered with	15	5	3	4	2	9	6	12	2	1	3	3	6	2	12	1	14	4	10	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Didn't allow sufficient time for the recipient to answer the door	23	5	10	1	7	15	8	17	6	1	2	6	9	5	17	1	22	13	11	*
	*	*	1%	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	1%	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	4	2	1	2	6	3	9	*	-	2	4	*	2	7	-	9	3	6	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	4	*	2	*	2	2	2	*	4	-	4	*	-	*	4	-	4	2	2	-
	*	*	*	*	*	*	*	*	*	*	1	*	*	*	*	*	*	*	*	*
I don't know	25	7	5	5	7	13	12	20	4	2	*	8	4	8	12	2	20	2	21	1
	*	1%	*	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	360	80	117	84	79	197	163	267	93	23	23	89	98	97	210	23	319	59	294	7
	6%	1% bed	6%	6%	5%	6%	5%	1% bed	4%	4%	3%	6%	6%	6% bed	9%	4%	6%	5%	6% bed	2%
NET Any problem experienced	143	55	45	20	23	100	43	114	29	5	20	35	45	32	100	5	132	45	87	11
	2%	1% bed	2%	1%	1%	1%	1%	1% bed	1%	1%	3%	2%	1% bed	3%	3%	1%	3%	1% bed	2%	4%
Not aware of Yodel	649	150	169	129	200	316	326	342	255	86	80	122	136	97	340	67	495	155	447	47
	11%	12% bed	9%	9%	12% bed	10%	11%	9%	12% bed	11% bed	11%	6%	9%	9%	9%	10% bed	10%	12%	10%	16% bed
Aware but not used Yodel	2830	470	909	639	813	1379	1452	1609	1185	249	368	673	714	448	1755	255	2333	516	2162	152
	46%	41%	46% bed	46%	46% bed	45%	47%	44%	46% bed	46% bed	46% bed	45%	45%	47%	46% bed	49%	45%	40%	47% bed	43% bed
Used but not sent Yodel	2163	375	698	507	603	1043	1110	1319	801	149	241	574	595	413	1401	152	1076	500	1579	70
	35%	33%	35%	37%	35%	34%	36%	36%	33%	29%	33%	36% bed	37% bed	36% bed	37% bed	29%	36% bed	39% bed	34% bed	24%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (95% risk level) - ab/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Table 330

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Lost mail	30	24	6	1	26	*	3	*	2	3	-	1	8	3	-	4	6	*	*	
	*	*	1%	*	1%	*	3%	*	33%	*	*	*	15%	*	*	*	15%	*	*	
Damaged mail	45	38	7	*	42	1	2	1	1	5	2	-	9	4	8	9	3	*	*	
	1%	1%	1%	*	1%	*	1%	*	*	1%	*	*	2%	1%	1%	1%	1%	*	*	
Delayed mail	70	56	14	3	59	6	5	1	1	12	7	1	13	1	12	8	4	*	5	
	1%	1%	2%	2%	1%	1%	2%	1%	*	2%	1%	*	2%	*	2%	1%	1%	1%	1%	
Ms-delivered mail	28	24	4	1	24	1	2	1	1	3	-	-	3	8	7	-	1	*	1	
	*	*	*	*	*	*	1%	1%	*	*	-	-	1%	1%	1%	-	*	*	*	
Mail that has been tampered with	15	13	2	*	10	2	2	*	1	1	-	-	1	1	2	-	3	*	2	
	*	*	*	*	*	*	1%	*	*	*	-	-	*	*	*	-	1%	*	*	
Didn't allow sufficient time for the recipient to answer the door	23	22	1	1	21	2	1	*	3	5	1	1	6	-	3	2	-	-	2	
	*	*	*	*	*	*	1%	*	15%	1%	*	*	1%	-	*	*	-	*	*	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	9	*	*	8	-	*	*	1	2	-	-	4	-	-	-	1	-	-	
	*	*	*	*	*	-	*	*	*	*	-	-	1%	-	-	-	*	-	-	
Any other problems	4	4	*	-	3	*	*	1	-	2	-	-	-	-	2	-	-	-	*	
	*	*	*	*	*	*	*	*	*	*	-	-	*	-	*	*	*	*	*	
I don't know	25	24	1	*	22	1	2	*	1	2	1	-	-	-	9	7	1	*	2	
	*	*	*	*	*	*	*	*	*	*	*	-	-	-	1%	1%	*	*	*	
I've experienced no problems in the last 12 months when sending packets and parcels via	360	320	40	9	299	29	20	13	15	44	24	34	26	27	47	58	22	3	26	
	6%	6%	5%	5%	6%	6%	7%	7%	6%	7%	5%	8%	5%	6%	6%	7%	4%	5%	6%	
NET Any problem experienced	143	120	23	4	124	8	8	3	4	16	8	3	26	12	21	21	13	*	8	
	2%	2%	3%	2%	2%	2%	3%	2%	2%	2%	2%	1%	6%	2%	3%	2%	2%	1%	2%	
Not aware of Yodel	648	596	53	10	553	53	25	18	25	62	46	38	50	45	152	79	57	11	42	
	11%	11%	6%	6%	11%	10%	9%	10%	10%	9%	9%	8%	9%	8%	12%	10%	11%	15%	9%	
Aware but not used Yodel	2830	2477	354	71	2408	223	129	71	108	318	250	205	264	267	369	399	229	29	195	
	46%	46%	47%	42%	46%	43%	44%	41%	43%	47%	49%	46%	49%	47%	46%	47%	43%	43%	43%	
Used but not sent Yodel	2163	1762	391	74	1773	202	112	66	98	231	178	168	177	222	212	220	206	24	178	
	35%	33%	45%	44%	34%	39%	38%	39%	39%	34%	39%	37%	33%	39%	26%	33%	39%	38%	40%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Table 330

Yodel

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Lost mail	30	21	2	27	9	21	1	3	2	1	1	13	11	4	2	24	3	12	15	1	1	-	28	1	19	11	
	15%	9%		14%		1%	1%			1%		1%				1%			1%				1%		1%		
Damaged mail	45	29	4	41	15	29	3	7	4	1	1	21	16	5	3	37	3	14	24	3	1	3	38	4	37	8	
	1%	1%		1%		1%	2%	1%	1%	1%		1%	1%	1%	1%	1%		1%	1%		2%	1%	1%	1%	1%		
Delayed mail	70	32	20	50	37	32	1	6	20	1	5	30	24	9	2	54	7	38	21	9	1	1	59	2	45	25	
	1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mis-delivered mail	28	19	4	24	9	19	-	-	4	1	1	12	10	5	1	22	1	15	8	4	1	-	23	1	26	2	
	1%	1%		1%		1%	-	-	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	
Mail that has been tampered with	15	10	1	14	5	10	-	-	1	1	1	6	8	-	-	15	1	8	5	1	-	-	14	1	11	3	
	1%	1%		1%		1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Didn't allow sufficient time for the recipient to answer the door	23	12	6	17	10	12	-	-	6	1	4	9	9	1	2	19	4	9	11	-	1	2	20	3	19	5	
	1%	1%		1%		1%	-	-	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	4	1	7	4	4	-	-	1	-	-	2	6	-	-	9	-	4	4	-	-	-	8	-	9	1	
	1%	1%		1%		1%	-	-	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Any other problems	4	2	-	4	2	2	-	2	-	-	-	4	-	-	-	4	-	1	3	-	-	-	4	-	2	2	
	1%	1%		1%		1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
I don't know	25	16	4	20	8	16	2	2	4	-	-	8	13	-	2	22	2	13	8	-	3	-	22	3	10	14	
	1% 	1% 		1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	360	156	137	209	190	156	4	30	137	11	44	114	155	36	43	12	268	56	142	152	30	27	9	294	36	105	255
	6%	6%	6%	6%	6%	6%	3%	4%	6%	5%	4%	6%	6%	5%	7%	5%	6%	5%	7%	4%	8%	5%	6%	7%	7%	6%	
NET Any problem experienced	143	80	27	114	60	80	3	13	27	1	8	60	51	16	7	9	111	16	65	59	12	3	5	124	7	104	39
	2% 	2% 	1%	2% 	2%	2%	2%	2%	2%	1%	1%	3%	2%	2%	1%	4%	2%	3%	3%	2%	1%	3%	3%	3%	1%	1%	
Not aware of Yodel	649	235	183	377	325	235	32	92	183	28	88	162	275	105	82	18	436	100	210	252	101	36	40	462	76	171	478
	11%	10%	8%	14%	10%	10%	20% 	12%	8%	13%	8%	8%	11% 	12% 	14% 	7%	10%	12% 	8%	11% 	16% 	10%	22% 	9%	14% 	10%	
Aware but not used Yodel	2830	1049	1056	1534	1542	1049	73	369	1056	122	553	850	1110	384	295	109	2059	372	1220	1012	317	178	86	2232	263	602	2228
	46%	43%	46% 	44% 	46% 	43%	49%	46%	47%	53%	49%	47%	49%	46%	44%	44%	45%	47%	47%	46%	50%	46%	46%	49%	46%	46%	
Used but not sent Yodel	2183	877	756	1248	1127	877	46	257	756	50	356	723	883	259	184	99	1606	283	954	821	222	112	39	1778	150	528	1625
	35%	36%	35%	36%	35%	36%	28%	34%	35%	23%	34%	36%	36%	32%	32%	40%	36%	34%	37% 	36% 	33% 	31%	22%	38% 	28%	35%	35%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Lost mail	30	3	28	-	16	13	2	28	2	-	-	30	-
		1%			1%		1%		2%				
Damaged mail	45	4	41	*	22	17	5	38	7	*	-	45	-
	1%	1%	1%		1%		2%	1%	2%			1%	
Delayed mail	70	2	65	3	31	31	9	61	7	2	-	70	-
	1%	1%	1%	1%	1%	1%	2%	1%	2%	3%		1%	
Mis-delivered mail	28	*	26	1	12	15	1	26	2	*	-	28	-
	*	*	*	2%	1%	*	*	*	2%	*		*	
Mail that has been tampered with	15	2	13	-	1	11	3	14	1	-	*	15	-
	*	1%	*		*		1%	*	1%		*	*	
Didn't allow sufficient time for the recipient to answer the door	23	2	21	-	9	12	2	22	1	*	-	23	-
	*	1%	*		1%	*	1%	*	1%	*		*	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	*	9	-	*	5	4	6	2	-	-	9	-
	*	*	*		*	*	1%	*	2%	-		*	
Any other problems	4	-	4	-	4	1	-	4	-	-	-	4	-
	*	-	*		e			*				*	
I don't know	25	2	23	-	2	14	9	24	-	-	-	24	*
	*	1%	*		*	*	2%	*				*	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	360	12	348	*	85	263	13	359	1	-	-	360	-
	6%	4%	6%	*	5%	6%	4%	6%	1%	-		6%	-
NET Any problem experienced	143	9	129	5	64	64	15	126	15	2	*	143	-
	2%	3%	2%	1%	2%	2%	2%	2%	2%	3%	*	2%	
Not aware of Yodel	649	42	602	4	168	429	52	596	26	13	41	604	4
	11%	13%	10%	10%	10%	10%	17%	10%	22%	22%	62%	10%	16%
Aware but not used Yodel	2830	140	2674	16	732	1960	139	2720	42	35	21	2798	12
	46%	42%	46%	39%	44%	47%	49%	46%	36%	15%	32%	46%	53%
Used but not sent Yodel	2163	130	2008	16	624	1445	85	2102	33	7	4	2143	6
	35%	39%	35%	38%	37%	36%	27%	36%	26%	13%	6%	36%	29%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Table 330

Base : All participants

Total	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
30	7	9	5	10	*	4	3	5	2	*	*	2	3	5	3	*
45	7	17	15	7	1	4	1	6	5	3	6	6	3	3	3	1
70	22	26	11	12	4	8	10	12	9	5	2	1	8	3	7	2
28	15	8	5	*	2	6	7	3	2	*	2	2	2	-	-	*
15	6	4	1	4	*	3	2	2	*	*	*	*	*	1	2	2
23	6	7	7	3	-	4	2	3	3	1	-	4	3	1	2	-
9	-	-	5	4	-	-	-	-	-	-	-	-	5	-	4	*
4	*	2	*	2	*	*	-	*	2	-	-	-	-	-	-	-
25	6	*	12	7	-	4	2	*	-	-	4	4	4	2	*	4
360	84	100	73	103	26	31	27	32	43	25	23	29	22	29	34	40
6%	5%	7%	5%	7%	5%	6%	5%	6%	6%	5%	4%	6%	4%	6%	7%	8%
143	39	44	34	26	6	13	20	21	15	8	3	13	17	8	13	4
1%	3%	2%	2%	1%	2%	4%	5%	4%	3%	2%	1%	3%	3%	2%	3%	1%
649	171	172	154	152	67	53	51	49	61	62	55	40	60	51	54	47
11%	11%	11%	10%	10%	14%	10%	10%	9%	12%	13%	11%	8%	12%	10%	10%	9%
2530	718	685	688	739	222	245	251	242	222	221	231	223	235	235	233	232
40%	40%	40%	40%	40%	44%	45%	44%	45%	42%	42%	47%	47%	46%	46%	46%	46%
2153	532	534	578	509	169	187	176	189	167	179	203	209	166	177	159	173
35%	34%	35%	35%	33%	35%	35%	33%	35%	33%	36%	39%	40%	33%	35%	31%	33%

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 331

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6166	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6166	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	41	11	30	14	27	23	18	10	7	11	6	4	3	1	17	17	7	3	36	2
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	75	24	51	15	61	32	43	19	16	9	10	8	5	7	35	19	20	12	48	22
	1%	2%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Miss-delivered mail	82	19	63	30	51	39	43	22	20	13	10	10	6	2	42	23	18	8	56	22
	1%	2%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Mail that has been tampered with	46	8	40	25	22	25	23	13	10	5	7	5	4	1	25	12	9	4	39	7
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	52	9	43	14	38	21	31	15	9	5	2	6	10	5	24	7	21	15	44	9
	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	3	1	1	3	1	3	1	1	1	1	2	1	1	1	1	2	1	3	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	35	7	27	8	26	11	23	12	7	3	5	6	3	1	19	7	9	3	25	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	660	291	368	99	561	313	347	106	104	172	85	89	63	42	210	250	193	104	522	121
	11%	23%	7%	12%	10%	10%	11%	13%	13%	13%	10%	9%	9%	7%	13%	13%	9%	8%	10%	12%
NET Any problem experienced	221	41	180	77	144	113	108	54	56	34	28	21	18	10	110	62	49	27	160	56
	4%	3%	4%	10%	3%	4%	3%	7%	6%	3%	3%	2%	2%	2%	1%	3%	2%	2%	3%	6%
Not aware of Amazon Delivery Service/ Logistics	316	44	275	28	290	161	159	50	26	54	37	64	38	49	76	91	151	87	275	37
	5%	4%	5%	4%	5%	5%	5%	6%	3%	5%	5%	6%	5%	6%	5%	5%	6%	6%	5%	4%
Aware but not used Amazon Delivery Service/ Logistics	1399	244	1156	172	1227	697	699	149	205	191	177	299	199	178	354	369	676	377	1198	191
	23%	20%	23%	22%	23%	23%	22%	18%	24%	17%	21%	24%	24%	24%	27%	19%	27%	27%	23%	20%
Used but not sent Amazon Delivery Service/ Logistics	3527	606	2922	405	3122	1715	1807	452	468	668	501	650	440	349	920	1169	1439	789	2978	528
	57%	49%	59%	51%	59%	57%	58%	55%	54%	60%	59%	58%	58%	56%	54%	59%	57%	57%	58%	56%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 331

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	41	14	10	9	8	24	17	33	8	1	1	14	15	4	30	1	35	14	26	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	75	25	22	9	19	47	28	54	21	4	7	18	18	13	43	4	57	18	54	3
	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	82	26	25	16	15	51	31	64	17	6	1	23	26	11	50	6	62	27	47	8
	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	2%	2%	1%	3%
Mis-delivered mail	48	21	11	9	7	32	16	38	10	8	2	13	7	9	22	8	34	27	22	-
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	-
Mail that has been tampered with	28	14	7	-	7	21	7	22	6	5	3	3	7	7	13	5	20	13	14	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	52	21	12	13	6	33	19	30	22	3	2	15	16	8	33	3	44	13	37	2
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	-	3	-	-	3	-	3	-	-	-	-	1	-	1	-	1	-	3	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	35	9	7	8	11	16	19	28	7	2	3	11	2	5	15	2	23	5	26	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	660	184	211	131	132	396	263	485	171	35	54	144	184	166	382	35	572	94	528	38
	11%	16%	11%	9%	8%	13%	8%	15%	7%	7%	7%	10%	12%	10%	11%	7%	11%	7%	12%	13%
NET Any problem experienced	221	80	58	39	44	137	83	161	59	19	12	55	70	42	139	19	184	66	143	11
	4%	7%	3%	3%	3%	5%	3%	5%	2%	4%	2%	4%	4%	4%	4%	4%	5%	5%	3%	4%
Not aware of Amazon Delivery Service/ Logistics	316	61	86	84	88	146	172	170	136	34	40	65	84	53	189	34	259	63	236	19
	5%	5%	4%	6%	5%	5%	6%	5%	6%	7%	5%	4%	5%	5%	6%	6%	6%	5%	5%	7%
Aware but not used Amazon Delivery Service/ Logistics	139	173	420	338	469	592	807	743	625	168	200	373	311	174	894	174	1107	284	1035	79
	23%	15%	22%	24%	27%	19%	20%	20%	20%	32%	27%	26%	20%	16%	33%	21%	21%	22%	23%	28%
Used but not sent Amazon Delivery Service/ Logistics	3527	630	1131	785	981	1761	1766	2084	1400	260	424	853	934	689	2212	270	3031	771	2619	137
	57%	50%	59%	57%	57%	58%	57%	57%	58%	50%	50%	51%	51%	50%	57%	57%	57%	57%	57%	48%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 331

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	354	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Lost mail	41	36	5	2	37	2	1	1	-	3	-	5	7	3	7	2	9	-	2	
7%	1%	1%	1%	1%	1%	*	*	*	-	*	-	1%	1%	*	1%	*	1%	-	1%	
Damaged mail	75	72	3	1	66	4	5	2	1	4	2	5	12	9	14	12	7	1	1	
7%	1%	1%	*	*	1%	2	2	1%	1%	1%	*	1%	2%	2%	2%	1%	1%	2%	*	
Delayed mail	82	78	4	3	66	7	6	2	2	5	4	6	12	6	15	9	7	*	7	
7%	1%	1%	*	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	*	2%	
Mis-delivered mail	48	44	4	3	42	3	3	1	1	-	1	3	4	4	27	2	2	3	*	
7%	1%	1%	*	2%	1%	1%	1%	1%	-	-	*	-	1%	1%	2%	1%	1%	1%	1%	
Mail that has been tampered with	28	27	1	*	22	2	3	*	-	2	1	1	3	2	12	-	1	*	2	
1%	1%	1%	*	*	1%	*	1%	*	-	*	*	*	*	1%	1%	-	*	*	*	
Didn't allow sufficient time for the recipient to answer the door	52	51	1	*	46	2	4	1	2	-	4	8	11	3	8	7	3	-	2	
7%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	-	*	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any other problems	3	3	*	*	1	1	-	*	-	-	-	-	1	-	-	-	-	-	1	
2	*	*	*	*	1	1	-	*	-	-	-	-	-	-	-	-	-	-	*	
I don't know	35	32	2	1	30	3	1	1	1	6	-	-	-	-	8	9	5	2	1	
7%	1%	1%	*	1%	1%	1%	*	1%	*	1%	-	-	-	1%	1%	1%	1%	2	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	660	573	87	11	559	53	29	19	27	73	63	63	45	76	83	63	46	5	48	
77%	11%	11%	10%	6%	11%	10%	10%	11%	11%	11%	12%	14%	8%	13%	10%	10%	9%	7%	11%	
NET Any problem experienced	221	210	11	5	187	18	11	5	5	14	10	20	30	20	42	24	21	1	17	
4%	2%	2%	1%	3%	4%	3%	4%	3%	2%	2%	2%	5%	3%	3%	3%	3%	4%	2%	4%	
Not aware of Amazon Delivery Service/ Logistics	316	265	53	15	258	28	23	9	14	53	17	18	26	22	31	49	28	5	23	
6%	5%	6%	9%	9%	5%	5%	9%	6%	5%	1%	3%	4%	5%	4%	6%	6%	5%	8%	5%	
Aware but not used Amazon Delivery Service/ Logistics	139	121	187	41	1177	106	85	31	56	109	141	86	138	134	165	191	100	19	88	
23%	23%	22%	25%	23%	21%	21%	25%	18%	22%	23%	25%	19%	25%	23%	20%	23%	19%	28%	19%	
Used but not sent Amazon Delivery Service/ Logistics	357	306	521	95	2969	309	146	106	148	359	277	262	304	321	481	486	328	35	274	
57%	57%	60%	57%	57%	57%	57%	49%	57%	59%	53%	50%	58%	56%	56%	59%	58%	57%	53%	51%	

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

* small base

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 331

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2480	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Lost mail	41	27	5	35	13	27	-	4	5	1	2	23	12	3	3	-	35	4	21	19	-	1	-	40	1	22	19
	1%	1% _{ab}	-	1% _{bc}	-	1%	-	1%	-	1%	2	7%	1%	-	1%	-	1%	-	1%	1%	-	-	-	1%	-	1% _{cd}	-
Damaged mail	75	44	20	55	31	44	1	9	20	3	12	35	28	9	2	1	63	3	41	29	-	3	-	70	3	39	36
	1%	2% _{ab}	1%	2%	1%	2%	-	1%	1%	2%	1%	2% _{cd}	1%	1%	-	-	1%	-	2% _{ef}	1%	-	1%	-	1%	-	1% _{gh}	1%
Delayed mail	82	50	13	68	29	53	2	9	13	4	7	37	26	12	6	1	63	7	40	35	4	3	-	75	3	49	33
	1%	2% _{ab}	1%	2% _{bc}	1%	2%	1%	1%	1%	2%	1%	2%	1%	2%	1%	-	1%	1%	2%	2%	1%	1%	-	2%	1%	1%	1%
Mis-delivered mail	48	35	2	45	12	35	5	5	2	1	1	19	23	5	1	-	42	1	19	24	3	2	-	43	2	38	10
	1%	1% _{ab}	-	1% _{bc}	-	1%	2% _{cd}	-	-	-	-	1%	1%	1%	-	-	1%	-	1%	1%	-	1%	-	1%	-	1%	1%
Mail that has been tampered with	25	23	3	25	5	23	2	3	3	1	2	5	16	6	-	-	22	-	12	12	3	1	-	24	1	23	5
	1%	1% _{ab}	-	1% _{bc}	-	1%	2% _{cd}	1%	1%	1%	1%	1%	1%	1%	-	-	1%	-	1%	1%	-	-	-	1%	-	1% _{ef}	1%
Didn't allow sufficient time for the recipient to answer the door	52	29	11	40	22	29	-	8	11	1	6	24	19	6	3	-	44	3	24	22	3	3	-	46	3	27	26
	1%	1% _{ab}	-	1% _{bc}	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	-	1%	-	1%	-	1% _{gh}	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	3	-	3	-	3	-	-	-	-	-	-	3	-	-	-	3	-	1	1	-	-	-	3	-	-	3
	1%	1%	-	1%	-	1%	-	-	-	-	-	-	1%	-	-	-	1%	-	1%	1%	-	-	-	1%	-	-	1%
I don't know	35	18	5	23	15	18	1	5	5	-	1	16	11	4	3	-	27	3	19	13	2	-	1	32	1	18	19
	1%	1%	-	1% _{ab}	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	1%	-	1%	1%	-	1%	-	1%	-	1% _{cd}	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	660	361	148	467	254	361	11	63	148	12	61	205	271	84	73	26	476	99	319	245	50	32	13	564	45	167	492
	17%	10% _{ab}	7%	13% _{bc}	8%	10% _{cd}	7%	8%	7%	6%	6%	10%	11%	11%	12%	11%	11%	12%	12% _{ef}	11%	7%	9%	7%	14% _{gh}	8%	11%	11%
NET Any problem experienced	221	135	43	174	83	135	9	23	43	6	22	87	86	31	15	2	173	17	108	89	10	12	-	197	12	135	86
	4%	2% _{ab}	2%	2% _{bc}	3%	4%	6%	3%	2%	3%	2%	3%	3%	4%	3%	1%	2%	1%	4% _{cd}	3%	1%	3%	-	4% _{ef}	2%	4%	2%
Not aware of Amazon Delivery Service/ Logistics	318	95	137	149	190	95	13	42	137	14	66	110	117	37	37	12	227	49	110	97	53	23	29	207	52	74	244
	5%	4%	6% _{ab}	4%	6% _{bc}	4%	6% _{cd}	5%	6%	7%	6%	5%	5%	5%	6%	5%	5%	6%	4%	4%	6% _{ef}	7%	6% _{gh}	4%	6% _{hi}	5%	5%
Aware but not used Amazon Delivery Service/ Logistics	1399	446	567	711	831	446	54	176	567	69	297	469	554	198	124	45	1023	169	530	473	209	112	66	1003	177	319	1080
	22%	19%	26% _{ab}	20%	26% _{bc}	19%	34% _{cd}	23% _{de}	26%	32%	28%	23%	22%	24%	21%	18%	23%	20%	20%	21%	31% _{ef}	31% _{gh}	17% _{hi}	20%	31% _{ij}	21%	23%
Used but not sent Amazon Delivery Service/ Logistics	3527	1357	1264	1974	1880	1357	72	455	1264	111	603	1130	1447	448	331	161	2577	492	1520	1387	357	179	69	2908	248	809	2718
	57%	56%	58%	58%	58%	56% _{ab}	45%	50% _{cd}	58%	52%	57%	56%	58%	56%	57%	45% _{ef}	57%	59%	60% _{gh}	60% _{hi}	52% _{ij}	50%	39%	60% _{kl}	46%	53%	60% _{lm}

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (95% risk level) - ab/cd - efg - hij - k/lm/nop/q - r/s/tu/vwx - y/z

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 331

Base : All participants

	Housebound				Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Lost mail	41	1	40	-	12	28	-	39	2	-	-	41	-
	1%	1%	1%	-	1%	1%	-	1%	2%	-	-	1%	-
Damaged mail	76	1	72	2	22	47	6	72	3	-	-	75	-
	1%	1%	1%	0.3%	1%	1%	2%	1%	2%	-	-	1%	-
Delayed mail	82	4	76	1	24	49	8	77	3	2	-	82	-
	1%	1%	1%	0.3%	1%	1%	3%	1%	2%	4%	-	1%	-
Mis-delivered mail	48	7	40	2	17	24	6	45	1	2	-	48	-
	1%	2%	1%	0.5%	1%	1%	0.5%	1%	1%	0.3%	-	1%	-
Mail that has been tampered with	25	2	26	-	15	14	-	26	2	-	-	28	-
	1%	1%	1%	-	1%	1%	-	1%	2%	-	-	1%	-
Didn't allow sufficient time for the recipient to answer the door	52	2	50	20	31	2	2	49	2	2	-	52	-
	1%	1%	1%	5%	1%	1%	1%	1%	1%	4%	-	1%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	-	3	-	1	3	-	3	-	-	-	3	-
	1%	1%	1%	-	1%	1%	-	1%	-	-	-	1%	-
I don't know	39	1	34	-	5	24	6	32	-	1	-	33	2
	1%	1%	1%	-	1%	1%	0.5%	1%	-	2%	-	1%	8%
I've experienced no problems in the last 12 months when sending packets and parcels via	660	30	626	3	123	515	21	646	7	3	1	656	2
	11%	9%	11%	8%	7%	12%	7%	11%	6%	5%	2%	11%	10%
NET Any problem experienced	221	11	206	4	79	126	16	209	9	2	-	221	-
	4%	3%	4%	0.5%	3%	3%	0.5%	4%	0.3%	0.3%	-	4%	-
Not aware of Amazon Delivery Service/ Logistics	318	17	299	3	87	199	32	278	16	7	15	301	2
	5%	5%	5%	6%	5%	5%	0.5%	5%	0.4%	0.2%	0.2%	5%	1%
Aware but not used Amazon Delivery Service/ Logistics	1399	84	1308	8	409	899	90	1275	42	24	45	1341	13
	23%	23%	23%	19%	24%	22%	0.5%	22%	0.3%	0.3%	0.3%	22%	60%
Used but not sent Amazon Delivery Service/ Logistics	3527	193	3310	24	972	2409	146	3457	43	20	5	3520	3
	57%	58%	57%	58%	58%	58%	47%	56%	3%	0.3%	8%	56%	12%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Table 331

Base : All participants

	Quarter				Month											
	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	317	312
Lost mail	41	6	18	7	10	2	1	3	10	3	4	3	2	-	2	8
1%	*	*	1%	*	1%	*	*	1%	2% in	1%	1%	*	1%	*	*	2% in
Damaged mail	76	24	20	11	20	9	7	8	14	3	3	4	4	3	8	9
1%	2%	1%	1%	1%	1%	2%	1%	2%	3% in	1%	1%	1%	1%	1%	2%	2%
Delayed mail	82	21	21	16	24	10	6	5	6	8	6	2	10	4	12	9
1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%	*	2%	1%	2% in	2%
Mis-delivered mail	48	13	15	7	15	4	5	4	8	4	3	2	*	4	3	2
1%	1%	1%	1%	*	1%	1%	1%	1%	3% in	1%	1%	*	1%	1%	*	2% in
Mail that has been tampered with	28	5	9	4	10	1	1	2	4	3	2	2	*	1	3	6
*	*	*	1%	*	1%	*	*	2	1%	1%	*	2	*	*	1%	1%
Didn't allow sufficient time for the recipient to answer the door	52	13	18	7	15	5	7	1	6	4	7	3	3	1	2	8
1%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	2% in	1%	*	*	2% in	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	2	-	-	1	1	-	*	-	-	-	-	-	-	-	1
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	35	7	7	11	10	5	*	1	4	2	*	2	4	6	4	3
1%	1%	*	1%	1%	1%	1%	*	1%	*	*	*	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	660	159	162	164	175	58	45	56	46	58	58	46	46	72	53	71
17%	10%	11%	11%	11%	12%	9%	11%	9%	11%	12%	9%	9%	16% in	10%	16% in	10%
NET Any problem experienced	221	59	61	46	56	20	24	15	29	16	15	13	20	13	11	22
4%	4%	4%	3%	4%	4%	4%	4%	3%	6% in	3%	3%	2%	4%	3%	2%	4%
Not aware of Amazon Delivery Service/ Logistics	318	103	70	68	77	38	31	34	32	23	15	27	23	18	20	26
5%	7% in	5%	4%	5%	6% in	6%	6% in	6%	5%	3%	5%	4%	4%	4%	6%	6%
Aware but not used Amazon Delivery Service/ Logistics	1399	361	333	340	364	112	121	127	103	120	111	117	121	103	121	114
23%	23%	22%	22%	24%	23%	23%	24%	19%	24%	22%	23%	23%	20%	24%	22%	25%
Used but not sent Amazon Delivery Service/ Logistics	3527	861	902	910	854	257	311	263	318	288	296	314	304	292	294	285
57%	56%	59%	59%	56%	52%	58%	56%	60%	57%	60%	61% in	59%	58%	58%	54%	55%

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns: Tested (5% risk level) - abcd - e=highijklmnop

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 332

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	809	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Lost mail	38	1	37	27	11	20	18	6	13	8	1	5	3	2	19	9	11	5	34	4
F%	*	*	3% <i>d</i>	3% <i>d</i>	*	1%	1%	1%	1%	1%	*	*	*	*	1% <i>d</i>	*	*	*	1%	*
Damaged mail	27	1	25	20	7	19	8	5	9	7	1	1	3	*	14	9	4	3	18	8
F%	*	*	1%	3% <i>d</i>	*	1%	*	1%	1%	1%	*	*	*	*	1% <i>d</i>	*	*	*	*	7%
Delayed mail	46	1	45	27	19	21	25	4	9	12	9	7	3	2	14	20	12	5	39	6
F%	*	*	3% <i>d</i>	3% <i>d</i>	*	1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	*	*	1%	1%
Mis-delivered mail	17	*	17	12	5	9	8	4	8	3	2	*	*	*	12	5	*	*	16	1
F%	*	*	*	3% <i>d</i>	*	*	*	*	1% <i>d</i>	*	*	*	*	*	1% <i>d</i>	*	*	*	*	*
Mail that has been tampered with	10	-	10	7	4	7	3	1	5	2	2	*	*	*	6	4	*	*	6	5
F%	*	*	*	3% <i>d</i>	*	*	*	*	1% <i>d</i>	*	*	*	*	*	*p	*	*	*	*	*
Didn't allow sufficient time for the recipient to answer the door	15	-	15	*	8	7	8	5	3	3	2	*	*	*	11	5	*	*	12	3
F%	*	*	*	1% <i>d</i>	*	*	*	1% <i>d</i>	1% <i>d</i>	*	*	*	*	*	1% <i>d</i>	*	*	*	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	-	10	5	5	10	*	3	3	5	*	*	*	*	6	5	*	*	4	6
F%	*	*	*	1% <i>d</i>	*	*	*	*	*	*	*	*	*	*	*p	*	*	*	*	1% <i>d</i>
Any other problems	1	-	1	1	-	-	1	1	*	*	*	*	*	*	1	*	*	*	*	1
F%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I don't know	12	-	12	2	11	4	8	3	2	2	4	1	*	*	5	6	1	*	12	*
F%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	109	4	105	42	68	65	44	20	35	27	7	17	2	2	85	33	21	4	85	24
F%	2%	*	3% <i>d</i>	3% <i>d</i>	1%	2%	1%	2% <i>d</i>	4% <i>d</i>	2% <i>d</i>	1%	1% <i>d</i>	*	*	3% <i>d</i>	3% <i>d</i>	1%	*	2%	3%
NET Any problem experienced	105	3	102	64	41	80	45	17	27	34	12	10	3	2	44	47	15	5	77	28
F%	2%	*	2% <i>d</i>	3% <i>d</i>	1%	2%	1%	2% <i>d</i>	3% <i>d</i>	3% <i>d</i>	1%	1%	*	*	3% <i>d</i>	2% <i>d</i>	1%	*	1%	3% <i>d</i>
Not aware of Other Postal Service	3219	745	2474	305	2914	1521	1693	421	390	510	405	606	446	441	811	915	1483	887	2733	455
F%	52%	3% <i>d</i>	50%	39%	50% <i>d</i>	51%	50% <i>d</i>	3% <i>d</i>	49%	49%	49%	54% <i>d</i>	53% <i>d</i>	52% <i>d</i>	48%	47%	52% <i>d</i>	51% <i>d</i>	52% <i>d</i>	49%
Aware but not used Other Postal Service	2279	466	1813	265	2013	1114	1162	283	333	444	339	441	274	165	616	783	880	439	1914	342
F%	37%	38%	37%	34%	37%	37%	37%	34% <i>d</i>	39% <i>d</i>	40% <i>d</i>	41% <i>d</i>	39% <i>d</i>	39% <i>d</i>	26%	36% <i>d</i>	40% <i>d</i>	35%	32%	37%	36%
Used but not sent Other Postal Service	435	15	420	111	324	245	188	78	81	104	65	55	35	17	159	169	107	52	337	94
F%	7%	1%	3% <i>d</i>	11% <i>d</i>	6%	6% <i>d</i>	6%	6% <i>d</i>	6% <i>d</i>	6% <i>d</i>	6%	6%	6%	3%	6% <i>d</i>	6% <i>d</i>	4%	4%	7%	10% <i>d</i>

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab - odd - eef - ghijklm - ntopql - rls

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 332

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2387	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Lost mail	38	14	8	9	7	22	16	30	8	5	6	9	12	3	27	5	31	21	15	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	27	9	6	7	5	14	12	23	3	2	4	10	7	3	21	2	24	17	10	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	46	11	13	11	11	24	22	37	9	5	5	15	13	5	33	5	38	24	17	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Ms-delivered mail	17	10	1	3	3	11	6	13	4	1	2	1	6	6	9	1	15	14	3	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	10	3	1	1	5	4	7	7	4	1	3	2	2	3	7	1	9	9	1	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	15	4	4	-	7	8	7	12	3	1	2	1	6	4	9	1	13	7	8	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	3	1	4	2	4	6	8	2	-	3	2	3	2	8	-	10	6	4	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other problems	1	-	-	-	1	-	1	1	-	1	-	-	-	-	-	1	-	-	1	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	12	3	2	4	3	5	7	9	3	-	2	7	3	1	11	-	12	6	7	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via NET Any problem experienced	109	27	34	23	26	61	49	91	16	10	5	34	30	24	70	10	93	24	82	3
	2%	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%
Not aware of Other Postal Service	3219	558	1025	712	924	1592	1636	1753	1416	292	403	765	767	569	1956	308	2689	637	2427	159
	52%	49%	54%	51%	54%	52%	53%	49%	55%	55%	55%	51%	50%	52%	51%	57%	52%	50%	53%	54%
Aware but not used Other Postal Service	2279	400	681	517	671	1091	1188	1416	825	179	272	552	606	380	1430	180	1897	468	1711	100
	37%	35%	36%	37%	39%	36%	38%	37%	34%	35%	37%	37%	38%	35%	37%	34%	37%	36%	37%	35%
Used but not sent Other Postal Service	435	112	142	104	78	254	182	314	117	29	40	116	121	100	276	29	360	99	315	21
	7%	10%	7%	8%	4%	7%	6%	8%	5%	6%	5%	6%	6%	10%	7%	5%	6%	6%	7%	7%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 332

Base : All participants

		Rurality			Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/Se (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	250	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Lost mail	38	34	4	*	35	2	1	*	12	2	-	2	3	4	6	12	5	-	2		
1%	1%	1%	*	*	1%	*	*	*	0.3%	*	*	1%	1%	1%	0.3%	1%	-	-	*		
Damaged mail	27	23	4	*	24	2	*	-	4	2	-	1	6	2	5	5	-	-	2		
*	*	*	*	*	*	*	*	-	2.4%	*	*	*	1%	*	1%	1%	-	-	*		
Delayed mail	46	35	11	2	41	2	2	1	3	7	1	1	4	2	6	10	6	-	2		
1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	*	*	1%	*	1%	1%	1%	-	*		
Mis-delivered mail	17	15	3	*	14	1	2	*	-	2	-	2	4	-	6	-	-	-	1		
*	*	*	*	*	*	*	1%	*	-	*	-	1%	1%	-	1%	-	-	-	*		
Mail that has been tampered with	10	10	*	*	8	*	2	*	-	2	-	1	3	-	3	-	-	-	*		
*	*	*	*	*	*	*	0.4%	*	-	*	-	*	1%	-	*	-	-	-	*		
Didn't allow sufficient time for the recipient to answer the door	15	15	1	*	13	1	1	*	1	1	-	1	3	-	3	2	2	-	1		
*	*	*	*	*	*	*	*	*	*	*	-	*	1%	-	*	*	*	-	*		
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	10	*	-	9	-	1	*	-	2	-	-	2	-	3	2	-	-	-		
*	*	*	*	*	*	*	*	*	-	*	-	-	*	-	*	*	-	-	-		
Any other problems	1	1	*	*	-	1	*	*	*	*	*	*	*	*	*	*	*	*	1		
*	*	*	*	*	*	1d	*	*	*	*	*	*	*	*	*	*	*	*	*		
I don't know	12	12	*	*	9	1	2	-	1	1	3	2	2	2	-	-	-	-	1		
*	*	*	*	*	*	*	0.5%	*	*	*	1%	*	*	*	*	*	*	*	*		
I've experienced no problems in the last 12 months when sending packets and parcels via NET Any problem experienced	105	88	15	3	96	8	3	3	2	13	2	10	9	7	12	21	10	14	7		
2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%	3%	1%	3%	2%		
Not aware of Other Postal Service	3219	2751	469	103	2702	272	164	62	141	361	276	219	249	280	413	433	329	39	233		
52%	52%	54%	54%	51%	52%	53%	50%	46%	50%	53%	54%	49%	46%	49%	51%	51%	52%	58%	52%		
Aware but not used Other Postal Service	2279	1983	296	51	1919	192	96	73	87	250	197	177	218	225	289	317	158	24	168		
37%	37%	34%	30%	37%	37%	37%	32%	45%df	35%	37%	59%g	59%g	46%g	59%g	36%	59%h	30%	36%	57%g		
Used but not sent Other Postal Service	435	370	66	8	360	39	26	11	15	38	21	33	51	17	71	62	16	3	35		
7%	7%	6%	5%	7%	7%	9%	7%	7%	6%	6%	4%	9%g	9%g	6%g	6%g	7%h	3%	5%	8%g		

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 332

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	5716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
Lost mail	38	17	10	26	19	17	-	-	10	33	7	17	3	2	3	2	33	2	22	14	1	1	-	38	1	28	9
7%	1%	1%	-	1%	1%	1%	-	-	1%	2%	1%	18%	1%	-	-	-	1%	1%	1%	1%	-	-	1%	1%	1%	2%	1%
Damaged mail	27	13	2	22	11	13	-	1	2	2	2	14	8	4	-	-	23	-	18	6	-	2	-	25	2	25	2
1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%
Delayed mail	46	23	11	34	23	23	-	1	11	5	8	25	18	3	-	-	43	-	24	21	-	1	-	45	1	37	9
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	18%	1%	-	-	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%
Ms-delivered mail	17	11	2	15	6	11	-	1	2	1	1	8	7	2	1	-	15	1	7	9	1	1	-	16	1	15	2
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%
Mail that has been tampered with	10	3	1	9	7	3	-	1	1	1	1	2	7	1	-	-	9	-	7	3	1	-	-	10	-	10	-
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%
Didn't allow sufficient time for the recipient to answer the door	15	11	1	14	4	11	-	1	1	1	1	9	6	-	-	-	15	-	4	10	-	1	-	14	1	15	-
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	6	2	8	4	6	-	1	2	-	2	4	5	1	-	-	10	-	8	2	1	-	-	9	-	10	-
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%
Any other problems	1	-	1	-	1	-	-	-	1	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%
I don't know	12	8	-	12	5	8	-	2	-	-	-	6	5	2	-	-	11	-	5	6	2	-	-	11	-	5	8
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	109	54	27	76	49	54	2	4	27	2	8	35	34	20	19	1	69	20	44	40	14	8	3	84	11	65	45
2%	2%	1%	2%	2%	2%	2%	1%	1%	1%	1%	1%	2%	1%	3%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%
NET Any other problem experienced	105	59	18	85	44	59	-	6	18	7	11	57	34	12	2	-	91	2	62	46	2	4	-	68	4	88	17
2%	2%	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	2%	1%	1%	-	-	1%	2%	2%	1%	1%	-	1%	1%	1%	1%	1%
Not aware of Other Postal Service	3219	1155	1234	1730	1808	1155	86	432	1234	129	637	1090	1272	354	315	127	2382	442	1375	1186	352	176	108	2552	284	636	2584
52%	48%	57%	49%	56%	48%	54%	67%	67%	57%	61%	61%	54%	51%	49%	54%	52%	53%	53%	52%	52%	49%	44%	52%	53%	42%	48%	52%
Aware but not used Other Postal Service	2279	925	759	1310	1143	925	60	289	759	67	355	689	946	311	226	102	1635	328	949	863	256	157	55	1803	211	520	1789
37%	38%	38%	37%	35%	38%	38%	38%	35%	34%	31%	34%	34%	38%	38%	41%	36%	40%	36%	36%	37%	38%	31%	37%	39%	34%	34%	35%
Used but not sent Other Postal Service	435	211	126	289	204	211	11	51	126	9	39	141	194	61	22	16	335	38	179	172	55	12	12	352	24	207	228
7%	8%	6%	8%	6%	9%	7%	7%	7%	8%	4%	4%	7%	8%	4%	7%	7%	8%	7%	7%	8%	3%	7%	7%	7%	5%	14%	5%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - abcd - efg - hij - klmnopq - rs/tu/vwx - yz

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Lost mail	38	7	31	-	25	7	6	34	1	3	-	38	-
	1%	2%	1%	-	1%	0%	2%	1%	1%	8%	-	1%	-
Damaged mail	27	6	20	-	18	6	2	23	1	3	-	26	-
	0%	2%	0%	-	1%	0%	1%	0%	1%	5%	-	0%	-
Delayed mail	46	9	34	3	30	15	1	39	6	3	-	46	-
	1%	2%	1%	7%	2%	0%	0%	1%	5%	5%	-	1%	-
Mis-delivered mail	17	-	17	-	13	4	-	16	2	-	-	17	-
	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%
Mail that has been tampered with	10	-	10	-	7	2	2	10	1	-	-	10	-
	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Didn't allow sufficient time for the recipient to answer the door	15	2	13	-	5	10	-	14	1	-	-	15	-
	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	2	9	-	5	3	2	8	1	2	-	10	-
	0%	0%	0%	0%	0%	0%	1%	0%	1%	2%	0%	0%	0%
Any other problems	1	-	1	-	-	1	-	1	-	-	-	1	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
I don't know	12	-	10	2	3	5	3	10	2	-	-	12	1
	0%	0%	0%	6%	0%	0%	1%	0%	2%	0%	0%	0%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	109	8	99	2	38	67	5	102	5	1	1	108	-
	2%	2%	2%	5%	2%	2%	2%	2%	4%	2%	2%	2%	0%
NET Any problem experienced	165	15	87	3	63	34	8	93	7	4	-	105	-
	2%	4%	2%	0%	2%	1%	2%	2%	2%	2%	0%	2%	0%
Not aware of Other Postal Service	3219	142	3064	13	824	2249	147	3077	56	22	57	3155	8
	52%	42%	53%	31%	49%	54%	47%	52%	47%	39%	68%	52%	38%
Aware but not used Other Postal Service	2279	127	2135	17	610	1543	125	2210	28	22	7	2260	12
	37%	38%	37%	41%	36%	37%	46%	36%	24%	23%	17%	37%	53%
Used but not sent Other Postal Service	435	45	387	4	138	274	23	406	20	8	-	434	1
	7%	12%	7%	9%	8%	7%	7%	7%	17%	14%	-	7%	7%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Table 332

Base : All participants

	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	312
Lost mail	38	7	13	7	10	2	3	2	1	6	1	3	3	3	4	3
Damaged mail	27	3	15	6	2	*	*	3	5	6	4	-	4	2	1	*
Delayed mail	46	6	22	8	10	2	1	3	7	7	9	*	4	4	2	2
Mis-delivered mail	17	3	8	2	5	-	2	*	2	4	2	-	2	-	2	3
Mail that has been tampered with	10	2	4	4	1	-	2	*	*	1	2	-	3	2	-	1
Didn't allow sufficient time for the recipient to answer the door	15	4	7	1	3	-	1	3	2	3	3	1	-	*	1	2
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	-	-	3	7	-	-	-	-	-	-	-	3	-	3	4
Any other problems	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
I don't know	12	3	3	2	3	2	-	2	-	1	2	1	2	-	2	1
I've experienced no problems in the last 12 months when sending packets and parcels via	109	28	17	32	33	5	14	8	3	10	3	10	6	15	8	16
NET Any problem experienced	2%	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	2%	3%	2%	3%
Not aware of Other Postal Service	3219	821	807	839	752	247	294	281	293	257	257	288	270	281	253	268
Aware but not used Other Postal Service	529	53%	53%	50%	49%	50%	50%	50%	50%	52%	50%	50%	52%	50%	45%	52%
Used but not sent Other Postal Service	435	101	128	95	112	42	35	24	46	48	34	33	26	35	45	27
	7%	6%	8%	6%	7%	6%	7%	5%	7%	7%	6%	5%	7%	7%	8%	5%

Question focuses on packets and parcels SENT since Q3 2022.
*The option was not shown for Amazon Delivery Service/Logistics.
Proportions/Means: Columns: Tested (5% risk level) - abcd - e/fghij/klmnop

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Lost mail

Table 333

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	843
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	290	33	257	106	184	124	166	54	39	69	37	54	15	21	94	106	80	36	243	46
55%	3%	9%	15%	3%	4%	5%	7%	10%	9%	9%	4%	9%	2%	3%	8%	8%	4%	3%	5%	5%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect *	41	-	41	24	16	28	13	6	16	13	3	3	-	-	21	16	3	-	29	12
75%	1%	1%	2%	-	-	1%	-	1%	2%	1%	-	-	-	-	1%	1%	-	-	1%	1%
DHL	28	-	28	15	10	15	13	4	9	8	3	4	-	-	13	11	4	-	25	3
4%	1%	1%	2%	-	-	1%	-	1%	1%	1%	-	-	-	-	1%	1%	-	-	1%	1%
FedEx	34	4	30	16	18	20	14	10	3	12	7	-	-	2	13	19	2	2	25	9
75%	1%	1%	2%	-	-	1%	-	1%	1%	1%	-	-	-	-	1%	1%	-	-	1%	1%
Evo	113	19	94	34	79	42	71	22	35	25	17	9	3	1	57	42	13	4	91	19
25%	2%	2%	2%	4%	1%	1%	2%	2%	4%	2%	2%	1%	-	-	1%	2%	1%	-	2%	2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	35	5	30	12	23	18	17	2	11	9	5	5	-	2	14	14	7	2	29	6
75%	1%	1%	2%	-	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	-	-	1%	1%
Parcelforce	23	-	23	15	8	17	6	6	6	6	1	3	2	-	12	6	5	2	19	4
1%	-	-	2%	-	-	1%	-	1%	1%	-	-	-	-	-	1%	-	-	-	-	-
TNT	19	2	17	14	5	11	8	4	8	4	2	2	-	-	12	6	2	-	13	6
1%	1%	1%	2%	-	-	1%	-	1%	1%	1%	-	-	-	-	1%	-	-	-	1%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	25	1	24	10	16	17	8	3	13	7	-	2	-	-	17	7	2	-	20	6
1%	1%	1%	2%	-	-	1%	-	2%	2%	1%	-	-	-	-	1%	-	-	-	1%	1%
UK Mail	26	3	23	14	12	18	8	10	3	5	5	4	-	-	13	9	4	-	15	8
1%	1%	1%	2%	-	-	1%	-	1%	1%	1%	1%	-	-	-	1%	-	-	-	1%	1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	30	6	24	16	14	9	21	2	11	10	2	5	-	-	13	13	5	-	25	5
1%	1%	1%	2%	-	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	-	-	1%	1%
Amazon Delivery Service/ Logistics	41	11	30	14	27	23	18	10	7	11	6	4	3	1	17	17	7	3	36	2
75%	1%	1%	2%	-	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	-	-	1%	1%
Other	38	1	37	27	11	20	18	6	13	8	1	5	3	2	19	9	11	5	34	4
75%	1%	1%	2%	-	-	1%	1%	1%	1%	1%	-	-	-	-	1%	-	-	-	1%	1%
None of these	8657	1165	4492	617	5040	2780	2867	735	760	997	764	1064	735	602	1495	1761	2401	1337	4759	846
92%	98%	97%	78%	94%	92%	91%	89%	89%	88%	89%	92%	94%	93%	96%	88%	90%	95%	96%	92%	90%

Question focuses on packets and parcels SENT since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b = c-d = e-f = g-h/i/j/k/l/m = n/o/p/q = r/s

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Lost mail

Table 333

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Royal Mail	290	76	91	56	68	167	123	211	78	24	29	64	106	45	199	24	248	76	207	6
9%		4% bad	5%	4%	4%	5%	4%	5%	3%	5%	4%	4%	5% bad	4%	5%	4%	5%	5%	3%	2%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
41	1%	12	14	5	9	26	14	38	3	4	7	9	13	8	28	4	37	19	22	-
DHL	28	6	13	4	5	19	9	26	2	1	1	11	10	5	21	1	26	14	12	3
FedEx	34	13	1%	3	6	25	9	23	6	1	1	10	15	6	27	1	33	13	22	-
1%		1% bad	1%	-	-	1%	-	1%	-	-	-	1%	1%	1%	1%	-	1%	1%	1%	-
Evri	113	42	37	17	18	78	34	91	20	4	8	25	31	32	64	4	100	34	74	4
2%		4% bad	2%	1%	1%	3%	1%	2%	1%	1%	1%	2%	2%	2%	2%	1%	2%	3%	2%	2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	35	10	9	4	12	19	16	30	5	1	10	8	10	4	28	1	32	11	21	3
1%		1%	1%	-	1%	1%	1%	1%	-	-	1%	1%	1%	-	1%	-	1%	1%	-	1%
Parcelforce	23	11	5	5	2	16	7	19	4	2	5	6	5	17	2	22	13	10	-	-
1%		1% bad	-	-	-	1%	-	1%	-	-	1%	-	-	-	-	-	1%	1%	-	-
TNT	19	9	5	4	1	14	5	18	1	1	2	4	6	6	12	1	18	9	10	-
1%		1% bad	-	-	-	1%	-	1%	-	-	-	-	-	1%	-	-	1%	1%	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	25	7	9	4	6	15	10	23	2	1	5	8	8	3	20	1	23	8	16	2
1%		1%	-	-	-	1%	-	1%	-	-	1%	1%	-	-	1%	-	1%	1%	-	1%
UK Mail	26	13	4	3	6	17	8	24	2	3	4	6	9	3	20	3	23	13	12	1
1%		1% bad	-	-	-	1%	-	1%	-	1%	1%	-	1%	-	1%	1%	1%	1%	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	30	9	7	6	8	16	14	26	4	2	9	10	3	6	22	2	28	14	16	-
1%		1%	-	-	-	1%	-	1%	-	-	1%	1%	-	1%	-	-	1%	1%	-	-
Amazon Delivery Service/ Logistics	41	14	10	9	8	24	17	33	8	1	1	14	15	4	30	1	35	14	28	1
1%		1%	1%	1%	-	1%	1%	1%	-	-	-	1%	1%	-	1%	-	1%	1%	1%	-
Other	38	14	8	9	7	22	16	30	8	5	6	9	12	3	27	5	31	21	15	3
1%		1% bad	-	1%	-	1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	2%	1%	1%
None of these	8657	994	1752	1289	1821	2745	2610	3280	2287	485	606	1383	1403	1012	3472	503	4732	1145	4241	270
92%		67%	72% bad	61% bad	64% bad	90%	89% bad	89%	89% bad	64% bad	72% bad	72% bad	89%	89% bad	72% bad	94%	91%	89%	89% bad	94%

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

Table 333

- Lost mail

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	352	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	290	240	51	8	253	19	11	7	10	25	30	21	30	29	36	38	34	1	18	
	5%	5%	6%	5%	5%	4%	4%	4%	4%	4%	6%	5%	6%	5%	6%	4%	5%	6%	4%	
Cilipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	41	30	11	3	37	2	1	1	-	6	3	3	8	2	11	3	3	-	2	
	7%	1%	1%	2%	1%	-	-	1%	-	1%	1%	1%	1%	-	1%	-	1%	-	-	
DHL	28	25	3	1	23	2	3	*	1	2	-	2	5	2	8	2	1	*	1	
	-	-	-	-	-	-	1%	-	-	-	-	1%	1%	-	1%	-	-	-	-	
FedEx	34	24	11	2	31	1	1	*	2	-	3	1	11	2	4	6	2	*	1	
	1%	-	1%	1%	-	-	-	-	1%	-	1%	-	1%	2%	1%	1%	-	-	-	
Evri	113	101	12	1	95	9	7	2	3	17	4	10	10	10	16	15	11	*	9	
	2%	2%	1%	1%	2%	2%	2%	1%	1%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	35	31	4	*	32	2	*	*	2	3	3	4	5	5	3	4	4	*	2	
	1%	1%	-	-	1%	-	-	-	1%	-	1%	1%	1%	1%	-	-	1%	-	-	
Parcelforce	23	20	4	1	19	2	1	2	-	-	-	4	6	2	3	-	4	*	2	
	-	-	-	-	1%	1%	1%	1%	-	-	-	1%	1%	1%	2	-	1%	-	1%	
TNT	19	17	2	*	17	*	1	1	1	-	2	4	5	4	3	-	-	-	*	
	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-	-	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	25	24	1	1	20	3	1	1	1	2	-	2	3	5	7	-	-	1	2	
	-	-	-	-	1%	-	-	-	-	-	-	1%	-	1%	-	-	-	2%	-	
UK Mail	26	23	3	*	23	2	1	*	1	-	-	1	5	3	10	2	1	-	2	
	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	30	24	6	1	26	*	3	*	2	3	-	1	8	3	-	4	5	*	*	
	-	-	1%	-	1%	-	1%	-	1%	-	-	-	1%	1%	-	-	1%	-	-	
Amazon Delivery Service/ Logistics	41	38	5	2	37	2	1	1	-	3	-	5	7	3	7	2	9	-	2	
	1%	1%	1%	1%	1%	-	-	-	-	-	-	1%	1%	-	1%	-	1%	-	1%	
Other	38	34	4	*	35	2	1	*	2	2	-	2	3	4	6	12	5	-	2	
	1%	1%	-	-	1%	-	-	-	1%	-	-	1%	1%	1%	1%	1%	1%	-	-	
None of these	9657	4864	793	157	4739	486	273	159	232	628	470	412	493	527	729	781	469	65	421	
	92%	92%	92%	94%	92%	94%	93%	93%	93%	92%	93%	92%	91%	92%	90%	93%	89%	97%	92%	

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Mean: Columns Tested (5% risk level) - abc - d-efg - hij/klm/nop/qgr

* small base

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

Table 333

- Lost mail

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Royal Mail	290	113	102	177	168	113	3	22	102	17	36	118	100	35	28	7	218	35	147	113	13	11	4	260	14	134	157
3%	5%	5%	5%	5%	5%	5%	2%	3%	5%	6%	3%	6%	4%	4%	3%	5%	4%	6%	6%	2%	3%	2%	2%	6%	3%	6%	3%
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	41	19	7	33	21	19	-	2	7	4	1	18	17	1	3	1	35	4	20	20	-	1	-	39	1	37	4
1%	1%	1%	4%	1%	1%	1%	-	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	-	1%	2%	4
DHL	28	15	6	22	13	15	-	-	6	1	1	14	11	3	-	-	25	-	16	7	4	1	-	23	1	24	4
1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	1%	-	-	-	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	-
FedEx	34	26	3	31	8	26	-	-	3	1	3	13	19	1	1	-	32	1	18	15	-	-	-	33	-	31	3
1%	1%	1%	4%	1%	1%	1%	-	-	1%	1%	-	1%	1%	-	-	1%	-	1%	1%	1%	-	-	-	1%	-	1%	1%
Evri	113	45	40	70	65	45	-	7	40	4	8	42	40	13	16	2	82	18	59	43	6	3	1	103	4	64	48
2%	2%	2%	2%	2%	2%	2%	-	1%	2%	2%	1%	2%	2%	2%	3%	1%	2%	2%	2%	2%	1%	1%	1%	2%	1%	1%	1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	35	19	7	28	16	19	-	3	7	1	2	16	14	3	2	-	30	2	21	10	-	2	1	30	3	26	9
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Parcelforce	23	13	5	18	11	13	-	2	5	1	2	13	8	1	1	-	21	1	10	12	-	1	-	22	1	19	4
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT	19	11	2	17	8	11	-	-	2	1	1	5	11	1	2	-	16	2	10	9	-	-	-	19	-	19	-
1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	25	14	3	23	11	14	-	-	3	1	1	13	9	3	-	-	22	-	15	8	1	-	1	23	1	25	1
1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
UK Mail	26	16	4	22	10	16	2	-	4	1	-	14	7	-	4	-	21	4	8	15	1	-	1	23	1	25	1
1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	30	21	2	27	9	21	1	3	2	1	1	13	11	4	2	-	24	3	12	15	1	1	-	28	1	19	11
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Amazon Delivery Service/Logistics	41	27	5	35	13	27	-	-	5	1	2	23	12	3	3	-	35	4	21	19	-	1	-	40	1	22	19
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	36	17	10	26	19	17	-	-	10	5	7	22	11	3	2	-	33	2	22	14	1	1	-	36	1	28	9
1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
None of these	667	2184	2008	3168	2993	2184	154	728	2008	182	1003	1831	2289	740	534	237	4121	771	2367	2095	655	339	172	4462	511	1249	4407
92%	91%	91%	90%	90%	92%	91%	96%	99%	90%	90%	91%	91%	92%	92%	92%	92%	93%	91%	91%	91%	89%	85%	87%	91%	93%	82%	95%

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Lost mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	296	15	273	3	94	178	19	282	3	3	1	287	2
9%		4%	5%	7%	6%	4%	6%	5%	2%	5%	2%	5%	7%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	41	3	38	-	15	24	3	39	1	-	-	41	-
1%		1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
DHL	28	3	22	3	12	12	4	25	3	-	-	28	-
1%		1%	-	1%	1%	-	1%	1%	1%	-	-	1%	-
FedEx	34	7	26	-	11	19	2	32	2	-	-	34	-
1%		2%	-	1%	1%	-	1%	1%	2%	-	-	1%	-
Evri	113	2	110	1	25	77	11	110	3	-	-	113	-
2%		1%	2%	2%	2%	2%	3%	2%	2%	-	-	2%	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-
DPD	35	8	26	3	16	16	3	29	8	-	-	35	-
1%		2%	-	1%	1%	-	1%	1%	2%	-	-	1%	-
Parcelforce	23	2	22	-	12	11	-	22	1	-	-	23	-
1%		1%	-	-	1%	-	-	1%	1%	-	-	1%	-
TNT	19	2	17	-	8	11	-	19	-	-	-	19	-
1%		1%	-	-	1%	-	-	1%	-	-	-	1%	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-
UPS	25	5	21	-	7	16	3	23	2	-	-	25	-
1%		1%	-	-	1%	-	1%	1%	2%	-	-	1%	-
UK Mail	26	2	24	1	9	14	2	26	-	-	-	26	-
1%		1%	1%	1%	1%	1%	1%	1%	-	-	-	1%	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-
Yodel	30	3	28	-	16	13	2	28	2	-	-	30	-
1%		1%	-	-	1%	-	1%	1%	2%	-	-	1%	-
Amazon Delivery Service/	41	1	40	-	12	28	-	39	2	-	-	41	-
Logistics	1%	-	1%	-	1%	1%	-	1%	2%	-	-	1%	-
Other	38	31	7	-	25	7	6	34	1	3	-	38	-
1%		2%	1%	-	1%	-	1%	1%	1%	1%	-	1%	-
None of these	6687	299	5324	34	1508	3877	272	5421	100	52	64	5572	20
92%		89%	92%	83%	90%	83% ⁹¹	87%	92% ⁹²	85%	90%	91% ⁹³	92% ⁹⁴	92%

Question focuses on packets and parcels SENT since Q3 2022.
 UK Mail was removed from the survey from March 2024 onwards.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Lost mail

Base : All participants

Total	Quarter					Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)		Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Royal Mail	290	69	87	69	66	26	22	21	36	20	31	18	36	14	19	28	19
	5%	4%	6%	4%	4%	5%	4%	4%	7% ^{up}	4%	6% ^{up}	4%	7% ^{up}	3%	4%	5%	4%
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	41	6	18	10	7	2	1	2	11	5	3	1	4	4	3	3	*
	1%	*	1%	1%	*	*	*	*	2% ^{up}	1%	1%	*	1%	1%	1%	1%	*
DHL	28	4	10	9	5	1	2	1	3	3	3	1	4	3	2	3	*
	*	*	1%	1%	*	*	*	*	1%	1%	1%	*	1%	*	1%	*	1%
FedEx	34	6	16	11	1	-	-	6	13	2	2	4	-	7	1	-	-
	1%	*	1% ^{up}	1% ^{up}	*	-	-	1%	2% ^{up} ^{stop}	*	*	1%	-	1% ^{up}	*	-	-
Evri	113	32	27	32	22	7	13	12	5	9	13	8	12	12	4	6	12
	2%	2%	2%	2%	1%	1%	3%	2%	1%	2%	3%	1%	2%	2%	1%	1%	2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	36	11	14	4	5	1	8	2	5	5	4	-	3	2	2	2	2
	1%	1%	1%	*	*	-	1%	*	1%	1%	-	1%	*	*	*	*	*
Parcelforce	23	4	10	7	3	1	*	3	3	4	3	3	2	2	-	1	2
	*	*	1%	*	*	*	*	1%	1%	1%	1%	1%	*	*	-	*	*
TNT	19	5	5	8	1	-	-	5	2	1	2	4	3	2	-	-	1
	*	*	*	1%	1	-	-	1%	*	*	*	1%	*	*	*	*	*
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	25	5	8	9	3	-	1	4	5	2	2	1	4	5	2	-	*
	*	*	1%	1%	*	-	*	1%	*	*	*	*	1%	1%	*	*	*
UK Mail	26	9	14	3	-	2	1	5	7	3	5	3	*	-	-	-	-
	*	1% ^{up}	1% ^{up}	-	-	*	*	1%	1% ^{up}	1%	1%	1%	*	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	30	7	9	5	10	*	4	3	5	2	2	-	2	3	5	3	1
	*	*	1%	*	1%	-	1%	1%	1%	1%	*	-	*	1%	1%	1%	1%
Amazon Delivery Service/ Logistics	41	6	18	7	10	2	1	3	10	3	4	3	3	2	-	2	8
	1%	*	1%	*	1%	*	*	1%	2% ^{up}	1%	1%	*	1%	*	*	*	2% ^{up}
Other	38	7	13	7	10	2	3	2	1	6	1	3	3	3	3	4	3
	1%	*	1%	*	1%	*	1%	*	*	1%	*	*	1%	1%	1%	1%	1%
None of these	5657	1428	1389	1412	1427	454	491	484	480	487	443	489	457	466	474	470	483
	92%	92%	91%	92%	93%	92%	92%	92%	90%	92%	89%	94% ^{up}	88%	93%	94% ^{up}	92%	93% ^{up}

Question focuses on packets and parcels SENT since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a:b:c:d - e:f:g:h:i/j:k:l:m:n:op

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Damaged mail

Table 334

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3195	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	185	32	163	54	141	109	86	41	32	39	30	29	16	8	73	70	53	24	163	31
35%	35%	35%	35%	35%	35%	4%	3%	6%klm	4%lm	4%lm	4%lm	3%	2%	1%	4%opq	4%opq	2%	2%	3%	3%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect *	28	1	27	17	11	21	7	2	9	6	6	4	1	-	12	11	5	1	22	4
DHL	32	2	30	20	12	23	9	5	9	10	5	2	*	-	14	16	3	*	22	10
75%	75%	*	75%	3%cd	1%ef	1%ef	*	7%	1%ef	7%	7%	*	*	-	1%opq	1%opq	*	*	*	7%
FedEx	44	2	42	20	25	25	19	7	17	16	4	-	-	-	24	20	-	-	27	15
75%	75%	*	75%	3%cd	*	7%	7%	1%ef	2%ghij	1%klm	7%	-	-	-	1%opq	1%opq	-	-	7%	2%r
Evo	81	13	68	25	56	37	44	21	19	15	13	6	1	2	40	31	10	4	62	17
75%	75%	1%	75%	3%cd	7%	7%	7%	2%klm	2%klm	2%ef	2%ef	7%	*	*	2%opq	2%opq	*	*	7%	2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	45	3	42	29	16	29	16	13	12	11	3	2	3	2	25	14	6	5	33	12
75%	75%	*	75%	4%cd	*	7%	7%	2%jk	1%kl	1%kl	*	*	*	*	1%opq	7%	*	*	7%	7%
Parcelforce	38	1	36	22	16	27	10	6	13	10	5	4	-	-	19	15	4	*	30	8
75%	75%	*	75%	2%cd	*	7%ef	*	7%	2%klm	2%ef	7%	*	-	-	1%opq	1%opq	*	*	7%	7%
TNT	18	1	16	10	7	14	3	4	4	7	2	-	-	1	8	9	1	1	12	4
TNT Post UK	*	*	16	10	7	14	3	4	4	7	2	-	-	*	7p	7p	*	*	*	*
UPS	30	1	29	18	11	20	10	8	5	10	5	2	-	*	13	14	2	*	26	3
75%	75%	*	75%	2%cd	7%	7%	*	7%ef	7%	7%ef	7%	*	-	*	1%opq	1%opq	*	*	7%	*
UK Mail	23	2	21	9	14	15	8	7	6	7	1	-	-	2	13	8	2	2	17	5
DX	-	-	-	-	-	-	-	-	1%k	1%kl	1%kl	-	-	-	-	-	-	-	-	7%
Yodel	45	3	42	24	21	19	26	8	16	12	7	2	*	*	24	19	3	1	34	11
75%	75%	*	75%	4%cd	7%	7%	7%	7%	2%klm	1%klm	7%	*	*	*	1%opq	1%opq	*	*	7%	7%
Amazon Delivery Service/ Logistics	75	24	51	15	61	32	43	19	16	9	10	8	5	7	36	19	20	12	46	22
75%	75%	2%	75%	2%	7%	7%	7%	2%klm	2%	7%	7%	7%	7%	7%	2%opq	7%	7%	7%	7%	2%r
Other	27	1	25	20	7	19	8	5	9	7	1	3	-	-	14	9	4	3	18	8
None of these	8734	1171	4563	644	5090	2778	2947	734	766	1028	775	1085	734	612	1500	1803	2431	1346	4827	856
82%	82%	82%	82%	82%	82%	92%	94%	89%	88%	92%	93%gh	96%gh	97%gh	96%gh	89%	92%lm	97%lm	97%lm	94%rs	91%

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Damaged mail

Table 334

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Royal Mail	195	49	61	44	41	110	85	143	52	18	15	38	68	36	122	18	163	47	139	10
	3%	4%	3%	3%	2%	4%	3%	4%	2%	4%	2%	3%	6%	2%	3%	3%	3%	4%	3%	3%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28	10	11	2	5	21	7	22	6	4	3	2	8	9	14	4	23	11	15	2
	+	1%	1%	+	+	1%	+	7%	+	+	+	+	1%	1%	+	+	1%	+	+	1%
DHL	32	14	12	3	3	26	6	27	6	2	+	4	12	10	16	2	29	13	19	-
	1%	1%	1%	+	+	1%	+	1%	+	+	+	+	1%	1%	+	+	1%	1%	+	-
FedEx	44	21	12	9	3	33	11	41	4	1	2	10	15	16	27	1	43	20	24	-
	1%	2%	1%	1%	+	1%	+	1%	+	+	+	1%	1%	1%	1%	+	1%	2%	1%	-
Evri	81	28	24	15	14	52	29	59	20	7	6	17	24	18	47	7	68	21	57	3
	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	45	23	12	6	3	36	9	43	2	1	4	14	10	15	29	1	43	16	28	2
	1%	2%	1%	+	+	1%	+	1%	+	+	1%	1%	1%	1%	1%	+	1%	1%	1%	1%
Parcelforce	38	18	10	6	5	26	11	31	6	3	2	4	20	5	28	3	31	10	19	3
	1%	1%	1%	+	+	1%	+	1%	+	1%	+	+	1%	+	1%	1%	1%	1%	1%	1%
TNT	18	6	4	5	3	10	8	12	6	1	3	6	7	1	16	1	16	12	5	1
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	1%	+	+
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	30	15	4	6	5	18	11	29	1	1	3	9	6	7	18	1	25	15	15	-
	1%	1%	+	+	+	1%	+	1%	+	+	+	1%	+	1%	+	+	1%	1%	1%	-
UK Mail	23	7	4	5	7	11	12	17	6	2	2	8	7	4	17	2	21	9	14	-
	+	1%	+	+	+	+	+	+	+	+	+	1%	+	+	+	+	1%	1%	+	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	45	20	11	7	7	31	14	35	10	4	10	6	12	11	28	4	38	18	21	7
	1%	2%	1%	1%	+	1%	+	1%	+	1%	1%	+	1%	1%	1%	1%	1%	1%	+	2%
Amazon Delivery Service/ Logistics	75	25	22	9	19	47	28	54	21	4	7	18	18	13	43	4	57	18	54	3
	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	27	9	6	7	5	14	12	23	3	2	4	10	7	3	21	2	24	17	10	-
	+	1%	+	1%	+	+	+	1%	+	+	1%	+	+	+	1%	+	+	1%	+	-
None of these	8734	999	1788	1301	1645	2787	2645	3344	2300	486	608	1412	1445	1006	3555	504	4807	1169	4296	269
	93%	68%	83%	81%	83%	91%	89%	91%	83%	94%	89%	92%	91%	91%	93%	94%	93%	91%	90%	93%

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Damaged mail

Table 334

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	185	172	24	6	164	23	17	6	9	23	17	16	23	18	23	29	10	4	13	
	3%	3%	3%	4%	3%	3%	2%	5.0%	2%	3%	3%	4%	4%	3%	3%	3%	2%	6%	3%	
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	28	25	3	-	21	5	1	1	2	4	1	1	8	3	-	-	2	2	4	
	*	*	*	-	*	1%	1%	*	1%	1%	*	*	2.0%	*	-	-	*	2.0%	15.0%	
DHL	32	24	8	2	25	4	3	*	1	-	-	-	5	6	7	3	2	*	4	
	*	*	1%	1%	*	1%	1%	*	*	-	-	*	1%	1%	1%	*	*	*	1%	
FedEx	44	37	7	-	38	5	1	*	1	4	1	1	12	6	4	3	3	1	3	
	1%	1%	1%	-	1%	1%	*	*	1%	1%	1%	1%	2.0%	1%	1%	*	1%	2%	1%	
Evri	81	70	11	1	69	6	4	1	3	7	5	6	6	6	8	18	9	*	6	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	45	39	6	3	41	3	1	1	3	4	4	1	3	4	15	3	4	*	2	
	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	2%	1%	1%	*	1%	
Parcelforce	38	30	6	1	32	3	2	1	2	-	-	5	8	3	9	5	-	*	3	
	1%	1%	1%	1%	1%	1%	1%	*	1%	-	-	1.0%	2.0%	-	1%	1%	-	*	1%	
TNT	18	13	4	*	15	*	2	*	1	-	-	1	8	4	-	-	-	*	*	
	*	*	1%	-	*	*	1%	*	*	-	-	*	2.0%	1%	-	-	-	*	*	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	30	23	6	2	26	3	*	*	1	4	1	1	3	4	8	-	2	*	3	
	*	*	1%	1.0%	1%	1%	*	*	*	1%	*	*	1%	1%	1%	-	*	*	1%	
UK Mail	23	19	4	1	19	3	1	*	2	4	-	-	4	3	-	5	-	-	3	
	*	*	*	-	1%	1%	*	*	1%	1%	-	-	1%	1%	-	1%	-	-	1%	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	45	38	7	*	42	1	2	1	1	5	2	-	9	4	8	9	3	*	*	
	1%	1%	1%	*	1%	*	1%	*	*	1%	*	-	2.0%	1%	1%	1%	1%	*	*	
Amazon Delivery Service/ Logistics	75	72	3	1	66	2	5	2	1	4	2	5	12	9	14	12	7	1	1	
	1%	1%	*	*	1%	*	2.0%	1.0%	1%	1%	*	1%	2.0%	2%	2%	1%	1%	2%	*	
Other	27	23	4	*	24	2	*	-	4	2	-	1	6	2	5	5	-	-	2	
	*	*	*	-	*	*	*	-	2.0%	*	*	*	1%	*	1%	1%	-	-	*	
None of these	9734	4921	814	157	4821	482	273	158	235	632	479	418	494	533	748	782	499	60	422	
	93%	93%	94%	94%	93%	93%	93%	93%	94%	94%	94%	93%	91%	93%	92%	93%	94%	90%	94%	

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Mean: Columns Tested (5% risk level) - abc - d/efg - hij/klm/nop/q/r

* small base

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Damaged mail

Table 334

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816
Royal Mail	195	96	53	138	95	96	6	20	53	10	25	82	69	21	13	10	151	23	96	79	11	6	4	175	9	96	99
	3%	2%	2%	3%	3%	4%	4%	3%	2%	3%	2%	4%	3%	2%	2%	4%	3%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28	16	6	22	12	16	-	3	6	3	2	7	15	3	2	1	22	4	10	13	2	1	-	23	1	24	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DHL	32	26	2	31	4	26	1	3	2	1	2	15	10	-	2	1	29	3	15	13	3	-	1	27	1	28	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
FedEx	44	33	7	38	11	33	-	1	7	1	3	17	24	3	1	-	40	1	19	24	1	-	-	43	-	38	6
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Evri	81	39	19	58	37	39	4	8	19	3	8	28	36	10	7	-	64	7	44	31	4	3	-	75	3	53	28
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	45	29	10	35	16	29	-	-	10	1	1	22	13	7	4	-	34	4	24	16	4	-	1	40	2	39	6
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Parcelforce	38	24	9	29	14	24	2	4	9	1	3	15	14	5	-	3	29	3	16	17	1	1	3	33	4	26	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT	18	13	1	16	4	13	-	4	1	1	1	7	5	4	-	1	12	1	10	4	1	2	1	13	3	13	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	30	18	6	24	12	18	-	-	6	1	1	13	9	4	4	-	22	4	9	16	1	1	2	26	3	23	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
UK Mail	23	17	4	19	6	17	-	1	4	2	4	10	9	2	-	2	19	2	13	5	3	1	2	17	3	18	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	45	29	4	41	15	29	3	7	4	1	1	21	16	5	-	3	37	3	14	14	3	1	3	38	4	37	8
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Amazon Delivery Service/Logistics	75	44	20	55	31	44	1	9	20	3	12	35	28	9	2	1	63	3	41	29	-	3	-	70	3	39	36
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	27	13	2	22	11	13	-	1	2	2	2	14	8	4	-	-	23	-	18	6	-	2	-	25	2	25	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
None of these	8734	2180	2057	3190	3067	2180	148	721	2057	199	1007	1883	2315	742	556	231	4178	788	2413	2126	654	342	167	4538	509	1270	4465
	92%	90%	89%	91%	90%	90%	82%	72%	89%	92%	96%	92%	92%	92%	93%	93%	92%	95%	93%	92%	93%	94%	92%	95%	92%	84%	96%

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Damaged mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	195	11	183	1	67	116	12	184	9	1	1	194	-
3%		3%	3%	3%	4%	3%	4%	3%	5%	1%	2%	3%	-
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28	1	27	-	13	15	*	25	3	-	-	28	-
+	*	*	-	-	1%	*	*	3%	1%	-	-	*	-
DHL	32	3	29	*	12	16	3	29	3	-	-	32	-
7%		7%	7%	7%	7%	*	7%	*	2%	-	-	7%	-
FedEx	44	4	39	2	18	24	2	42	2	-	-	44	-
7%		7%	7%	7%	7%	7%	7%	7%	2%	-	-	7%	-
Evri	81	8	73	*	30	42	8	76	5	-	-	81	-
7%		2%	7%	*	2%	7%	2%	7%	2%	-	-	7%	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	45	8	37	*	12	31	2	37	5	3	*	45	-
7%		2%	7%	7%	7%	7%	7%	7%	2%	2%	*	7%	-
Parcelforce	38	2	36	-	14	19	6	34	4	-	-	38	-
7%		*	7%	-	7%	*	2%	7%	2%	-	-	7%	-
TNT	18	1	16	*	13	5	*	13	4	*	*	17	-
*	*	*	7%	7%	7%	*	*	7%	2%	*	*	7%	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	30	2	26	2	9	18	3	29	1	-	*	30	-
*	*	7%	*	2%	7%	*	7%	*	7%	-	*	*	-
UK Mail	23	5	18	-	17	4	2	18	4	1	*	23	-
*	7%	*	-	-	7%	*	7%	*	2%	7%	*	*	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	45	4	41	*	22	17	5	38	7	*	-	45	-
7%		7%	7%	7%	7%	7%	2%	7%	2%	*	-	7%	-
Amazon Delivery Service/	75	1	72	2	22	47	6	72	3	-	-	75	-
Logistics	7%	*	7%	2%	7%	7%	7%	7%	2%	-	-	7%	-
Other	27	6	20	-	18	6	2	23	1	3	*	26	-
*	2%	*	-	-	7%	*	7%	*	7%	2%	*	*	-
None of these	974	268	5400	36	1522	3030	263	5505	69	54	64	5548	22
93%		89%	93%	88%	91%	94%	91%	93%	76%	94%	98%	93%	100%

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Damaged mail

Table 334

Base : All participants

	Quarter				Month											
	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	312
Royal Mail	195	56	56	45	39	13	17	26	23	16	16	13	19	13	11	13
3%	4%	4%	3%	3%	3%	3%	3%	5%	4%	3%	3%	2%	4%	2%	3%	2%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28	8	12	2	6	2	3	3	3	2	7	-	2	-	3	3
*	1%	1%	1%	*	*	*	*	1%	*	1%	1%	*	*	*	1%	1%
DHL	32	1	11	10	10	*	*	*	9	-	2	1	7	2	5	2
*	1%	1%	1%	1%	1%	*	*	*	2%	*	*	*	1%	*	1%	1%
FedEx	44	10	19	10	5	2	1	7	10	4	5	4	3	3	1	4
1%	1%	1%	1%	1%	*	*	*	1%	2%	1%	1%	1%	1%	*	*	1%
Evri	81	20	21	20	20	1	6	13	9	8	5	4	13	3	4	7
1%	1%	1%	1%	1%	1%	*	1%	2%	2%	1%	1%	1%	1%	1%	1%	2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	45	15	18	6	6	2	8	5	6	8	4	4	2	*	1	5
1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	*	1%	1%
Parcelforce	38	4	19	12	3	*	3	2	3	3	8	4	8	*	2	1
*	1%	1%	1%	1%	*	*	*	2%	1%	2%	1%	1%	1%	*	*	*
TNT	18	4	9	4	1	1	*	2	5	1	3	1	1	2	-	1
*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	30	8	13	7	1	4	2	3	10	-	3	3	-	4	1	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
UK Mail	23	8	9	6	-	*	3	5	4	2	2	4	-	-	-	-
*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	45	7	17	15	7	1	4	1	6	6	5	3	6	6	3	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Amazon Delivery Service/	75	24	20	11	20	9	7	8	14	3	3	3	4	4	3	8
Logistics	1%	2%	1%	1%	1%	2%	1%	2%	3%	1%	1%	1%	1%	1%	1%	2%
Other	27	3	15	6	2	*	-	3	5	6	4	-	4	2	1	1
*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
None of these	8734	1433	1419	1440	1443	462	490	482	484	475	499	494	467	479	475	488
83%	92%	92%	94%	94%	94%	92%	91%	91%	94%	93%	93%	90%	90%	93%	93%	94%

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Delayed mail

Table 335

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3195	791	917	1134	805	1152	852	609	1608	1939	2513	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	658	57	501	137	421	250	306	120	97	114	70	90	37	29	218	185	155	66	423	131
95%	5%	10%	1%	8%	8%	6%	10%	16%	11%	16%	8%	8%	5%	5%	15%	8%	6%	5%	8%	14%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect *	61	4	56	34	27	38	22	15	15	16	8	2	5	-	30	24	8	5	47	11
74%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	-	2%	1%	1%	1%	1%	1%
DHL	74	5	69	30	44	35	39	15	23	17	6	11	-	-	39	23	11	-	38	35
71%	1%	1%	1%	1%	1%	1%	1%	2%	3%	3%	1%	1%	-	-	2%	1%	1%	1%	1%	4%
FedEx	63	1	52	31	21	35	17	16	19	12	4	2	-	-	36	16	2	-	31	22
75%	1%	1%	1%	1%	1%	1%	1%	2%	3%	3%	1%	1%	-	-	2%	1%	1%	1%	1%	2%
Evo!	158	23	135	52	106	58	100	59	28	25	24	14	3	8	84	50	24	10	117	35
158%	2%	1%	1%	1%	1%	2%	2%	7%	3%	2%	2%	1%	1%	1%	15%	1%	1%	1%	2%	4%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	55	5	50	35	20	34	21	8	18	16	7	3	3	-	27	23	6	3	41	14
71%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	-	2%	1%	1%	1%	1%	1%
Parcelforce	66	8	58	21	45	37	28	10	17	17	7	8	2	5	27	23	16	8	54	8
71%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
TNT	33	1	32	23	10	24	9	5	12	9	4	2	-	1	17	13	3	1	27	6
71%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	35	4	31	20	15	23	12	5	11	5	6	5	3	-	16	11	8	3	27	8
71%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
UK Mail	50	3	47	28	22	32	18	18	11	13	4	2	-	2	25	17	4	2	30	20
70%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	70	7	64	30	39	36	35	12	19	18	16	4	2	-	31	34	5	2	64	7
71%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%
Amazon Delivery Service/ Logistics	82	19	63	30	51	39	43	22	20	13	10	10	6	2	42	23	18	8	56	22
71%	2%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Other	46	1	45	27	19	21	25	4	9	12	7	7	3	2	14	20	12	5	39	6
71%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
None of these	8296	1134	4162	542	4754	2000	2688	620	703	947	725	1006	708	587	1323	1672	2301	1295	4510	738
88%	12%	84%	69%	69%	86%	86%	86%	7%	8%	8%	8%	8%	8%	8%	7%	8%	9%	9%	8%	7%

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Delayed mail

Table 335

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Royal Mail	568	139	169	126	124	308	250	385	165	50	47	121	186	96	354	51	462	120	415	23
9%	1%	1%	9%	7%	1%	1%	8%	7%	7%	10%	6%	8%	1%	9%	10%	10%	9%	9%	9%	8%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
61	25	16	10	10	41	20	49	12	4	5	13	17	20	35	12	4	57	26	34	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DHL	74	29	18	15	12	47	27	64	3	3	14	28	21	45	3	68	16	50	9	9
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
FedEx	53	21	12	12	8	34	19	43	5	5	15	19	9	38	5	48	16	35	2	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Evri	158	58	50	29	21	108	50	119	39	13	14	31	53	38	98	13	138	36	120	2
3%	1%	1%	2%	1%	1%	1%	2%	3%	2%	3%	2%	2%	3%	3%	3%	3%	3%	3%	3%	1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	55	22	12	12	9	34	21	52	3	1	4	21	15	14	40	1	54	19	36	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Parcelforce	66	28	16	10	13	43	23	58	9	1	6	15	24	17	45	1	64	19	45	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT	33	24	1	5	3	25	8	29	4	1	3	6	13	9	22	1	32	19	12	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	35	19	4	7	6	23	12	29	6	2	4	11	12	7	28	2	33	18	14	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
UK Mail	50	19	19	5	7	37	13	40	10	4	5	13	22	4	40	4	46	19	29	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	70	26	28	7	9	54	16	57	14	3	12	16	18	19	45	3	65	23	44	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Amazon Delivery Service/	82	26	25	16	15	51	31	64	17	6	1	23	26	11	50	6	62	27	47	8
Logistics	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	46	11	13	11	11	24	22	37	9	5	5	15	13	5	33	5	38	24	17	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
None of these	5296	895	1650	1199	1551	2544	2750	3044	2167	449	608	1310	1289	937	3257	465	4433	1088	3957	250
86%	79%	79%	79%	79%	83%	83%	83%	83%	83%	83%	83%	83%	83%	83%	83%	87%	86%	86%	86%	87%

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels sent using ...

- Delayed mail

Table 335

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	588	477	81	21	475	44	23	16	15	61	40	43	55	44	57	80	71	53	6	
9%	9%	9%	9%	12%	9%	9%	8%	9%	6%	9%	8%	10%	10%	10%	10%	8%	10%	8%	9%	
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
61	51	9	3	51	6	2	2	2	2	6	-	1	11	2	16	2	10	-	8	
1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	-	2%km	-	2%km	-	2%km	1%	1%km	
DHL	74	61	13	1	64	5	3	1	2	3	4	3	15	8	15	6	8	2	3	
1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	2%km	1%	2%	1%	1%	2%	1%	
FedEx	53	44	9	3	47	2	2	1	3	4	7	2	12	5	6	6	2	-	2	
1%	1%	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	1%	2%km	1%	1%	1%	-	-	1%	
Evri	158	131	27	3	138	7	10	3	8	22	8	12	16	12	18	31	11	1	6	
3%	2%	3%	2%	3%	1%	2%km	2%	3%	3%	3%	2%	3%	3%	2%	2%	4%	2%	1%	1%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	55	47	8	3	48	3	2	1	2	1	3	5	6	4	10	9	8	-	3	
1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	1%	
Parcelforce	66	53	13	2	55	4	5	2	3	3	1	-	4	7	15	13	9	-	3	
1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	-	-	-	1%	1%	2%	2%	2%	1%	1%	
TNT	33	22	11	1	30	1	2	-	1	3	-	1	9	5	8	3	1	-	1	
1%	-	1%km	-	1%	-	1%	-	-	-	-	-	-	2%km	1%	1%	-	-	-	-	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	35	26	8	3	29	3	2	1	3	-	-	-	12	4	7	3	2	-	3	
1%	-	1%	2%	1%	1%	1%	1%	-	1%km	-	-	-	2%km	1%	1%	-	-	-	1%	
UK Mail	50	46	4	-	45	4	1	-	1	-	1	-	11	3	15	6	4	1	3	
1%	1%	-	-	-	1%	1%	-	-	-	-	-	-	2%km	1%	2%km	1%	1%	1%km	1%	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	70	56	14	3	59	6	5	1	1	12	7	1	13	1	12	8	4	-	5	
1%	1%	2%	2%	1%	1%	1%	2%	1%	-	2%km	1%	-	2%km	-	2%	1%	1%	1%	1%	
Amazon Delivery Service/ Logistics	82	78	4	3	66	7	6	2	2	5	4	6	12	6	15	9	7	-	7	
1%	1%	-	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	-	2%	
Other	46	35	11	2	41	2	2	1	3	7	1	1	4	2	6	10	6	-	2	
1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	-	1%	1%	-	1%	1%	1%	-	-	
None of these	5296	4555	741	141	4442	450	256	148	223	586	450	394	455	489	677	729	439	59	391	
86%	86%	86%	84%	86%	87%	87%	87%	87%	1%km	87%	87%km	88%	84%	85%	84%	86%	83%	88%	87%	

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Mean: Columns Tested (5% risk level) - abc - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

* small base

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

Table 335

- Delayed mail

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816	
Royal Mail	588	223	203	341	321	223	17	62	203	20	65	224	225	69	31	7	448	38	292	198	38	18	8	490	26	233	325	
Clippost	9%	9%	9%	10%	10%	9%	17%	8%	9%	10%	6%	11%new	9%new	9%new	5%	3%	16%new	5%	11%new	9%new	6%	5%	4%	19%new	5%	19%new	7%	
Collect +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
61	61	44	8	52	16	44	2	9	8	1	3	28	17	11	3	1	46	4	22	33	3	-	1	55	1	46	15	
74	74	44	7	67	29	44	1	4	7	1	1	28	28	11	7	-	56	7	30	38	3	2	-	68	2	54	20	
21	21	21	-	21	15	21	-	1%	-	1%	-	1%	1%	-	1%	-	1%	1%	1%	2%	-	1%	-	1%	-	4%	2%	
53	53	35	5	47	18	35	2	3	5	3	1	22	28	3	-	-	50	-	24	19	10	-	-	43	-	46	7	
158	158	64	49	104	89	64	6	15	49	6	16	58	65	8	18	10	123	27	80	68	7	2	1	147	4	75	83	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	55	35	9	46	20	35	-	2	9	1	1	26	17	5	6	-	43	6	26	23	3	2	1	49	3	43	12	
Parcelforce	66	34	18	48	32	34	-	4	32	23	4	32	23	4	2	5	55	6	30	30	6	1	-	60	1	36	30	
TNT	33	24	4	28	8	24	-	2	4	1	1	13	11	8	-	1	24	1	12	17	3	-	1	29	1	30	3	
TNT Post UK	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	38	26	4	31	9	26	1	1	4	1	4	14	16	1	3	-	30	3	16	17	1	1	-	33	1	29	6	
UK Mail	50	33	7	43	17	33	2	4	7	2	4	26	16	5	3	-	41	3	21	27	1	-	1	48	1	45	5	
DX	50	33	7	43	17	33	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Yodel	70	32	20	50	37	32	1	6	20	1	5	30	24	9	2	5	54	7	38	21	9	1	1	59	2	48	25	
Amazon Delivery Service/Logistics	82	53	13	68	29	53	2	9	37	26	7	37	26	12	6	1	63	7	40	35	4	3	-	75	3	69	1%	
Other	46	23	11	34	23	23	-	1	11	5	8	25	18	3	-	-	43	1%	24	21	-	-	-	45	1	37	9	
None of these	5296	2035	1878	2940	2783	2035	134	673	1878	187	602	1703	2135	686	514	223	3838	737	2187	1964	619	332	165	4151	497	1108	4188	
	86%	84%	84%	84%	85%	84%	84%	86%new	87%	86%	86%new	84%	86%	87%	86%	86%new	85%	86%new	84%	85%	85%new	85%new	85%new	85%	86%new	85%	86%new	86%new

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Delayed mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	588	29	528	1	163	364	30	548	6	2	1	555	2
	8%	9%	9%	2%	10%	9%	10%	9%	5%	3%	2%	9%	7%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	61	6	55	*	28	33	-	56	2	2	*	61	-
	1%	2%	1%	*	2%	1%	-	1%	2%	4%	*	1%	-
DHL	74	5	69	-	21	45	8	70	4	-	-	74	-
	1%	1%	1%	-	1%	1%	2%	1%	3%	-	-	1%	-
FedEx	53	2	50	-	18	32	3	48	3	2	*	53	-
	1%	1%	1%	-	1%	1%	1%	1%	2%	3%	*	1%	-
Evri	158	5	152	1	45	101	13	147	9	2	-	158	-
	3%	2%	3%	2%	3%	2%	4%	2%	2%	3%	-	3%	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	55	8	47	*	20	32	4	49	2	3	-	55	1
	1%	2%	1%	1%	1%	1%	1%	1%	2%	3%	-	1%	3%
Parcelforce	66	2	61	3	26	37	3	60	6	-	-	66	-
	1%	*	1%	6%	2%	1%	1%	1%	6%	-	-	1%	-
TNT	33	2	31	-	21	11	1	29	4	-	*	33	-
	1%	1%	1%	-	1%	*	*	*	3%	-	*	1%	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	35	5	29	1	16	18	-	30	2	3	*	35	-
	1%	2%	1%	2%	1%	*	-	1%	2%	3%	*	1%	-
UK Mail	50	2	48	-	17	26	7	46	1	2	-	50	-
	1%	*	1%	-	1%	1%	2%	1%	1%	4%	-	1%	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	70	2	65	3	31	31	9	61	7	2	-	70	-
	1%	1%	1%	7%	2%	1%	2%	1%	7%	3%	-	1%	-
Amazon Delivery Service/	82	4	78	1	24	49	8	77	3	2	-	82	-
Logistics	1%	1%	1%	3%	1%	1%	3%	1%	2%	4%	-	1%	-
Other	46	9	34	3	30	15	1	39	4	3	*	46	-
	1%	2%	1%	7%	2%	*	*	1%	2%	3%	*	1%	-
None of these	52%	26%	49%	3%	13%	36%	25%	50%	8%	4%	9%	52%	20%
	86%	85%	86%	89%	83%	81%	82%	86%	76%	89%	95%	86%	90%

Question focuses on packets and parcels SENT since Q3 2022.
 UK Mail was removed from the survey from March 2024 onwards.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Delayed mail

Table 335

Base : All participants

Total	Quarter				Month												
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)	
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Royal Mail	558	152	126	132	148	36	54	62	43	35	48	44	51	37	50	54	43
9%	10%	8%	9%	10%	7%	10%	12%	8%	7%	10%	8%	10%	7%	10%	11%	8%	8%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	61	17	26	4	14	4	9	4	10	8	8	2	2	-	11	2	2
1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	1%	1%	2%	1%	1%
DHL	74	23	17	16	17	8	5	11	7	8	2	5	6	5	5	9	4
1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%
FedEx	53	8	21	14	10	4	1	3	15	2	4	6	4	4	2	3	5
1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
Evri	188	29	46	42	40	3	7	19	9	21	17	16	13	13	12	10	16
2%	2%	3%	3%	3%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	55	14	22	7	13	3	7	3	10	1	11	-	4	2	5	6	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%
Parcelforce	66	15	20	15	16	-	1	14	6	8	6	2	7	6	12	2	2
1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%
TNT	33	11	12	8	1	3	4	5	7	4	1	2	4	2	-	1	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	35	10	15	5	5	2	4	4	8	-	7	2	-	3	2	2	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
UK Mail	50	13	26	11	-	1	4	9	10	7	3	8	-	-	-	-	-
1%	1%	2%	1%	1%	1%	1%	2%	2%	2%	2%	1%	2%	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	70	22	26	11	12	4	8	10	12	9	5	2	1	8	3	7	2
1%	1%	2%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%
Amazon Delivery Service/	82	21	21	16	24	10	6	5	6	8	6	2	10	4	3	12	9
Logistics	46	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	2%
Other	1%	6	22	8	10	2	1	3	7	7	9	4	4	2	6	2	2
1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
None of these	5296	1326	1320	1345	1305	431	457	438	463	444	413	452	446	447	427	432	446
86%	86%	86%	87%	85%	88%	86%	83%	87%	88%	83%	87%	86%	86%	85%	84%	86%	86%

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mis-delivered mail

Table 336

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3195	791	917	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	199	37	161	60	139	92	106	36	24	30	28	38	19	23	60	58	80	42	163	34
35%		3%	3%	2% <u>d</u>	3%	3%	3%	4%	3%	3%	3%	3%	3%	4%	4%	3%	3%	3%	3%	4%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect *	30	2	27	20	10	18	12	9	9	2	2	4	3	-	18	5	7	3	24	5
			1%	2% <u>d</u>		1%		1% <u>m</u>	1%						2% <u>q</u>					1%
DHL	45	5	40	27	17	27	17	4	11	12	11	4	2	*	15	23	6	2	28	15
1%			1%	3% <u>d</u>	1%	1%	1%	1%	1% <u>km</u>	1%	1% <u>lm</u>	*	*	*	1% <u>ps</u>	1% <u>ps</u>	*	*	1%	2% <u>r</u>
FedEx	35	-	35	21	14	30	5	13	13	4	5	*	-	-	26	9	*	-	24	11
1%			1% <u>d</u>	2% <u>d</u>	*	1% <u>d</u>	*	2% <u>km</u>	2% <u>km</u>	*	1% <u>km</u>	*	*	*	2% <u>ps</u>	1% <u>q</u>	*	-	*	1%
Evo!	73	13	59	22	51	23	50	21	15	18	12	3	3	*	35	30	6	3	67	4
1%		1%	1%	3% <u>d</u>	1%	1%	2% <u>d</u>	2% <u>km</u>	2% <u>km</u>	2% <u>km</u>	1% <u>km</u>	*	*	*	2% <u>ps</u>	2% <u>ps</u>	*	*	1%	*
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	31	1	29	17	13	20	10	7	16	6	1	1	-	*	22	7	1	*	23	8
*			1%	2% <u>d</u>	*	1%	*	1%	2% <u>klm</u>	1%	*	*	-	*	1% <u>ps</u>	*	*	*	*	1%
Parcelforce	35	1	33	15	19	22	13	9	6	6	1	2	6	5	14	7	13	11	31	4
1%			1%	2% <u>d</u>	*	1%	*	1% <u>d</u>	1%	1%	*	*	1%	1%	1%	*	1%	1%	1%	*
TNT	16	1	13	11	4	8	7	1	5	3	1	2	2	1	6	3	5	3	13	2
*		*		1% <u>d</u>	*	*	*	*	1%	*	*	*	2	*	*	*	*	*	*	*
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	30	2	28	21	9	21	9	5	5	13	3	*	3	2	10	15	5	5	25	5
*			1%	3% <u>d</u>		1%		1% <u>k</u>	1%	1% <u>k</u>	*	*	*	2	1%	1% <u>d</u>	*	*	*	*
UK Mail	24	1	23	16	8	18	6	11	2	6	1	4	-	*	14	7	4	*	14	10
*		*	*	2% <u>d</u>	*	1% <u>d</u>	*	1% <u>klm</u>	*	1%	*	*	*	*	1% <u>ps</u>	*	*	*	*	1% <u>r</u>
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	28	6	22	11	17	12	16	3	8	8	4	3	-	2	11	12	5	2	21	6
*		*	*	1% <u>d</u>	*		1%	*	1% <u>d</u>	1%	*	*	*	*	1%	1%	*	*	1	1%
Amazon Delivery Service/ Logistics	48	8	40	26	22	25	23	18	10	5	7	5	4	-	28	12	9	4	39	7
1%		1%	1%	3% <u>d</u>	*	1%	1%	2% <u>klm</u>	1% <u>km</u>	*	1%	*	*	*	2% <u>ps</u>	1%	*	*	1%	1%
Other	17	-	17	12	5	9	8	4	3	3	2	*	-	-	12	5	*	-	16	1
*		*	*	2% <u>d</u>	*	*	*	1% <u>kl</u>	*	*	*	*	*	*	1% <u>ps</u>	1% <u>q</u>	*	*	*	*
None of these	8766	1178	4590	649	5117	2815	2941	741	789	1044	788	1078	727	599	1531	1832	2404	1325	4845	868
94%		10% <u>d</u>	92%	82%	90% <u>d</u>	94%	94%	90%	91%	93%	93% <u>gh</u>	93% <u>gh</u>	90% <u>gh</u>	95% <u>gh</u>	91%	94% <u>kn</u>	96% <u>no</u>	96% <u>no</u>	94%	92%

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mis-delivered mail

Table 336

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Royal Mail	199	57	56	37	49	113	85	136	57	18	19	60	45	32	124	18	163	67	119	13
	3%	1% bc	3%	3%	3%	4%	3%	1% c	2%	4%	3%	4%	3%	3%	3%	3%	3%	1% c	3%	4%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	30	16	6	2	5	22	7	22	8	1	2	5	7	11	15	1	26	16	11	2
	+	1% bc	+	+	+	1% f	+	7%	+	+	+	+	+	1%	+	+	1%	1% c	+	1%
DHL	45	32	2	5	6	34	11	40	4	2	1	7	15	20	22	2	42	15	29	1
	17%	1% bc	+	+	+	1% f	+	1% h	+	+	+	+	1%	2% lm	1%	+	1%	1%	1%	+
FedEx	35	16	7	7	5	23	12	34	1	4	9	10	9	7	25	4	32	12	21	3
	1%	1% bc	+	+	1%	1%	+	1% h	+	1%	+	1%	1%	1%	1%	1%	1%	1%	+	1%
Evri	73	28	22	14	9	50	23	56	15	3	2	17	22	20	41	3	64	21	46	5
	17%	1% bc	1%	1%	1%	2% f	1%	2% h	1%	1%	+	1%	1%	2% lm	1%	1%	1%	2%	1%	2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	31	12	8	2	8	20	10	26	5	1	5	8	10	7	23	1	30	15	13	3
	+	1% bc	+	+	+	1% f	+	1% h	+	+	1%	1%	1%	1%	1%	+	1%	1% c	+	1%
Parcelforce	35	13	1	6	15	14	21	25	10	6	7	7	9	7	22	6	29	12	19	4
	1%	1% bc	+	+	1% bc	1%	1%	1%	+	1%	1%	+	1%	1%	1%	1%	1%	1%	+	1%
TNT	15	7	1	5	2	8	6	11	4	1	2	4	5	3	11	1	13	10	5	-
	+	1% bc	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	1% c	+	+
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	30	16	4	4	6	20	10	29	1	1	2	10	4	11	15	1	26	15	15	-
	+	1% bc	+	+	+	1%	+	1% h	+	+	+	1%	+	1% h	+	+	1%	1% c	+	+
UK Mail	24	11	5	6	2	17	8	22	2	4	1	4	11	5	16	4	20	15	9	+
	+	1% bc	+	+	+	1%	+	1% h	+	1%	+	+	1%	+	1%	1%	+	1% c	+	+
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Yodel	28	15	8	1	5	23	5	25	3	1	2	3	14	8	19	1	27	8	20	-
	+	1% bc	+	+	+	1% f	+	1% h	+	+	+	+	1%	1%	+	+	1%	1%	+	+
Amazon Delivery Service/ Logistics	48	21	11	9	7	32	16	38	10	8	2	13	7	9	22	8	34	27	22	-
	1%	1% bc	1%	1%	+	1%	1%	1% h	+	1% c	+	1%	+	1%	1%	1%	1%	1% bc	+	+
Other	17	10	1	3	3	11	6	13	4	1	2	+	6	6	9	1	15	14	3	1
	+	1% bc	+	+	+	+	+	+	+	+	+	+	+	1%	+	+	1% c	+	+	+
None of these	5766	1001	1818	1307	1639	2818	2646	3380	2302	486	697	1406	1477	1016	3580	504	4842	1161	4344	262
	94%	68%	63% bc	61% bc	63% bc	92%	89% bc	92%	83% bc	94%	95%	94%	93%	92%	94%	89%	94%	90%	83% bc	91%

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mis-delivered mail

Table 336

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Royal Mail	199	178	21	3	171	17	5	7	8	11	13	13	20	25	39	33	8	3	14		
3%		3%	2%	2%	3%	3%	2%	2%	3%	2%	3%	3%	4%	3%	3%	4%	2%	4%	3%		
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Collect +	30	28	1	-	25	3	1	-	2	-	-	-	3	5	12	2	2	-	3		
1%		1%	-	-	1%	-	-	-	1%	-	-	-	-	1%	3%	-	-	-	1%		
DHL	45	36	9	2	40	2	2	1	1	4	-	3	9	4	15	2	2	-	2		
1%		1%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	2%	1%	2%	-	-	-	-		
FedEx	35	30	5	2	32	-	2	1	-	2	3	1	5	-	13	5	3	-	-		
1%		1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	-	2%	1%	1%	-	-		
Evri	73	68	4	1	63	2	7	1	1	13	5	5	6	2	13	10	8	-	2		
1%		1%	1%	-	1%	-	2%	-	1%	2%	1%	1%	1%	-	2%	1%	1%	-	-		
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
DPD	31	27	4	-	28	1	1	-	1	3	4	-	7	3	5	4	1	-	1		
1%		1%	-	-	1%	-	-	-	-	-	1%	-	1%	1%	1%	1%	-	-	-		
Parcelforce	35	21	13	5	29	2	3	1	1	-	1	-	13	1	-	6	5	-	2		
1%		-	2%	3%	1%	-	1%	1%	-	-	-	-	2%	1%	-	1%	1%	-	1%		
TNT	15	11	4	-	12	1	1	1	1	-	-	2	5	1	-	2	-	-	1		
1%		-	-	-	-	-	-	-	-	-	-	1%	1%	-	-	-	-	-	-		
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
UPS	30	24	6	3	25	3	2	1	-	2	-	1	3	5	9	3	2	-	2		
1%		-	1%	2%	-	1%	-	-	-	-	-	-	1%	1%	1%	-	-	-	1%		
UK Mail	24	21	3	1	22	-	1	-	1	1	-	3	3	3	8	3	-	-	-		
1%		-	-	-	-	-	-	-	-	-	-	1%	1%	1%	1%	-	-	-	-		
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Yodel	28	24	4	1	24	1	2	1	1	3	-	-	3	8	7	-	1	-	1		
1%		-	-	-	-	-	1%	1%	-	-	-	-	1%	1%	1%	-	-	-	-		
Amazon Delivery Service/ Logistics	48	44	4	3	42	3	3	1	1	-	1	-	4	4	27	2	2	-	3		
1%		1%	-	2%	1%	1%	1%	1%	-	-	-	-	1%	1%	2%	-	-	1%	1%		
Other	17	15	3	-	14	1	2	-	-	2	-	2	4	-	6	-	-	-	1		
1%		-	-	-	-	-	1%	-	-	-	-	1%	1%	-	1%	-	-	-	-		
None of these	5766	4952	814	156	4837	492	277	159	234	644	494	424	498	533	730	790	602	64	426		
94%		93%	94%	93%	93%	95%	94%	94%	93%	93%	93%	93%	92%	93%	90%	94%	93%	95%	93%		

Question focuses on packets and parcels SENT since Q3 2022.
UK Mail was removed from the survey from March 2024 onwards.
Proportions/Mean: Columns Tested (5% risk level) - abc - d e f g - h i j k l m n o p q r
* small base

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mis-delivered mail

Table 336

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2017	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Royal Mail	199	88	70	121	103	88	5	12	70	8	30	81	82	19	12	4	163	16	111	74	11	3	-	185	3	96	102
	3%	4%	3%	3%	3%	4%			3%	2%	3%	4%	3%	2%	2%	2%	4%	2%	4%	3%	2%	1%	-	3%	3	96	102
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	30	15	6	23	14	15	-	5	6	1	2	15	11	-	2	1	27	3	15	11	-	-	1	26	1	27	3
	-	1%	-	1%	-	1%	-	1%	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	1%	-	2%	-
DHL	45	33	8	36	11	33	-	2	8	1	2	15	22	4	2	-	37	2	21	17	4	2	1	38	3	36	9
	7%	1%	1%	1%	1%	7%	-	1%	-	1%	-	7%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	3	36	9
FedEx	35	22	6	30	13	22	2	-	6	1	1	14	11	8	-	1	26	1	14	14	6	1	-	28	1	31	4
	1%	1%	-	1%	-	1%	1%	-	1%	-	-	1%	-	1%	-	1%	1%	-	1%	1%	1%	1%	-	1%	1	31	4
Evri	73	35	19	48	31	35	-	8	19	2	4	30	28	4	9	2	58	11	40	29	4	-	-	69	-	33	40
	-	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	-	-	1%	-	33	40
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%	2%	1%	-	-	-	-	-	-
DPD	31	17	5	24	12	17	-	-	5	1	2	11	11	8	-	-	22	-	11	16	2	2	-	27	2	24	7
	-	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	1%	1%	-	1%	2	24	7
Parcelforce	35	16	11	24	19	16	1	1	11	1	5	15	13	6	-	-	29	-	15	17	2	2	-	31	2	24	10
	1%	1%	-	1%	1%	1%	-	-	1%	-	-	1%	1%	1%	-	-	1%	-	1%	1%	1%	-	-	1%	-	24	10
TNT	15	9	2	13	6	9	-	2	2	1	1	8	6	-	1	-	14	1	5	9	1	-	-	14	-	15	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	30	19	8	22	11	19	-	-	8	1	1	16	7	5	2	-	23	2	10	12	4	-	4	22	4	29	1
	-	1%	-	1%	-	1%	-	-	1%	-	-	1%	1%	1%	-	-	1%	-	-	1%	1%	-	-	1%	-	29	1
UK Mail	24	17	4	20	8	17	3	1	4	1	1	12	8	3	1	-	21	1	15	8	1	-	-	23	-	22	2
	-	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1	1%	8	1	-	-	23	-	22	2
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	28	19	4	24	9	19	-	-	4	1	1	12	10	5	1	-	22	1	15	8	4	1	-	23	1	28	2
	-	1%	-	1%	-	1%	-	-	1%	-	-	1%	1%	1%	1%	-	1%	1	1%	8	1%	1%	-	23	1	28	2
Amazon Delivery Service/Logistics	48	35	2	45	12	35	5	5	2	1	1	19	23	5	1	-	42	1	19	24	3	2	-	43	2	38	10
	1%	1%	-	1%	-	1%	1%	1%	-	1%	-	1%	1%	1%	-	-	1%	-	1%	1%	1%	1%	-	1%	-	38	10
Other	17	11	2	15	6	11	-	1	2	1	1	8	7	2	1	-	15	1	7	9	1	1	-	16	1	15	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	2
None of these	6766	2222	2047	3236	3061	2222	151	734	2047	203	1011	1870	2318	755	558	238	4188	790	2418	2148	651	345	172	4566	517	1292	4474
	94%	82%	85%	92%	94%	82%	89%	96%	89%	89%	96%	92%	93%	94%	96%	96%	93%	95%	93%	93%	99%	99%	97%	93%	97%	98%	96%

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mis-delivered mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	199	9	187	3	70	116	12	189	6	3	-	199	-
3%	3%	3%	7%	4%	3%	4%	4%	3%	6%	5%	-	3%	-
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	30	6	23	-	17	11	2	26	2	2	-	30	-
2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	4%	-	1%	-
DHL	45	1	43	2	16	25	4	43	-	1	-	45	-
1%	1%	1%	2%	1%	1%	1%	1%	1%	-	2%	-	1%	-
FedEx	35	2	33	1	18	14	4	28	6	1	-	35	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	-	1%	-
Evri	73	2	70	*	22	44	6	69	4	-	-	73	-
7%	7%	1%	1%	1%	1%	1%	2%	1%	3%	-	-	1%	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	31	2	28	-	12	19	-	26	5	-	-	31	-
1%	1%	1%	-	-	1%	-	-	1%	2%	-	-	1%	-
Parcelforce	35	2	33	*	15	17	2	29	4	2	-	35	-
7%	7%	1%	1%	1%	1%	1%	1%	1%	2%	3%	-	1%	-
TNT	15	2	11	1	9	5	*	11	1	2	-	15	-
1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	-	1%	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	30	5	23	2	14	14	2	25	2	3	-	30	-
1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	3%	-	1%	-
UK Mail	24	4	20	-	7	17	*	23	1	-	-	24	-
-	-	1%	-	-	-	-	-	-	1%	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	28	1	26	1	12	15	1	26	2	*	-	28	-
1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	-	-	1%	-
Amazon Delivery Service/	48	7	40	2	17	24	5	45	1	2	-	48	-
Logistics	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	-	1%	-
Other	17	1	17	4	13	4	*	16	2	-	-	17	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	8766	306	5427	34	1533	3948	285	5538	92	48	66	5578	22
94%	91%	94%	82%	92%	90%	91%	91%	94%	79%	84%	100%	94%	100%

Question focuses on packets and parcels SENT since Q3 2022.
UK Mail was removed from the survey from March 2024 onwards.
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mis-delivered mail

Table 336

Base : All participants

Total	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
6160	1550	1535	1539	1536	491	532	537	532	507	496	516	516	503	503	512	521
3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
199	41	77	44	37	10	14	17	23	19	35	15	14	14	12	13	13
3%	3%	9% <i>af</i>	4%	3%	2%	3%	3%	4%	4%	7% <i>af</i> <i>mn</i>	3%	3%	3%	2%	2%	2%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30	10	11	6	3	2	5	4	3	4	4	-	4	1	*	2	*
-	1%	1%	-	-	*	1%	1%	1%	1%	1%	-	1%	-	*	*	*
45	17	12	12	4	2	5	9	7	3	3	4	3	5	*	3	*
1%	1%	1%	-	-	-	1%	2% <i>af</i>	1%	1%	1%	1%	1%	1%	-	1%	-
35	6	16	13	*	*	2	4	14	-	2	5	5	2	*	*	*
1%	-	1% <i>d</i>	1% <i>d</i>	-	-	-	-	3% <i>af</i> <i>mn</i>	-	-	1%	1%	-	-	-	-
73	15	16	22	20	4	7	5	6	2	7	10	7	6	7	5	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
31	9	13	5	4	3	3	3	8	-	5	8	5	5	*	2	-
-	1%	1%	-	-	-	1%	-	1% <i>kn</i>	-	1%	-	1%	-	-	2	-
35	11	6	14	3	2	6	4	5	-	2	5	8	1	*	*	3
1%	1%	-	1% <i>d</i>	-	-	1%	1%	1%	-	-	1%	2% <i>af</i>	*	*	*	1%
15	2	7	1	4	1	-	1	3	2	1	-	3	1	4	*	-
-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	1%	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30	12	14	3	1	2	3	7	0	1	5	5	1	2	*	*	*
-	1% <i>d</i>	1% <i>d</i>	-	-	-	1%	1% <i>kn</i>	1% <i>kn</i>	-	1%	-	-	-	-	-	-
24	4	18	3	-	1	1	2	11	5	2	3	-	-	-	-	-
-	-	1% <i>kn</i>	-	-	-	-	-	2% <i>af</i> <i>mn</i>	1%	-	1%	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
28	15	8	5	*	2	6	7	3	3	2	*	2	2	-	-	*
-	1% <i>d</i>	1% <i>d</i>	-	-	1%	1%	1% <i>kn</i>	1%	1%	-	-	-	-	-	-	-
45	15	15	7	15	5	4	5	4	4	3	2	*	4	3	2	10
17	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	*	-	1%	1%	-	2%
-	3	8	2	5	-	2	*	2	4	2	-	2	-	2	-	3
-	1%	1%	-	-	-	-	1%	1%	-	-	-	-	-	-	1%	-
5766	1455	1405	1446	1461	468	499	488	482	476	447	486	484	476	481	480	490
94%	94%	92%	94% <i>af</i>	95% <i>af</i>	93% <i>af</i>	94%	93%	91%	94%	90%	94%	93%	95% <i>af</i>	95% <i>af</i>	95% <i>af</i>	94%

Question focuses on packets and parcels SENT since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - af=af, kn=kn, mn=mn, afkn=afkn, afknmn=afknmn

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mail that has been tampered with

Table 337

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3195	791	817	1134	805	1152	852	609	1608	1939	2513	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	66	12	74	42	44	43	43	23	16	20	7	12	6	2	39	27	20	8	65	21
15%	15%	15%	25%	25%	15%	15%	15%	30%pm	25%	25%	15%	15%	15%	15%	25%pm	15%	15%	15%	15%	25%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect *	20	1	19	15	5	14	6	10	3	4	1	*	2	-	12	6	2	2	17	3
*	*	*	*	25%df	*	*	*	10%pm	*	*	*	*	*	*	10%pm	*	*	*	*	*
DHL	27	1	26	15	10	22	6	6	7	8	4	2	-	*	13	11	2	*	20	6
4	4	15%	15%	25%df	15%	15%	15%	15%	15%	15%	4	*	-	*	15%pm	15%pm	*	*	20	7%
FedEx	23	1	22	11	12	16	7	10	6	5	2	-	-	-	15	8	-	-	10	11
*	*	*	*	15%df	*	15%	*	10%pm	15%	*	*	-	-	-	15%pm	15%	15%	15%	15%	15%
Evo!	27	-	27	11	16	11	16	9	10	1	4	*	-	2	12	5	3	2	24	2
*	*	15%	15%	15%df	*	15%	15%	15%pm	15%pm	*	15%	*	-	*	15%pm	*	*	*	*	15%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	12	3	10	8	5	6	6	*	9	1	2	-	-	*	9	3	*	*	11	1
*	*	*	15%df	15%df	*	*	*	15%pm	15%pm	*	*	-	-	*	15%pm	*	*	*	*	15%
Parcelforce	15	2	13	7	8	10	5	2	7	1	1	2	-	2	9	2	4	2	11	4
*	*	*	15%df	15%df	*	*	*	15%	15%	*	*	*	-	*	15%	*	*	*	*	15%
TNT	14	1	12	9	5	8	5	*	6	*	3	2	2	1	6	3	4	3	8	4
*	*	*	15%df	15%df	*	*	*	15%	15%	*	*	*	15%	*	15%	*	*	*	*	15%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	16	1	15	8	7	10	6	3	5	5	1	2	-	*	7	6	2	*	14	2
*	*	*	15%df	15%df	*	*	*	15%	15%	15%	*	*	-	*	15%	*	*	*	*	15%
UK Mail	16	1	15	10	6	10	6	2	8	2	2	2	-	-	10	4	2	-	13	3
*	*	*	15%df	15%df	*	*	*	15%	15%	*	*	*	-	*	15%pm	*	*	*	*	15%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	15	4	11	7	8	8	7	*	4	2	5	2	2	-	4	7	3	2	13	1
*	*	*	15%df	15%df	*	*	*	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%
Amazon Delivery Service/ Logistics	28	7	21	15	13	13	16	10	10	1	4	1	1	1	20	4	3	2	22	5
*	15%	15%	25%df	25%df	*	15%	15%	15%pm	15%pm	*	*	*	*	*	15%pm	*	*	*	*	15%
Other	10	-	10	7	4	7	3	1	5	2	2	*	-	-	6	4	*	-	6	5
*	*	*	15%df	15%df	*	*	*	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%
None of these	8955	1209	4746	686	5269	2891	3054	769	812	1084	807	1115	749	619	1581	1891	2482	1368	5006	893
97%	97%	96%	87%	89%df	96%	97%	97%	94%	94%	97%pm	97%pm	99%pm	99%pm	99%pm	94%	97%pm	99%pm	99%pm	97%pm	99%

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mail that has been tampered with

Table 337

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Royal Mail	86	26	23	18	19	49	38	68	18	5	9	23	34	9	65	5	77	27	55	5
	7%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	2%	1%	2%	1%	1%	2%	1%	2%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	20	7	9	2	2	16	4	17	3	1	-	5	-	7	11	1	19	10	10	-
	-	1%	-	-	-	1%	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-
DHL	27	13	10	-	4	23	5	24	3	2	2	4	10	9	16	2	26	15	13	-
	-	1%	1%	-	-	1%	-	1%	-	-	-	-	1%	1%	-	-	-	1%	-	-
FedEx	23	10	5	4	5	14	9	22	1	3	3	5	7	2	15	3	21	12	11	-
	-	1%	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	1%	-	-
Evri	27	17	6	1	3	23	4	19	8	1	3	3	8	5	13	1	19	10	14	3
	-	1%	-	-	-	1%	-	1%	-	-	-	-	-	-	-	-	-	1%	-	1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	12	6	4	-	3	10	3	10	2	1	2	3	6	-	11	1	11	9	3	-
	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
Parcelforce	15	5	6	-	4	11	4	13	2	2	3	2	7	3	11	2	14	7	8	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
TNT	14	3	5	4	2	8	6	9	5	2	2	3	7	1	12	2	12	8	5	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	16	5	5	2	4	10	6	14	2	1	2	4	6	-	12	1	13	9	6	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
UK Mail	16	4	3	4	5	7	9	13	3	1	4	-	5	2	13	1	15	10	4	1
	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	1%	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	15	5	3	4	2	9	6	12	2	1	3	3	6	2	12	1	14	4	10	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Amazon Delivery Service/ Logistics	28	14	7	-	7	21	7	22	6	5	3	3	7	7	13	5	20	13	14	1
	-	1%	-	-	-	1%	-	1%	-	1%	-	-	1%	-	1%	-	-	1%	-	-
Other	10	3	1	1	5	4	7	7	4	1	3	2	2	3	7	1	9	9	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
None of these	8955	1063	1851	1353	1687	2913	3040	3501	2302	504	710	1458	1513	1066	3680	522	4997	1212	4455	278
	97%	94%	93%	93%	93%	96%	96%	95%	93%	98%	97%	97%	95%	97%	96%	98%	97%	94%	93%	96%

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mail that has been tampered with

Table 337

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	86	80	7	2	71	9	3	2	1	7	6	5	12	*	11	18	12	*	9	
FX	7%	2%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	2.5%	*	1%	2.5%	2.5%	1%	2.5%	
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	20	19	1	*	15	2	2	*	1	-	-	-	2	-	11	8.5%	2	-	2	
DHL	27	15	12	3	23	3	1	*	1	-	-	-	9	6	3	3	2	*	3	
	*	1%	1%	2%	*	1%	*	*	*	*	*	*	2%	1%	*	*	*	*	1%	
FedEx	23	21	3	*	22	*	1	*	-	2	1	1	5	1	6	5	-	*	*	
	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	1%	1%	-	*	*	
Evri	27	24	3	1	20	3	3	*	1	1	-	2	1	-	4	10	2	*	3	
	*	*	*	*	1%	1%	1%	*	*	*	*	*	*	*	*	1%	*	*	1%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	12	9	3	3	9	1	2	*	-	3	-	1	1	1	-	-	2	-	1	
	*	*	2%	2%	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	
Parcelforce	15	13	2	1	8	4	2	1	-	-	-	3	1	2	3	-	-	-	4	
	*	*	*	*	1%	1%	1%	*	*	*	*	1%	1%	1%	*	*	*	*	1%	
TNT	14	12	1	1	11	1	1	*	1	-	-	3	3	1	-	2	2	*	1	
	*	*	*	*	*	*	*	*	*	*	*	1%	1%	*	*	*	*	*	*	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	16	13	3	*	13	1	1	*	1	2	-	1	3	1	5	-	-	*	1	
	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	1%	*	*	*	*	
UK Mail	16	13	3	*	14	1	1	*	1	3	-	3	5	2	-	-	-	-	1	
	*	*	*	*	*	*	*	*	*	*	*	1%	1%	*	*	*	*	*	*	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	15	13	2	*	10	2	2	*	1	1	-	-	1	1	2	-	3	-	2	
	*	*	*	*	*	1%	1%	*	*	*	*	*	*	*	*	1%	*	*	*	
Amazon Delivery Service/ Logistics	28	27	1	*	22	2	3	*	-	2	1	1	3	2	12	-	1	*	2	
	*	1%	*	*	*	*	1%	*	*	*	*	*	*	*	1%	*	*	*	*	
Other	10	10	*	*	8	*	2	*	-	2	-	1	3	-	3	-	-	-	*	
	*	*	*	*	*	1%	1%	1%	*	*	*	*	1%	*	*	*	*	*	*	
None of these	8955	5115	840	161	5009	498	282	167	245	656	500	437	524	559	768	810	510	66	432	
	97%	97%	97%	96%	97%	96%	95%	98%	97%	97%	96%	97%	97%	98%	96%	96%	97%	99%	96%	

Question focuses on packets and parcels SENT since Q3 2022.
UK Mail was removed from the survey from March 2024 onwards.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mail that has been tampered with

Table 337

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816	
Royal Mail	86	48	17	69	35	48	1	5	17	4	7	42	26	10	6	*	68	6	41	31	6	6	72	6	60	26		
	7%	3%	7%	3% 95% 95%	7%	7%	1%	1%	7%	2%	7%	3%	1%	1%	1%	*	2%	7%	2%	1%	1%	2%	7%	1%	1%	3%	7%	
Clippost	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	20	11	4	16	8	11	-	1	4	1	1	12	4	3	*	*	16	*	6	10	3	1	-	16	1	19	1	
	*	*	*	*	*	*	*	*	7%	*	*	7%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*
DHL	27	20	2	25	8	20	1	2	2	1	1	14	10	2	-	1	25	1	7	15	5	-	1	21	1	27	*	
	*	3%	*	3%	*	3%	*	*	1%	*	*	1%	*	*	*	*	1%	*	*	1%	1%	5%	1%	2%	1%	2%	*	
FedEx	23	14	1	19	7	14	-	-	1	1	1	13	10	*	-	-	23	-	13	6	3	1	-	19	1	23	-	
	*	1%	*	1%	*	1%	*	*	1%	*	*	1%	*	*	*	*	1%	*	*	*	*	*	*	*	*	2%	*	
Evri	27	12	8	16	12	12	*	4	8	1	4	15	4	3	5	*	19	5	8	14	2	1	-	23	1	25	2	
	*	7%	*	*	12%	7%	*	1%	7%	*	1%	3%	7%	3%	3%	*	7%	5%	8	14	2	1	-	23	1	25	2	
Interlink	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	12	10	1	11	3	10	*	*	1	1	1	7	5	1	-	-	12	-	5	5	-	2	-	10	2	10	2	
	*	*	1	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2	*	10	2	10	2	
Parcelforce	15	11	4	11	4	11	*	*	4	1	1	5	5	1	4	*	11	4	8	5	2	*	-	13	*	13	2	
	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	1%	*
TNT	14	8	2	12	5	8	*	3	2	1	2	7	7	-	-	-	14	-	4	9	-	-	-	14	-	12	2	
	*	*	*	*	*	*	*	*	*	7%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*
TNT Post UK	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
UPS	16	8	4	12	8	8	*	-	4	1	2	10	4	-	2	-	13	2	8	3	-	1	4	11	4	15	*	
	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	2%	*	*	*	*	*	*	*	*	*	*	*	1%	*
UK Mail	16	13	1	15	3	13	-	1	1	1	1	8	7	-	*	-	16	*	7	6	1	*	7%	13	1	15	1	
	*	3%	*	3%	*	3%	*	*	1%	*	*	7%	7%	*	*	*	16	*	7	6	1	*	7%	13	1	15	1	
DX	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	15	10	1	14	5	10	*	*	1	1	1	6	8	-	*	*	15	*	8	5	1	*	-	14	*	11	3	
	*	1	1	1	1	1	1	1	1	1	1	6	8	1	1	1	15	1	8	5	1	*	-	14	*	11	3	
Amazon Delivery Service/Logistics	28	23	3	25	5	23	4	3	3	1	2	5	16	6	*	-	22	*	12	12	3	1	-	24	1	23	5	
	*	3%	*	3%	*	3%	2%	*	3	1	2	5	16	6	*	*	22	*	12	12	3	1	-	24	1	23	5	
Other	10	3	1	9	7	3	-	1	1	1	1	2	7	1	*	-	9	*	7	3	1	-	-	10	-	10	-	
	*	*	*	*	*	*	*	*	1%	*	*	2	7	1	*	*	9	*	7	3	1	-	-	10	-	10	-	
None of these	895	2291	2129	3339	3177	2291	154	748	2129	209	1038	1935	2405	778	566	245	4340	811	2519	2228	660	346	173	4747	519	1352	4603	
	97%	95%	93%	95%	93%	95%	96%	98%	98%	98%	99%	96%	97%	97%	97%	95%	96%	98%	97%	97%	97%	97%	97%	97%	97%	95%	99%	

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mail that has been tampered with

Table 337

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	86	6	81	-	38	45	4	82	2	3	-	86	-
1%	1%	2%	1%	-	2%	1%	1%	1%	1%	5%	-	1%	-
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	20	2	18	-	8	12	-	19	1	-	-	20	-
1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	-	1%	-
DHL	27	-	27	-	12	11	4	24	3	-	-	27	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
FedEx	23	3	19	-	11	9	3	19	4	-	-	23	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Evri	27	1	26	-	10	11	6	24	2	-	-	27	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
DPD	12	2	11	-	5	7	-	10	2	-	-	12	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Parcelforce	15	1	14	-	8	5	3	15	1	-	-	15	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
TNT	14	3	11	-	6	7	1	11	2	-	-	14	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
UPS	16	3	13	-	6	9	1	15	1	-	-	16	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
UK Mail	16	3	13	-	12	3	1	16	-	-	-	16	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Yodel	15	2	13	-	1	11	3	14	1	-	-	15	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Amazon Delivery Service/	28	2	26	-	15	14	-	26	2	-	-	28	-
Logistics	10	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Other	10	-	10	-	7	2	-	10	1	-	-	10	-
1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
None of these	895	318	5597	40	1584	4000	291	5714	101	53	60	5967	22
97%	95%	97%	97%	95%	95%	95%	93%	97%	88%	92%	100%	97%	100%

Question focuses on packets and parcels SENT since Q3 2022.
UK Mail was removed from the survey from March 2024 onwards.
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Mail that has been tampered with

Table 337

Base : All participants

	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	516	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317
Royal Mail	86	25	35	19	8	7	9	9	17	7	11	7	11	*	5	1
	1%	2% ^a	2% ^a	1%	1%	1%	2%	2%	3% ^{ab}	1%	2% ^{ab}	1%	2% ^{ab}	*	1%	*
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	20	5	9	1	4	-	4	2	5	3	1	-	1	-	3	2
	*	*	1%	*	*	-	1%	*	1%	1%	*	*	*	-	1%	*
DHL	27	8	14	5	1	-	5	3	8	3	3	-	3	2	1	-
	*	1%	1% ^a	*	*	-	1%	1%	2% ^{ab}	1%	1%	-	1%	*	*	-
FedEx	23	3	14	3	3	-	1	1	8	-	7	-	3	-	-	3
	*	*	1% ^{ab}	*	*	-	*	1%	1% ^{ab}	-	1% ^{ab}	-	1%	-	-	1%
Evri	27	8	10	6	3	4	2	2	1	3	6	2	-	4	1	2
	*	1%	1%	*	*	1%	*	*	*	1%	*	*	-	1%	*	*
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	12	4	6	2	*	-	2	2	2	1	3	-	1	*	*	-
	*	*	*	*	*	-	*	*	*	1%	*	*	*	*	*	*
Parcelforce	15	2	5	6	2	*	-	2	1	*	4	-	5	1	2	*
	*	*	*	*	*	-	-	-	-	-	1%	-	1%	*	*	*
TNT	14	4	4	3	3	1	-	4	1	1	1	2	2	-	3	-
	*	*	*	*	*	-	-	1%	*	*	*	*	*	-	1%	*
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	16	2	9	4	1	1	-	1	7	-	2	-	2	-	1	-
	*	*	1% ^a	*	*	*	-	-	1% ^{ab}	-	2	-	2	-	*	*
UK Mail	16	3	9	3	-	-	1	2	6	-	3	1	2	-	-	-
	*	*	1% ^a	-	-	-	*	2	1%	-	1%	*	*	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	15	6	4	1	4	-	3	2	2	-	2	-	1	2	*	2
	*	*	*	-	-	-	1%	-	-	-	-	-	-	-	*	*
Amazon Delivery Service/ Logistics	28	5	9	4	10	1	1	2	4	3	2	2	*	1	3	6
	*	*	1%	*	1%	*	*	*	1%	1%	*	*	*	*	1%	1%
Other	10	2	4	4	1	-	2	*	*	1	2	-	3	2	-	1
	*	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*
None of these	5955	1487	1468	1494	1506	476	506	505	500	497	471	506	496	492	497	500
	87%	96%	96%	97%	96% ^{ab}	97%	95%	95%	94%	95% ^{ab}	95%	95% ^{ab}	96%	95% ^{ab}	95% ^{ab}	95% ^{ab}

Question focuses on packets and parcels SENT since Q3 2022.
UK Mail was removed from the survey from March 2024 onwards.
Proportions/Mean: Columns Tested (5% risk level) - a,b,c,d,e - e,f,g,h,i,j,k,l,m,n,o,p

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Didn't allow sufficient time for the recipient to answer the door

Table 338

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
6160	1017	5143	807	5333	2962	3195	791	917	1134	805	1152	852	609	1008	1039	2613	1461	5468	644
6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
193	31	162	48	145	75	116	43	24	49	23	31	12	11	66	72	54	23	160	31
3%	3%	3%	6% _{sd}	3%	2%	4% _{sd}	9% _{sd} nm	3%	4% _{sd} nm	3%	3%	2%	2%	4% _{sd} nm	4% _{sd} nm	2%	2%	3%	3%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
28	1	27	15	13	20	8	8	7	6	4	2	2	-	15	9	4	2	23	5
*	*	1%	2% _{sd}	1%	1%	*	1% _{sd}	1%	1%	1%	*	*	-	3% _{sd} nm	*	*	*	*	1%
28	1	27	16	13	15	14	6	6	9	7	-	*	-	12	16	*	*	17	12
*	*	1%	2% _{sd}	1%	1%	*	1% _{sd}	1% _{sd}	1% _{sd}	1% _{sd}	1% _{sd}	-	-	1% _{sd} nm	1% _{sd} nm	*	*	1%	1% _{sd}
28	1	27	17	11	15	13	6	9	10	1	2	-	-	15	11	2	-	17	11
*	*	1%	2% _{sd}	1%	1%	*	1% _{sd} nm	1% _{sd} nm	1% _{sd} nm	1% _{sd} nm	*	*	-	3% _{sd} nm	3% _{sd} nm	*	*	*	1% _{sd}
61	12	49	14	47	30	31	18	12	11	11	4	1	4	30	22	9	6	43	15
1%	1%	1%	2%	1%	1%	1%	2% _{sd} nm	1% _{sd} nm	1%	1% _{sd} nm	*	*	1%	2% _{sd} nm	1% _{sd} nm	*	*	1%	2%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
26	2	24	18	8	15	11	5	8	7	3	*	3	*	12	11	3	3	26	*
*	*	2% _{sd}	2% _{sd}	*	1%	*	1% _{sd}	1% _{sd}	1% _{sd}	*	*	*	-	1% _{sd} nm	1% _{sd} nm	*	*	*	-
21	-	21	6	16	12	10	3	7	1	9	*	2	-	9	10	3	2	14	7
*	*	1%	1%	*	*	*	3% _{sd} nm	3% _{sd} nm	3% _{sd} nm	3% _{sd} nm	*	*	-	4% _{sd} nm	4% _{sd} nm	*	*	*	1%
24	-	24	16	7	15	9	-	9	4	2	5	2	1	9	7	8	3	19	5
*	*	2% _{sd}	2% _{sd}	1%	1%	*	1% _{sd} nm	1% _{sd} nm	*	*	*	*	-	1%	*	*	*	*	1%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19	1	17	11	8	13	6	3	3	4	3	1	3	2	6	6	6	5	15	4
*	*	1% _{sd}	1% _{sd}	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*
16	1	15	4	12	3	13	4	4	1	2	3	-	2	8	4	4	2	15	1
*	*	*	*	*	*	*	1%	*	*	*	*	-	-	*	*	*	*	*	*
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
23	4	20	13	10	10	13	6	10	5	2	1	-	-	16	7	1	-	19	4
*	*	2% _{sd}	2% _{sd}	*	*	*	1% _{sd}	1% _{sd} nm	1% _{sd} nm	*	*	-	-	4% _{sd} nm	4% _{sd} nm	1%	-	*	*
62	9	43	14	38	21	31	15	9	5	2	6	10	5	24	7	21	15	44	9
1%	1%	1%	2% _{sd}	2% _{sd}	1%	1%	2% _{sd} nm	1%	*	*	1%	1%	1%	1% _{sd} nm	*	1%	1%	1%	1%
15	-	15	7	8	7	8	5	6	3	2	-	-	-	11	5	-	-	12	3
*	*	1% _{sd}	1% _{sd}	*	*	*	1% _{sd}	1% _{sd}	*	*	*	*	-	1% _{sd} nm	*	*	*	*	*
8781	1185	4596	672	5109	2828	2945	745	797	1035	779	1085	734	606	1641	1814	2425	1340	4861	865
94%	94%	94%	85%	90% _{sd}	94%	94%	91%	92%	92%	94%	94% _{sd} nm	93% _{sd} nm	93% _{sd} nm	91%	93%	96% _{sd} nm	97% _{sd} nm	94% _{sd}	92%

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Didn't allow sufficient time for the recipient to answer the door

Table 338

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Royal Mail	193	55	57	37	45	112	81	134	57	14	21	49	72	27	142	14	171	69	131	3
3%		1%	3%	3%	3%	4%	3%	1%	2%	3%	3%	3%	1%	2%	4%	3%	3%	1%	3%	1%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28	11	6	5	5	16	10	22	6	2	-	8	12	6	20	2	26	7	20	1
+	+	1%	+	+	+	1%	+	1%	+	+	+	1%	1%	1%	1%	+	1%	1%	+	+
DHL	28	11	7	5	6	17	11	22	7	2	1	7	13	5	21	2	26	13	15	+
+	+	1%	+	+	+	1%	+	1%	+	+	+	+	1%	+	1%	+	1%	1%	+	+
FedEx	28	7	7	4	10	14	14	25	2	1	4	6	13	2	25	1	27	6	22	-
+	+	1%	+	+	1%	+	+	1%	+	+	1%	1%	1%	+	1%	+	1%	+	+	+
Evri	61	27	18	3	13	45	16	47	12	1	2	15	20	13	37	1	53	11	45	5
1%	2%	1%	1%	+	1%	1%	1%	1%	+	+	+	1%	1%	1%	1%	+	1%	1%	1%	2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
DPD	26	10	7	6	3	17	9	25	1	1	3	10	7	4	21	1	24	11	15	-
+	+	1%	+	+	+	1%	+	1%	+	+	+	1%	+	+	1%	+	+	1%	+	+
Parcelforce	21	9	6	-	7	14	7	14	8	4	1	4	6	3	11	4	14	9	10	3
+	+	1%	+	+	+	+	+	+	+	1%	+	+	+	+	1%	1%	1%	1%	1%	1%
TNT	24	9	4	6	5	13	11	19	5	1	3	8	3	8	13	1	22	14	6	4
+	+	1%	+	+	+	+	+	1%	+	+	+	1%	+	1%	+	+	+	1%	+	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
UPS	19	6	3	6	3	9	9	12	6	2	-	6	8	3	14	2	17	7	10	1
+	+	1%	+	+	+	+	+	+	+	+	+	+	+	+	+	+	1%	+	+	+
UK Mail	16	5	5	2	4	10	6	11	5	1	+	3	8	3	11	1	15	5	7	4
+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Yodel	23	5	10	1	7	15	8	17	6	1	2	6	9	5	17	1	22	13	11	+
+	+	+	1%	+	+	+	+	+	+	+	+	1%	+	+	+	+	+	1%	+	+
Amazon Delivery Service/ Logistics	82	21	12	13	6	33	19	30	22	3	2	15	16	8	33	3	44	13	37	2
1%	2%	1%	1%	+	1%	1%	1%	1%	1%	+	+	1%	1%	1%	1%	+	1%	1%	1%	1%
Other	15	4	4	-	7	8	7	12	3	1	2	1	6	4	9	1	13	7	8	-
+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	1%	+	+	+
None of these	8781	1018	1803	1316	1643	2820	2650	3398	2204	495	702	1403	1447	1035	3551	513	4837	1181	4328	271
94%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	94%

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Didn't allow sufficient time for the recipient to answer the door

Table 338

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	193	177	16	3	171	9	9	4	8	19	20	12	27	19	19	32	14	*	9	
	3%	3%	2%	2%	3%	2%	3%	2%	3%	3%	4%	3%	5%	3%	2%	4%	3%	*	2%	
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	28	25	3	*	24	3	1	*	1	2	1	1	6	4	5	2	1	-	3	
	*	*	*	*	*	1%	*	*	*	*	*	*	1%	1%	1%	*	*	*	1%	
DHL	28	26	3	2	21	5	2	*	1	1	1	2	4	3	4	2	3	1	4	
	*	*	*	1%	*	1%	1%	*	1%	*	*	*	1%	*	*	*	1%	1%	1%	
FedEx	28	25	3	*	25	1	2	-	1	3	1	1	6	6	-	3	4	*	1	
	*	*	*	*	*	*	1%	-	*	*	*	*	1%	1%	-	*	1%	*	*	
Evri	61	52	9	1	54	1	6	1	3	10	8	5	1	6	6	11	4	-	1	
	1%	1%	1%	*	1%	*	2%	*	1%	1%	2%	1%	*	1%	1%	1%	1%	-	*	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	26	19	7	4	23	1	1	1	-	4	-	3	5	-	3	5	5	-	1	
	*	1%	1%	3%	*	*	*	*	-	1%	-	1%	1%	-	*	1%	1%	-	*	
Parcelforce	21	21	*	-	18	1	2	*	-	-	3	-	3	-	3	7	2	*	1	
	*	*	*	-	*	*	1%	*	-	-	1%	-	1%	-	*	1%	*	*	*	
TNT	24	18	6	*	22	*	2	*	1	2	-	3	7	-	5	2	1	-	*	
	*	1%	1%	*	*	*	1%	*	*	*	-	1%	1%	-	1%	*	*	-	*	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	19	17	2	*	15	1	2	1	-	1	-	2	6	3	-	3	-	-	1	
	*	*	*	*	*	*	1%	1%	-	*	-	1%	1%	1%	-	*	-	-	*	
UK Mail	16	13	3	*	13	2	1	*	-	1	-	1	2	3	*	-	3	-	2	
	*	*	*	*	*	*	1	*	-	*	-	*	*	*	*	*	1%	-	*	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	23	22	1	1	21	2	1	*	3	5	1	1	6	-	3	2	-	-	2	
	*	*	*	*	*	*	1	*	1%	1%	*	*	1%	*	*	*	*	*	*	
Amazon Delivery Service/ Logistics	82	51	1	*	46	2	4	1	2	-	4	8	11	3	8	7	3	-	2	
	1%	1%	*	*	1%	*	1%	1%	1%	-	1%	2%	2%	1%	1%	1%	1%	-	*	
Other	15	15	1	*	13	1	1	*	1	1	-	1	3	-	3	2	2	-	1	
	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	
None of these	8781	4961	820	158	4845	496	278	162	235	637	473	422	494	534	768	782	500	66	430	
	94%	94%	95%	94%	94%	95%	94%	95%	94%	94%	93%	94%	91%	93%	93%	93%	95%	98%	93%	

Question focuses on packets and parcels SENT since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - abc - defg - hijklmnopq
* small base

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Didn't allow sufficient time for the recipient to answer the door

Table 338

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Royal Mail	193	87	63	124	100	87	5	22	63	8	24	75	89	17	11	1	163	13	97	69	20	6	2	168	8	90	103
Clipost	3%	4%	3%	4%	3%	4%	3%	3%	3%	4%	2%	4% ^{100%}	4% ^{100%}	2%	2%	1	4% ^{100%}	2%	4% ^{100%}	3%	3%	2%	1%	3%	1%	4% ^{100%}	2%
Collect +	28	18	4	24	10	18	*	3	4	1	2	11	13	3	1	*	24	1	16	10	1	*	25	1	24	4	
DHL	26	15 ^{100%}	5	23	7	15	1	4	5	1	3	11	14	1	3	*	25	3	11	13	3	1	*	24	1	24	5
FedEx	28	17	1	23	8	17	*	1	15	10	2	15	10	2	1	*	25	2	15	12	*	1	27	1	22	6	
Evri	61	28	13	41	26	28	4	13	43	1	7	26	17	5	9	3	43	13	30	26	3	2	56	2	22	39	
Interlink	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
DPD	26	19	2	23	7	19	*	2	2	1	1	11	13	1	1	*	24	1	18	6	*	1	24	1	19	6	
Parcelforce	21	13	4	18	8	13	3	4	4	1	4	12	6	*	*	2	19	2	5	12	*	1	3	18	4	19	3
TNT	24	13	2	22	11	13	*	2	2	1	2	12	9	*	2	*	21	2	12	10	*	1	23	1	21	3	
TNT Post UK	*	13	2	15	11	13	*	2	2	1	2	12	9	*	2	*	21	2	12	10	*	1	23	1	21	3	
UPS	19	10	6	13	8	10	*	2	6	1	4	8	6	3	2	*	15	2	8	5	*	4	14	4	14	4	
UK Mail	16	8	1	12	5	8	*	2	1	1	1	12	4	*	*	*	16	*	11	4	2	*	14	*	8	8	
DX	*	*	*	*	*	*	*	*	*	*	*	7%	*	*	*	*	*	*	*	*	*	*	*	*	*	7%	*
Yodel	23	12	6	17	10	12	*	*	6	1	4	9	9	1	2	2	19	4	9	11	*	1	20	3	19	5	
Amazon Delivery Service/Logistics	82	29	11	40	22	29	*	8	11	1	6	24	19	6	3	*	44	3	24	22	3	3	46	3	27	26	
Other	15	11	1	14	4	11	*	1	9	6	1	9	6	*	*	*	15	*	4	10	*	1	14	1	15	1	
None of these	8781	2227	2064	3238	3075	2227	150	722	2064	204	1008	1865	2330	766	555	238	4194	704	2429	2156	613	340	169	4585	509	1310	4470
	94%	92%	90% ^{100%}	92%	90% ^{100%}	92%	94%	90%	90%	96%	96%	92%	94%	90% ^{100%}	90%	97%	93%	90% ^{100%}	93%	94%	90% ^{100%}	90%	90%	93%	90%	86%	90% ^{100%}

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
 - Didn't allow sufficient time for the recipient to answer the door

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	193	12	181	-	63	122	8	187	2	4	*	193	-
3%		4%	3%	-	4%	3%	2%	3%	2%	6%	*	3%	-
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	26	3	25	-	15	11	2	25	1	2	-	28	-
*		1%	*	-	1%	*	1%		1%	4% ^{ab}	-	*	-
DHL	28	3	24	2	10	12	6	26	1	2	*	28	-
*		1%	*	2% ^{ab}	1%	*	2% ^{ab}		1%	2% ^{ab}	*	*	-
FedEx	26	1	26	1	15	10	3	23	5	-	-	28	-
*		*	*	2% ^{ab}	1%	*	1%		2% ^{ab}	-	-	*	-
Evri	61	1	61	-	13	39	8	58	3	-	-	61	-
1%		*	1%	-	1%	1%	2% ^{ab}	1%	3%	-	-	1%	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	26	4	21	-	11	12	3	22	1	3	-	26	-
*		1%	*	-	1%	*	1%		1%	2% ^{ab}	-	*	-
Parcelforce	21	1	21	-	6	12	3	17	3	1	-	21	-
*		*	*	-	*	*	1%		2% ^{ab}	2%	-	*	-
TNT	24	2	17	2	18	6	-	18	2	3	-	24	-
*		1%	*	2% ^{ab}	1%	*	-		2% ^{ab}	2% ^{ab}	-	*	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	19	3	16	-	7	12	-	14	2	3	*	19	-
*		1%	*	-	*	*	-		2% ^{ab}	2% ^{ab}	*	*	-
UK Mail	16	1	12	3	9	6	1	15	1	-	-	16	-
*		*	*	2% ^{ab}	1%	*	*		1%	-	-	*	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	23	2	21	-	9	12	2	22	1	*	-	23	-
*		1%	*	-	1%	*	1%		1%	*	-	*	-
Amazon Delivery Service/	52	2	50	-	20	31	2	49	2	2	-	52	-
Logistics	1%	1%	1%	-	1%	1%	1%	1%	1%	4%	-	1%	-
Other	15	2	13	-	5	10	-	14	1	-	-	15	-
*		1%	*	-	*	*	-		1%	-	-	*	-
None of these	8781	311	5434	36	1536	3980	284	5544	102	47	65	5903	22
94%		82%	84%	87%	82%	89% ^{ab}	91%	94% ^{ab}	87%	81%	89% ^{ab}	84% ^{ab}	100%

Question focuses on packets and parcels SENT since Q3 2022.
 UK Mail was removed from the survey from March 2024 onwards.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Didn't allow sufficient time for the recipient to answer the door

Table 338

Base : All participants

	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	491	532	527	532	507	496	516	516	503	503	512	521
Effective Base	3716	929	923	944	305	314	310	320	303	300	322	316	307	292	317	312
Royal Mail	193	63	61	34	36	25	24	13	23	14	24	8	14	11	4	18
	3%	4% ^{ad}	4% ^{ad}	2%	2%	5% ^{kn}	5% ^{kn}	3%	4% ^{kn}	3%	5% ^{kn}	2%	3%	2%	1%	3% ^{kn}
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28	9	6	3	10	-	7	2	4	-	3	-	3	-	2	6
	*	1%	*	*	1%	-	1% ^{kn}	*	1%	*	1%	-	1%	*	*	1%
DHL	28	9	9	6	4	2	4	3	5	2	2	1	-	5	1	2
	*	1%	1%	*	*	*	1%	1%	1%	*	*	*	-	1%	*	*
FedEx	28	8	9	9	2	-	6	2	4	2	3	-	4	5	*	2
	*	*	1%	1%	*	-	1%	*	1%	*	1%	-	1%	*	*	*
Evri	61	14	24	12	12	4	1	9	6	1	16	8	3	-	2	6
	1%	1%	2%	1%	1%	1%	*	2% ^{fm}	1%	*	2% ^{fm}	2% ^{fm}	1%	*	*	1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	26	3	17	4	2	*	3	*	4	2	6	*	4	-	-	2
	*	*	1% ^{ad}	*	*	*	1%	*	2% ^{fm}	*	1% ^{kn}	*	1%	*	*	*
Parcelforce	21	4	14	2	2	1	*	2	5	1	8	2	*	*	2	*
	*	*	1% ^{kn}	*	*	*	*	1%	*	*	2% ^{fm}	*	*	*	*	*
TNT	24	4	11	4	5	2	2	*	7	3	-	-	3	1	-	5
	*	*	1%	*	*	2	2	*	1% ^{kn}	1%	*	-	1%	*	-	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	19	4	8	5	2	1	-	2	2	*	6	3	2	*	*	2
	*	*	1%	*	*	*	-	*	*	1%	1%	*	*	*	*	*
UK Mail	16	5	10	1	-	1	4	*	2	4	1	-	-	-	-	-
	*	*	1% ^{kn}	-	-	*	1%	*	1%	1%	*	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	23	6	7	7	3	-	4	2	3	3	1	-	4	3	1	2
	*	-	-	-	-	-	1%	-	1%	1%	*	-	1%	*	*	*
Amazon Delivery Service/ Logistics	52	13	18	7	15	5	7	1	6	4	7	3	3	1	2	8
	1%	1%	1%	*	1%	1%	1%	*	1%	2% ^{fm}	1%	1%	*	*	2% ^g	1%
Other	15	4	7	1	3	-	1	3	2	3	3	1	-	*	1	2
	*	*	*	*	*	-	*	1%	1%	1%	*	*	*	*	*	*
None of these	9781	1446	1411	1460	1463	456	494	496	489	442	493	483	483	489	478	496
	84%	93%	92%	95% ^g	95% ^g	93%	93%	94% ^g	92%	89%	95% ^g	93%	95% ^g	97% ^{ad}	93%	95% ^g

Question focuses on packets and parcels SENT since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a-b-c-d-e-f-g-h-i-j-k-l-m-n-o-p

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- The courier collecting the parcel from me didn't allow enough time for me to answer the door

Table 339

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3195	791	917	1134	805	1152	852	609	1608	1939	2513	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	44	2	42	11	33	20	24	5	11	11	3	5	9	-	16	14	14	9	36	7
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	1%	1%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect *	4	-	4	3	1	4	-	-	2	1	1	-	-	-	2	2	-	-	4	-
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DHL	12	-	12	4	8	5	7	-	5	3	3	-	-	-	8	3	-	-	2	-
	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	1%	-	-	-	1%	-
FedEx	6	-	6	6	-	5	1	-	4	2	-	-	-	-	4	2	-	-	3	2
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Euri	17	7	10	6	11	8	9	-	7	5	2	-	2	-	12	2	3	-	14	3
	-	1%	-	1%	-	-	-	1%	1%	-	-	-	-	-	1%	-	-	-	-	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5	-	5	3	2	4	1	1	2	-	-	-	2	-	3	-	2	2	5	-
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcelforce	2	-	2	-	2	2	-	-	-	-	-	-	2	-	-	-	2	2	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT	3	-	3	1	2	1	3	1	1	1	-	-	-	-	2	1	-	-	2	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2	-	2	-	2	2	-	-	-	2	-	-	-	-	-	2	-	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	9	1	8	8	1	4	5	4	2	3	-	-	-	-	6	3	-	-	7	2
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
Amazon Delivery Service/Logistics	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	10	-	10	5	5	10	-	3	3	5	-	-	-	-	6	5	-	-	4	6
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	1%
None of these	6076	1223	4853	764	5312	2967	3099	801	847	1102	828	1123	749	627	1648	1930	2499	1376	5096	921
	99%	99%	98%	97%	99%	99%	99%	97%	98%	98%	99%	99%	99%	99%	98%	99%	99%	99%	99%	98%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- The courier collecting the parcel from me didn't allow enough time for me to answer the door

Table 339

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Royal Mail	44	14	8	12	9	23	21	31	13	4	8	11	10	9	29	4	40	16	28	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Citipost	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	4	3	-	-	1	3	1	4	-	-	1	-	1	2	2	-	-	1	4	-
DHL	12	5	2	2	3	7	5	12	-	-	1	3	4	4	8	-	12	2	9	-
FedEx	6	3	1	-	2	4	2	5	1	1	-	2	3	-	5	1	5	6	-	-
Evri	17	7	5	2	2	13	4	12	5	-	4	4	4	3	11	-	15	8	9	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5	2	1	2	-	3	2	5	-	-	-	3	-	2	3	-	5	1	4	-
Parcelforce	2	2	-	-	-	2	-	-	2	-	-	-	-	2	-	-	2	2	-	-
TNT	3	1	1	1	-	2	1	3	1	-	1	1	1	-	3	-	3	3	1	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2	-	-	-	2	-	2	2	-	-	-	-	-	-	-	-	-	-	2	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	9	4	2	1	2	6	3	9	-	-	2	4	-	2	7	-	9	3	6	-
Amazon Delivery Service/ Logistics	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	10	3	1	4	2	4	6	8	2	-	3	2	3	2	8	-	10	6	4	-
None of these	6076	1109	1895	1362	1709	3004	3071	3607	2377	512	720	1481	1563	1082	3764	530	5100	1282	4538	286
99%	99%	98%	99%	98%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a-h: i-d - e-f - g-h - i-j/k/m/n - op - q/r/s

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- The courier collecting the parcel from me didn't allow enough time for me to answer the door

Table 339

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	44	43	1	*	37	3	3	1	1	12	*	1	11	2	2	4	3	-	3	
	7%	1%	*	*	1%	1%	1%	1%	*	3%	-	*	3%	*	*	1%	1%	-	1%	
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	4	4	*	*	3	1	*	-	-	-	1	-	2	-	-	-	-	-	1	
	*	*	*	*	*	*	*	-	-	-	*	-	*	-	-	-	-	-	*	
DHL	12	11	*	-	10	1	1	-	-	-	-	-	3	-	4	-	3	-	1	
	*	*	*	-	*	*	*	-	-	-	-	-	1%	-	1%	-	1%	-	*	
FedEx	6	6	*	*	5	1	-	-	-	-	-	-	2	-	3	-	-	-	1	
	*	*	*	*	*	*	-	-	-	-	-	-	*	-	*	-	-	-	*	
Evri	17	17	*	*	14	2	*	*	-	2	1	2	2	-	2	4	1	-	2	
	*	*	*	*	*	*	*	*	-	*	*	*	*	-	*	*	*	-	*	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	5	5	*	-	5	-	*	*	-	-	-	-	2	-	-	-	3	-	-	
	*	*	*	-	*	-	*	*	-	-	-	-	*	-	-	-	1%	-	-	
Parcelforce	2	2	*	*	2	-	*	*	-	-	-	-	-	-	-	2	-	-	-	
	*	*	*	*	*	-	*	*	-	-	-	-	-	-	-	*	-	-	-	
TNT	3	3	*	-	1	1	1	*	-	-	-	1	-	-	-	-	-	-	1	
	*	*	*	-	*	*d	*d	*	-	-	-	-	*	-	-	-	-	-	*	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	2	2	*	-	2	-	*	*	-	2	-	-	-	-	-	-	-	-	-	
	*	*	*	-	*	-	*	*	-	*	-	-	-	-	-	-	-	-	-	
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	9	9	*	*	8	-	*	*	1	2	-	-	4	-	-	-	1	-	-	
	*	*	*	*	*	-	*	*	*	*	-	-	1%	-	-	-	*	-	-	
Amazon Delivery Service/ Logistics	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	10	10	*	*	9	-	1	*	-	2	-	-	2	-	3	2	-	-	-	
	*	*	*	-	*	-	*	*	-	*	-	-	*	-	*	*	-	-	-	
None of these	6076	5216	860	166	5104	513	290	169	249	659	505	443	528	571	798	833	519	67	446	
	99%	98%	100%	99%	99%	99%	98%	99%	99%	98%	99%	99%	97%	99%	99%	99%	98%	100%	99%	

Question focuses on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - abc - defg - hijklmnovpq
* small base

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- The courier collecting the parcel from me didn't allow enough time for me to answer the door

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time	2nd class - all/most of the time	Use 1st class	Use 2nd class	Use 1st class all/most of the time	Use 1st class all/most of the time and HH income <£11.5	Use 1st class all/most of the time and Not Working	Use 2nd class all/most of the time	Use 2nd class all/most of the time and HH income <£11.5	Use 2nd class all/most of the time and Not Working	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	ANY affordability challenges	No affordability challenges
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Royal Mail	44	18	8	35	25	18	1	4	8	1	6	24	13	4	5	2	37	7	22	15	3	2	-	37	2	18	26
7%	7%	7%	51%	7%	7%	7%	7%	7%	7%	7%	7%	13%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	4	3	-	4	1	3	-	-	-	-	-	1	2	1	-	-	3	-	3	-	1	-	-	3	-	4	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DHL	12	7	-	10	3	7	-	-	-	-	-	2	9	-	1	-	11	1	5	3	3	-	-	9	-	10	2
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
FedEx	6	6	-	6	-	6	-	1	-	-	-	1	5	-	-	-	6	-	6	-	-	-	-	6	-	6	-
-	-	6	-	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	-
Evri	17	11	4	11	4	11	-	3	4	-	2	8	1	3	5	-	10	5	10	3	2	2	13	2	6	11	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	51%	-	-	5%	-	10	-	2	1%	-	13	2	6	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5	4	1	4	1	4	-	-	-	-	-	2	3	-	-	-	5	-	4	1	-	-	-	5	-	5	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcelforce	2	2	-	2	-	2	-	2	-	-	2	-	-	-	-	2	-	2	-	-	2	-	-	-	-	-	2
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-
TNT	3	2	-	3	1	2	-	1	-	-	1	1	-	1	1	-	1	1	3	1	-	-	3	-	2	1	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2	-	2	-	2	-	-	-	2	-	-	-	-	-	2	-	-	2	-	-	-	2	-	2	-	2	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2	-	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	9	4	1	7	4	4	-	1	1	-	2	2	6	-	-	9	-	4	4	4	-	-	8	-	8	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
Amazon Delivery Service/Logistics	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	10	6	2	8	4	6	-	1	2	-	2	4	5	1	-	10	-	8	2	1	-	-	9	-	10	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
None of these	6076	2373	2165	3440	3212	2373	159	756	2165	211	1040	1979	2468	795	572	245	4437	816	2666	2278	673	353	175	4843	529	1474	4602
99%	98%	98%	99%	98%	99%	98%	99%	99%	98%	99%	99%	98%	99%	98%	98%	99%	99%	98%	98%	99%	99%	99%	99%	99%	99%	97%	99%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- The courier collecting the parcel from me didn't allow enough time for me to answer the door

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	44	8	36	-	15	26	2	41	3	-	-	44	-
	75%	23%	7%	-	7%	7%	7%	7%	3%	-	-	7%	-
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	-	-	4	-	1	3	-	4	-	-	-	4	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
DHL	12	1	11	-	3	7	2	12	-	-	-	12	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
FedEx	6	-	6	-	4	-	2	6	-	-	-	6	-
	-	-	-	-	e	-	1%	-	-	-	-	-	-
Evri	17	-	17	-	9	8	-	17	-	-	-	17	-
	-	-	-	-	1%	-	-	-	-	-	-	-	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5	2	4	-	-	5	-	5	-	-	-	5	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcelforce	2	2	-	-	2	-	-	2	-	-	-	2	-
	-	10%	-	-	-	-	-	-	-	-	-	-	-
TNT	3	-	2	1	3	-	-	1	2	-	-	3	-
	-	-	-	-	-	-	-	-	2%	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2	-	2	-	-	2	-	2	-	-	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	9	-	9	-	-	5	4	6	2	-	-	9	-
	-	-	-	-	-	-	1%	-	2%	-	-	-	-
Amazon Delivery Service/	-	-	-	-	-	-	-	-	-	-	-	-	-
Logistics	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	10	2	9	-	5	3	2	8	1	2	-	10	-
	-	-	-	-	-	-	7%	-	7%	2%	-	-	-
None of these	6076	324	5713	40	1665	4134	308	6021	112	56	68	5989	22
	99%	95%	99%	97%	98%	99%	99%	99%	97%	97%	100%	99%	100%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- The courier collecting the parcel from me didn't allow enough time for me to answer the door

Table 339

Base : All participants

Total	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	516	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	303	300	322	316	307	292	317	312
Royal Mail	44	-	-	13	31	-	-	-	-	-	-	-	13	9	16	6
1%	-	-	-	1%ab	2%ab	-	-	-	-	-	-	-	3%defghijklm	2%defghijklm	3%defghijklm	1%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	4	-	-	-	4	-	-	-	-	-	-	-	-	-	3	1
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	*
DHL	12	-	-	4	8	-	-	-	-	-	-	-	4	1	4	2
*	-	-	-	-	1ab	-	-	-	-	-	-	-	1%	-	1%	*
FedEx	6	-	-	2	4	-	-	-	-	-	-	-	2	1	-	3
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%
Evri	17	-	-	4	13	-	-	-	-	-	-	-	4	4	2	7
*	-	-	-	-	1%ab	-	-	-	-	-	-	-	1%	1%	-	3%defghijklm
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5	-	-	-	5	-	-	-	-	-	-	-	-	-	3	2
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	*
Parcelforce	2	-	-	-	2	-	-	-	-	-	-	-	-	2	-	*
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT	3	-	-	1	2	-	-	-	-	-	-	-	1	-	-	2
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	*
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	9	-	-	5	4	-	-	-	-	-	-	-	5	-	4	*
*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	-
Amazon Delivery Service/	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Logistics	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	10	-	-	3	7	-	-	-	-	-	-	-	3	-	3	4
*	-	-	-	-	1ab	-	-	-	-	-	-	-	1%	-	1%	1%
None of these	6076	1550	1535	1512	1479	491	532	527	532	507	496	516	503	490	489	500
89%	100%ed	100%ed	98%ed	96%	100%mnop	100%mnop	100%mnop	100%mnop	100%mnop	100%mnop	100%mnop	100%mnop	95%	97%	95%	96%

Question focuses on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - efghijklm/nop

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Other problems

Table 340

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3195	791	817	1134	805	1152	852	609	1608	1939	2513	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	23	1	23	5	19	11	12	3	7	4	1	5	2	1	10	5	8	3	13	10
	*			7%					7%						7%				14%	
Clipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	4	-	4	1	3	-	4	1	1	-	-	2	-	-	2	-	2	-	3	1
	*			*	*										*		*	*	*	*
DHL	2	-	2	-	2	*	2	2	-	-	-	*	-	-	2	-	*	-	*	2
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
FedEx	1	-	1	1	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	1
	*			1		-		-	-	-	-	-	-	-	*		*	*	*	*
Evri	10	4	7	*	10	1	9	-	2	1	*	3	3	1	2	1	7	3	9	2
	*			*	*										*		*	*	*	*
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
DPD	5	-	5	-	5	1	4	*	2	1	-	2	-	-	2	1	2	-	3	2
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Parcelforce	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
UPS	2	-	2	-	2	-	2	-	-	-	1	-	*	-	-	1	*	*	2	-
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Yodel	4	-	4	-	4	-	4	-	1	-	-	2	2	-	1	-	3	2	2	2
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Amazon Delivery Service/ Logistics	3	3	*	-	3	*	3	-	1	-	-	2	-	-	1	-	2	-	3	-
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other	1	-	1	1	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	1
	*			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
None of these	6111	1226	4885	783	5327	2997	3104	818	855	1116	830	1113	753	626	1673	1946	2492	1378	5123	929
	99%	99%	99%	99%	99%	100%	99%	100%	99%	99%	100%	99%	99%	100%	99%	100%	99%	99%	99%	99%

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Other problems

Table 340

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Royal Mail	23	5	6	4	9	11	12	15	8	5	2	6	8	8	1%	5	17	3	20	1
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	4	1	2	1	-	3	1	4	-	-	-	-	2	2	2	-	4	-	4	-
DHL	2	-	-	-	2	-	2	2	-	2	-	-	-	-	-	2	-	-	2	-
FedEx	1	1	-	-	-	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-
Evri	10	3	2	4	2	5	5	3	7	-	1	-	6	2	8	-	9	1	8	1
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5	-	4	-	1	4	1	4	1	1	-	2	-	2	2	1	4	1	4	-
Parcelforce	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2	-	2	-	-	2	-	2	-	-	-	-	1	-	1	-	2	-	2	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	4	-	2	-	2	2	2	-	4	-	4	-	-	-	4	-	4	2	2	-
Amazon Delivery Service/ Logistics	3	-	3	-	-	3	-	3	-	-	-	-	1	-	1	-	1	-	3	-
Other	1	-	-	-	-	-	1	1	-	1	-	-	-	-	-	1	-	-	1	-
None of these	6111 99%	1128 99%	1895 99%	1375 99%	1712 99%	3023 99%	3087 99%	3640 99%	2378 99%	509 99%	728 99%	1496 100%	1567 99%	1089 99%	3792 99%	527 99%	5136 99%	1277 99%	4548 99%	287 100%

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Other problems

Table 340

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	23	18	5	2	18	4	1	1	1	2	3	1	2	1	2	7	-	1	2	
	*	-	1%	0.3%	-	-	1%	-	-	-	-	-	-	-	-	1%	-	0.3%	1%	
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	4	4	-	-	4	-	-	-	-	-	-	2	-	-	2	-	-	-	-	
DHL	2	2	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	
FedEx	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
Evri	10	3	7	-	9	-	1	-	2	5	2	-	-	-	-	-	-	-	-	
Interlink	*	-	1%	-	-	-	-	-	1% scope	1%	-	-	-	-	-	-	-	-	-	
DPD	5	5	-	-	4	1	-	-	-	2	-	-	-	-	-	2	-	-	1	
Parcelforce	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	2	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	4	4	-	-	3	-	-	1	-	2	-	-	-	-	2	-	-	-	-	
Amazon Delivery Service/ Logistics	3	3	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	
Other	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	
	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	
None of these	6111 99%	5262 99%	849 99%	164 98%	5139 99%	510 99%	293 99%	169 99%	247 99%	667 99%	503 99%	446 100%	539 99%	572 99%	804 99%	833 99%	527 100%	66 98%	444 99%	

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

Table 340

- Other problems

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time	2nd class - all/most of the time	Use 1st class	Use 2nd class	Use 1st class all/most of the time	Use 1st class all/most of the time and HH income <£11.5	Use 1st class all/most of the time and Not Working	Use 2nd class all/most of the time	Use 2nd class all/most of the time and HH income <£11.5	Use 2nd class all/most of the time and Not Working	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	ANY affordability challenges	No affordability challenges
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Royal Mail	23	15	7	15	7	15	2	2	7	3	5	5	12	1	4	1	17	5	12	7	3	1	-	19	1	3	20
		7%				7%	7%			7%					7%			7%									
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	4	4	-	4	-	4	-	-	-	-	-	1	3	-	-	-	4	-	3	1	-	-	-	4	-	-	4
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DHL	2	2	-	2	-	2	2	-	-	-	-	-	-	-	2	-	-	2	-	2	-	-	-	2	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
FedEx	1	1	-	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	1
Evri	10	3	6	4	7	3	-	3	6	-	3	1	8	-	1	-	9	1	6	2	1	-	1	8	1	2	8
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5	-	4	1	5	-	-	-	4	-	-	-	2	2	-	-	2	-	5	-	-	-	-	5	-	2	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcelforce	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2	-	2	-	2	-	-	-	2	-	-	2	-	-	-	-	2	-	1	-	-	-	-	2	-	-	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	4	2	-	4	2	2	-	2	-	-	-	-	4	-	-	-	4	-	1	3	-	-	-	4	-	2	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Amazon Delivery Service/Logistics	3	3	-	3	-	3	-	-	-	-	-	-	3	-	-	-	3	-	1	1	-	-	-	3	-	-	3
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1	-	1	-	1	-	-	-	1	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	6111	2386	2145	3472	3231	2386	158	757	2145	209	1041	2009	2455	796	578	246	4463	824	2582	2284	677	357	177	4866	534	1510	4601
	99%	99%	99%	99%	99%	99%	99%	99%	99%	98%	99%	100%	99%	100%	99%	100%	99%	99%	99%	99%	99%	100%	100%	99%	100%	99%	99%

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Other problems

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	23	3	20	-	5	16	3	23	-	-	-	23	-
		7%					7%						
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	4	-	4	-	-	4	-	4	-	-	-	4	-
DHL	2	-	2	-	-	*	2	2	-	-	-	2	-
FedEx	1	-	1	-	-	1	-	1	-	-	-	1	-
Evri	10	-	10	-	2	8	*	10	-	-	-	10	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5	-	5	-	2	3	-	5	-	-	-	5	-
Parcelforce	*	-	*	-	-	*	-	*	-	-	-	*	-
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2	-	2	-	-	2	-	2	-	-	-	2	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	4	-	4	-	4	1	-	4	-	-	-	4	-
					e								
Amazon Delivery Service/	3	-	3	-	*	3	-	3	-	-	-	3	-
Logistics	*	-	*	-	-	*	-	*	-	-	-	*	-
Other	1	-	1	-	-	1	-	1	-	-	-	1	-
None of these	6111	333	5736	41	1665	4137	308	5849	117	57	66	6023	22
	99%	99%	99%	100%	99%	99%	99%	99%	100%	100%	100%	99%	100%

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Other problems

Base : All participants

Total	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	312
Royal Mail	23	4	4	3	12	2	2	1	4	*	-	2	*	1	9	2
	*	*	*	*	1%	*	*	*	1%	*	-	*	-	*	2%	*
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	4	3	-	-	1	-	-	3	-	-	-	-	-	-	-	1
	*	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	*
DHL	2	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
FedEx	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
Evri	10	3	2	3	2	-	*	3	2	*	3	*	-	2	-	1
	*	*	*	*	*	-	*	1%	*	*	*	*	-	*	-	*
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5	2	-	1	2	-	2	-	-	-	1	-	-	2	*	-
	*	*	-	*	*	-	*	-	-	-	*	-	-	*	*	-
Parcelforce	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2	1	*	*	-	1	-	-	-	*	-	-	*	-	-	-
	*	*	*	*	-	*	-	-	-	*	-	-	*	-	-	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	4	*	2	-	2	*	-	-	2	-	-	-	-	-	2	-
	*	*	*	-	*	*	-	-	*	-	-	-	-	-	*	-
Amazon Delivery Service/ Logistics	3	2	-	-	1	1	-	*	-	-	-	-	-	-	-	1
	*	*	-	-	*	*	-	*	-	-	-	-	-	-	-	*
Other	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-
None of these	6111	1533	1526	1533	1518	486	527	520	528	504	495	512	518	502	500	516
	89%	99%	99%	100%	99%	99%	99%	99%	99%	99%	100%	99%	100%	100%	89%	89%

Question focuses on packets and parcels SENT since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a:b:c:d - e:f:g:h:i/j:k:l:m:n:op

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- No - there have been no problems

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
6160	1017	5143	807	2862	3353	2962	3195	791	917	1134	805	1152	852	609	1008	1939	2613	1461	5468	644
6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	511
3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	330
2258	608	1650	279	1979	1111	1147	220	313	451	319	431	292	232	533	770	955	524	1898	338	335
37%	49%	33%	35%	37%	37%	37%	27%	36%	49%	39%	39%	39%	39%	37%	32%	39%	39%	39%	37%	35%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
226	31	195	52	173	79	147	23	43	49	40	40	18	12	-	66	88	71	31	191	33
4%	3%	4%	7%	3%	3%	3%	3%	5%	4%	5%	4%	2%	2%	-	4%	5%	3%	2%	4%	4%
267	65	202	54	213	144	124	36	73	65	38	33	16	6	6	109	103	55	22	166	84
4%	5%	4%	7%	4%	5%	4%	4%	5%	4%	5%	4%	2%	1%	1%	6%	5%	2%	2%	3%	10%
201	30	171	55	146	107	94	32	54	52	24	27	8	4	4	86	77	39	12	118	80
3%	2%	3%	7%	3%	4%	3%	4%	5%	4%	5%	4%	1%	1%	1%	6%	5%	2%	1%	2%	10%
877	258	621	155	721	351	526	116	139	154	149	148	65	66	66	255	343	280	131	732	135
14%	21%	13%	20%	13%	12%	17%	14%	16%	17%	16%	16%	9%	11%	11%	15%	16%	11%	9%	14%	14%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
366	96	270	82	284	194	172	65	104	74	57	44	14	8	8	169	131	66	22	278	81
6%	8%	5%	10%	5%	6%	5%	6%	12%	12%	7%	7%	2%	1%	1%	15%	13%	3%	2%	5%	9%
595	102	443	100	494	307	287	48	74	104	100	143	71	56	56	122	203	269	127	513	80
10%	10%	9%	13%	9%	10%	9%	6%	9%	12%	12%	12%	9%	9%	9%	7%	10%	11%	9%	10%	9%
80	13	66	14	66	45	35	16	15	15	10	18	5	1	1	31	25	24	6	51	24
1%	1%	1%	2%	1%	1%	1%	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	3%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
200	38	162	43	156	112	88	36	44	44	28	26	7	14	14	80	72	47	21	133	62
3%	3%	3%	6%	3%	4%	3%	4%	5%	4%	4%	2%	1%	2%	2%	6%	4%	2%	2%	3%	7%
139	12	127	33	106	64	75	21	27	35	15	23	11	8	8	48	49	42	19	99	38
2%	1%	1%	7%	2%	2%	2%	3%	3%	3%	2%	2%	1%	1%	1%	6%	3%	2%	1%	1%	4%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
360	82	278	89	272	147	213	67	61	92	96	37	25	22	22	129	148	84	47	293	62
6%	7%	6%	11%	6%	5%	7%	6%	12%	12%	7%	7%	2%	1%	1%	15%	13%	3%	2%	5%	9%
660	291	368	99	561	313	347	106	104	172	85	89	63	42	42	210	256	193	104	522	121
11%	24%	7%	13%	10%	10%	11%	13%	12%	13%	10%	8%	8%	7%	7%	12%	13%	8%	8%	10%	13%
109	4	105	42	68	65	44	20	35	27	7	17	2	2	2	85	33	21	4	85	24
2%	2%	7%	7%	1%	2%	1%	2%	4%	4%	1%	1%	*	*	*	6%	2%	1%	1%	2%	3%
2967	464	2502	321	2646	1495	1464	431	403	473	399	545	387	329	329	834	872	1261	716	2522	424
48%	38%	61%	41%	49%	50%	47%	32%	46%	42%	49%	49%	51%	51%	52%	49%	49%	59%	52%	49%	45%

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- No - there have been no problems

Table 341

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Royal Mail	2288	418	750	516	574	1168	1090	1410	824	149	241	543	591	478	1375	156	1981	380	1786	92
37%	37%	37%	37%	37%	37%	37%	37%	37%	34%	29%	33%	33%	33%	33%	33%	29%	33%	30%	30%	30%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	226	46	82	50	47	126	97	165	57	14	22	47	59	76	128	14	209	25	195	5
4%	4%	4%	4%	4%	4%	4%	4%	4%	2%	3%	3%	3%	4%	3%	3%	3%	4%	2%	4%	2%
DHL	267	66	94	63	44	160	107	214	51	19	27	66	73	63	165	19	233	41	218	8
40%	40%	40%	40%	40%	40%	40%	40%	40%	2%	4%	4%	4%	5%	6%	4%	3%	4%	3%	5%	3%
FedEx	201	53	66	40	37	124	77	165	35	16	19	45	62	52	126	16	181	36	159	7
2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	3%	3%	3%	4%	5%	3%	3%	3%	3%	3%	2%
Evri	877	183	293	204	197	475	401	599	275	48	80	198	251	196	529	48	777	147	690	40
14%	14%	14%	14%	14%	14%	14%	14%	14%	11%	9%	11%	13%	16%	16%	14%	9%	16%	11%	16%	14%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	366	92	125	86	63	217	149	301	65	14	29	77	132	89	238	14	340	54	300	12
6%	6%	6%	6%	6%	6%	6%	6%	6%	3%	3%	4%	5%	6%	6%	6%	3%	7%	4%	7%	4%
Parcelforce	595	134	198	143	120	332	263	399	193	36	57	124	164	129	375	36	526	97	472	25
10%	10%	10%	10%	10%	10%	10%	10%	10%	8%	7%	8%	8%	12%	12%	10%	7%	10%	8%	10%	9%
TNT	80	24	26	14	15	51	29	67	11	9	3	28	17	21	48	9	70	10	69	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	-	2%	1%	2%	1%	2%	1%	1%	1%	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	200	45	73	42	40	118	82	159	38	13	17	51	61	43	129	13	177	37	156	6
3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	2%	2%	2%	4%	3%	3%	2%	3%	3%	3%	2%
UK Mail	139	25	39	35	40	64	75	121	37	8	15	44	35	32	94	8	127	21	111	8
2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	3%	2%	2%	2%	2%	2%	3%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	380	80	117	84	79	197	163	267	93	23	23	89	98	97	210	23	319	59	294	7
6%	6%	6%	6%	6%	6%	6%	6%	6%	4%	4%	3%	6%	6%	6%	6%	4%	6%	5%	6%	2%
Amazon Delivery Service/	660	184	211	131	132	396	263	465	171	35	54	144	184	166	382	35	572	94	528	36
Logistics	17%	17%	17%	17%	17%	17%	17%	17%	7%	7%	7%	10%	10%	10%	10%	7%	10%	7%	10%	7%
Other	109	27	34	23	26	61	40	61	16	10	5	34	30	24	70	10	93	24	62	3
2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%
None of these	2967	506	876	646	939	1382	1585	1628	1272	269	405	733	713	436	1851	310	2395	721	2090	156
48%	48%	48%	48%	48%	48%	48%	48%	48%	44%	48%	48%	48%	48%	48%	48%	48%	48%	48%	48%	48%

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- No - there have been no problems

Table 341

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/Lancashire (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	2258	1892	366	70	1913	188	108	50	71	242	201	165	193	213	344	269	215	33	155	
37%		36%	42%	42%	37%	42%	42%	29%	28%	42%	42%	42%	36%	42%	42%	32%	42%	42%	34%	
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	226	187	38	8	180	22	16	8	8	22	22	23	21	18	23	18	25	2	20	
4%		4%	5%	4%	4%	4%	4%	5%	4%	3%	4%	4%	4%	3%	3%	2%	4%	3%	4%	
DHL	267	230	37	7	228	23	10	6	8	35	24	11	20	28	47	44	11	2	21	
4%		4%	4%	4%	4%	4%	3%	3%	3%	4%	4%	3%	4%	4%	4%	4%	2%	3%	4%	
FedEx	201	185	16	1	173	21	4	3	7	19	15	8	11	26	47	24	15	2	19	
3%		3%	2%	1%	3%	4%	1%	2%	3%	3%	3%	2%	2%	4%	4%	3%	3%	3%	4%	
Evri	877	740	138	17	748	61	48	21	35	121	72	75	70	92	116	102	64	4	56	
14%		14%	16%	10%	14%	12%	16%	12%	14%	16%	14%	17%	13%	16%	14%	12%	12%	6%	13%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	366	319	47	8	308	34	18	8	12	46	40	21	31	22	49	58	27	1	33	
6%		6%	5%	5%	6%	7%	6%	5%	5%	7%	6%	5%	6%	4%	6%	7%	5%	2%	3%	
Parcelforce	595	490	105	21	502	96	21	16	23	57	57	43	38	73	62	60	60	12	44	
10%		9%	12%	13%	10%	11%	7%	9%	9%	8%	11%	10%	7%	13%	8%	11%	11%	19%	10%	
TNT	80	71	9	3	71	5	2	1	4	6	8	4	8	9	14	10	9	-	5	
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	2%	-	1%	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	200	171	28	4	174	14	7	4	6	12	22	10	18	22	33	37	15	*	14	
3%		3%	3%	3%	3%	3%	3%	2%	2%	2%	4%	2%	3%	4%	4%	3%	*	3%	15	
UK Mail	139	118	22	3	117	15	5	3	3	7	10	14	17	17	11	23	14	*	15	
2%		2%	3%	2%	2%	3%	2%	2%	1%	1%	2%	3%	3%	3%	3%	3%	3%	*	3%	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	380	320	40	9	299	29	20	13	15	44	24	34	26	27	47	58	22	3	26	
6%		6%	5%	5%	6%	6%	7%	7%	6%	7%	5%	8%	5%	5%	6%	7%	4%	5%	6%	
Amazon Delivery Service/ Logistics	660	573	87	11	559	53	29	19	27	73	63	63	45	76	83	83	48	5	48	
17%		17%	10%	6%	17%	10%	10%	17%	17%	17%	12%	10%	8%	10%	10%	10%	9%	7%	17%	
Other	109	94	15	3	96	8	3	3	2	13	10	9	7	12	21	10	14	1	7	
2%		2%	2%	2%	2%	1%	1%	1%	1%	2%	2%	2%	1%	2%	3%	1%	3%	1%	2%	
None of these	2967	2506	371	72	2478	254	147	88	138	325	219	211	270	271	358	449	238	26	227	
49%		49%	43%	43%	48%	49%	50%	52%	49%	48%	43%	47%	50%	47%	44%	49%	45%	39%	51%	

Question focuses on packets and parcels SENT since Q3 2022
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1695

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- No - there have been no problems

Table 341

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	6160	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Royal Mail	2258	956	769	1374	1187	956	39	277	769	65	352	845	887	258	192	76	1732	268	1149	806	171	102	29	1956	130	385	1873
37%	40%a	36%	39%	37%	40%a	24%	39%	37%	36%	31%	34%	42%anoneg	36%	32%	33%	31%	38%none	32%	44%stures	39%stv	29%	35%v	16%	40%stuv	24%	29%	40%y
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	226	87	86	130	129	87	6	15	86	3	25	73	92	20	30	11	165	40	105	79	13	19	8	184	27	56	169
4%	4%	4%	4%	4%	4%	4%	2%	2%	4%	1%	2%	4%	4%	3%	3%	4%	5%	4%	4%	3%	2%	2%	5%	4%	4%	4%	4%
DHL	267	137	68	192	123	137	5	22	68	7	16	91	103	27	38	8	195	45	126	97	15	25	4	223	29	101	166
4%	4%b	3%	4%b	4%	3%	3%	3%	3%	3%	3%	3%	5%	4%	3%	3%	4%	5%	4%	3%	4%	2%	2%	2%	4%	2%	4%	4%
FedEx	201	104	47	148	90	104	3	16	47	5	9	65	88	23	25	1	153	26	102	78	13	5	2	180	8	77	124
3%	4%b	2%	4%b	3%	3%	4%	2%	2%	2%	1%	1%	3%	4%b	3%	4%	3%	3%	4%	4%	3%	2%	2%	1%	4%	1%	6%	3%
Evri	877	383	284	551	452	383	14	82	284	20	117	273	361	118	94	31	634	125	410	318	73	52	24	728	76	180	698
14%	36%b	73%	69%b	14%	61%b	9%	17%	13%	10%	10%	17%	14%	15%	15%	16%	13%	14%	15%	16%	14%	17%	14%	14%	15%b	14%	12%	16%y
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	366	181	99	245	163	181	6	27	99	5	20	121	148	35	45	17	270	62	163	150	23	25	6	313	31	108	258
6%	4%b	5%	4%b	5%	4%	4%	4%	4%	2%	2%	6%	6%	6%	4%	5%	7%	6%	4%	4%	3%	3%	3%	6%	3%	6%	7%	6%
Parcelforce	595	268	187	391	310	268	11	73	187	16	84	221	245	53	60	16	466	76	203	221	27	43	10	514	53	137	458
10%	11%b	9%	11%b	10%	10%	10%	10%	9%	8%	8%	11%an	10%an	7%	10%	7%	10%	9%	11%	10%	4%	12%b	8%	10%	10%	9%	10%	10%
TNT	80	45	17	99	31	45	1	2	17	5	18	38	10	11	2	57	13	30	35	7	5	1	65	6	50	30	
1%	4%b	1%	4%b	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	200	93	63	124	93	93	3	13	63	5	14	71	74	21	27	7	145	34	108	58	18	12	5	166	18	69	130
3%	4%	4%	4%	3%	3%	3%	2%	2%	3%	2%	1%	3%	3%	3%	3%	3%	4%	4%	4%	3%	2%	3%	3%	3%	3%	3%	3%
UK Mail	139	67	39	87	69	67	2	11	39	4	18	62	55	12	7	4	117	11	80	45	14	*	*	124	*	60	79
2%	3%	2%	3%	2%	2%	3%	1%	1%	2%	2%	2%	2%	2%	1%	1%	2%	3%	1%	3%an	2%an	*	*	2%an	*	4%z	2%	2%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	360	156	137	209	190	156	4	30	137	11	44	114	155	36	43	12	268	56	142	152	30	27	9	294	36	105	255
6%	6%	6%	6%	6%	6%	6%	3%	4%	6%	5%	4%	6%	6%	5%	7%	5%	6%	7%	5%	7%	4%	8%	5%	6%	7%	7%	6%
Amazon Delivery Service/Logistics	680	381	148	467	254	381	11	63	148	12	61	205	271	84	73	26	476	99	319	245	50	32	13	584	45	167	492
11%	13%b	7%	12%b	8%	7%	7%	7%	6%	6%	6%	10%	11%	11%	12%	11%	11%	12%	11%	12%an	11%	7%	9%	7%	11%b	8%	11%	11%
Other	109	54	27	78	49	54	2	4	27	2	8	35	34	20	19	1	69	20	44	40	14	8	3	84	11	65	45
2%	2%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	3%	3%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%
None of these	2967	1077	1071	1570	1564	1077	10	304	1071	118	562	915	1189	424	270	142	2104	411	1071	1125	424	109	113	2100	317	139	2151
46%	45%	40%a	45%	45%	40%a	45%	62%a	62%a	50%	56%	54%	45%	46%	53%an	46%	57%an	47%	41%	49%an	52%an	56%an	56%an	45%y	59%an	54%z	46%	46%

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- No - there have been no problems

Table 341

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5916	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	3258	91	2159	11	486	1678	84	2208	16	6	24	2211	4
37%		27%	30%	27%	30%	46%	27%	37%	14%	11%	36%	31%	17%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	226	5	220	1	50	165	10	223	-	1	1	224	-
4%		1%	4%	2%	3%	4%	3%	4%	-	2%	2%	4%	-
DHL	267	13	254	*	50	208	12	261	3	*	1	264	1
4%		4%	4%	*	4%	5%	4%	4%	3%	*	2%	4%	6%
FedEx	201	12	188	1	48	142	12	193	7	*	1	200	-
3%		4%	3%	4%	3%	3%	4%	3%	6%	*	2%	3%	-
Evri	877	30	842	4	191	657	30	868	2	3	-	873	4
14%		9%	15%	11%	11%	16%	9%	15%	2%	6%	-	14%	19%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	366	10	354	2	77	288	22	360	3	2	1	365	-
6%		3%	6%	4%	5%	7%	7%	6%	3%	4%	1%	6%	-
Parcelforce	595	26	567	1	146	430	19	584	1	3	6	589	-
10%		8%	10%	4%	9%	10%	6%	10%	1%	5%	9%	10%	-
TNT	80	3	76	*	9	65	6	77	1	-	1	78	-
1%		1%	1%	*	1%	2%	6%	1%	1%	-	2%	1%	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	200	10	190	*	42	149	9	195	3	*	1	198	*
3%		3%	3%	*	2%	4%	3%	3%	3%	*	2%	3%	-
UK Mail	139	4	132	4	38	92	9	138	1	-	-	139	*
2%		1%	2%	6%	2%	2%	3%	2%	1%	-	-	2%	*
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	360	12	348	*	85	263	13	359	1	-	-	360	-
6%		4%	6%	*	5%	6%	4%	6%	1%	-	-	6%	-
Amazon Delivery Service/	660	30	628	3	123	510	21	646	7	3	1	656	2
Logistics	11%	9%	11%	6%	7%	12%	7%	11%	6%	6%	2%	11%	10%
Other	109	8	99	2	38	67	2	102	5	1	1	108	-
2%		2%	2%	6%	2%	2%	2%	2%	4%	2%	2%	2%	-
None of these	2967	202	2740	26	639	1839	103	2774	69	42	41	2910	16
46%		50%	47%	63%	36%	44%	65%	47%	16%	12%	13%	48%	71%

Question focuses on packets and parcels SENT since Q3 2022.
UK Mail was removed from the survey from March 2024 onwards.
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k
* small base, ** very small base (under 30) ineligible for sig testing

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- No - there have been no problems

Table 341

Base : All participants

Total	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	312
Royal Mail	2258	587	564	563	545	186	212	189	197	209	158	187	185	191	189	173
	37%	38%	37%	37%	35%	38%	40%	36%	37%	41%	32%	36%	36%	38%	37%	33%
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	226	70	53	37	65	24	20	27	16	21	16	9	16	13	20	24
	4%	8%	3%	2%	4%	9%	4%	9%	3%	4%	3%	2%	3%	3%	4%	9%
DHL	267	66	65	63	74	18	26	21	22	22	22	20	19	23	24	27
	4%	4%	4%	4%	5%	4%	5%	4%	4%	4%	4%	4%	5%	5%	4%	5%
FedEx	201	47	39	49	66	15	20	11	15	9	15	10	13	26	14	34
	3%	3%	3%	3%	4%	3%	4%	2%	3%	2%	3%	2%	3%	9%	3%	9%
Evri	877	216	202	222	237	72	60	84	71	68	63	71	50	61	54	84
	14%	14%	13%	14%	15%	12%	11%	16%	12%	12%	12%	14%	12%	11%	11%	16%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	366	99	89	86	90	30	33	36	17	36	36	33	35	20	30	36
	6%	6%	6%	6%	6%	6%	6%	7%	3%	7%	7%	6%	7%	4%	6%	6%
Parcelforce	595	150	168	141	137	38	48	64	50	61	57	45	29	66	37	50
	10%	10%	11%	9%	9%	8%	9%	12%	9%	12%	11%	9%	6%	13%	7%	10%
TNT	89	11	26	27	16	7	3	1	4	11	8	7	9	11	6	8
	1%	1%	2%	2%	1%	1%	1%	-	1%	3%	3%	1%	2%	3%	1%	2%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	200	46	49	57	48	15	15	16	8	22	18	24	15	18	8	22
	3%	3%	3%	4%	3%	3%	3%	3%	2%	4%	4%	5%	3%	4%	1%	4%
UK Mail	139	57	56	27	-	15	24	18	17	26	12	10	16	-	-	-
	2%	4%	4%	2%	-	9%	9%	9%	9%	9%	9%	9%	9%	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	360	84	100	73	103	26	31	27	32	43	25	23	29	22	29	40
	6%	5%	7%	5%	7%	5%	6%	5%	6%	7%	5%	4%	6%	4%	7%	8%
Amazon Delivery Service/Logistics	660	159	162	164	175	58	45	56	46	58	58	46	46	72	53	71
	11%	10%	11%	11%	11%	12%	9%	11%	9%	11%	12%	9%	9%	14%	14%	10%
Other	109	28	17	32	33	5	14	8	3	10	3	10	6	15	8	16
	2%	2%	1%	2%	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	2%	2%
None of these	2967	718	763	769	716	230	244	244	273	233	257	256	268	245	229	262
	48%	46%	50%	50%	47%	47%	46%	46%	51%	46%	52%	49%	52%	49%	46%	50%

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...
- Any problems

Table 342

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3195	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	843
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	997	126	872	260	737	457	537	189	166	218	129	159	73	62	356	346	295	136	784	200
16%	10%	10%	16%	35%	14%	16%	17%	23%	19%	19%	19%	14%	10%	10%	21%	16%	12%	10%	15%	22%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
123	7	116	69	54	77	46	15	25	34	31	14	12	6	-	59	45	19	6	96	24
2%	1%	2%	2%	1%	2%	1%	1%	3%	4%	3%	2%	2%	1%	-	2%	2%	1%	-	2%	3%
DHL	162	9	153	75	88	90	72	35	47	43	18	15	3	-	82	61	19	3	89	61
3%	1%	3%	10%	2%	3%	2%	2%	4%	5%	4%	2%	2%	1%	-	3%	3%	1%	-	2%	7%
FedEx	136	8	128	72	64	81	55	37	39	40	13	4	-	2	76	54	6	2	88	46
2%	1%	2%	2%	1%	2%	1%	2%	3%	3%	3%	2%	1%	-	-	2%	2%	-	-	2%	3%
Evo	382	56	296	110	242	143	208	92	80	69	54	34	10	14	172	122	58	24	270	73
6%	5%	6%	14%	5%	6%	5%	7%	11%	9%	9%	7%	3%	1%	2%	10%	8%	2%	2%	5%	6%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	140	9	131	77	64	75	65	26	47	37	12	13	4	2	73	49	19	6	104	36
2%	1%	3%	10%	1%	2%	2%	2%	3%	5%	3%	1%	1%	1%	-	4%	2%	1%	-	2%	4%
Parcelforce	148	11	136	57	91	92	56	25	35	34	16	14	12	11	60	50	38	23	118	26
2%	1%	3%	5%	2%	2%	2%	2%	3%	4%	3%	2%	1%	2%	2%	4%	3%	1%	2%	2%	3%
TNT	79	4	75	50	29	50	28	10	27	22	9	8	2	1	37	31	11	3	57	21
1%	-	2%	6%	1%	2%	1%	1%	1%	3%	2%	1%	1%	-	-	2%	2%	-	-	1%	2%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	95	7	89	48	47	63	32	15	24	31	12	7	3	4	40	43	13	7	76	19
2%	1%	2%	6%	1%	2%	1%	1%	2%	3%	3%	1%	1%	-	1%	2%	2%	1%	-	1%	2%
UK Mail	100	8	92	48	52	60	40	32	22	28	8	6	-	3	55	36	10	4	66	33
2%	1%	2%	5%	1%	2%	1%	1%	4%	3%	3%	1%	1%	-	1%	6%	4%	-	-	1%	3%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	143	15	128	65	77	70	73	23	42	37	22	14	4	2	65	59	19	6	115	26
2%	1%	3%	5%	1%	2%	1%	2%	3%	4%	3%	2%	1%	-	-	4%	3%	1%	-	2%	3%
Amazon Delivery Service/ Logistics	221	41	180	77	144	113	108	54	56	34	28	21	18	10	110	62	49	27	160	56
4%	3%	4%	16%	3%	4%	3%	3%	7%	6%	3%	3%	2%	2%	2%	7%	5%	2%	2%	3%	6%
Other	105	3	102	64	41	60	45	17	27	34	12	10	3	2	44	47	15	5	77	28
2%	-	2%	5%	1%	2%	1%	1%	2%	3%	3%	1%	1%	-	-	3%	2%	1%	-	1%	3%
None of these	4686	1028	3658	407	4278	2321	2358	527	575	811	642	929	659	542	1102	1453	2131	1201	4021	624
76%	83%	74%	52%	69%	77%	73%	73%	64%	66%	72%	77%	82%	87%	86%	65%	74%	85%	87%	76%	66%

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Any problems

Table 342

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Royal Mail	997	257	289	224	227	546	451	684	303	93	92	240	319	176	651	95	852	248	707	42
	16%	17% <i>bed</i>	15%	16%	13%	16%	15%	19%	13%	17%	12%	16%	19% <i>bed</i>	16%	16%	16%	16%	15%	15%	15%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	123	49	34	21	21	80	42	104	18	7	12	22	41	37	75	7	113	49	73	4
	2%	4% <i>bed</i>	2%	2%	1%	2%	1%	3%	1%	1%	2%	1%	3%	3% <i>bed</i>	2%	1%	2%	2%	2%	1%
DHL	162	66	44	28	24	109	53	142	20	7	7	37	56	48	99	7	151	45	104	12
	3%	6% <i>bed</i>	2%	2%	1%	4% <i>f</i>	2%	4% <i>f</i>	1%	1%	1%	2%	4% <i>f</i>	4% <i>bed</i>	3%	1%	3%	4% <i>f</i>	2%	4%
FedEx	138	54	36	26	20	90	46	121	14	10	11	34	49	29	94	10	126	41	90	4
	2%	4% <i>bed</i>	2%	2%	1%	2%	1%	3%	1%	1%	1%	2%	3%	3%	2%	1%	2%	3%	2%	2%
Evri	382	121	109	64	58	230	122	267	81	21	27	69	114	92	210	21	312	83	257	12
	6%	11% <i>bed</i>	9% <i>f</i>	5%	3%	6% <i>f</i>	4%	7% <i>f</i>	3%	4%	4%	5%	7% <i>bed</i>	8% <i>bed</i>	5%	4%	6%	6%	6%	4%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	140	55	38	21	27	93	47	127	14	3	12	47	43	34	102	3	136	41	92	7
	2%	6% <i>bed</i>	2%	1%	2%	3% <i>f</i>	2%	3% <i>f</i>	1%	1%	2%	3% <i>f</i>	3% <i>f</i>	3% <i>f</i>	2%	1%	3% <i>bed</i>	3% <i>f</i>	2%	3%
Parcelforce	148	60	33	22	33	93	55	118	26	10	16	29	55	32	100	10	133	48	90	10
	2%	5% <i>bed</i>	2%	2%	2%	3% <i>f</i>	2%	3% <i>f</i>	1%	2%	2%	2%	3% <i>bed</i>	3%	2%	2%	3%	4%	2%	3%
TNT	79	39	17	15	7	56	22	67	11	2	6	21	30	19	57	2	78	39	33	7
	1%	5% <i>bed</i>	1%	1%	+	2% <i>f</i>	1%	2% <i>f</i>	+	+	1%	1%	2%	2%	1%	+	1%	2% <i>f</i>	1%	3% <i>f</i>
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	95	42	15	21	18	57	39	85	10	3	9	26	30	23	65	3	88	34	57	4
	2%	6% <i>bed</i>	1%	2%	1%	2%	1%	2% <i>bed</i>	+	1%	1%	2%	2%	2%	2%	+	2%	3% <i>bed</i>	1%	1%
UK Mail	100	33	31	15	21	64	36	84	16	8	11	24	40	16	75	8	92	36	58	6
	2%	5% <i>bed</i>	2%	1%	1%	2% <i>f</i>	1%	2% <i>f</i>	1%	2%	1%	2%	2%	1%	2%	2%	2%	3% <i>f</i>	1%	2%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	143	55	45	20	23	100	43	114	29	5	20	35	45	32	100	5	132	45	87	11
	2%	6% <i>bed</i>	2%	1%	1%	2% <i>f</i>	1%	3% <i>f</i>	1%	1%	3%	2%	3% <i>f</i>	3%	3%	1%	3%	4% <i>f</i>	2%	4%
Amazon Delivery Service/ Logistics	221	80	58	39	44	137	83	161	59	19	12	55	70	42	138	19	184	66	143	11
	4%	6% <i>bed</i>	3%	3%	3%	3% <i>f</i>	3%	4% <i>bed</i>	2%	2%	2%	2%	4% <i>bed</i>	4% <i>f</i>	4%	4%	5% <i>bed</i>	3%	4%	1%
Other	105	37	20	24	24	57	48	86	19	7	12	27	37	17	71	7	94	50	47	8
	2%	3% <i>bed</i>	1%	2%	1%	2%	2%	3% <i>f</i>	1%	1%	2%	2%	2%	2%	2%	1%	2%	4% <i>f</i>	1%	3% <i>f</i>
None of these	4686	745	1472	1069	1367	2219	2469	2629	1978	395	606	1161	1114	807	2871	411	3896	930	3529	227
	76%	66%	72% <i>bed</i>	67% <i>bed</i>	63% <i>bed</i>	73%	74% <i>bed</i>	72%	63% <i>bed</i>	7%	10% <i>bed</i>	16% <i>bed</i>	70%	73%	63% <i>bed</i>	77%	75%	72%	72% <i>bed</i>	79%

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Any problems

Table 342

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Royal Mail	997	855	142	31	854	79	38	26	33	110	81	76	89	100	138	136	91	12	67		
16%	16%	16%	16%	19%	15.5%	15%	13%	15%	13%	16%	16%	17%	16%	17%	17%	16%	17%	16%	15%		
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Collect +	123	106	17	4	102	13	5	3	4	9	4	7	21	11	30	5	11	2	11		
2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	4%	2%	2%	1%	2%	3%	2.3%		
DHL	162	137	25	4	137	14	9	2	3	8	6	6	24	22	39	14	14	2	12		
3%	3%	3%	3%	2%	3%	3%	3%	1%	1%	1%	1%	1%	4%	4%	4%	2%	3%	3%	3%		
FedEx	138	114	22	3	119	9	6	2	3	11	11	7	24	17	20	18	9	1	7		
2%	2%	2%	3%	2%	2%	2%	2%	1%	1%	2%	2%	2%	4%	3%	2%	2%	2%	2%	2%		
Evri	382	301	51	5	304	19	23	6	16	52	31	25	30	29	39	55	28	1	18		
6%	6%	6%	6%	3%	6%	4%	6%	3%	6%	6%	6%	6%	6%	5%	5%	7%	5%	2%	4%		
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
DPD	140	122	18	7	124	8	6	3	4	10	11	9	14	12	25	22	18	*	8		
2%	2%	2%	2%	4%	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	3%	3%	3%	*	2%		
Parcelforce	148	117	31	7	124	11	9	4	3	3	5	10	22	13	24	20	19	*	10		
2%	2%	2%	4%	4%	2%	3%	4%	2%	1%	*	1%	2%	4%	3%	3%	3%	3%	1%	2%		
TNT	79	63	15	1	69	3	5	2	4	5	2	8	18	10	13	5	4	*	3		
1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	*	2%	2%	2%	2%	1%	1%	*	1%		
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
UPS	85	82	14	3	80	10	4	2	3	8	1	6	18	16	20	3	3	1	9		
2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	*	1%	2%	2%	2%	*	1%	2%	2.6%		
UK Mail	100	90	10	2	88	7	4	1	3	7	1	7	13	15	25	11	5	1	7		
2%	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	2%	2%	2%	1%	1%	1%	1%		
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Yodel	143	120	23	4	124	8	8	3	4	16	8	3	26	12	21	21	13	*	8		
2%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	2%	1%	3%	2%	3%	2%	2%	1%	2%		
Amazon Delivery Service/ Logistics	221	210	11	5	187	18	11	5	5	14	10	20	30	20	42	24	21	1	17		
4%	4%	4%	1%	3%	4%	3%	4%	3%	2%	2%	2%	5%	4%	3%	4%	3%	4%	2%	4%		
Other	105	88	17	3	92	7	4	2	5	12	1	4	16	7	17	20	10	-	7		
2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	*	1%	3%	1%	2%	2%	2%	-	2%		
None of these	4686	4030	655	126	3915	402	233	135	194	516	390	343	414	435	604	629	391	51	351		
76%	76%	76%	76%	75%	76%	78%	79%	79%	76%	77%	77%	76%	76%	76%	75%	75%	74%	76%	76%		

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Mean: Columns Tested (5% risk level) - abc - d e f g - h i j k l m n o p q r

* small base

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Any problems

Table 342

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1562	1381	408	211	112	2963	323	901	2816	
Royal Mail	997	423	343	625	544	423	37	109	343	39	129	377	416	107	75	19	793	94	490	378	76	32	15	868	47	415	582	
166%		18%	16%	18%	17%	18%	22%g	14%	16%	13%	12%	16%mon	17%ed	13%	13%	8%	18%mon	11%	19%low	18%low	17%	9%	8%	18%low	9%	27%z	13%	
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	123	72	22	99	49	72	2	12	22	4	4	49	2%	4%	15	7	3	98	2%	52	59	5	4	1	111	5	94	29
2%		3%ed	1%	3%ed	2%	3%	1%	2%	1%	2%	1%	2%	2%	2%	1%	1%	2%	1%	2%	3%	1%	1%	1	2%	1%	8%	1%	
DHL	142	101	22	138	59	101	4	11	22	1	4	60	68	19	12	1	128	14	69	66	20	4	2	136	6	129	33	
3%		4%ed	1%	4%ed	2%	4%g	2%	1%	7%	1%	1%	3%	3%	2%	2%	1%	3%	2%	3%	3%	3%	1%	3%	1%	12%	1%	9%z	1%
FedEx	136	87	14	115	42	87	5	6	14	3	5	54	63	14	4	1	117	5	66	53	12	4	-	119	4	111	25	
2%		4%ed	1%	3%ed	1%	4%g	3%g	1%	1%	2%	4	3%ed	3%ed	2%	1%	1%	3%ed	1%	3%ed	2%	2%	1%	-	2%	1%	7%z	1%	
Evri	352	158	113	226	181	158	8	37	113	11	30	122	139	31	49	12	261	60	189	147	20	12	3	315	15	182	170	
8%		7%	6%	8%	7%	6%	7%	3%	8%	5%	3%	8%	8%	4%	5%ed	5%	7%ed	8%	9%	8%	3%	3%	2%	3%ed	3%	12%z	4%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	140	85	24	115	54	85	6	6	24	1	2	59	46	22	13	4	105	13	69	58	6	4	1	127	6	108	33	
2%		4%ed	1%	3%ed	2%	4%ed	1%	1%	4%ed	1%	1%	4%ed	2%	2%	2%	1%	2%	2%	4%ed	4%ed	4%ed	1%	1%	1%	3%	1%	9%z	1%
Parcelforce	148	82	36	112	66	82	5	12	36	1	11	67	49	16	6	10	116	16	64	64	12	4	4	128	8	93	55	
2%		3%ed	2%	3%ed	2%	3%g	3%	2%	2%	1%	1%	3%ed	2%	2%	1%	3%	2%	2%	2%	3%	2%	1%	2%	3%	2%	6%z	1%	
TNT	79	53	7	71	24	53	3	8	7	1	3	29	29	13	5	2	58	7	34	36	4	2	2	70	4	70	8	
1%		4%ed	1%	3%ed	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	4%z	1%	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	98	59	19	76	36	59	1	3	19	1	6	40	36	12	7	4	76	7	42	38	6	4	80	9	81	14		
2%		4%ed	1%	3%ed	1%	4%ed	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%	1%	2%	2%	2%	2%	3%z	1%	
UK Mail	100	67	13	85	31	67	6	6	13	2	7	49	35	8	6	2	84	9	50	41	4	1	5	91	5	84	16	
2%		3%ed	1%	2%ed	1%	3%g	4%g	1%	1%	1%	1%	2%ed	1%	1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	1%	8%z	1%	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	143	80	27	114	60	80	3	13	27	1	8	60	51	16	7	9	111	16	65	59	12	3	5	124	7	104	39	
2%		3%ed	1%	3%ed	2%	3%	2%	2%	1%	1%	1%	3%	2%	2%	1%	4%	2%	2%	3%	3%	2%	1%	3%	3%	1%	7%z	1%	
Amazon Delivery Service/Logistics	221	136	43	174	83	136	9	23	43	6	22	67	86	31	15	2	173	17	108	89	10	12	4	187	12	136	86	
4%		4%ed	2%	3%ed	3%	4%ed	3%	3%	2%	4%	2%	4%ed	3%	4%	3%	1%	4%ed	2%	4%ed	4%ed	1%	3%	4	1%	2%	9%z	2%	
Other	105	59	18	85	44	59	4	6	18	7	11	57	34	12	2	4	91	2	52	46	2	4	4	98	4	88	17	
2%		3%ed	1%	2%ed	1%	2%g	1%	1%	1%	1%	1%	2%mon	1%g	1%g	1%	1%	2%ed	1%	2%ed	2%ed	1%	1%	1%	2%ed	1%	6%z	1%	
None of these	486	1766	1667	2571	2472	1766	110	610	1667	165	674	1498	1871	634	482	207	3369	658	1922	1730	558	300	150	3652	450	853	3832	
76%		73%	67%ed	73%	76%	73%	69%	60%ed	77%	77%	78%	76%mon	78%ed	75%	75%	72%	84%ed	75%	74%	75%	62%new	64%new	65%new	74%	64%new	56%	83%z	

Question focuses on packets and parcels SENT since Q3 2022

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means. Columns Tested (5% risk level) - a-b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Any problems

Table 342

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**	
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Royal Mail	997	60	931	6	318	628	50	902	21	11	3	903	2	
16%		15%	16%	14%	19%	15%	16%	18%	19%	18%	4%	16%	7%	
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	123	13	109	*	48	69	5	114	6	2	*	122	-	
2%		2%	2%	-	3%	2%	2%	2%	5%	4%	-	2%	-	
DHL	162	12	145	5	61	81	20	149	10	3	*	162	-	
3%		4%	3%	1%	3%	2%	3%	3%	9%	3%	*	3%	-	
FedEx	136	13	119	3	61	65	10	121	12	3	*	136	-	
2%		4%	2%	0%	4%	2%	3%	2%	10%	5%	*	2%	-	
Evri	352	14	336	2	107	218	27	333	18	2	-	352	*	
8%		4%	6%	4%	6%	5%	9%	6%	10%	3%	-	6%	*	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	140	16	122	3	62	78	10	124	12	3	*	140	1	
2%		4%	2%	0%	3%	2%	3%	2%	10%	5%	*	2%	3%	
Parcelforce	148	6	139	3	59	78	11	133	12	3	-	148	-	
2%		2%	2%	0%	4%	2%	3%	2%	11%	5%	-	2%	-	
TNT	79	7	68	2	45	32	2	65	10	3	*	79	-	
1%		2%	1%	0%	1%	1%	1%	1%	15%	5%	*	1%	-	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	98	10	83	2	34	55	6	86	8	3	*	95	-	
2%		3%	1%	0%	2%	1%	2%	1%	9%	5%	*	2%	-	
UK Mail	100	10	87	3	44	45	12	92	6	2	*	100	-	
2%		3%	2%	0%	3%	1%	4%	2%	7%	4%	*	2%	-	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	143	9	129	5	64	64	15	126	15	2	*	143	-	
2%		3%	2%	1%	4%	2%	4%	2%	12%	3%	*	2%	-	
Amazon Delivery Service/	221	11	206	4	79	126	16	209	9	2	-	221	-	
Logistics	4%	3%	4%	0%	3%	3%	5%	4%	4%	4%	-	4%	-	
Other	105	15	87	3	63	34	8	93	7	4	*	105	-	
2%		4%	2%	0%	4%	1%	4%	2%	8%	4%	*	2%	-	
None of these	4886	240	4416	29	1194	3260	226	4409	68	38	63	4803	20	
76%		71%	76%	72%	71%	72%	72%	76%	58%	66%	95%	76%	90%	

Question focuses on packets and parcels SENT since Q3 2022.
 UK Mail was removed from the survey from March 2024 onwards.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using ...

- Any problems

Table 342

Base : All participants

Total	Quarter					Month															
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)		Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	516	516	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Royal Mail	997	256	249	243	249	74	89	93	93	70	85	76	99	69	79	98	72				
	16%	17%	16%	16%	16%	12%	17%	18%	18%	14%	17%	15%	19%	14%	16%	19%	14%				
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Collect +	123	39	45	16	23	10	15	13	19	13	13	3	6	6	4	12	6				
	2%	2%	3%	1%	1%	2%	3%	3%	4%	3%	3%	1%	1%	1%	1%	2%	1%				
DHL	162	50	35	43	34	13	17	20	16	14	5	9	15	19	9	17	8				
	3%	3%	2%	3%	2%	3%	3%	4%	3%	3%	1%	2%	3%	4%	2%	3%	2%				
FedEx	136	27	48	43	18	4	9	13	28	10	10	11	14	19	3	5	10				
	2%	2%	3%	3%	1%	1%	2%	3%	9%	2%	2%	2%	3%	4%	1%	1%	2%				
Evri	382	80	94	96	82	21	22	37	27	31	36	35	33	29	26	23	33				
	6%	5%	6%	6%	5%	4%	4%	7%	5%	6%	7%	7%	6%	6%	5%	4%	6%				
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
DPD	140	37	52	25	26	8	10	10	16	10	17	5	16	4	9	13	5				
	2%	2%	3%	2%	2%	2%	4%	2%	3%	3%	3%	1%	3%	1%	2%	2%	1%				
Parcelforce	148	34	46	41	27	4	9	21	18	11	17	10	21	10	17	5	5				
	2%	2%	3%	3%	2%	1%	2%	4%	3%	2%	3%	2%	4%	2%	3%	1%	1%				
TNT	79	22	34	22	10	5	6	11	13	8	3	6	9	7	-	7	3				
	1%	1%	2%	1%	1%	1%	1%	2%	3%	2%	1%	1%	2%	1%	-	1%	1%				
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
UPS	95	29	29	26	11	9	8	12	18	2	9	8	5	13	6	3	3				
	2%	2%	2%	2%	1%	2%	2%	2%	3%	1%	2%	1%	1%	3%	1%	1%	1%				
UK Mail	100	32	47	21	-	4	11	18	21	16	11	7	14	-	-	-	-				
	2%	2%	3%	1%	-	1%	2%	3%	4%	3%	2%	1%	3%	-	-	-	-				
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Yodel	143	39	44	34	26	6	13	20	21	15	8	3	13	17	9	13	4				
	2%	3%	3%	2%	2%	1%	2%	4%	4%	3%	2%	1%	3%	4%	2%	3%	1%				
Amazon Delivery Service/ Logistics	221	59	61	46	56	20	24	15	29	16	15	13	20	13	11	22	23				
	4%	4%	4%	3%	4%	4%	4%	3%	4%	3%	3%	2%	4%	3%	2%	4%	4%				
Other	105	20	36	26	23	4	7	9	13	12	11	3	13	11	3	13	6				
	2%	1%	2%	2%	1%	1%	1%	2%	2%	2%	2%	1%	2%	2%	1%	2%	1%				
None of these	4686	1170	1170	1181	1165	377	397	396	398	404	398	404	380	397	384	380	401				
	76%	75%	76%	77%	76%	77%	75%	75%	75%	80%	74%	78%	73%	79%	76%	74%	77%				

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Royal Mail

Table 343

Base : Sent via - Royal Mail

	Methodology				Online business/hobby		Gender		Age							Age NET				Ethnicity	
Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3283	533	2750	556	2727	1503	1774	369	448	654	443	617	430	252	847	1057	1339	722	2694	363	
Weighted Base	3354	750	2605	559	2796	1618	1732	431	491	681	465	602	382	303	922	1146	1266	684	2763	553	
Effective Base	1979	422	1558	326	1654	924	1054	257	288	389	269	370	236	172	545	658	777	407	1673	293	
Yes - in person (e.g. to the postman/woman)	101	9	92	42	59	54	34	14	24	27	11	12	6	8	38	39	25	13	71	29	
3%	1%	4%	4%	2%	3%	4%	3%	4%	5%	4%	2%	2%	1%	3%	4%	3%	2%	2%	3%	9%	
Yes - by telephone	118	6	112	37	81	68	50	72	24	34	12	14	2	15	51	45	21	7	72	48	
4%	1%	4%	7%	3%	4%	4%	3%	6%	5%	5%	3%	2%	7%	2%	6%	4%	2%	1%	3%	9%	
Yes - by email	208	18	190	81	128	104	104	56	54	35	28	25	8	2	110	64	35	10	128	77	
6%	2%	7%	7%	4%	6%	6%	6%	12%	1%	1%	6%	5%	2%	1%	17%	9%	3%	1%	5%	14%	
Yes - by letter	70	3	67	34	36	42	28	24	9	13	9	6	5	6	32	22	16	10	50	20	
2%	1%	3%	6%	1%	3%	3%	2%	6%	2%	2%	1%	1%	1%	2%	4%	2%	1%	2%	2%	4%	
Yes - on an online web form	129	4	125	64	65	69	61	35	26	34	6	19	3	1	66	40	23	4	91	35	
4%	1%	5%	5%	1%	4%	4%	4%	12%	2%	2%	1%	5%	1%	1%	16%	10%	2%	1%	3%	13%	
Yes - via social media (Facebook, X, etc)	46	2	44	28	18	27	19	16	21	7	1	2	1	1	37	8	2	1	34	12	
1%	1%	2%	6%	1%	2%	2%	1%	4%	4%	1%	1%	1%	1%	1%	4%	1%	1%	1%	1%	2%	
Yes - by other means (please specify)	18	2	15	2	16	4	14	1	2	1	2	4	7	2	2	14	10	1	18	1	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
No - I haven't made a complaint to Royal Mail	2880	712	2167	378	2502	1385	1491	322	385	574	417	540	355	288	707	891	1182	642	2431	417	
86%	85%	83%	68%	89%	86%	86%	86%	75%	78%	84%	80%	80%	80%	80%	77%	88%	82%	84%	88%	75%	
NET Made a complaint	475	37	437	181	294	234	241	109	106	107	48	63	27	15	215	155	104	42	333	136	
14%	5%	17%	30%	11%	14%	14%	14%	27%	27%	19%	19%	19%	7%	3%	27%	14%	8%	6%	12%	27%	

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Royal Mail

Table 343

Base : Sent via - Royal Mail

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	3283	906	981	633	763	1887	1396	1915	1329	249	342	789	915	682	2048	255	2853	675	2477	131
Weighted Base	3354	692	1077	758	828	1768	1586	2154	1158	251	344	811	929	671	2083	260	2910	640	2573	141*
Effective Base	1979	414	620	439	507	1034	946	1178	799	154	218	491	546	373	1255	159	1713	406	1495	81
Yes - in person (e.g. to the postman/woman)	101	37	23	20	21	60	41	87	14	6	8	31	27	23	66	6	89	30	56	9
Yes - by telephone	118	36	33	33	17	68	50	96	22	10	12	24	42	22	77	10	101	36	80	2
Yes - by email	208	71	65	42	30	136	72	177	31	8	15	52	76	47	144	8	191	53	147	8
Yes - by letter	70	16	18	14	22	34	36	56	14	7	11	22	18	8	54	7	60	30	34	6
Yes - on an online web form	129	40	47	22	20	87	42	110	18	5	8	31	49	29	86	5	117	31	94	4
Yes - via social media (Facebook, X, etc)	46	22	12	9	4	34	13	44	2	1	2	12	17	13	31	1	44	17	26	3
Yes - by other means (please specify)	16	5	7	1	1	13	1	20	1	1	1	1	1	2	9	1	2	5	11	2
No - I haven't made a complaint to Royal Mail	2880	547	933	662	737	1480	1400	1773	1060	215	303	695	774	571	1772	224	2497	527	2229	114
NET Made a complaint	475	144	144	96	90	203	187	281	92	37	41	116	154	100	311	37	413	113	335	27
	14%	37%ab	13%	13%	11%	19%a	12%	19%a	6%	15%	12%	14%	17%	15%	15%	14%	14%	16%a	13%	19%

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Royal Mail

Table 343

Base : Sent via - Royal Mail

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3283	2149	1134	545	1754	630	497	402	145	206	205	190	195	199	219	180	215	116	514
Weighted Base	3354	2834	521	104	2853	272	151	79	108	369	291	247	289	317	494	421	319	47*	225
Effective Base	1979	1711	273	113	1539	261	250	263	136	194	193	179	183	185	209	169	199	40	222
Yes - in person (e.g. to the postman/woman)	101	89	12	4	91	4	4	3	4	7	8	8	21	10	11	10	12	1	3
	3%	3%	2%	4%	3%	1%	3%	3%	4%	2%	3%	3%	2%	3%	2%	2%	4%	2%	1%
Yes - by telephone	118	106	12	2	108	4	4	2	1	21	10	16	11	14	15	14	7	*	4
	4%	4%	2%	2%	4%	1%	2%	3%	1%	6%	3%	7%	4%	4%	3%	3%	2%	*	2%
Yes - by email	208	184	25	5	182	15	7	4	4	30	14	12	26	17	41	26	12	2	13
	6%	6%	5%	5%	6%	5%	5%	5%	4%	8%	5%	5%	8%	5%	8%	6%	4%	4%	6%
Yes - by letter	70	56	14	3	62	4	2	2	2	3	2	7	7	12	13	8	8	-	4
	2%	2%	3%	3%	2%	1%	1%	3%	2%	1%	1%	3%	2%	4%	3%	2%	2%	-	2%
Yes - on an online web form	129	112	17	6	114	7	5	4	2	15	12	8	16	13	20	17	14	*	7
	4%	4%	3%	6%	4%	2%	3%	5%	2%	4%	4%	2%	6%	4%	4%	4%	4%	*	3%
Yes - via social media (Facebook, X, etc)	46	43	3	*	38	5	2	1	1	2	3	3	12	2	10	5	1	-	5
	1%	2%	1%	*	1%	2%	1%	2%	1%	*	1%	1%	7%	2	1%	1%	*	-	2%
Yes - by other means (please specify)	16	11	7	4	17	*	*	*	2	-	4	2	4	3	-	-	2	-	*
	1%	1%	1%	4%	1%	*	*	1%	2%	-	1%	1%	1%	1%	-	-	1%	-	*
No - I haven't made a complaint to Royal Mail	2880	2421	459	87	2428	247	136	68	94	304	250	208	236	266	416	375	280	45	203
	86%	85%	88%	84%	85%	84%	90%	87%	89%	82%	88%	85%	82%	84%	84%	86%	88%	94%	80%
NET Made a complaint	475	413	62	17	424	25	15	10	12	65	42	38	53	51	79	46	39	3	22
	14%	12%	12%	16%	15%	9%	10%	13%	11%	19%	14%	15%	18%	16%	16%	11%	12%	6%	10%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Royal Mail

Table 343

Base : Sent via - Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	3283	1354	1211	1947	1804	1354	87	466	1211	105	584	1306	1272	362	250	91	2578	341	1716	1177	219	121	40	2893	161	800	2483
Weighted Base	3354	1425	1151	2055	1781	1425	78*	396	1151	109*	500	1249	1352	380	272	98*	2602	370	1689	1218	252	140*	44**	2907	184	837	2517
Effective Base	1979	827	706	1189	1068	827	52	284	706	71	347	751	776	236	161	55	1526	216	1009	709	148	78	28	1718	106	487	1492
Yes - in person (e.g. to the postman/woman)	101	55	17	83	41	58	4	3	17	2	5	46	38	6	11	*	84	11	45	42	6	6	1	87	8	81	41
Yes - by telephone	3%	4% bc	1%	4% bc	2%	4% bc	5% g	1%	1%	2%	1%	4%	3%	2%	4%	*	3%	3%	3%	2%	2%	4%	3%	3%	4%	7% z	2%
Yes - by email	118	59	22	95	58	59	2	11	22	6	3	46	48	11	11	3	94	14	57	51	4	4	2	108	6	71	47
Yes - by letter	4%	4% bc	2%	4% bc	3%	4%	2%	3%	4%	2%	1%	4%	4%	3%	4%	3%	4%	4%	3%	4%	2%	3%	5%	4%	3%	7% z	2%
Yes - on an online web form	209	117	47	157	87	117	4	9	47	4	16	87	84	15	17	6	171	23	108	74	15	9	5	180	14	132	76
Yes - via social media (Facebook, X, etc)	6%	6% bc	4%	6% bc	5%	6%	5%	2%	4%	4%	3%	7%	6%	4%	6%	6%	7%	6%	6%	6%	6%	6%	11%	6%	7%	16% z	3%
Yes - by other means (please specify)	70	45	13	57	22	48	4	7	13	3	8	34	22	9	3	2	56	5	32	25	7	4	3	57	7	57	13
No - I haven't made a complaint to Royal Mail	25	1%	1%	1%	1%	3%	6%	2%	1%	3%	2%	3%	2%	3%	1%	2%	1%	2%	1%	2%	3%	3%	6%	2%	4%	6% z	1%
NET Made a complaint	14%	17% ab	11%	17% ab	13%	17% ab	16% g	8%	11%	12%	7%	15%	14%	12%	16%	10%	14%	14%	13%	15%	14%	13%	12%	14%	15%	12% z	8%

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Royal Mail

Table 343

Base : Sent via - Royal Mail

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	3283	179	3081	23	915	2223	145	3191	38	21	25	3250	8
Weighted Base	3364	155	3182	17	835	2372	147	3263	38	17	28	3318	9
Effective Base	1979	99	1869	13	523	1370	89	1922	26	11	15	1958	6
Yes - in person (e.g. to the postman/woman)	101	13	85	3	38	56	7	93	3	5	*	101	-
Yes - by telephone	3%	6%	3%	19%	6%	2%	5%	3%	8%	28%	*	3%	-
Yes - by email	118	9	107	2	40	72	6	106	9	-	1	115	2
Yes - by letter	4%	6%	3%	11%	5%	3%	4%	3%	25%	-	4%	3%	19%
Yes - on an online web form	208	20	186	3	61	124	23	189	11	6	3	206	-
Yes - via social media (Facebook, X, etc)	6%	12%	6%	16%	7%	5%	16%	6%	28%	35%	10%	6%	-
Yes - by other means (please specify)	70	4	66	-	34	34	2	65	5	1	*	70	-
No - I haven't made a complaint to Royal Mail	2%	3%	2%	-	4%	1%	1%	2%	12%	4%	*	2%	-
NET Made a complaint	129	7	122	*	47	77	5	126	3	*	*	125	-
NET Made a complaint	4%	4%	4%	*	6%	3%	4%	4%	7%	*	*	4%	-
NET Made a complaint	46	4	42	-	14	30	3	44	3	-	-	46	*
NET Made a complaint	1%	3%	1%	-	2%	1%	2%	1%	7%	-	-	1%	1%
NET Made a complaint	18	-	18	-	4	14	*	18	-	-	-	18	-
NET Made a complaint	1%	-	1%	-	*	1%	*	1%	-	-	-	1%	-
NET Made a complaint	2880	120	2750	11	685	2081	113	2820	21	8	24	2849	7
NET Made a complaint	86%	77%	86%	42%	82%	86%	77%	86%	54%	49%	86%	86%	81%
NET Made a complaint	47%	35	433	7	150	291	33	443	18	9	4	469	2
NET Made a complaint	14%	27%	14%	38%	16%	12%	23%	14%	48%	51%	14%	14%	19%

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Royal Mail

Base : Sent via - Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	3283	841	828	817	797	272	293	276	285	290	253	270	284	263	263	284	250
Weighted Base	3354	861	846	826	822	268	305	287	301	293	252	269	292	265	271	291	260
Effective Base	1979	516	498	487	479	159	185	172	184	165	150	159	171	157	151	174	155
Yes - in person (e.g. to the postman/woman)	101	25	41	17	18	5	14	6	16	9	17	7	8	2	6	6	6
3%		3%	8%ed	2%	2%	2%	6%um	2%	6%um	3%	7%um	3%	3%	1%	2%	2%	2%
Yes - by telephone	118	29	35	33	21	10	6	14	7	9	10	12	18	2	7	11	4
4%		3%	4%	4%	3%	4%	2%	6%um	2%	3%	6%umap	5%us	6%um	1%	2%	4%	1%
Yes - by email	206	57	64	45	42	17	17	23	18	24	22	10	18	16	11	23	9
6%		7%	8%	5%	5%	6%	6%	8%	6%	8%	9%	4%	6%	6%	4%	8%	3%
Yes - by letter	70	20	26	12	11	5	7	8	18	6	3	8	4	*	3	2	7
2%		2%	6%ed	1%	1%	2%	2%	6%um	6%umma	2%	1%	6%um	1%	*	1%	1%	5%um
Yes - on an online web form	129	37	35	25	32	6	21	11	15	8	11	7	12	6	14	10	8
4%		4%	4%	3%	4%	2%	7%um	4%	5%	3%	4%	3%	4%	2%	5%	3%	3%
Yes - via social media (Facebook, X, etc)	46	15	11	10	11	4	6	5	8	1	2	4	4	2	1	7	3
1%		2%	1%	1%	1%	1%	2%	2%	3%	*	1%	1%	2%	1%	*	2%	1%
Yes - by other means (please specify)	18	7	6	*	5	2	5	-	-	2	4	*	*	*	3	1	-
1%		1%	1%	*	1%	1%	2%	-	-	1%	2%	*	*	*	1%	1%	-
No - I haven't made a complaint to Royal Mail	2880	727	715	716	723	235	249	242	292	292	205	236	238	242	241	252	230
86%		84%	84%	87%	88%	88%	82%	84%	86%	82%	88%	88%	81%	81%ll	89%	87%	89%
NET Made a complaint	475	134	132	110	99	33	56	45	42	43	47	32	54	23	30	39	30
14%		16%	16%	13%	12%	12%	16%um	16%	14%	15%	16%um	12%	19%um	9%	11%	13%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Table 345

Base : Sent via - Collect +

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity			
Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	421	32	389	140	281	169	252	51	85	112	64	62	36	11	136	176	109	47	370	48	
Weighted Base	373	34**	339	128*	245	165*	208	53*	79*	88*	58*	56*	28**	12**	132*	146*	95*	39**	306	64*	
Effective Base	232	27	205	74	159	98	134	30	48	57	34	37	20	7	78	91	64	27	194	36	
Yes - in person (e.g. to the postman/woman)	31	-	31	21	9	21	10	6	11	8	3	-	2	-	18	11	2	2	24	6	
8%	-	-	9%	17% f	-	4%	13% f	-	5%	12% k	9%	5%	-	8%	-	19% m	8%	2%	4%	8%	10%
Yes - by telephone	24	1	23	13	11	17	7	2	11	4	4	2	2	-	12	8	3	2	22	2	
6%	3%	7%	10%	13% f	3%	7%	3%	10%	4%	7%	3%	7%	6%	-	9%	6%	3%	4%	7%	3%	
Yes - by email	47	1	45	30	17	33	13	15	11	14	4	*	2	-	28	18	2	2	37	10	
13%	3%	14%	25% f	20% f	7%	20% f	6%	25% g	12% k	10% k	7%	*	9%	-	22% m	19% m	3%	6%	12%	16%	
Yes - by letter	27	-	27	23	4	19	8	7	5	7	4	4	-	-	13	11	4	-	25	2	
7%	-	8%	18% d	12% f	4%	12% f	4%	14%	7%	9%	6%	6%	-	-	10%	8%	4%	-	8%	4%	
Yes - on an online web form	24	-	24	18	6	19	6	5	8	4	7	-	-	-	13	11	-	-	20	4	
7%	-	7%	12% f	14% d	3%	13% f	3%	9%	10%	5%	12% k	-	-	-	12% m	10% m	-	-	7%	6%	
Yes - via social media (Facebook, X, etc)	27	-	27	21	6	19	8	8	6	9	1	2	2	-	13	10	4	2	21	6	
7%	-	8%	18% d	11% f	4%	11% f	4%	12% j	7%	11%	1%	3%	8%	-	10%	7%	4%	5%	7%	9%	
Yes - by other means (please specify)	*	-	*	*	-	*	-	-	-	-	*	-	*	-	-	*	*	*	*	-	
No - I haven't made a complaint to Collect +	271	41	230	61	209	94	176	29	48	66	46	49	20	12	77	112	82	32	223	46	
73%	94%	70%	48%	88% d	57%	85% k	55%	57%	60%	75%	80% g	80% g	76%	100%	58%	77% m	80% m	84%	73%	70%	
NET Made a complaint	103	3	100	67	36	71	32	24	32	22	12	7	6	-	65	34	13	6	83	19	
27%	6%	30%	87% d	92% d	15%	43% f	19%	40% g	40% k	25%	20%	12%	24%	-	47% m	23%	14%	16%	27%	30%	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Table 345

Base : Sent via - Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	421	133	121	78	89	254	167	308	109	30	44	76	124	123	244	30	373	113	294	14	
Weighted Base	373	95*	123*	81*	75*	218	155	286	84*	20**	35**	75*	112*	115*	222	20**	343	76*	287	10**	
Effective Base	232	57	75	49	52	132	100	171	60	15	27	46	69	65	141	15	210	53	173	8	
Yes - in person (e.g. to the postman/woman)	31	19	3	2	7	22	9	28	2	2	1	5	6	14	12	2	26	14	15	1	
4%	4%	2%	2%	2%	9%	10%	6%	10%	3%	11%	3%	7%	5%	13%	8%	11%	8%	13%	9%	14%	
Yes - by telephone	24	12	7	2	3	19	5	22	2	3	3	4	3	10	11	3	21	8	15	1	
6%	6%	12%	6%	3%	4%	9%	3%	8%	2%	13%	8%	6%	3%	9%	8%	13%	6%	11%	5%	5%	
Yes - by email	47	16	14	10	7	30	17	40	7	2	2	12	15	14	29	2	43	16	28	3	
13%	13%	16%	12%	7%	10%	14%	11%	14%	8%	12%	6%	15%	13%	12%	13%	12%	12%	21%	10%	26%	
Yes - by letter	27	17	4	2	5	21	6	24	4	1	5	8	4	10	16	1	26	20	7	-	
7%	7%	16%	3%	2%	6%	10%	4%	8%	5%	6%	14%	11%	3%	9%	7%	6%	26%	28%	3%	-	
Yes - on an online web form	24	12	6	1	6	18	6	20	5	1	4	3	7	9	12	1	23	8	14	2	
7%	7%	12%	5%	1%	8%	8%	4%	7%	6%	6%	11%	3%	6%	8%	6%	6%	7%	11%	5%	17%	
Yes - via social media (Facebook, X, etc)	27	15	5	4	2	20	7	22	5	1	*	6	8	11	15	1	26	14	13	-	
7%	7%	16%	4%	5%	3%	9%	4%	8%	6%	5%	1%	9%	7%	9%	7%	5%	8%	19%	4%	-	
Yes - by other means (please specify)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No - I haven't made a complaint to Collect +	271	52	99	65	55	151	120	197	71	15	26	53	80	85	159	15	250	33	231	6	
73%	73%	55%	80%	69%	74%	69%	77%	69%	64%	72%	74%	70%	72%	73%	72%	72%	73%	44%	61%	60%	
NET Made a complaint	103	43	24	16	19	67	35	89	13	6	9	23	31	31	63	6	63	23	56	4	
27%	27%	45%	20%	20%	26%	31%	23%	31%	16%	28%	26%	30%	28%	27%	28%	28%	27%	46%	19%	40%	

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Table 345

Base : Sent via - Collect +

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	421	242	179	82	190	95	76	60	15	20	19	25	27	23	23	13	25	13	82
Weighted Base	373	314	59*	13**	305	35*	22*	11*	11**	36**	27**	34**	42**	35**	53**	31**	36**	4**	31**
Effective Base	232	195	37	19	170	34	37	36	14	19	18	24	26	22	22	13	24	4	30
Yes - in person (e.g. to the postman/woman)	31	25	6	*	28	2	1	*	2	2	-	1	10	-	10	-	3	*	2
	6%	8%	10%	3%	9%	6%	2%	3%	14%	7%	-	4%	23%	-	19%	-	8%	2%	6%
Yes - by telephone	24	20	4	2	20	3	*	1	2	2	1	1	1	1	7	-	4	-	3
	6%	6%	6%	18%	6%	9%	1%	8%	16%	5%	5%	4%	3%	3%	14%	-	10%	-	10%
Yes - by email	47	44	3	*	39	4	2	1	1	5	3	3	8	4	13	-	4	-	4
	13%	14%	5%	1%	13%	12%	11%	7%	8%	14%	10%	8%	18%	10%	24%	-	10%	-	13%
Yes - by letter	27	23	4	2	22	4	2	*	2	-	-	1	1	4	8	-	5	2	2
	7%	7%	7%	16%	7%	10%	9%	1%	17%	-	-	4%	3%	13%	15%	-	13%	39%	7%
Yes - on an online web form	24	22	3	2	19	2	2	1	-	-	-	1	6	-	7	-	5	-	2
	7%	7%	5%	19%	6%	6%	11%	5%	-	-	-	3%	15%	-	12%	-	15%	-	7%
Yes - via social media (Facebook, X, etc)	27	24	3	-	23	2	2	*	-	1	1	1	5	2	11	2	-	-	2
	7%	8%	5%	-	8%	4%	8%	3%	-	4%	6%	4%	12%	5%	20%	7%	-	-	5%
Yes - by other means (please specify)	*	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*	*	*	1%	-	-	-	3% 4	-	-	-	-	-	-	-	-	-	3%	-
No - I haven't made a complaint to Collect +	271	223	47	10	220	26	16	9	8	28	23	27	25	25	28	29	25	2	24
	73%	71%	80%	76%	72%	73%	75%	79%	71%	79%	85%	81%	61%	72%	54%	93%	69%	55%	76%
NET Made a complaint	103	91	12	3	85	9	5	2	3	8	4	7	16	10	25	2	11	2	8
	27%	29%	20%	24%	28%	27%	23%	21%	29%	21%	18%	19%	39%	29%	46%	7%	31%	46%	24%

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

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Table 345

Base : Sent via - Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	421	193	135	271	213	193	15	43	135	8	33	158	165	44	40	14	323	54	207	160	24	18	10	367	28	168	253		
Weighted Base	373	173	115*	248	190	173	8**	29**	115*	6**	32**	137*	151*	35**	37**	13**	288	50*	171	146*	22**	23**	10**	316	32**	161*	212		
Effective Base	232	105	74	150	119	105	5	21	74	5	21	82	95	24	22	9	177	31	102	93	14	14	7	195	21	95	137		
Yes - in person (e.g. to the postman/woman)	31	16	6	25	14	16	1	-	6	1	2	14	12	3	1	-	26	1	13	14	3	-	-	28	-	29	1		
Yes - by telephone	8%	10%	5%	10%	7%	10%	15%	-	5%	18%	5%	10%	8%	8%	4%	-	9%	3%	8%	10%	12%	-	-	9%	-	18%	1%		
Yes - by email	24	13	5	19	11	13	-	-	5	3	1	13	5	4	-	1	18	1	15	4	4	1	-	19	1	17	7		
Yes - by letter	47	29	10	37	18	29	*	3	10	2	2	16	22	8	-	-	38	-	9%	3%	16%	4%	-	6%	3%	15%	3%		
Yes - on an online web form	12%	17%	9%	15%	9%	17%	2%	12%	9%	36%	7%	12%	15%	24%	-	-	13%	-	19	20	5	3	-	39	3	35	11		
Yes - via social media (Facebook, X, etc)	27	17	5	22	10	17	*	3	5	1	1	17	5	4	2	-	22	2	12	10	3	*	-	23	*	25	3		
Yes - by other means (please specify)	7%	10%	4%	9%	5%	10%	2%	10%	4%	18%	4%	12%	3%	11%	5%	-	8%	3%	7%	7%	13%	*	-	7%	*	19%	1%		
No - I haven't made a complaint to Collect +	24	13	8	16	10	13	*	2	8	1	3	9	4	2	*	18	2	7	11	3	1	*	-	18	2	21	3		
NET Made a complaint	7%	7%	7%	6%	5%	7%	1%	6%	7%	18%	8%	6%	6%	12%	5%	3%	6%	4%	4%	8%	14%	6%	4%	6%	5%	13%	1%		
Yes - in person (e.g. to the postman/woman)	27	16	4	23	11	16	-	3	4	1	1	15	8	3	1	*	23	1	14	8	4	1	*	22	2	26	2		
Yes - by telephone	7%	9%	3%	9%	6%	9%	-	12%	3%	18%	4%	17%	6%	8%	1%	3%	8%	2%	8%	5%	16%	6%	4%	7%	5%	15%	1%		
Yes - by email	*	*	*	*	*	*	*	-	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	*	*		
Yes - by letter	*	*	*	*	*	*	4%	-	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	*	*		
Yes - on an online web form	271	111	97	164	150	111	6	21	97	3	29	91	111	24	33	12	202	45	124	102	15	19	9	226	28	77	194		
Yes - via social media (Facebook, X, etc)	73%	64%	63%	66%	67%	64%	76%	74%	85%	41%	90%	67%	73%	67%	91%	86%	70%	63%	73%	70%	65%	64%	66%	72%	68%	49%	31%		
Yes - by other means (please specify)	103	61	17	84	40	61	2	7	17	4	3	46	40	12	3	2	86	5	46	44	7	4	*	90	4	84	18		
NET Made a complaint	27%	36%	15%	34%	21%	36%	24%	26%	15%	59%	10%	37%	27%	33%	9%	14%	30%	11%	27%	30%	32%	16%	4%	28%	12%	62%	9%		

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Table 345

Base : Sent via - Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	421	28	389	4	134	266	21	406	10	3	2	419	-
Weighted Base	373	21**	349	3**	107*	247	20**	362	6**	3**	2**	372	-**
Effective Base	232	13	217	2	69	152	11	224	6	2	1	231	-
Yes - in person (e.g. to the postman/woman)	31	5	26	-	11	17	3	30	+	+	-	31	-
Yes - by telephone	8%	22%	7%	-	11%	7%	10%	8%	1%	2%	-	8%	-
Yes - by email	24	7	17	-	5	19	-	24	+	-	+	24	-
Yes - by letter	6%	37%	5%	-	9%	8%	-	7%	1%	-	6%	6%	-
Yes - on an online web form	47	4	41	2	19	28	-	45	2	-	+	47	-
Yes - via social media (Facebook, X, etc)	13%	19%	12%	62%	18%	11%	-	12%	28%	-	6%	13%	-
Yes - by other means (please specify)	27	2	25	-	12	16	+	24	3	-	-	27	-
No - I haven't made a complaint to Collect +	7%	8%	7%	-	17%	6%	+	7%	54%	-	+	7%	-
NET Made a complaint	24	1	24	-	10	12	2	21	4	-	-	24	-
	7%	3%	7%	-	9%	5%	11%	6%	62%	-	-	7%	-
	27	2	25	-	12	15	-	24	1	2	-	27	-
	7%	11%	7%	-	17%	6%	-	7%	9%	63%	-	7%	-
	+	+	+	-	+	+	-	+	-	-	-	+	-
	+	1%	+	-	+	+	-	+	-	-	-	+	-
	271	9	261	1	61	192	18	268	-	1	1	269	-
	73%	47%	72%	30%	57%	73%	69%	74%	-	31%	94%	72%	-
	103	13	88	2	46	54	2	94	6	2	+	103	-
	27%	59%	25%	62%	47%*	22%	11%	26%	100%	65%	6%	28%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Table 345

Base : Sent via - Collect +

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	421	126	116	78	101	40	40	46	45	36	35	23	29	26	33	34	34
Weighted Base	373	114*	104*	64*	92*	39**	35**	40**	38**	34**	32**	12**	25**	20**	25**	33**	34**
Effective Base	232	73	63	41	55	25	26	23	26	17	21	10	17	14	15	20	20
Yes - in person (e.g. to the postman/woman)	31	10	11	5	4	*	7	3	6	3	2	-	4	1	2	-	2
Yes - by telephone	8%	9%	11%	8%	4%	*	21%	7%	17%	8%	7%	-	14%	8%	10%	-	8%
Yes - by email	24	8	10	1	5	*	3	5	4	3	3	*	1	-	-	2	3
Yes - by letter	4%	7%	10%	2%	6%	*	8%	12%	10%	9%	10%	*	4%	-	-	6%	9%
Yes - on an online web form	47	14	20	4	8	7	5	2	7	6	7	1	3	*	-	7	2
Yes - via social media (Facebook, X, etc)	13%	12%	19%	7%	9%	17%	15%	6%	19%	17%	22%	12%	11%	*	-	20%	8%
Yes - by other means (please specify)	27	10	14	3	1	2	7	1	8	4	1	*	1	2	*	1	*
No - I haven't made a complaint to Collect +	7%	8%	13.5%	9%	1%	4%	21%	2%	21%	13%	4%	*	5%	7%	1%	3%	*
NET Made a complaint	24	11	9	1	3	2	6	3	3	1	5	-	1	-	1	2	-
	7%	10%	8%	2%	3%	6%	18%	7%	9%	2%	15%	-	4%	-	5%	6%	-
	27	6	12	7	2	1	3	2	8	3	2	1	4	2	-	2	-
	7%	5%	12.5%	10%	2%	2%	8%	6%	22%	8%	5%	11%	15%	6%	-	6%	-
	*	*	-	-	*	-	*	-	-	-	-	-	-	-	-	-	*
	*	*	-	-	*	-	*	-	-	-	-	-	-	-	-	-	1%
	271	79	68	52	73	28	23	26	20	24	22	11	20	21	21	23	28
	73%	70%	64%	81%	80%	72%	65%	72%	54%	70%	70%	88%	78%	62%	68%	70%	68%
	103	35	37	12	19	11	12	11	18	10	10	2	6	5	4	10	5
	27%	30%	36%	19%	20%	28%	35%	28%	46%	30%	30%	12%	22%	18%	18%	30%	15%

Proportions/Means: Columns Tested (5% risk level) - abcd - efghijklmnop
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Table 346

Base : Sent via - DHL

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	411	58	383	126	285	209	201	72	104	102	82	49	23	9	176	154	81	32	287	119
Weighted Base	460	77*	383	135*	325	247	212	82*	125*	113*	61*	49*	21**	10**	206	174*	79*	30**	286	165*
Effective Base	269	45	214	76	182	129	132	43	68	64	35	30	14	6	111	99	50	20	163	92
Yes - in person (e.g. to the postman/woman)	30	-	30	18	12	17	14	5	8	12	3	2	-	*	13	15	2	*	15	15
75%	-	-	8%	16% d	4%	-	7%	6%	7%	11%	5%	3%	-	*	7%	9%	2%	*	5%	9%
Yes - by telephone	47	3	45	30	17	31	13	4	13	20	7	4	*	*	17	27	4	*	28	22
16%	3%	12%	33% d	5%	14% f	6%	5%	5%	10%	17%	12%	8%	*	1%	8%	15%	5%	*	9%	13%
Yes - by email	73	4	69	29	44	40	33	23	18	19	3	8	2	*	41	23	10	2	34	37
16%	6%	18% d	21%	14%	16%	15%	14%	23% d	14%	17%	6%	16%	9%	1%	20%	13%	12%	6%	12%	23% d
Yes - by letter	27	1	26	10	8	15	12	4	8	12	2	-	-	*	13	15	*	*	16	11
6%	2%	7%	14% d	3%	6%	6%	6%	5%	7%	11%	4%	-	-	1%	6%	8% d	*	*	6%	7%
Yes - on an online web form	33	-	33	27	6	16	16	5	14	5	5	4	-	-	19	9	4	-	24	9
75%	-	-	9% d	22% d	25%	7%	8%	17%	17%	4%	8%	8%	-	-	9%	5%	5%	-	8%	5%
Yes - via social media (Facebook, X, etc)	33	-	33	14	19	23	10	4	17	9	2	2	-	*	21	19	2	*	21	12
7%	-	-	9% d	10%	6%	9%	5%	5%	14%	8%	2%	5%	-	1%	10%	6%	3%	*	7%	8%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DHL	308	70	238	56	253	160	148	47	75	72	49	36	19	10	122	121	65	28	198	104
67%	91% d	62%	41%	78% d	65%	70%	58%	60%	64%	60%	50% d	74%	91%	99%	59%	70%	82% d	94%	69%	63%
NET Made a complaint	151	7	145	79	72	87	65	34	50	41	12	12	2	*	84	53	14	2	88	62
33%	9%	37% d	67% d	22%	39%	30%	42% d	40% d	36%	20%	26%	9%	1%	-	41% d	30%	18%	6%	31%	37%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Table 346

Base : Sent via - DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	411	144	116	74	77	260	151	308	97	30	42	78	125	100	245	31	353	100	292	19
Weighted Base	460	140**	144*	105*	71*	284	176	377	78*	26**	41**	109*	133*	115*	283	27**	406	93*	345	22**
Effective Base	259	77	78	57	49	154	105	200	61	17	26	55	79	60	159	18	224	53	194	12
Yes - in person (e.g. to the postman/woman)	30	7	10	5	9	17	13	26	4	2	*	12	13	2	25	2	27	16	14	1
7%		5%	7%	6%	12%	6%	8%	7%	6%	7%	1%	11%	9%	2%	9%	7%	7%	15%	4%	6%
Yes - by telephone	47	19	8	13	8	27	21	42	5	2	1	17	18	10	35	2	45	21	24	3
10%		13%	6%	13%	11%	9%	12%	11%	7%	6%	2%	15%	13%	8%	12%	6%	11%	22%	7%	13%
Yes - by email	73	31	19	8	16	49	24	65	8	1	4	26	20	21	49	1	70	19	49	5
16%		22%	13%	6%	22%	17%	14%	17%	10%	6%	8%	24%	15%	16%	17%	6%	17%	20%	14%	24%
Yes - by letter	27	18	2	3	4	21	7	26	2	1	1	7	5	12	13	1	25	15	9	3
6%		13%	2%	3%	5%	7%	4%	7%	2%	4%	4%	6%	4%	10%	9%	4%	6%	17%	3%	12%
Yes - on an online web form	33	18	8	5	1	26	6	31	2	2	1	8	11	11	20	2	31	11	22	-
7%		12%	5%	6%	2%	8%	4%	8%	3%	6%	1%	8%	8%	10%	7%	6%	8%	11%	6%	-
Yes - via social media (Facebook, X, etc)	33	11	14	5	3	25	8	30	3	2	*	8	10	13	18	2	31	21	12	*
7%		8%	10%	6%	4%	9%	5%	8%	4%	6%	*	8%	8%	11%	7%	6%	8%	23%	3%	*
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DHL	308	76	104	81	47	180	128	240	64	23	38	65	84	70	185	24	263	44	255	10
67%		54%	72%	74%	66%	63%	73%	64%	62%	88%	89%	60%	63%	61%	65%	88%	65%	47%	74%	44%
NET Made a complaint	151	64	40	24	24	104	48	137	14	3	5	44	50	45	98	3	143	20	90	12
33%		46%	28%	23%	34%	37%	27%	36%	16%	12%	11%	40%	37%	39%	35%	12%	35%	93%	26%	56%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Base : Sent via - DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	411	291	120	48	229	72	66	44	18	22	22	17	30	33	40	27	20	10	62
Weighted Base	460	398	62*	12**	352	40*	19*	8*	12**	43**	32**	22**	45**	53*	93*	62**	28**	4**	36*
Effective Base	259	228	31	9	201	40	37	34	17	20	20	17	28	30	39	25	19	6	34
Yes - in person (e.g. to the postman/woman)	30	28	3	2	25	3	3	*	1	1	-	1	6	-	2	8	5	-	3
Yes - by telephone	7%	7%	4%	20%	6%	7%	13%	4%	8%	3%	-	5%	13%	-	2%	13%	17%	-	8%
Yes - by email	47	39	9	2	43	3	1	*	1	3	-	3	9	7	8	7	5	*	3
Yes - by letter	10%	10%	14%	19%	11%	7%	4%	4%	8%	8%	-	12%	19%	13%	9%	12%	19%	3%	8%
Yes - on an online web form	73	61	12	1	62	5	5	1	2	5	3	3	14	3	20	10	3	1	4
Yes - via social media (Facebook, X, etc)	16%	15%	20%	5%	16%	13%	6**	7%	16%	12%	9%	13%	31%	5%	21%	16%	10%	30%	15%
Yes - by other means (please specify)	27	25	3	2	23	2	2	*	-	-	-	1	3	2	9	6	2	*	2
No - I haven't made a complaint to DHL	6%	6%	4%	20%	6%	6%	9%	5%	-	-	-	6%	6%	4%	10%	9%	7%	3%	6%
NET Made a complaint	33	27	6	3	29	2	1	1	-	-	3	1	3	3	14	2	2	*	1
	7%	7%	9%	22%	7%	4%	7%	10%	-	-	9%	6%	7%	5%	15%	3%	7%	7%	4%
	33	26	7	1	27	3	2	1	2	-	-	-	5	4	9	7	-	*	3
	7%	6%	12%	5%	7%	7%	11%	12%	16%	-	-	-	11%	7%	10%	12%	-	7%	7%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	308	268	40	8	262	29	11	7	9	35	28	15	24	39	55	39	17	3	26
	67%	67%	64%	71%	67%	72%	56%	78%	76%	81%	86%	71%	54%	73%	59%	63%	61%	70%	72%
	151	129	22	3	139	11	8	2	3	8	6	21	15	38	23	11	1	10	
	33%	33%	36%	29%	33%	28%	44%	22%	24%	19%	14%	29%	46%	27%	41%	37%	39%	30%	28%

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

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Table 346

Base : Sent via - DHL

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)				
Unweighted Base	411	219	92	304	177	219	13	48	92	8	27	142	163	48	46	10	305	56	196	147	34	24	7	343	31	212	219				
Weighted Base	460	250	99*	351	201	250	8**	34**	99*	9**	24**	162*	189	47**	50**	10**	351	60*	207	175*	38**	32**	7**	382	39**	244	215				
Effective Base	289	140	54	197	111	140	5	28	54	6	20	88	109	27	30	4	197	33	121	99	19	16	5	220	20	134	125				
Yes - in person (e.g. to the postman/woman)	39	22	4	26	8	22	1	2	4	1	1	17	9	3	1	-	26	1	15	14	-	2	-	29	2	24	7				
Yes - by telephone	47	35	7	41	12	35	10*	7%	4%	12%	5%	10%	5%	7%	3%	-	7%	2%	7%	8%	-	6%	-	7%	5%	10%	3%				
Yes - by email	73	47	12	60	25	47	*	4	12	1	1	31	25	14	2	1	56	3	35	23	14	1	1	57	2	53	20				
Yes - by letter	27	23	4	23	4	23	-	-	4	1	1	14	8	5	*	-	22	*	13	11	3	*	-	24	*	24	3				
Yes - on an online web form	33	25	2	31	7	25	*	*	2	1	1	15	10	4	-	25	4	16	12	4	1	-	-	28	1	33	1%				
Yes - via social media (Facebook, X, etc)	33	23	6	27	11	23	*	*	6	1	3	13	16	1	3	*	29	4	12	12	8	*	-	25	*	28	5				
Yes - by other means (please specify)	7%	9%	6%	8%	3%	9%	1%	1%	6%	12%	12%	8%	8%	2%	7%	1%	8%	6%	7%	21%	1%	-	6%	1%	1%	1%	2%				
No - I haven't made a complaint to DHL	308	149	78	222	151	149	7	27	78	8	20	97	132	26	43	8	228	62	135	123	16	29	5	258	34	122	186				
NET Made a complaint	151	101	22	129	49	101	2	7	22	1	4	65	58	19	7	1	123	9	73	52	22	3	2	124	5	122	29				
	33%	46% ^{ns}	22%	37% ^{ns}	25%	40%	20%	21%	22%	12%	16%	40% ^{ns}	30%	40%	14%	14%	39% ^{ns}	14%	35%	30%	58%	8%	32%	33%	13%	59% ^{ns}	14%				

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Base : Sent via - DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	411	27	378	6	117	265	29	392	12	4	2	408	1
Weighted Base	460	25**	428	6**	117*	308	30**	440	14**	3**	1**	457	1**
Effective Base	299	15	240	4	67	172	20	247	7	3	1	257	1
Yes - in person (e.g. to the postman/woman)	30	2	29	-	14	15	2	30	1	-	-	30	-
75%		6%	7%	-	12%	5%	5%	7%	6%	-	-	7%	-
Yes - by telephone	47	2	45	-	23	21	3	42	5	1	-	47	-
10%		8%	11%	-	19%	7%	9%	9%	33%	29%	-	10%	-
Yes - by email	73	1	68	4	29	40	5	63	10	-	-	73	-
16%		6%	16%	63%	23%*	13%	13%	14%	75%	-	-	16%	-
Yes - by letter	27	2	24	2	12	12	3	26	1	-	-	27	-
6%		7%	6%	25%	10%	4%	10%	6%	10%	-	-	6%	-
Yes - on an online web form	33	*	32	-	7	21	5	29	4	-	-	33	-
7%		1%	8%	-	6%	7%	13%	7%	26%	-	-	7%	-
Yes - via social media (Facebook, X, etc)	33	5	26	2	16	13	4	30	1	2	*	33	-
7%		20%	6%	25%	13%*	4%	12%	7%	7%	46%	3%	7%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DHL	308	15	292	1	55	235	19	303	1	1	1	305	1
67%		61%	69%	12%	47%	89%*	54%	69%	9%	23%	97%	67%	100%
NET Made a complaint	151	10	136	6	62	74	16	136	12	3	*	151	-
33%		39%	32%	88%	49%*	24%	46%	31%	81%	77%	3%	33%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Table 346

Base : Sent via - DHL

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	411	111	104	92	104	31	39	41	44	30	30	30	30	32	33	38	33
Weighted Base	460	120*	108*	114*	118*	34**	43**	43**	40**	37**	30**	33**	36**	45**	38**	42**	38**
Effective Base	299	72	63	62	63	21	24	27	25	20	18	19	20	23	19	23	21
Yes - in person (e.g. to the postman/woman)	30	7	6	13	4	1	5	1	3	1	2	3	4	6	4	*	*
7%		6%	6%	12%	4%	3%	11%	2%	8%	1%	8%	9%	12%	13%	11%	1%	*
Yes - by telephone	47	16	12	13	7	2	9	5	8	1	3	1	6	6	1	2	3
16%		14%	11%	11%	6%	6%	22%	12%	19%	3%	10%	4%	13%	13%	3%	6%	9%
Yes - by email	73	20	25	10	18	2	9	9	13	9	3	3	3	5	5	5	7
16%		17%	23% ab	9%	15%	7%	20%	20%	32%	25%	9%	8%	11%	11%	10%	12%	20%
Yes - by letter	27	10	7	6	5	-	6	4	3	3	2	1	3	2	2	3	*
6%		8%	7%	5%	4%	-	13%	9%	7%	7%	5%	4%	6%	4%	4%	7%	1%
Yes - on an online web form	33	3	12	10	8	-	2	1	7	3	2	5	3	2	*	4	4
7%		3%	11%	8%	7%	-	5%	3%	16%	8%	15%	8%	4%	*	*	10%	10%
Yes - via social media (Facebook, X, etc)	33	11	6	8	7	1	8	2	4	*	2	2	-	6	1	5	1
7%		9%	6%	7%	6%	3%	19%	4%	10%	*	6%	6%	-	14%	3%	12%	3%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DHL	368	79	71	71	87	30	24	26	22	24	25	23	22	25	30	28	30
67%		66%	66%	62%	74%	89%	55%	60%	55%	65%	82%	69%	62%	57%	79%	65%	80%
NET Made a complaint	151	41	36	44	30	4	20	17	18	13	5	10	14	20	8	15	8
33%		34%	34%	38%	29%	12%	45%	40%	45%	35%	18%	31%	38%	43%	21%	35%	20%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - e/gh/hj/kl/m/no/p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Table 347

Base : Sent via - FedEx

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	304	31	273	106	198	147	157	65	76	82	39	28	9	7	141	121	42	16	207	93
Weighted Base	363	42**	321	127*	236	200	163	79*	93*	97*	44**	33**	10**	7**	171*	142*	50*	17**	223	134*
Effective Base	207	24	183	71	136	103	106	42	50	59	24	20	7	5	93	83	32	12	132	72
Yes - in person (e.g. to the postman/woman)	32	2	30	23	9	24	8	3	11	10	4	2	-	2	15	14	3	2	23	9
9%		4%	9%	18%	4%	12%	5%	4%	12%	10%	10%	5%	-	29%	8%	10%	7%	11%	10%	7%
Yes - by telephone	49	2	38	14	27	23	18	14	10	13	1	-	-	2	24	14	2	2	20	20
11%		4%	12%	11%	11%	11%	11%	18%	11%	13%	2%	-	-	29%	14%	10%	4%	11%	9%	15%
Yes - by email	52	1	51	19	32	28	24	17	15	13	4	3	-	-	31	17	3	-	33	19
14%		3%	16%	15%	14%	14%	15%	21%	16%	13%	10%	10%	-	-	18%	12%	7%	-	15%	14%
Yes - by letter	49	-	40	25	15	31	9	14	8	15	4	-	-	-	22	13	-	-	26	14
11%		-	13%	29%	7%	16%	6%	17%	9%	15%	8%	1%	-	-	13%	13%	-	-	12%	10%
Yes - on an online web form	36	4	33	18	19	25	11	10	11	10	5	-	-	-	21	16	-	-	19	17
10%		9%	10%	14%	8%	12%	7%	13%	11%	11%	12%	-	-	-	15%	11%	-	-	9%	13%
Yes - via social media (Facebook, X, etc)	24	1	23	15	8	17	7	2	11	8	1	2	-	-	13	9	2	-	15	9
7%		3%	7%	12%	4%	8%	4%	3%	12%	9%	2%	5%	-	-	8%	6%	3%	-	7%	7%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	231	36	195	56	175	117	114	45	55	55	33	28	10	5	100	88	43	15	136	90
64%		84%	61%	44%	74%	59%	70%	58%	59%	57%	75%	64%	100%	71%	58%	62%	69%	89%	61%	67%
NET Made a complaint	132	7	125	71	61	83	49	33	39	42	11	5	-	2	71	54	7	2	88	44
36%		16%	39%	54%	26%	41%	30%	42%	41%	43%	25%	16%	-	29%	47%	50%	14%	11%	39%	33%

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Table 347

Base : Sent via - FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	304	109	78	52	65	187	117	234	66	32	28	69	85	74	182	32	261	62	210	12
Weighted Base	363	116**	107**	75*	65*	223	140*	300	60*	32**	30**	84*	112*	88*	227	32**	321	82*	269	13**
Effective Base	207	64	57	42	47	121	87	165	41	20	20	51	60	48	130	20	181	49	151	8
Yes - in person (e.g. to the postman/woman)	32	13	7	6	6	20	12	29	3	2	3	8	13	6	24	2	30	21	8	3
9%		11%	7%	6%	9%	9%	9%	10%	4%	6%	9%	10%	11%	7%	10%	6%	9%	23%	3%	21%
Yes - by telephone	40	11	11	11	7	22	18	36	4	4	3	10	11	10	24	4	36	15	23	2
11%		10%	10%	15%	11%	10%	13%	12%	7%	12%	10%	12%	10%	11%	11%	12%	11%	18%	9%	14%
Yes - by email	52	16	13	10	13	29	23	41	11	3	4	16	17	11	37	3	48	19	31	2
14%		14%	12%	13%	20%	13%	16%	14%	18%	10%	12%	19%	15%	12%	16%	10%	15%	25%	12%	14%
Yes - by letter	40	18	10	9	4	27	13	37	3	5	6	9	12	8	27	5	35	17	22	2
11%		15%	9%	12%	6%	12%	9%	12%	6%	16%	20%	11%	11%	9%	12%	16%	11%	20%	8%	14%
Yes - on an online web form	36	12	12	7	6	23	13	33	3	3	4	13	15	2	31	3	33	15	21	-
10%		10%	11%	10%	8%	10%	9%	11%	5%	8%	13%	13%	13%	3%	14%	8%	10%	19%	8%	-
Yes - via social media (Facebook, X, etc)	24	8	11	3	1	20	4	22	2	1	1	3	10	9	14	1	23	9	15	-
7%		7%	10%	4%	2%	9%	3%	7%	3%	4%	2%	4%	9%	10%	6%	4%	7%	11%	5%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	231	67	70	49	46	137	94	181	47	24	21	53	63	58	137	24	198	34	189	8
64%		57%	65%	65%	70%	61%	68%	60%	13%	75%	68%	63%	56%	65%	60%	76%	62%	41%	16%	65%
NET Made a complaint	132	49	37	29	19	87	45	119	13	8	10	31	49	31	90	8	123	40	79	4
36%		43%	35%	35%	30%	39%	32%	46%	22%	29%	32%	37%	44%	30%	40%	29%	38%	30%	30%	35%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Table 347

Base : Sent via - FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	304	229	75	28	188	48	42	26	13	19	20	13	25	28	29	22	19	4	44
Weighted Base	363	320	43**	5**	317	30**	11**	5**	10**	34**	29**	16**	39**	46**	69**	50**	25**	3**	27**
Effective Base	207	185	22	6	168	27	26	19	12	18	19	13	24	26	28	21	18	3	25
Yes - in person (e.g. to the postman/woman)	32	26	6	2	29	1	2	*	2	-	-	-	6	4	3	8	6	-	1
	9%	8%	14%	44%	9%	3%	18%	7%	19%	-	-	-	16%	8%	4%	17%	24%	-	4%
Yes - by telephone	40	38	2	*	34	3	3	1	1	-	3	3	8	5	2	10	3	-	3
	11%	12%	6%	3%	11%	9%	27%	21%	9%	-	9%	16%	20%	10%	3%	21%	11%	-	10%
Yes - by email	52	47	4	1	44	4	3	1	1	1	4	1	7	7	9	13	1	1	3
	14%	15%	10%	12%	14%	13%	30%	13%	10%	3%	14%	8%	19%	14%	13%	23%	6%	32%	10%
Yes - by letter	40	31	10	2	36	2	1	1	1	2	1	2	10	-	8	8	3	-	2
	11%	10%	23%	46%	11%	8%	12%	18%	10%	5%	5%	16%	27%	-	12%	15%	13%	-	9%
Yes - on an online web form	36	33	3	2	33	1	2	*	-	-	4	1	6	3	8	8	2	*	1
	10%	10%	6%	44%	10%	5%	15%	7%	-	-	15%	8%	15%	6%	12%	17%	6%	4%	5%
Yes - via social media (Facebook, X, etc)	24	23	1	*	22	1	1	*	2	-	2	2	3	6	4	3	-	*	1
	7%	7%	2%	7%	7%	2%	11%	7%	19%	-	6%	16%	8%	13%	6%	5%	-	4%	2%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	231	207	24	2	201	22	5	3	7	31	19	11	14	29	47	27	16	2	20
	64%	65%	56%	41%	63%	74%	46%	57%	71%	91%	66%	68%	37%	62%	68%	53%	65%	66%	75%
NET Made a complaint	132	113	19	3	116	8	6	2	3	3	10	5	24	17	22	23	9	1	7
	36%	35%	44%	69%	37%	26%	54%	43%	29%	9%	34%	32%	63%	36%	32%	47%	35%	32%	26%

Proportions/Means. Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Table 347

Base : Sent via - FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	304	165	64	225	124	165	14	34	64	9	18	110	131	33	26	4	241	30	149	118	27	7	2	267	9	174	130	
Weighted Base	363	201	71	277	147	201	10**	27**	71*	12**	17**	134*	158*	39**	29**	3**	292	32**	179*	142*	29**	9**	2**	321	12**	202	161*	
Effective Base	297	112	44	154	86	112	6	20	44	7	13	73	92	23	17	2	165	19	97	83	19	7	2	180	8	116	91	
Yes - in person (e.g. to the postman/woman)	32	23	2	30	9	23	1	1	2	1	1	13	13	4	1	-	26	1	18	13	1	-	-	31	-	29	3	
Yes - by telephone	40	31	5	32	6	31	1	3	5	1	1	19	16	3	1	1	34	3	22	15	2	1	-	37	1	29	11	
Yes - by email	53	34	9	49	18	34	2	6	3	1	1	21	25	4	1	-	46	1	31	18	3	-	-	48	-	39	13	
Yes - by letter	40	32	1	38	7	32	4	2	1	1	1	23	13	4	*	-	36	*	21	15	4	-	-	37	-	34	6	
Yes - on an online web form	36	25	4	33	8	28	-	-	4	1	3	15	19	*	1	-	35	1	16	15	3	1	-	31	1	29	7	
Yes - via social media (Facebook, X, etc)	24	17	1	23	7	17	*	1	9	15	1	9	15	1	-	*	23	*	13	10	1	-	-	23	-	22	2	
Yes - by other means (please specify)	7%	8%	2%	8%	3%	8%	1%	3%	2%	9%	7%	6%	9%	2%	-	6%	8%	*	7%	7%	3%	-	-	7%	-	11	1%	
No - I haven't made a complaint to FedEx	231	110	61	158	109	110	5	20	61	11	14	79	99	27	25	1	178	26	114	86	21	7	2	201	9	93	138	
NET Made a complaint	64%	55%	9%	119	37	55%	50%	70%	87%	89%	85%	59%	63%	68%	86%	42%	61%	83%	64%	61%	73%	71%	100%	63%	77%	46%	86%	46%
	36%	46%	13%	49%	25%	45%	60%	25%	13%	11%	15%	41%	37%	32%	14%	68%	39%	17%	36%	39%	27%	29%	-	37%	23%	84%	14%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Table 347

Base : Sent via - FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	304	21	277	6	99	183	22	281	18	3	2	302	-
Weighted Base	363	27**	330	6**	112*	227	24**	337	22**	3**	2**	361	-**
Effective Base	207	15	188	5	62	130	16	192	12	2	1	206	-
Yes - in person (e.g. to the postman/woman)	32	1	29	1	20	10	2	29	3	-	-	32	-
9%		4%	9%	25%	18%*	4%	7%	9%	12%	-	-	9%	-
Yes - by telephone	40	4	36	-	16	24	*	33	4	3	*	40	-
11%		15%	11%	9%	14%	11%	2%	10%	17%	97%	6%	11%	-
Yes - by email	52	5	42	5	16	29	7	46	4	2	-	52	-
14%		19%	13%	90%	14%	13%	30%	14%	20%	56%	-	14%	-
Yes - by letter	40	4	37	-	21	18	2	34	5	2	-	40	-
11%		12%	17%	-	12%*	8%	7%	10%	22%	56%	-	11%	-
Yes - on an online web form	36	6	31	-	16	17	3	32	6	-	-	36	-
10%		21%	9%	-	14%	8%	13%	9%	20%	-	-	10%	-
Yes - via social media (Facebook, X, etc)	24	1	21	2	9	13	2	23	1	-	-	24	-
7%		5%	6%	28%	8%	6%	7%	7%	3%	-	-	7%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	231	12	219	*	52	164	15	219	10	*	1	230	-
64%		44%	66%	1%	49%	52%*	61%	60%	48%	3%	94%	64%	-
NET Made a complaint	132	15	111	6	60	63	9	118	11	3	*	132	-
36%		56%	34%	99%	54%*	28%	35%	35%	52%	67%	6%	36%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Table 347

Base : Sent via - FedEx

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	304	64	85	75	80	19	24	21	40	18	27	21	22	32	20	23	37
Weighted Base	363	79*	92*	89*	94*	22**	31**	27**	43**	22**	27**	25**	29**	45**	19**	24**	50**
Effective Base	297	48	55	52	52	14	18	16	25	13	18	15	15	22	13	14	26
Yes - in person (e.g. to the postman/woman)	32	9	8	13	3	1	5	2	6	*	1	1	5	6	2	-	1
Yes - by telephone	8%	11%	8%	13%	3%	6%	18%	7%	15%	*	4%	6%	18%	13%	9%	-	2%
Yes - by letter	40	11	14	8	8	2	6	3	8	2	4	4	*	3	2	2	4
Yes - by email	14%	14%	10%	8%	8%	10%	18%	12%	17%	11%	14%	16%	1%	7%	10%	10%	7%
Yes - on an online web form	52	15	11	13	13	4	3	8	3	5	2	1	3	9	3	5	5
Yes - via social media (Facebook, X, etc)	14%	19%	12%	13%	14%	18%	10%	31%	8%	24%	9%	5%	9%	19%	16%	21%	9%
Yes - by other means (please specify)	40	5	23	7	5	*	3	2	18	4	2	5	3	-	-	1	3
No - I haven't made a complaint to FedEx	11%	6%	73%abc	8%	5%	2%	10%	6%	41%	17%	8%	19%	10%	-	-	8%	7%
NET Made a complaint	36	8	14	11	3	-	4	3	8	1	5	4	3	4	-	-	3
	10%	10%	16%cd	11%	3%	-	14%	12%	20%	5%	18%	17%	9%	9%	-	-	6%
	24	6	3	13	2	-	1	5	1	-	3	4	3	6	1	-	1
	7%	7%	4%	13%cd	2%	-	3%	18%	2%	-	10%	17%	9%	14%	5%	-	2%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	231	52	53	56	72	17	22	12	19	13	19	16	15	25	14	18	40
	64%	66%	56%	56%	77%abc	80%	73%	45%	44%	62%	71%	63%	52%	55%	73%	74%	80%
	132	27	40	43	21	4	8	15	24	8	8	9	14	20	5	6	10
	36%	34%	44%cd	44%cd	23%	20%	27%	55%	56%	38%	29%	37%	48%	45%	27%	26%	20%

Proportions/Means: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Table 348

Base : Sent via - Evri

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	1278	240	1038	293	985	461	616	214	231	289	191	169	99	445	480	353	164	1117	150	
Weighted Base	1274	323	951	276	998	513	760	218	226	268	212	192	78	444	480	350	158	1038	217	
Effective Base	765	191	575	164	601	289	478	134	138	165	117	117	52	273	281	212	95	637	122	
Yes - in person (e.g. to the postman/woman)	28	2	26	17	11	15	14	6	12	4	2	3	2	*	18	5	5	2	22	6
2%	1%	3%	6%	3%	1%	3%	2%	3%	6%	1%	1%	2%	3%	*	6%	1%	1%	1%	2%	3%
Yes - by telephone	63	5	59	32	31	28	35	10	23	17	6	7	1	*	33	23	7	1	37	25
5%	1%	6%	12%	3%	3%	6%	5%	5%	10%	6%	3%	3%	1%	*	9%	5%	2%	*	4%	11%
Yes - by email	114	18	96	35	79	50	64	32	24	23	23	8	2	2	58	48	12	4	80	32
9%	6%	10%	13%	8%	10%	8%	10%	15%	11%	9%	11%	4%	3%	2%	19%	16%	3%	3%	8%	13%
Yes - by letter	21	1	20	7	14	12	9	7	5	2	2	*	-	1	16	4	1	1	18	3
2%	*	2%	2%	1%	2%	1%	1%	3%	4%	1%	1%	*	-	1%	6%	1%	1%	1%	2%	1%
Yes - on an online web form	85	17	68	27	58	31	54	17	18	20	13	11	*	6	35	33	17	6	68	14
7%	5%	7%	10%	8%	7%	6%	7%	8%	8%	7%	6%	6%	*	7%	8%	7%	5%	4%	7%	7%
Yes - via social media (Facebook, X, etc)	39	3	27	13	16	14	16	9	9	7	4	2	-	*	17	11	2	*	27	2
2%	1%	3%	6%	2%	3%	2%	2%	4%	4%	2%	2%	1%	-	*	6%	2%	1%	*	3%	1%
Yes - by other means (please specify)	6	-	5	2	4	*	5	-	-	3	2	*	1	-	-	4	1	1	4	1
*	-	1%	1%	*	*	*	1%	-	-	1%	1%	*	-	-	-	1%	*	1%	*	1%
No - I haven't made a complaint to Evri	1020	284	736	183	837	410	610	157	166	214	172	168	71	323	386	312	144	845	160	
80%	68%	77%	66%	84%	80%	80%	80%	72%	73%	80%	81%	87%	82%	73%	89%	89%	91%	81%	74%	
NET Made a complaint	254	39	215	93	161	103	151	61	60	54	40	24	6	121	94	38	14	193	57	
20%	12%	17%	8%	16%	20%	20%	20%	26%	27%	26%	19%	13%	8%	9%	27%	27%	11%	19%	26%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Table 348

Base : Sent via - Evri

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	1278	359	392	249	277	751	526	856	410	82	131	277	366	291	774	82	1117	284	938	56	
Weighted Base	1274	309	419	279	265	728	544	899	364	72*	111*	278	367	300	756	72*	1123	241	975	58*	
Effective Base	765	181	246	161	179	426	339	513	251	53	81	177	212	165	466	53	667	168	568	35	
Yes - in person (e.g. to the postman/woman)	28	9	8	3	8	17	11	21	8	3	1	7	11	7	19	3	25	10	8	5	
Yes - by telephone	63	30	13	12	9	43	20	53	10	5	5	18	18	14	42	5	56	24	39	1	
Yes - by email	114	34	42	19	19	77	38	86	18	8	9	23	38	26	70	8	99	24	86	4	
Yes - by letter	21	11	3	-	7	14	7	14	7	3	3	4	8	3	15	3	18	9	11	2	
Yes - on an online web form	85	35	27	7	15	94	21	65	15	3	5	11	31	24	47	3	74	25	56	4	
Yes - via social media (Facebook, X, etc)	29	12	7	2	5	24	4	7	4	4	5	4	5	6	4	7	10	6	5	6	
Yes - by other means (please specify)	30	13	9	1	6	23	7	24	4	2	1	7	10	7	18	2	26	14	15	1	
No - I haven't made a complaint to Evri	80%	70%	71%	74%	76%	76%	78%	78%	79%	79%	83%	82%	77%	79%	80%	79%	80%	77%	83%	71%	
NET Made a complaint	284	94	79	39	43	172	82	200	90	15	19	50	85	62	155	15	223	71	167	16	
	20%	30%	19%	14%	16%	24%	15%	23%	14%	21%	17%	18%	23%	21%	20%	21%	20%	24%	17%	29%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Base : Sent via - Evri

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1278	841	437	179	676	227	234	141	69	100	73	79	68	77	74	72	64	27	200
Weighted Base	1274	1084	190*	22	1087	105*	74	27*	52*	179*	105*	102*	103*	124*	162*	169*	93*	6**	79*
Effective Base	765	668	100	123	596	89	122	85	65	96	68	75	64	71	72	68	60	14	80
Yes - in person (e.g. to the postman/woman)	28	25	3	*	23	3	2	1	1	2	4	4	3	-	7	3	-	-	3
2%	2%	2%	2%	1%	2%	4%	2%	3%	2%	1%	3%	4%	3%	-	4%	2%	-	-	3.3%
Yes - by telephone	63	55	9	1	55	4	3	1	4	11	1	5	9	7	12	2	4	-	4
5%	5%	5%	5%	4%	5%	4%	4%	4%	7.5%	6%	1%	5%	6.5%	6%	8%	1%	5%	-	5%
Yes - by email	114	100	14	1	97	6	9	2	4	18	5	5	10	9	24	15	9	*	6
9%	9%	9%	7%	5%	9%	7%	12%	3%	8%	9%	5%	5%	10%	7%	15%	9%	5%	5%	8%
Yes - by letter	21	20	1	*	15	3	2	1	-	2	-	1	1	3	3	4	2	-	3
2%	2%	2%	1%	1%	1%	4%	2%	4.0%	-	1%	-	1%	1%	2%	2%	2%	-	-	4%
Yes - on an online web form	85	79	6	1	71	4	8	1	4	13	2	6	6	6	15	9	11	*	4
7%	7%	7%	3%	4%	7%	5%	11%	4%	7%	7%	2%	6%	6%	5%	9%	5%	15.2%	3%	5%
Yes - via social media (Facebook, X, etc)	30	29	1	*	24	2	4	*	1	1	2	1	1	4	5	7	1	*	1
2%	2%	3%	1%	1%	2%	2%	3.0%	*	2%	1%	2%	1%	1%	3%	3%	4%	1%	2%	2%
Yes - by other means (please specify)	5	5	*	*	4	*	1	-	-	-	-	1	-	1	-	-	1	-	*
No - I haven't made a complaint to Evri	1020	858	162	20	872	69	56	22	41	145	90	82	81	101	122	140	70	6	63
80%	80%	79%	85%	88.8%	80%	81%	76%	82%	80%	81%	86%	81%	79%	81%	75%	83%	75%	94%	80%
NET Made a complaint	254	226	28	3	215	16	19	5	10	34	15	19	22	23	40	29	23	*	16
20%	20%	21.7%	12%	12%	20%	19%	24%	18%	20%	19%	14%	19%	21%	19%	25%	17%	25%	6%	20%

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

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Table 348

Base : Sent via - Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	1278	542	430	785	673	542	33	149	430	34	163	416	529	153	132	47	945	179	612	485	101	53	25	1097	78	376	902
Weighted Base	1274	561	408	808	655	561	23**	124*	408	34**	150*	412	521	151*	145*	44**	934	187	605	478	98*	64*	27**	1063	91*	375	898
Effective Base	768	332	245	481	394	332	17	92	245	25	95	249	317	94	82	24	566	106	365	285	62	35	16	650	52	228	537
Yes - in person (e.g. to the postman/woman)	28	12	6	21	15	12	*	*	6	3	3	10	14	1	3	*	24	3	18	5	4	1	-	24	1	20	8
Yes - by telephone	63	33	17	45	29	33	1	4	17	4	5	22	24	8	8	1	46	9	35	24	4	-	1	59	1	43	20
Yes - by email	114	47	33	79	65	47	1	5	33	6	8	53	43	11	6	1	96	8	64	41	5	4	1	105	5	71	44
Yes - by letter	21	14	2	19	7	14	2	3	2	1	2	5	12	2	2	*	17	2	8	9	3	-	-	16	-	21	-
Yes - on an online web form	85	34	30	51	46	34	-	6	30	3	7	21	34	11	17	2	55	18	42	34	3	6	*	76	6	42	43
Yes - via social media (Facebook, X, etc)	30	15	6	22	13	15	*	3	6	1	1	15	15	-	-	*	30	*	18	10	1	-	-	29	-	25	5
Yes - by other means (please specify)	5	3	2	3	2	3	-	-	2	-	2	2	3	-	-	-	5	-	4	2	-	-	-	5	-	2	4
No - I haven't made a complaint to Evri	1020	444	334	636	526	444	18	102	334	24	132	321	417	128	113	41	738	153	478	381	80	55	25	858	81	223	796
NET Made a complaint	254	118	74	172	129	118	4	21	74	9	18	91	105	23	32	3	196	35	127	97	18	8	2	224	10	152	102
	20%	21%	18%	21%	20%	21%	18%	17%	18%	28%	12%	22%	20%	15%	22%	7%	21%	19%	21%	20%	18%	13%	7%	21%	11%	49%	11%

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Table 348

Base : Sent via - Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1278	66	1200	12	347	864	67	1249	20	3	1	1272	5
Weighted Base	1274	46*	1219	9**	308	901	64*	1243	22**	5**	***	1269	4**
Effective Base	765	30	729	6	204	525	38	747	13	3	1	763	2
Yes - in person (e.g. to the postman/woman)	28	1	24	3	14	13	1	28	-	-	-	28	-
25%		2%	2%	35%	6%	1%	1%	2%	-	-	-	2%	-
Yes - by telephone	63	3	61	-	28	33	2	56	8	-	-	63	*
55%		8%	5%	-	7%	4%	3%	4%	35%	-	-	5%	1%
Yes - by email	114	3	111	*	31	68	15	105	9	-	-	114	*
85%		6%	9%	5%	10%	8%	24% ¹⁰⁰	8%	43%	-	-	9%	1%
Yes - by letter	21	1	20	-	9	12	-	16	4	2	-	21	-
25%		2%	2%	-	3%	1%	-	1%	17%	36%	-	2%	-
Yes - on an online web form	85	3	81	1	27	48	10	83	2	-	-	85	-
75%		6%	7%	8%	9%	5%	16% ¹⁰	7%	7%	-	-	7%	-
Yes - via social media (Facebook, X, etc)	30	*	30	-	11	15	4	28	2	-	-	30	-
25%		1%	2%	-	3%	2%	11% ¹⁰	2%	10%	-	-	2%	-
Yes - by other means (please specify)	5	-	5	-	*	5	*	5	-	-	-	5	-
*		-	*	-	*	1%	*	*	-	-	-	*	-
No - I haven't made a complaint to Evri	1020	36	979	5	221	799	39	1007	5	3	*	1016	4
80%		79%	80%	61%	72%	92% ¹⁰⁰	61%	81%	23%	64%	100%	80%	99%
NET Made a complaint	254	9	240	4	87	142	25	236	17	2	-	254	*
20%		21%	20%	49%	28% ¹⁰⁰	16%	98% ¹⁰⁰	19%	77%	36%	-	20%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Base : Sent via - Evri

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	1278	325	312	323	318	102	100	123	109	109	94	112	121	90	94	113	111
Weighted Base	1274	339	334	326	335	99	86	124	101	103	100	107	125	94	89	124	121
Effective Base	766	186	188	189	204	56	61	70	66	62	60	61	73	55	55	74	74
Yes - in person (e.g. to the postman/woman)	28	3	11	10	3	1	2	1	3	4	4	4	3	4	3	-	-
Yes - by telephone	26	1%	4%	3%	1%	1%	2%	1%	3%	4%	4%	4%	2%	4%	3%	-	-
Yes - by email	63	16	17	25	5	2	4	10	5	8	4	6	12	7	3	1	2
Yes - by letter	90	4% ab	4% ab	4% ab	1%	2%	5%	4% bc	5%	4%	4%	6%	10% cd	3%	3%	-	1%
Yes - on an online web form	114	27	37	23	27	5	5	17	11	13	13	2	7	14	5	11	11
Yes - via social media (Facebook, X, etc)	9%	9%	12%	7%	8%	5%	5%	14% a	11% a	12% a	12% a	2%	5%	10% a	5%	9%	9%
Yes - by other means (please specify)	21	10	7	1	4	-	3	6	2	3	3	1	-	-	-	1	3
No - I haven't made a complaint to Evri	254	2%	3% a	-	1%	-	-	4%	5%	2%	3%	3%	1%	-	-	1%	2%
NET Made a complaint	85	20	12	29	24	6	8	6	3	3	5	9	15	5	3	14	7
	7%	7%	4%	9% b	7%	6%	9%	5%	3%	3%	5%	8%	12%	5%	4%	11%	5%
	30	8	8	6	8	3	-	5	3	2	4	1	2	3	1	3	4
	2%	3%	3%	2%	2%	3%	-	4%	3%	2%	4%	1%	2%	3%	1%	2%	3%
	5	1	1	3	-	-	-	1	-	1	-	1	-	1	-	-	-
	-	-	-	1%	-	-	-	1%	-	1%	-	1%	-	1%	-	-	-
	1020	248	233	254	265	84	69	94	80	73	80	86	98	70	73	104	103
	80%	85%	77%	79%	83% b	85%	80%	76%	79%	71%	80%	80%	78%	75%	89% c	84%	89% c
	254	61	71	79	50	15	17	29	21	30	20	22	27	24	12	20	18
	20%	20%	23% ab	22%	15%	15%	20%	24%	21%	30% cd	20%	20%	22%	25%	13%	16%	15%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Table 350

Base : Sent via - DPD

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	511	90	421	153	358	238	273	103	137	109	87	61	22	12	240	178	95	34	425	81
Weighted Base	537	112*	425	165*	372	285	252	106*	157*	114*	75*	57*	18**	10**	263	189	85*	28**	403	127*
Effective Base	309	71	239	88	222	151	160	60	87	68	39	36	12	8	148	107	56	20	240	66
Yes - in person (e.g. to the postman/woman)	34	-	34	24	9	25	9	5	14	11	3	*	-	-	19	14	*	-	22	11
8%	-	-	8%	10%	2%	9%	4%	5%	9%	10%	4%	1%	-	-	7%	8%	*	-	6%	9%
Yes - by telephone	41	-	41	17	24	25	16	7	11	12	4	6	2	*	18	15	8	2	24	16
8%	-	-	10%	10%	6%	9%	6%	6%	7%	10%	5%	11%	9%	1%	7%	8%	9%	6%	6%	13%
Yes - by email	58	3	55	31	27	36	23	18	16	12	6	2	4	*	34	18	7	4	37	21
17%	3%	-	13%	10%	7%	13%	9%	17%	10%	11%	8%	4%	24%	1%	13%	9%	8%	15%	9%	17%
Yes - by letter	33	-	33	20	13	22	11	6	15	8	3	*	-	*	21	12	*	*	24	8
8%	-	-	9%	12%	3%	8%	4%	6%	9%	7%	4%	*	-	1%	8%	6%	*	*	6%	7%
Yes - on an online web form	29	-	29	16	13	21	8	3	11	12	2	1	-	*	14	14	1	*	20	9
9%	-	-	10%	10%	4%	8%	3%	3%	7%	10%	3%	2%	-	1%	5%	7%	1%	*	5%	7%
Yes - via social media (Facebook, X, etc)	29	3	25	19	9	20	8	5	9	7	1	2	3	2	14	8	6	5	25	2
6%	3%	3%	6%	11%	2%	7%	3%	5%	6%	6%	2%	3%	15%	19%	2%	4%	7%	16%	6%	1%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	402	107	295	88	313	203	190	80	112	79	63	46	14	8	192	142	68	22	309	86
75%	89%	69%	54%	84%	71%	71%	79%	75%	71%	69%	84%	80%	76%	81%	73%	75%	79%	78%	77%	68%
NET Made a complaint	136	5	130	75	59	82	53	26	45	35	12	11	4	2	71	47	18	6	94	41
25%	9%	11%	4%	16%	29%	27%	25%	29%	29%	31%	16%	20%	24%	19%	27%	25%	21%	22%	23%	32%

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Table 350

Base : Sent via - DPD

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	511	171	149	92	99	320	191	126	32	53	104	161	127	318	32	460	122	370	19
Weighted Base	537	154*	172*	113*	97*	327	210	83*	19**	42*	135*	179	130*	356	19**	499	102*	415	20**
Effective Base	309	85	99	64	63	184	126	244	15	32	71	104	71	204	15	284	63	237	10
Yes - in person (e.g. to the postman/woman)	34	14	13	3	4	27	7	29	2	3	8	13	7	24	2	32	10	12	3
Yes - by telephone	41	13	10	12	6	23	18	39	1	1	19	11	9	30	1	39	11	25	5
Yes - by email	58	19	12	15	12	31	28	54	2	2	31	13	9	46	2	55	25	31	3
Yes - by letter	33	10	9	10	4	19	14	30	1	3	17	8	4	28	1	32	19	14	-
Yes - on an online web form	29	8	9	6	6	17	12	27	1	4	6	10	9	19	1	28	14	15	-
Yes - via social media (Facebook, X, etc)	28	13	9	3	3	22	6	26	2	-	6	10	10	16	2	26	13	15	-
Yes - by other means (please specify)	5%	9%	5%	2%	3%	7%	3%	6%	2%	10%	4%	5%	8%	4%	10%	5%	12%	4%	-
No - I haven't made a complaint to DPD	402	105	135	88	73	240	162	328	17	34	86	135	102	254	17	368	55	336	10
NET Made a complaint	75%	68%	79%	78%	76%	73%	77%	72%	86%	80%	64%	75%	78%	71%	86%	74%	54%	41%	52%
	13%	32%	21%	22%	24%	27%	23%	25%	14%	20%	36%	29%	22%	29%	14%	20%	46%	19%	49%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Table 350

Base : Sent via - DPD

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	511	346	165	77	270	92	92	57	22	33	35	26	28	23	35	38	30	8	84
Weighted Base	537	470	67*	15**	458	43*	25*	12*	16**	61*	51*	33**	45**	37**	83*	86*	46**	1**	41*
Effective Base	309	273	36	12	239	43	49	35	21	31	32	25	26	22	34	36	28	4	41
Yes - in person (e.g. to the postman/woman)	34	27	6	3	29	4	1	*	2	2	2	1	5	-	-	11	6	*	4
	45%	6%	9%	18%	6%	9%	4%	3%	13%	3%	3%	4%	11%	-	-	13%	9%		23%
Yes - by telephone	41	36	2	*	38	1	1	1	3	2	3	3	5	6	7	3	6	*	1
	8%	8%	3%	3%	8%	3%	3%	7%	17%	3%	6%	9%	11%	17%	9%	4%	14%		3%
Yes - by email	58	55	3	2	53	3	2	1	1	2	4	4	5	3	17	10	7	*	3
	11%	12%	4%	14%	12%	6%	7%	6%	6%	3%	8%	12%	11%	8%	13%	12%	14%	9%	8%
Yes - by letter	33	27	6	3	31	1	1	*	1	-	3	3	5	4	7	5	3	*	1
	6%	6%	6%	16%	7%	1%	2%	3%	6%	-	6%	8%	11%	11%	9%	6%	7%	5%	1%
Yes - on an online web form	29	28	1	*	25	3	1	*	1	-	1	1	3	-	5	10	3	*	3
	6%	6%	1%	3%	5%	6%	3%	4%	6%	-	2%	4%	7%	-	6%	12%	7%	9%	8%
Yes - via social media (Facebook, X, etc)	28	24	4	*	24	3	1	*	1	3	-	1	3	5	5	5	-	*	2
	5%	5%	6%	2%	5%	6%	6%	3%	6%	5%	-	4%	7%	12%	6%	6%	-	9%	6%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	402	348	54	12	337	35	21	10	12	54	41	25	30	24	56	64	29	1	33
	75%	74%	81%	76%	74%	81%	81%	85%	77%	82%	81%	75%	68%	65%	67%	75%	63%	86%	81%
NET Made a complaint	136	123	13	4	121	8	5	2	4	6	10	8	14	13	27	22	17	*	8
	26%	26%	19%	24%	26%	19%	19%	15%	23%	10%	19%	25%	32%	30%	33%	25%	37%	14%	19%

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

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Table 350

Base : Sent via - DPD

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	511	255	127	359	231	255	14	54	127	10	33	179	197	63	54	17	376	71	251	192	35	23	8	443	31	221	290
Weighted Base	537	284	126*	386	227	284	8**	35**	126*	6**	23**	192	207	60*	61*	17**	399	78*	246	219	32**	32**	7**	465	39**	231	306
Effective Base	399	158	75	218	136	158	6	29	75	6	21	106	124	35	35	9	230	44	144	123	19	16	6	267	22	129	180
Yes - in person (e.g. to the postman/woman)	34	23	7	27	11	23	1	2	7	1	1	19	7	4	3	*	26	3	12	20	-	1	-	31	1	28	5
Yes - by telephone	41	22	10	30	19	22	-	*	10	1	1	22	14	1	4	-	37	4	23	15	1	2	-	39	2	22	19
Yes - by email	59	32	12	47	27	32	*	1	12	1	1	25	15	2	-	-	42	2	26	22	6	4	-	48	4	45	14
Yes - by letter	33	23	2	30	10	23	-	1	2	1	1	20	8	1	4	-	28	4	17	15	*	-	-	32	-	30	3
Yes - on an online web form	29	21	4	26	9	21	*	*	4	1	2	15	5	-	6	-	24	6	17	9	*	2	1	26	3	23	7
Yes - via social media (Facebook, X, etc)	28	19	4	24	9	19	1	1	4	1	1	18	6	3	-	-	25	-	23	2	3	-	-	25	-	27	1
Yes - by other means (please specify)	402	200	104	272	177	200	7	30	104	5	20	125	169	40	50	17	294	67	179	164	25	27	6	343	33	122	270
NET Made a complaint	136	85	22	114	51	85	1	5	22	1	2	67	38	20	11	*	105	11	67	55	7	4	1	122	6	109	27
	22%	30% ^h	17%	30% ^h	22%	30%	15%	15%	17%	15%	10%	35% ^h	18%	34% ^h	17%	1%	25%	14%	27%	25%	20%	14%	18%	26%	15%	47% ^h	9%

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Table 350

Base : Sent via - DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	511	36	468	7	154	326	31	491	12	3	4	506	1
Weighted Base	537	28**	503	7**	134*	370	34**	515	16**	5**	1**	536	1**
Effective Base	309	17	289	3	81	209	19	298	8	2	2	307	1
Yes - in person (e.g. to the postman/woman)	34	3	31	-	19	15	-	30	3	-	-	34	-
6%		10%	6%	-	14%	4%	-	6%	21%	-	-	6%	-
Yes - by telephone	41	6	30	5	15	22	4	36	4	-	*	40	1
8%		23%	6%	70%	11%	6%	12%	7%	26%	-	9%	7%	100%
Yes - by email	58	9	49	*	19	35	5	51	4	3	-	58	1
11%		31%	10%	8%	14%	9%	15%	10%	28%	55%	-	11%	100%
Yes - by letter	33	1	31	-	12	17	4	30	3	-	-	33	-
6%		5%	6%	-	9%	5%	11%	6%	20%	-	-	6%	-
Yes - on an online web form	29	1	28	-	14	16	-	29	-	-	-	29	-
5%		5%	6%	-	10%	4%	-	6%	-	-	-	5%	-
Yes - via social media (Facebook, X, etc)	28	4	24	-	13	15	-	22	4	3	-	28	-
5%		15%	5%	-	10%	4%	-	4%	24%	55%	-	5%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	402	15	385	2	77	302	23	395	3	2	1	401	-
79%		53%	77%	30%	58%	93%	67%	77%	20%	40%	91%	79%	-
NET Made a complaint	136	13	118	5	57	68	11	120	12	3	*	135	1
25%		47%	23%	70%	47%*	18%	33%	23%	80%	55%	9%	25%	100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Table 350

Base : Sent via - DPD

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	811	135	139	117	120	42	46	47	45	46	48	37	49	31	39	42	39
Weighted Base	837	143*	141*	122*	132*	41**	55*	47**	35**	52**	54**	39**	55*	28**	40**	48**	48**
Effective Base	309	88	81	64	77	29	32	28	24	28	30	21	31	13	23	29	26
Yes - in person (e.g. to the postman/woman)	34	9	10	10	5	*	6	3	8	1	2	-	7	3	3	1	*
Yes - by telephone	8%	7%	7%	8%	4%	*	12%	6%	21%	1%	3%	-	13%	10%	8%	3%	*
Yes - by email	41	13	12	7	8	6	6	1	1	5	5	2	3	2	2	4	3
Yes - by letter	4%	9%	8%	6%	6%	14%	12%	2%	4%	10%	9%	4%	6%	9%	4%	6%	7%
Yes - on an online web form	58	20	28	1	9	7	12	1	6	10	12	-	1	-	2	5	2
Yes - via social media (Facebook, X, etc)	11%	14% <i>ab</i>	20% <i>cd</i>	1%	7%	16%	22% <i>ef</i>	3%	18%	19%	23%	-	2%	-	5%	11%	4%
Yes - by other means (please specify)	33	12	13	8	-	2	7	3	11	-	2	4	4	-	-	-	-
No - I haven't made a complaint to DPD	402	8% <i>gh</i>	8% <i>gh</i>	8% <i>gh</i>	-	5%	13%	7%	31%	-	4%	8%	7%	-	-	-	-
NET Made a complaint	136	25%	29%	33% <i>gh</i>	22%	21%	38%	24%	46%	30%	27%	10%	30%	24%	16%	21%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Parcelforce

Table 351

Base : Sent via - Parcelforce

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	780	125	663	175	614	419	368	64	99	138	130	173	113	72	183	268	358	185	712	73
Weighted Base	780	172*	608	94	617	415	364	77	103*	110*	142*	128*	90*	68*	187	269	325	158*	666	108*
Effective Base	452	96	356	94	358	235	216	40	60	82	76	96	58	41	100	159	194	98	391	59
Yes - in person (e.g. to the postman/woman)	39	2	37	25	14	27	13	2	18	12	1	3	1	2	20	14	6	3	28	11
5%	1%	6%	18%	4%	2%	6%	3%	3%	16%	9%	1%	2%	1%	3%	11%	5%	2%	2%	4%	10%
Yes - by telephone	45	1	44	23	23	30	15	7	11	16	4	4	3	-	18	20	7	3	29	16
4%	1%	3%	14%	4%	4%	7%	4%	9%	7%	11%	3%	4%	3%	-	19%	14%	2%	2%	4%	13%
Yes - by email	46	3	43	23	23	30	13	9	10	16	4	5	3	-	19	14	13	8	30	14
4%	2%	7%	14%	4%	4%	8%	4%	12%	9%	8%	3%	3%	3%	7%	16%	5%	4%	5%	4%	13%
Yes - by letter	17	-	17	7	11	14	3	4	4	6	1	1	-	-	8	8	2	*	12	5
2%	-	4%	7%	4%	2%	3%	1%	3%	2%	3%	1%	-	-	-	4%	3%	4%	*	9%	4%
Yes - on an online web form	25	-	25	8	17	16	10	5	10	7	4	-	-	-	14	11	*	*	14	12
3%	-	4%	7%	3%	3%	4%	3%	6%	10%	7%	3%	-	-	-	14%	8%	4%	*	2%	11%
Yes - via social media (Facebook, X, etc)	23	1	22	11	13	17	6	3	8	4	3	5	-	-	12	7	5	*	14	7
3%	1%	4%	6%	3%	2%	4%	2%	4%	9%	3%	3	-	-	-	6%	3%	1%	*	2%	7%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	668	166	492	104	554	337	319	55	76	110	116	153	87	61	131	226	301	148	576	80
84%	6%	16%	14%	6%	81%	81%	88%	27%	71%	69%	77%	10%	13%	3%	70%	43%	23%	10%	90%	28%
NET Made a complaint	122	6	116	63	63	77	45	22	34	33	10	13	3	7	56	43	23	10	90	28
16%	4%	17%	17%	10%	19%	12%	12%	27%	31%	27%	8%	8%	3%	10%	30%	16%	7%	6%	13%	11%

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Table 351

Base : Sent via - Parcelforce

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	789	255	211	140	183	466	323	480	298	64	78	156	248	183	482	64	692	187	569	33
Weighted Base	780	202	250	169*	160	451	329	536	237	50*	76*	160*	254	175*	489	50*	690	154	591	35**
Effective Base	452	116	136	95	107	252	201	287	165	31	47	94	145	98	285	31	399	103	332	19
Yes - in person (e.g. to the postman/woman)	39	11	15	9	5	26	14	35	3	2	4	6	22	4	32	2	36	20	17	3
	2%	0%	6%	5%	3%	6%	4%	7% h	1%	3%	6%	4%	15% h	2%	7%	3%	9%	13% h	3%	7%
Yes - by telephone	45	19	13	12	1	32	13	38	6	4	5	17	11	6	33	4	40	20	22	3
	6%	9% h	5%	7% h	1%	7%	4%	7% h	3%	8%	7%	11%	4%	4%	7%	8%	6%	13% h	4%	8%
Yes - by email	46	17	11	10	9	27	19	35	10	2	6	10	15	13	30	2	43	23	23	-
	6%	8%	4%	6%	6%	6%	6%	7%	4%	3%	7%	6%	6%	7%	6%	3%	6%	15% h	4%	-
Yes - by letter	17	8	2	5	3	10	8	14	4	2	3	8	3	1	14	2	16	12	5	-
	2%	4%	1%	3%	2%	2%	2%	3%	2%	3%	4%	5%	1%	1%	3%	3%	2%	9% h	1%	-
Yes - on an online web form	25	7	6	7	6	13	12	21	5	5	2	5	4	10	11	5	21	11	13	2
	3%	4%	2%	4%	4%	3%	4%	4%	2%	6% h	3%	3%	2%	9%	2%	8%	7% h	2%	4%	-
Yes - via social media (Facebook, X, etc)	23	6	11	3	4	16	7	21	2	1	2	8	10	2	20	1	22	12	9	3
	3%	3%	4%	2%	3%	4%	2%	4%	1%	2%	3%	5%	4%	1%	4%	2%	3%	9% h	1%	8%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	84%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Made a complaint	68%	153	216	148	140	369	288	432	219	43	61	131	211	148	403	43	576	104	525	28
	84%	76%	87% h	88% h	88% h	82%	88%	81%	92% h	86%	80%	82%	83%	84%	82%	86%	83%	68%	88% h	81%
	12%	6%	3%	2%	2%	8%	4%	10%	7%	14%	20%	18%	17%	16%	18%	14%	17%	30% h	11%	19%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Base : Sent via - Parcelforce

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/Se (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	789	483	306	131	397	158	127	107	37	35	43	40	39	56	40	53	54	34	124	
Weighted Base	780	641	139*	29**	655	64*	32*	21*	27*	67*	62*	53*	64*	87*	94*	124*	77*	14**	58*	
Effective Base	452	381	72	20	344	65	64	73	34	32	40	39	35	53	39	50	51	11	55	
Yes - in person (e.g. to the postman/woman)	39	35	4	1	36	1	1	*	1	-	-	-	6	5	4	11	4	-	1	
	9%	5%	3%	2%	5%	2%	4%	2%	4%	-	-	15%	10%	9%	4%	9%	5%	-	2%	
Yes - by telephone	45	39	6	1	38	5	2	*	1	3	-	4	6	4	9	7	3	-	5	
	6%	6%	5%	2%	6%	7%	6%	2%	4%	4%	-	8%	10%	4%	10%	6%	4%	-	9%	
Yes - by email	46	35	11	1	38	3	5	1	-	-	1	-	7	6	8	11	4	*	2	
	6%	5%	8%	4%	6%	3%	14%	5%	-	-	2%	-	11%	7%	9%	8%	5%	1%	4%	
Yes - by letter	17	13	4	1	12	4	*	1	1	1	-	1	5	-	-	3	1	-	4	
	2%	2%	3%	2%	2%	5%	1%	4%	4%	2%	-	3%	7%	-	-	2%	1%	-	6%	
Yes - on an online web form	25	24	1	*	18	4	3	*	-	-	1	1	2	-	5	5	3	*	4	
	3%	4%	1%	1%	3%	5%	10%	2%	-	-	2%	2%	4%	-	6%	4%	3%	1%	6%	
Yes - via social media (Facebook, X, etc)	23	22	2	1	20	2	1	*	-	-	1	1	5	3	3	6	1	*	2	
	3%	3%	1%	2%	3%	2%	4%	1%	-	-	2%	3%	7%	3%	3%	5%	2%	1%	3%	
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No - I haven't made a complaint to Parcelforce	688	539	118	27	553	61	25	18	20	63	58	44	47	75	70	104	66	14	47	
	84%	84%	85%	93%	85%	85%	77%	89%	85%	84%	84%	84%	73%	86%	75%	84%	86%	99%	81%	
NET Made a complaint	122	102	21	2	101	11	7	2	1	4	4	8	12	13	24	20	11	*	11	
	16%	16%	16%	7%	15%	15%	23%	11%	4%	6%	6%	16%	27%	14%	33%	16%	14%	1%	19%	

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

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Table 351

Base : Sent via - Parcelforce

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	789	365	264	511	410	365	28	122	264	23	128	329	298	77	62	23	627	85	418	276	45	38	11	694	49	252	537	
Weighted Base	780	370	237	525	392	370	18**	94*	237	18**	101*	306	305	76*	67*	26**	611	93*	370	307	41**	47**	15**	676	62*	236	545	
Effective Base	452	213	144	299	230	213	13	74	144	13	69	174	178	46	40	14	352	54	219	169	29	26	9	388	35	140	312	
Yes - in person (e.g. to the postman/woman)	39	26	11	29	14	26	1	1	11	1	2	15	15	6	2	1	31	2	17	20	*	2	-	37	2	25	15	
Yes - by telephone	45	30	7	38	15	30	3	5	7	1	1	26	15	1	3	3	41	3	28	12	3	2	-	3	40	12	33	
Yes - by email	46	31	7	39	15	31	1	3	7	1	6	27	14	4	-	1	41	1	23	17	5	-	1	40	1	34	12	
Yes - by letter	6*	6*	3*	7*	4*	6*	3*	3*	6*	6*	3*	9*	5*	5*	-	5*	7*	1*	6*	6*	11*	-	8*	6*	2*	14*	2*	
Yes - on an online web form	17	13	3	14	4	13	*	2	3	1	1	11	4	-	2	-	15	2	11	5	1	*	-	16	*	12	6	
Yes - via social media (Facebook, X, etc)	25	4*	1*	3*	1*	4*	2*	3*	1*	6*	1*	4*	1*	-	3*	-	2*	3*	3*	2*	1*	-	2*	2*	1*	21	4	
Yes - by other means (please specify)	23	13	2	21	10	13	-	1	2	1	1	14	6	2	1	*	20	1	16	6	2	-	-	22	-	18	6	
No - I haven't made a complaint to Parcelforce	3*	4*	1*	4*	3*	4*	-	1*	3*	6*	1*	4*	2*	3*	1*	3*	1*	4*	4*	2*	4*	-	3*	-	1*	1*	7	1*
NET Made a complaint	122	79	22	100	43	79	6	9	22	7	9	57	41	13	7	4	98	12	62	44	9	4	4	106	8	89	34	
	16%	21%	9%	19%	11%	21%	32%	10%	9%	7%	7%	19%	13%	17%	11%	16%	16%	12%	17%	14%	21%	6%	27%	16%	13%	10%	6%	

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Table 351

Base : Sent via - Parcelforce

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	789	53	730	6	241	511	37	761	18	6	4	785	-
Weighted Base	780	34**	741	5**	218	531	31**	753	14**	7**	6**	774	-**
Effective Base	462	25	425	3	134	299	19	435	10	5	3	449	-
Yes - in person (e.g. to the postman/woman)	39	3	36	-	22	17	-	38	2	-	-	39	-
	5%	9%	5%	-	16%	3%	-	5%	12%	-	-	5%	-
Yes - by telephone	45	3	40	3	27	18	-	38	7	-	-	45	-
	6%	8%	5%	50%	19%	3%	-	5%	48%	-	-	6%	-
Yes - by email	46	2	43	-	19	26	2	42	4	-	-	46	-
	6%	6%	6%	10%	9%	5%	5%	6%	27%	-	-	6%	-
Yes - by letter	17	2	15	-	13	4	-	16	1	-	-	17	-
	2%	6%	2%	-	5%	1%	1%	2%	8%	-	-	2%	-
Yes - on an online web form	25	-	25	-	10	13	3	20	2	3	-	25	-
	3%	-	3%	-	4%	2%	8%	3%	16%	40%	-	3%	-
Yes - via social media (Facebook, X, etc)	23	-	20	3	13	9	2	21	2	-	-	23	-
	3%	1%	3%	50%	5%	2%	5%	3%	16%	-	-	3%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	668	28	628	2	157	475	25	646	2	4	6	652	-
	84%	82%	85%	34%	72%	93%	80%	86%	12%	60%	100%	84%	-
NET Made a complaint	122	6	113	3	60	56	6	107	12	3	-	122	-
	16%	18%	15%	66%	26%	11%	20%	14%	88%	40%	-	16%	-

Proportions/Mean. Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Table 351

Base : Sent via - Parcelforce

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	789	207	202	202	178	60	66	81	76	54	72	66	61	75	54	62	62
Weighted Base	780	196	224	197	173	47*	65*	84*	79*	72*	70*	57*	51*	60*	55*	56*	62*
Effective Base	462	116	123	111	102	33	34	50	46	36	43	34	31	46	30	35	37
Yes - in person (e.g. to the postman/woman)	39	11	8	14	6	*	6	5	3	-	5	3	9	3	2	3	-
Yes - by telephone	48	14	12	15	4	-	4	10	3	5	3	4	9	2	1	1	2
Yes - by email	46	12	16	9	8	*	4	7	7	5	6	4	2	3	3	3	2
Yes - by letter	17	4	7	2	4	-	3	1	4	1	3	1	*	*	1	2	1
Yes - on an online web form	25	8	7	6	5	2	5	2	1	*	6	1	4	*	2	-	3
Yes - via social media (Facebook, X, etc)	23	11	5	7	1	3	3	5	1	3	1	-	2	5	-	-	1
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	688	186	180	182	151	42	57	66	63	61	65	47	34	71	46	49	50
NET Made a complaint	122	31	34	35	22	5	8	18	12	11	11	10	17	9	8	7	7
	16%	16%	15%	19%	13%	10%	13%	21%	16%	15%	15%	17%	23%efmp	11%	15%	13%	11%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef/ghijklm/no/p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Table 352

Base : Sent via - TNT

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	157	15	142	69	88	64	26	39	38	22	23	6	3	65	60	32	9	119	33	
Weighted Base	169	19**	150*	65*	104*	98*	28**	43**	40**	21**	29**	8**	1**	71*	60*	38**	9**	114*	46**	
Effective Base	100	11	89	39	62	58	17	27	24	12	15	5	2	43	36	21	6	70	27	
Yes - in person (e.g. to the postman/woman)	17	-	17	11	6	10	7	4	10	*	1	3	-	*	14	1	3	*	11	6
100%	-	-	17%	18%	5%	17%	9%	13%	24%	*	3%	9%	-	5%	16%	1%	7%	1%	10%	13%
Yes - by telephone	28	3	23	13	12	14	11	5	6	6	4	2	-	10	11	4	2	18	5	
100%	13%	20%	16%	12%	14%	16%	17%	16%	16%	21%	18%	20%	-	24%	17%	16%	24%	16%	12%	
Yes - by email	26	*	26	21	5	23	4	8	8	7	2	2	-	*	15	9	2	*	20	6
100%	16%	3%	17%	17%	5%	23%	5%	27%	16%	18%	8%	8%	-	5%	21%	14%	6%	1%	17%	14%
Yes - by letter	20	1	19	13	8	10	10	3	5	8	3	-	2	*	8	10	2	2	13	6
100%	12%	7%	13%	17%	11%	14%	11%	12%	19%	13%	13%	-	28%	5%	11%	17%	6%	25%	12%	
Yes - on an online web form	24	2	22	16	7	15	9	3	15	4	1	2	-	*	17	4	2	*	15	9
100%	14%	12%	14%	15%	7%	15%	13%	9%	34%	9%	3%	8%	-	5%	16%	7%	6%	1%	13%	20%
Yes - via social media (Facebook, X, etc)	23	1	22	16	7	18	5	-	16	*	3	4	-	-	16	3	4	-	15	9
100%	14%	-	15%	16%	7%	18%	7%	-	37%	1%	15%	13%	-	-	12%	6%	10%	-	13%	17%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	90	15	75	14	76	46	61	17	19	12	22	5	1	30	31	29	7	60	22	
100%	50%	78%	50%	14%	61%	49%	61%	49%	58%	49%	73%	72%	99%	51%	51%	76%	53%	48%	53%	
NET Made a complaint	79	4	75	51	28	52	27	11	21	9	23	2	*	41	29	9	2	54	24	
47%	22%	50%	79%	19%	27%	63%	39%	39%	30%	62%	42%	7%	5%	58%	29%	24%	23%	47%	52%	

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Table 352

Base : Sent via - TNT

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	157	70	39	23	25	109	48	124	30	16	10	40	46	39	96	16	135	60	91	6
Weighted Base	169	64*	47**	35**	23**	111*	58*	145*	22**	12**	9**	51*	47**	46**	107*	12**	153*	49*	112*	8**
Effective Base	100	36	28	21	16	64	36	82	18	9	6	32	28	24	65	9	89	32	65	4
Yes - in person (e.g. to the postman/woman)	17	5	5	4	3	10	7	15	2	1	4	6	4	3	13	1	16	8	6	3
Yes - by telephone	105	7%	11%	12%	13%	9%	12%	11%	8%	9%	44%	12%	8%	6%	12%	9%	10%	17%	9%	33%
Yes - by email	26	12	6	7	1	18	8	19	7	1	1	9	11	3	21	1	24	14	10	1
Yes - by letter	15%	18%	12%	19%	5%	16%	13%	13%	30%	10%	8%	17%	24%	7%	19%	10%	16%	28%	9%	13%
Yes - on an online web form	26	16	2	6	2	18	8	23	4	1	2	5	9	8	17	1	25	17	9	-
Yes - via social media (Facebook, X, etc)	16%	25%	4%	18%	8%	16%	14%	16%	17%	11%	26%	10%	19%	16%	16%	11%	16%	35%	8%	-
Yes - by other means (please specify)	20	8	2	8	2	10	11	15	6	2	2	9	6	2	17	2	19	14	7	-
No - I haven't made a complaint to TNT	12%	12%	5%	24%	9%	9%	18%	10%	28%	14%	23%	17%	13%	5%	16%	14%	12%	28%	6%	-
NET Made a complaint	24	11	6	6	1	17	7	21	3	1	2	4	8	8	14	1	23	14	10	-
	14%	18%	12%	17%	5%	12%	12%	12%	12%	8%	22%	8%	17%	16%	13%	9%	15%	26%	9%	-
	23	13	4	3	3	17	6	22	1	1	*	2	13	7	15	1	22	14	7	3
	14%	20%	9%	10%	11%	15%	10%	15%	5%	9%	2%	3%	28%	15%	14%	9%	14%	28%	6%	32%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	90	24	31	17	17	55	35	75	13	10	4	30	18	23	52	10	76	10	78	2
	53%	37%	67%	50%	74%	50%	59%	52%	57%	82%	42%	60%	38%	51%	49%	83%	49%	20%	76%	22%
	79	40	16	18	6	55	24	70	10	2	5	20	29	22	55	2	77	30	33	6
	47%	67%	33%	60%	26%	50%	41%	48%	43%	17%	58%	40%	62%	49%	51%	17%	51%	90%	30%	79%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Base : Sent via - TNT

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	157	103	54	20	92	17	32	16	10	5	7	9	18	13	12	9	9	1	16	
Weighted Base	169	145*	24**	4**	149*	8**	8**	3**	8**	11**	11**	12**	28**	19**	29**	19**	13**	***	8**	
Effective Base	100	85	15	4	82	9	17	11	10	5	7	9	17	12	12	9	9	1	8	
Yes - in person (e.g. to the postman/woman)	17	16	1	*	14	2	1	*	-	2	2	1	5	-	5	-	-	-	2	
100%	10%	11%	3%	12%	10%	20%	10%	6%	-	18%	18%	11%	16%	-	18%	-	-	-	20%	
Yes - by telephone	25	18	7	*	23	*	1	1	2	3	2	-	8	4	2	2	-	-	*	
100%	15%	13%	29%	11%	15%	2%	19%	23%	28%	27%	15%	-	29%	20%	8%	11%	-	-	2%	
Yes - by email	26	19	8	*	22	2	3	*	1	-	-	2	11	2	5	-	-	*	1	
100%	16%	13%	32%	8%	13%	16%	38%	4%	13%	-	-	22%	38%	12%	16%	-	-	100%	17%	
Yes - by letter	20	17	3	*	16	2	2	1	1	-	-	4	5	3	-	2	1	*	2	
100%	12%	12%	12%	11%	11%	20%	28%	17%	8%	-	-	31%	20%	16%	-	11%	9%	100%	18%	
Yes - on an online web form	24	21	3	*	22	*	2	*	-	-	-	5	9	3	3	2	-	*	*	
100%	14%	14%	14%	10%	14%	3%	21%	8%	-	-	-	45%	31%	17%	9%	10%	-	100%	2%	
Yes - via social media (Facebook, X, etc)	23	19	4	1	19	2	1	*	-	-	-	3	7	3	3	3	1	*	2	
100%	14%	13%	15%	14%	13%	22%	17%	13%	-	-	-	27%	25%	14%	9%	14%	11%	100%	20%	
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No - I haven't made a complaint to TNT	90	80	10	3	81	5	2	2	5	6	9	4	8	10	16	13	11	-	5	
53%	53%	55%	41%	68%	54%	62%	27%	52%	59%	56%	65%	32%	28%	51%	56%	66%	80%	-	64%	
NET Made a complaint	79	65	14	1	69	3	6	2	3	5	2	8	20	9	13	7	3	*	3	
47%	47%	49%	59%	32%	48%	38%	72%	48%	41%	44%	15%	68%	72%	49%	44%	34%	20%	100%	36%	

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

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Table 352

Base : Sent via - TNT

	Total	Stamp usage				1st class usage		2nd class usage		Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	157	94	25	128	59	94	8	18	25	4	7	59	60	19	14	4	119	18	69	65	11	8	3	134	11	117	40
Weighted Base	169	104*	25**	138*	59*	104*	2**	10**	25**	5**	7**	52*	71*	24**	17**	3**	124*	20**	70*	73*	14**	7**	3**	143*	11**	123*	46**
Effective Base	100	59	17	80	38	59	3	8	17	3	6	32	42	13	11	2	74	13	42	43	7	6	3	85	8	74	26
Yes - in person (e.g. to the postman/woman)	17	9	1	16	8	9	-	1	1	1	1	5	9	1	3	-	14	3	10	7	1	-	-	17	-	13	4
Yes - by telephone	109	9%	4%	12%	13%	9%	-	6%	4%	25%	15%	9%	13%	2%	17%	-	11%	14%	14%	9%	4%	-	-	12%	-	11%	9%
Yes - by email	25	21	3	23	4	21	*	5	3	1	2	10	8	4	2	1	18	4	10	11	2	2	1	21	3	23	2
Yes - by letter	185	20%	10%	16%	8%	20%	3%	52%	10%	25%	23%	19%	11%	16%	13%	45%	15%	17%	14%	14%	12%	26%	38%	14%	30%	19%	4%
Yes - on an online web form	26	18	4	22	8	18	*	3	4	1	1	10	9	6	-	1	19	1	8	14	3	-	1	22	1	23	3
Yes - via social media (Facebook, X, etc)	16%	17%	15%	16%	14%	17%	12%	26%	15%	25%	15%	20%	13%	24%	-	40%	16%	6%	12%	18%	23%	-	38%	15%	12%	19%	6%
Yes - by other means (please specify)	20	14	2	17	5	14	1	4	2	1	2	9	8	2	1	*	17	1	10	10	1	-	-	20	-	19	1
No - I haven't made a complaint to TNT	125	14%	9%	12%	8%	14%	26%	42%	9%	25%	23%	18%	11%	7%	8%	5%	14%	7%	14%	14%	4%	-	-	14%	-	16%	3%
NET Made a complaint	24	17	1	23	7	17	-	2	1	1	1	9	12	1	2	-	21	2	12	11	1	-	-	23	-	24	-
	14%	17%	4%	16%	11%	17%	-	16%	4%	25%	15%	17%	17%	3%	11%	-	17%	10%	17%	15%	4%	-	-	16%	-	19%	-
	23	16	1	22	7	16	-	1	1	1	1	7	10	3	3	-	17	3	10	13	*	-	-	23	-	22	1
	14%	15%	4%	16%	12%	15%	-	1%	4%	25%	15%	14%	14%	11%	17%	-	14%	15%	14%	16%	1%	-	-	16%	-	18%	3%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	90	47	19	66	39	47	1	2	19	3	6	24	42	11	10	2	66	11	33	39	10	5	2	71	8	51	39
NET Made a complaint	53%	45%	77%	48%	35%	45%	58%	20%	77%	70%	77%	47%	58%	46%	59%	51%	53%	57%	47%	52%	69%	74%	62%	55%	72%	41%	85%
	79	58	6	72	20	58	1	8	6	1	2	28	30	13	7	2	58	9	37	35	4	2	1	72	3	72	7
	47%	55%*	23%	52%	34%	55%	42%	80%	23%	25%	23%	53%	42%	64%	41%	49%	47%	43%	53%	48%	31%	26%	38%	50%	30%	59%	15%

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Table 352

Base : Sent via - TNT

	Housebound				Disability			Internet access					
Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	167	17	136	4	57	89	11	139	13	3	2	155	-
Weighted Base	169	10**	157*	4**	54*	106*	9**	153*	11**	3**	2**	167*	**
Effective Base	160	7	92	2	32	62	6	90	8	2	1	99	-
Yes - in person (e.g. to the postman/woman)	17	-	14	3	13	5	-	17	1	-	-	17	-
10%		4%	9%	60%	23%#	4%	-	11%	5%	-	-	10%	-
Yes - by telephone	25	3	22	-	14	10	1	17	6	2	-	25	-
15%		30%	14%	11%	23%#	9%	12%	11%	56%	66%	6%	15%	-
Yes - by email	26	1	23	2	12	14	-	23	3	-	-	26	-
16%		14%	15%	38%	23%	13%	5%	15%	27%	-	6%	16%	-
Yes - by letter	20	4	15	1	15	4	1	15	3	2	-	20	-
12%		35%	10%	27%	25%#	4%	7%	10%	29%	68%	-	12%	-
Yes - on an online web form	24	1	21	1	13	11	-	22	2	-	-	24	-
14%		14%	14%	27%	24%	10%	1%	14%	17%	-	-	14%	-
Yes - via social media (Facebook, X, etc)	23	1	22	-	12	11	-	22	1	-	-	23	-
14%		15%	14%	-	23%	10%	-	14%	9%	-	-	14%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	90	3	86	-	10	71	8	86	1	1	1	88	-
53%		33%	56%	2%	20%	78%#	87%	96%	10%	32%	94%	53%	-
NET Made a complaint	79	7	68	4	43	35	1	67	10	2	-	79	-
47%		67%	44%	98%	60%#	33%	13%	44%	80%	68%	6%	47%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Base : Sent via - TNT

Total	Quarter				Month												
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)	
Unweighted Base	157	38	50	40	29	12	11	15	23	15	12	12	16	12	5	10	14
Weighted Base	169	37**	51*	49**	32**	15**	10**	13**	17**	20**	13**	13**	18**	18**	8**	10**	14**
Effective Base	100	24	31	28	18	9	7	8	12	11	9	9	11	9	4	6	8
Yes - in person (e.g. to the postman/woman)	17	2	8	6	2	-	-	2	3	4	1	3	3	-	-	-	2
Yes - by telephone	10%	6%	15%	11%	6%	-	-	16%	14%	20%	9%	24%	14%	-	-	-	14%
Yes - by email	25	8	8	5	3	3	1	5	5	1	3	2	1	2	-	3	1
Yes - by letter	14%	23%	16%	11%	11%	17%	9%	43%	26%	4%	22%	13%	6%	13%	-	28%	5%
Yes - on an online web form	26	7	12	4	2	2	5	1	7	4	1	1	1	2	*	2	-
Yes - via social media (Facebook, X, etc)	16%	20%	25%	9%	7%	14%	47%	5%	42%	19%	9%	11%	6%	11%	2%	21%	-
Yes - by other means (please specify)	20	3	6	5	7	-	-	3	3	1	2	1	*	3	-	4	3
No - I haven't made a complaint to TNT	12%	6%	11%	10%	22%	-	-	23%	16%	7%	12%	11%	3%	17%	-	41%	21%
NET Made a complaint	79	21	24	23	11	4	6	10	13	8	3	4	11	8	*	6	5
	47%	55%	48%	47%	35%	27%	64%	81%	77%	37%	28%	34%	60%	43%	2%	63%	37%

Proportions/Means: Columns Tested (5% risk level) - abcd - efghijklmnop
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Table 354

Base : Sent via - UPS

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	281	38	243	89	192	156	125	54	57	71	38	33	14	14	111	109	61	28	225	53
Weighted Base	310	47**	262	91*	218	180*	129*	58*	69*	80*	42**	33**	10**	18**	126*	122*	61*	28**	222	83*
Effective Base	175	28	147	53	122	96	79	33	39	44	23	21	7	9	71	67	37	16	133	41
Yes - in person (e.g. to the postman/woman)	28	1	27	19	9	22	5	6	7	7	3	2	3	-	13	10	5	3	21	6
9%	2%	10%	26%	4%	12%	12%	4%	10%	10%	9%	7%	7%	26%	-	10%	9%	8%	10%	10%	8%
Yes - by telephone	41	4	36	22	18	25	15	3	10	12	7	2	3	3	13	19	8	6	30	10
73%	9%	14%	24%	8%	14%	14%	12%	5%	15%	15%	16%	5%	29%	20%	10%	16%	13%	23%	74%	12%
Yes - by email	35	3	32	21	14	17	17	11	11	8	1	1	3	*	22	9	4	3	26	8
17%	6%	12%	25%	6%	10%	10%	13%	20%	15%	10%	3%	4%	26%	*	17%	7%	7%	10%	12%	10%
Yes - by letter	24	1	22	16	8	14	10	9	9	4	*	1	-	*	18	4	*	*	18	8
8%	3%	9%	17%	4%	8%	8%	8%	16%	13%	5%	1%	4%	-	*	14%	3%	2%	*	7%	9%
Yes - on an online web form	25	-	25	18	7	20	6	7	8	4	5	2	-	*	14	9	2	*	22	3
8%	-	10%	25%	3%	11%	11%	4%	12%	11%	4%	12%	7%	-	*	11%	7%	4%	*	10%	4%
Yes - via social media (Facebook, X, etc)	14	-	14	10	4	11	3	5	1	3	1	4	-	*	6	4	4	*	12	1
5%	-	5%	11%	2%	6%	3%	3%	8%	2%	3%	3%	12%	-	*	5%	3%	7%	*	6%	2%
Yes - by other means (please specify)	3	-	3	-	3	3	-	-	-	3	-	-	-	-	-	3	-	-	3	-
1%	-	1%	-	-	1%	1%	-	-	-	-	-	-	-	-	-	2%	-	-	1%	-
No - I haven't made a complaint to UPS	206	40	167	38	169	116	90	39	41	46	32	26	7	14	81	79	47	21	143	59
67%	84%	63%	41%	77%	64%	60%	70%	68%	60%	58%	75%	79%	71%	80%	64%	64%	76%	77%	65%	71%
NET Made a complaint	103	7	96	51	50	64	39	18	27	34	11	7	3	4	46	44	13	7	79	24
33%	16%	37%	27%	23%	36%	30%	32%	32%	40%	42%	25%	21%	29%	20%	36%	36%	22%	23%	35%	29%

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Table 354

Base : Sent via - UPS

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	281	107	72	45	57	179	102	210	67	22	27	59	87	66	173	22	245	80	191	10
Weighted Base	310	96*	91*	65*	58*	187	123*	253	54*	15**	26**	80*	94*	73*	200	15**	278	72*	227	10**
Effective Base	175	60	46	35	36	104	71	137	38	12	18	40	54	40	111	12	154	43	125	7
Yes - in person (e.g. to the postman/woman)	28	15	5	6	2	20	8	25	3	1	2	14	5	5	21	1	27	21	7	-
95%		16%	6%	6%	3%	11%	6%	10%	6%	7%	4%	18%	5%	8%	11%	7%	10%	81%	3%	2%
Yes - by telephone	41	21	4	11	5	25	16	37	3	1	3	13	11	12	27	1	39	15	26	-
13%		22%	4%	17%	8%	13%	13%	15%	6%	8%	13%	16%	12%	16%	14%	8%	14%	20%	11%	-
Yes - by email	35	14	4	8	8	18	17	30	4	1	3	12	6	11	21	1	32	18	13	4
11%		14%	5%	13%	14%	10%	14%	12%	8%	2%	12%	15%	8%	15%	11%	9%	11%	8%	39%	-
Yes - by letter	24	12	8	2	2	20	4	21	2	1	1	7	7	7	16	1	23	9	13	1
8%		12%	9%	3%	3%	11%	3%	9%	4%	7%	5%	9%	8%	9%	8%	7%	8%	13%	6%	12%
Yes - on an online web form	29	7	9	5	4	16	9	23	2	1	2	9	11	3	21	1	24	15	10	-
8%		7%	10%	7%	7%	8%	7%	9%	5%	7%	7%	11%	7%	5%	10%	7%	8%	81%	5%	-
Yes - via social media (Facebook, X, etc)	14	7	4	-	3	11	3	11	3	2	1	3	7	2	11	2	12	9	5	-
5%		8%	4%	-	4%	6%	2%	4%	5%	10%	4%	3%	7%	2%	8%	10%	4%	13%	2%	-
Yes - by other means (please specify)	3	-	3	-	-	-	3	3	-	-	3	-	-	-	3	-	3	-	3	-
1%		-	-	4%	-	-	2%	1%	-	-	10%	-	-	-	1%	-	1%	-	1%	-
No - I haven't made a complaint to UPS	206	47	75	43	42	122	85	161	42	13	17	46	66	45	129	13	179	34	166	6
67%		49%	53%	66%	72%	65%	69%	64%	78%	88%	64%	58%	70%	61%	64%	88%	64%	47%	72%	60%
NET Made a complaint	103	40	16	22	16	65	36	92	12	2	9	34	28	29	71	2	100	30	61	4
33%		51%	17%	34%	28%	35%	31%	36%	22%	12%	36%	42%	30%	39%	38%	12%	36%	93%	27%	40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Base : Sent via - UPS

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	281	152	89	36	155	47	49	30	13	13	15	12	24	24	24	18	12	6	41
Weighted Base	310	262	47**	8**	266	25**	13**	6**	9**	25**	23**	16**	37**	38**	55**	44**	18**	2**	24**
Effective Base	175	151	24	8	138	24	26	20	12	12	14	12	23	23	23	17	11	2	22
Yes - in person (e.g. to the postman/woman)	28	20	8	3	24	3	1	*	1	-	-	3	6	3	3	6	2	-	3
Yes - by telephone	41	32	9	3	37	2	1	*	1	3	1	3	6	8	10	3	2	*	2
Yes - by email	35	32	3	1	31	1	2	*	1	4	-	1	9	2	11	3	-	1	*
Yes - by letter	24	23	*	*	19	4	1	*	1	2	-	2	2	4	7	-	-	*	4
Yes - on an online web form	25	20	5	2	21	2	2	1	-	4	-	4	5	3	3	-	2	*	1
Yes - via social media (Facebook, X, etc)	14	10	4	*	12	*	1	1	2	1	-	1	3	2	3	-	-	-	*
Yes - by other means (please specify)	3	3	-	-	3	-	-	-	21%	6%	-	8%	9%	4%	5%	-	-	-	1%
No - I haven't made a complaint to UPS	206	176	31	4	177	17	8	4	7	15	22	8	18	21	33	38	16	*	16
NET Made a complaint	67%	67%	65%	57%	67%	67%	65%	70%	72%	58%	94%	53%	48%	54%	60%	87%	89%	29%	69%
	103	87	17	3	89	8	4	2	3	10	1	7	10	17	22	6	2	1	7
	33%	33%	35%	43%	33%	33%	33%	30%	28%	42%	6%	47%	52%	46%	40%	13%	11%	71%	31%

Proportions/Means. Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Table 354

Base : Sent via - UPS

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	281	142	73	195	126	142	10	29	73	7	21	108	107	24	33	8	215	41	140	97	19	15	7	237	22	151	130	
Weighted Base	310	161	84	212	136	161	4	19	84	3	11	117	117	32	36	8	233	44	159	100	22	18	9	259	27	161	148	
Effective Base	178	91	45	123	76	91	4	14	45	5	14	64	69	17	21	4	133	24	86	60	12	11	5	146	16	92	83	
Yes - in person (e.g. to the postman/woman)	28	20	3	25	8	20	-	-	3	1	2	19	6	2	1	-	24	1	15	11	1	-	-	28	-	25	3	
%	9%	13%	4%	12%	6%	13%	-	1%	4%	19%	11%	16%	5%	7%	3%	2%	10%	3%	9%	11%	4%	1%	-	10%	1%	16%	2%	
Yes - by telephone	41	33	3	37	7	33	-	-	3	1	3	16	19	2	4	-	35	4	25	12	19	1	2	-	37	2	33	8
%	13%	21%	4%	24%	5%	21%	-	1%	4%	19%	13%	13%	16%	5%	12%	-	15%	10%	16%	12%	2%	14%	-	14%	9%	22%	5%	
Yes - by email	35	17	8	26	18	17	-	-	8	1	4	13	15	7	-	-	28	-	15	15	3	1	1	30	2	29	6	
%	11%	11%	5%	12%	13%	11%	-	1%	10%	19%	20%	12%	12%	21%	-	-	12%	-	9%	15%	12%	7%	15%	11%	9%	16%	4%	
Yes - by letter	24	15	4	20	9	15	-	-	4	1	2	13	5	6	-	-	18	-	11	10	1	2	-	21	2	22	2	
%	8%	9%	2%	9%	7%	9%	-	-	5%	19%	11%	17%	4%	19%	-	-	8%	-	7%	10%	4%	12%	-	8%	8%	14%	1%	
Yes - on an online web form	25	17	3	23	9	17	-	1	3	1	1	13	11	2	-	-	23	-	11	13	-	-	1	24	1	25	-	
%	8%	10%	3%	11%	6%	10%	-	5%	3%	19%	5%	17%	9%	6%	-	-	10%	-	7%	13%	2%	-	15%	9%	5%	16%	-	
Yes - via social media (Facebook, X, etc)	14	7	1	13	7	7	-	2	1	1	1	10	4	-	-	-	14	-	7	5	-	2	-	12	2	14	-	
%	5%	4%	1%	6%	5%	4%	-	2%	1%	19%	5%	8%	3%	1%	-	-	6%	-	4%	5%	-	10%	-	5%	7%	14%	-	
Yes - by other means (please specify)	3	3	-	3	-	3	-	-	-	-	-	3	-	-	-	-	3	-	3	-	-	-	-	3	-	3	-	
%	1%	2%	-	1%	-	2%	-	-	-	-	-	2%	-	-	-	-	1%	-	2%	-	-	-	-	1%	-	2%	-	
No - I haven't made a complaint to UPS	206	94	68	125	100	94	4	16	68	5	14	70	77	21	30	8	147	38	110	59	17	12	8	169	20	73	133	
%	69%	58%	43%	65%	72%	58%	91%	84%	81%	81%	67%	60%	66%	64%	88%	98%	63%	87%	69%	59%	79%	69%	85%	65%	74%	45%	53%	
NET Made a complaint	103	67	16	87	36	67	-	3	16	1	7	46	40	12	5	-	86	6	50	41	5	6	1	90	7	88	15	
%	33%	42%	19%	41%	27%	42%	9%	16%	19%	19%	33%	40%	34%	36%	15%	2%	37%	13%	31%	41%	21%	31%	15%	35%	26%	59%	10%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Table 354

Base : Sent via - UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	281	22	256	3	83	183	15	262	12	4	3	278	-
Weighted Base	310	20**	287	2**	80*	214	16**	291	14**	3**	2**	308	**
Effective Base	175	11	162	2	44	122	9	165	7	1	1	174	-
Yes - in person (e.g. to the postman/woman)	28	6	22	-	16	12	-	22	3	3	-	28	-
	8%	30%	8%	-	20%	6%	-	8%	22%	96%	-	9%	-
Yes - by telephone	41	7	32	2	17	20	3	33	4	3	*	40	-
	15%	34%	11%	67%	23%	9%	20%	12%	30%	90%	5%	13%	-
Yes - by email	35	9	24	2	11	20	3	31	1	3	*	35	-
	11%	47%	8%	67%	14%	10%	21%	11%	9%	90%	5%	11%	-
Yes - by letter	24	2	22	-	10	14	*	20	4	-	-	24	-
	8%	9%	8%	-	13%	8%	1%	7%	30%	-	-	8%	-
Yes - on an online web form	25	1	24	-	6	19	-	24	1	-	-	25	-
	8%	7%	8%	-	8%	9%	-	8%	6%	-	-	8%	-
Yes - via social media (Facebook, X, etc)	14	1	13	-	3	11	-	14	*	-	*	14	-
	5%	6%	4%	-	4%	5%	-	5%	1%	-	5%	5%	-
Yes - by other means (please specify)	3	-	3	-	-	-	3	3	-	-	-	3	-
	1%	-	1%	-	-	-	16%	1%	-	-	-	1%	-
No - I haven't made a complaint to UPS	206	8	198	1	40	158	8	200	4	*	2	205	-
	67%	38%	69%	33%	50%	87%	53%	69%	32%	4%	99%	66%	-
NET: Made a complaint	103	12	89	2	39	56	8	91	10	3	*	103	-
	33%	62%	31%	67%	49%	29%	47%	31%	68%	96%	5%	34%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Table 354

Base : Sent via - UPS

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	281	74	80	71	56	25	21	28	32	21	27	29	18	24	17	19	20
Weighted Base	310	81*	83*	83*	83*	24***	24***	33***	28***	27***	29**	32**	20**	31***	14**	25**	24**
Effective Base	175	50	47	47	32	17	14	20	16	15	17	19	12	16	9	11	12
Yes - in person (e.g. to the postman/woman)	28	7	19	1	1	*	3	4	12	2	5	1	-	*	-	1	-
Yes - by telephone	8%	9%	23% a	2%	1%	*	13%	12%	44%	8%	17%	4%	-	*	-	3%	-
Yes - by email	41	14	9	14	3	3	2	9	5	-	4	6	4	4	-	3	*
Yes - by letter	13%	17%	11%	17%	9%	13%	7%	28%	19%	-	14%	20%	19%	13%	-	11%	1%
Yes - on an online web form	35	10	17	2	6	2	3	5	7	3	8	*	-	1	2	4	-
Yes - via social media (Facebook, X, etc)	11%	12% a	21% a	2%	10%	8%	14%	14%	25%	11%	27%	*	-	4%	16%	15%	-
Yes - by other means (please specify)	24	10	10	3	1	4	1	5	4	1	5	-	3	-	-	1	-
No - I haven't made a complaint to UPS	8%	12%	12%	4%	1%	16%	4%	15%	16%	3%	16%	-	16%	-	-	3%	-
NET Made a complaint	25	4	13	2	6	*	1	3	10	-	4	2	-	-	3	-	2
	8%	5%	16% a	3%	9%	2%	4%	8%	37%	-	12%	8%	-	-	25%	-	9%
	14	1	9	3	*	*	1	*	8	-	2	1	*	2	-	-	*
	5%	2%	11%	4%	*	2%	4%	*	29%	-	5%	4%	*	5%	-	-	1%
	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-
	1%	-	-	3%	-	-	-	-	-	-	-	-	-	8%	-	-	-
	20	46	51	59	50	17	14	15	8	22	21	23	15	21	8	20	22
	67%	57%	61%	71%	63% a	72%	59%	45%	31%	61%	70%	72%	75%	68%	59%	62%	91%
	103	35	32	24	13	7	10	18	18	5	9	9	5	10	6	5	2
	33%	43% a	39%	29%	20%	28%	41%	55%	69%	19%	30%	28%	25%	32%	41%	18%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Table 355

Base : Sent via - UK Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	228	16	212	80	148	111	117	48	50	57	27	28	9	9	98	84	46	18	178	47
Weighted Base	247	20**	227	83*	163*	126*	120*	58*	49*	62*	23**	31**	11**	11**	108*	85*	54**	23**	171	72*
Effective Base	142	11	131	48	93	70	72	31	33	36	15	19	5	5	63	51	28	10	103	37
Yes - in person (e.g. to the postman/woman)	27	1	26	17	11	18	9	12	5	8	*	3	-	*	16	8	3	*	19	8
17%		5%	12%	20%	6%	14%	8%	20%	9%	12%	2%	9%	-	*	15%	10%	5%	*	11%	11%
Yes - by telephone	25	1	24	13	12	17	8	10	4	6	*	5	-	*	14	6	5	-	18	7
10%		6%	10%	16%	7%	13%	7%	17%	8%	9%	*	16%	-	*	13%	7%	9%	-	11%	9%
Yes - by email	41	2	39	18	24	26	15	19	7	6	5	2	-	2	26	11	4	2	23	18
17%		9%	17%	21%	14%	21%	13%	23%	13%	10%	21%	7%	-	17%	24%	13%	8%	9%	14%	25%
Yes - by letter	24	4	20	13	11	24	9	15	2	1	2	2	-	2	17	3	4	2	21	3
10%		18%	9%	16%	7%	19%	4%	15%	15%	3%	5%	7%	-	17%	16%	4%	8%	9%	12%	4%
Yes - on an online web form	20	3	17	12	8	15	4	8	2	5	3	2	-	-	10	8	2	-	12	7
8%		13%	8%	14%	5%	12%	4%	13%	5%	8%	12%	7%	-	-	9%	9%	4%	-	7%	9%
Yes - via social media (Facebook, X, etc)	17	1	15	12	5	11	6	5	5	4	*	1	-	-	10	5	1	-	11	5
7%		7%	7%	14%	3%	8%	5%	9%	10%	7%	2%	5%	-	-	10%	6%	3%	-	7%	7%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	148	12	137	35	114	63	85	24	26	36	15	24	11	9	52	51	45	21	107	40
60%		58%	60%	42%	76%	50%	71%	41%	57%	59%	65%	78%	100%	83%	48%	60%	84%	91%	62%	55%
NET Made a complaint	98	8	90	49	50	63	35	35	21	26	8	7	-	2	56	34	9	2	64	33
40%		42%	40%	23%	30%	23%	29%	59%	43%	41%	35%	22%	-	17%	52%	40%	16%	9%	38%	45%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Table 355

Base : Sent via - UK Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	228	70	62	37	59	132	96	165	56	20	21	62	72	42	155	20	200	69	144	15
Weighted Base	247	61*	75*	50**	61*	136*	111*	189	55*	17**	25**	72*	76*	49**	174*	17**	225	58*	174*	14**
Effective Base	142	34	42	29	37	76	66	107	32	11	14	39	47	26	99	11	127	37	99	6
Yes - in person (e.g. to the postman/woman)	27	9	9	5	4	18	9	23	4	1	4	9	11	2	24	1	26	10	11	1
Yes - by telephone	14%	14%	12%	11%	7%	13%	9%	12%	8%	7%	17%	13%	14%	3%	14%	7%	12%	23%	6%	4%
Yes - by telephone	26	9	8	4	3	18	7	22	3	1	5	8	8	3	21	1	24	10	12	3
Yes - by email	10%	16%	11%	9%	5%	13%	6%	12%	5%	7%	18%	11%	10%	6%	12%	7%	10%	18%	7%	20%
Yes - by email	41	13	13	4	11	26	15	34	7	3	4	14	15	6	32	3	38	15	23	3
Yes - by letter	17%	22%	17%	8%	18%	19%	14%	18%	13%	18%	14%	19%	19%	12%	18%	17%	17%	23%	13%	23%
Yes - by letter	24	9	6	2	7	16	8	20	4	2	1	7	11	4	19	2	22	13	11	*
Yes - on an online web form	10%	15%	8%	4%	11%	11%	8%	11%	7%	10%	2%	10%	15%	7%	11%	10%	10%	22%	6%	1%
Yes - via social media (Facebook, X, etc)	20	11	3	4	2	14	6	18	2	4	1	2	13	*	16	4	16	13	7	-
Yes - by other means (please specify)	8%	12%	4%	8%	3%	11%	2%	10%	3%	22%	4%	2%	12%	1%	9%	22%	7%	23%	4%	-
No - I haven't made a complaint to UK Mail	17	6	7	1	2	13	4	15	2	1	2	4	4	6	10	1	15	8	8	-
NET Made a complaint	7%	11%	9%	3%	4%	10%	3%	8%	4%	7%	7%	5%	5%	12%	6%	7%	7%	14%	5%	-
NET Made a complaint	148	29	44	33	41	73	75	106	40	10	15	43	40	34	97	10	134	20	120	8
NET Made a complaint	60%	48%	59%	67%	68%	54%	68%	56%	73%	62%	58%	59%	53%	69%	56%	62%	59%	35%	61%	55%
NET Made a complaint	98	31	31	16	20	62	36	83	15	8	11	29	36	15	76	6	92	30	54	6
NET Made a complaint	40%	52%	41%	33%	32%	46%	32%	44%	27%	38%	42%	41%	47%	37%	44%	38%	41%	48%	31%	45%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Table 355

Base : Sent via - UK Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber(side) (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	228	158	70	32	125	48	31	24	9	9	9	16	19	19	14	16	14	2	46
Weighted Base	247	214	32**	5**	210	24**	8**	5**	7**	16**	13**	20**	30**	32**	36**	36**	19**	1**	23**
Effective Base	142	127	16	7	109	27	16	15	9	8	9	16	18	16	13	15	14	1	25
Yes - in person (e.g. to the postman/woman)	27	22	6	1	25	1	2	*	-	2	-	1	7	3	4	6	1	-	1
14%	10%	10%	16%	13%	12%	3%	23%	5%	-	11%	-	7%	25%	8%	12%	16%	7%	-	3%
Yes - by telephone	26	22	3	1	23	2	1	-	2	1	-	2	6	3	5	3	-	-	2
10%	10%	10%	10%	10%	11%	7%	7%	-	26%	7%	-	12%	21%	9%	15%	8%	-	-	7%
Yes - by email	41	38	3	*	37	2	1	1	2	1	3	1	3	3	11	10	2	1	1
17%	18%	10%	10%	8%	18%	9%	16%	14%	29%	8%	23%	7%	11%	10%	30%	27%	12%	85%	5%
Yes - by letter	24	21	3	1	20	2	1	1	1	-	-	1	5	3	5	5	-	-	2
10%	10%	10%	11%	11%	9%	9%	16%	13%	9%	-	-	7%	16%	10%	15%	13%	-	-	10%
Yes - on an online web form	20	17	3	*	16	1	2	*	1	-	-	-	5	3	5	3	-	-	1
8%	8%	9%	10%	9%	8%	5%	27%	5%	14%	-	-	-	16%	8%	14%	8%	-	-	5%
Yes - via social media (Facebook, X, etc)	17	13	4	*	14	2	1	*	-	3	-	4	3	1	3	-	-	-	2
7%	6%	11%	8%	8%	7%	8%	9%	2%	-	17%	-	19%	10%	4%	7%	-	-	-	9%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	148	127	22	3	125	17	3	3	3	9	10	14	19	19	13	21	16	*	17
65%	59%	66%	67%	67%	60%	70%	42%	69%	51%	56%	77%	69%	63%	61%	36%	59%	81%	15%	73%
NET Made a complaint	98	88	10	2	85	7	5	1	3	7	3	6	11	12	23	15	4	1	6
40%	41%	32%	33%	33%	40%	30%	58%	31%	49%	44%	23%	31%	37%	39%	64%	41%	19%	85%	27%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a:b:c - d:e:f:g - h:i:j:k:l:m:n:op:q:r
** very small base (under 30) ineligible for sig testing

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Table 355

Base : Sent via - UK Mail

	Total	Stamp usage				1st class usage						2nd class usage						Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 1st class all/most of the time and HH income <£11.5 and Not Working (h)	Use 2nd class all/most of the time (i)	Use 2nd class all/most of the time and HH income <£11.5 (j)	Use 2nd class all/most of the time and Not Working (k)	Very reliant (l)	Fairly reliant (m)	Neither reliant nor not reliant (n)	Not very reliant (o)	Not at all reliant (p)	Net reliant (q)	Net not reliant (r)	Very reliant (s)	Fairly reliant (t)	Neither reliant nor not reliant (u)	Not very reliant (v)	Not at all reliant (w)	Net reliant (x)	Net not reliant (y)	ANY affordability challenges (z)	No affordability challenges (aa)			
Unweighted Base	228	132	45	180	93	132	11	24	45	6	20	93	89	20	16	10	182	26	110	87	22	4	5	197	9	132	96				
Weighted Base	247	139*	52*	189	101*	139*	8**	20**	52*	6**	25**	113*	95*	20**	13**	6**	208	19**	133*	89*	19**	1**	5**	222	6**	146*	100*				
Effective Base	142	78	30	108	61	78	5	11	30	5	13	57	58	13	11	5	115	15	73	51	15	2	3	124	5	85	56				
Yes - in person (e.g. to the postman/woman)	27	17	4	21	8	17	*	1	4	1	3	18	5	2	2	*	23	2	18	11	*	-	-	27	-	21	7				
Yes - by telephone	11%	12%	8%	11%	8%	12%	1%	6%	8%	19%	13%	16%	5%	11%	18%	2%	11%	12%	12%	12%	2%	-	-	12%	-	14%	7%				
Yes - by email	28	17	1	24	8	17	*	1	1	1	1	15	8	2	*	*	23	*	14	8	2	1	-	22	1	19	5				
Yes - by letter	16%	12%	2%	13%	8%	12%	1%	7%	2%	19%	5%	14%	8%	8%	1%	2%	11%	1%	10%	9%	13%	83%	-	10%	15%	13%	5%				
Yes - on an online web form	41	27	7	35	14	27	2	4	7	1	2	32	8	1	1	-	40	1	18	20	2	-	1	38	1	39	2				
Yes - via social media (Facebook, X, etc)	17%	19%	13%	18%	14%	19%	23%	22%	13%	19%	9%	25%	8%	5%	5%	-	19%	4%	14%	22%	11%	-	29%	17%	24%	27%	2%				
Yes - by other means (please specify)	24	16	4	20	8	16	-	*	4	2	4	13	9	-	-	2	22	2	17	4	1	-	2	21	2	21	3				
No - I haven't made a complaint to UK Mail	20	16	1	19	2	16	3	-	1	1	1	7	10	3	-	*	17	*	10	8	1	-	-	19	-	20	-				
NET	40%	13% ^d	2%	19% ^d	2%	13%	30%	-	2%	19%	5%	6%	11%	14%	-	2%	8%	1%	8%	9%	6%	-	-	8%	-	14%	-				
NET	17	12	1	16	5	12	-	*	1	1	1	10	7	-	-	-	17	-	11	4	1	-	1	15	1	17	-				
NET	7%	9%	2%	8%	5%	9%	-	*	2%	19%	5%	9%	7%	-	-	-	8%	-	8%	4%	4%	-	27%	7%	22%	15%	-				
NET	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
NET	148	71	40	106	74	71	4	13	40	4	18	60	63	12	10	4	122	14	80	54	14	-	-	134	-	64	85				
NET	60%	51%	33% ^d	56%	57% ^d	51%	40%	66%	76%	70%	72%	53%	66%	61%	77%	63%	59%	72%	60%	60%	75%	17%	2%	60%	5%	44%	25% ^d				
NET	98	69	12	84	27	69	5	7	12	2	7	53	33	5	8	3	2	85	2	53	35	5	1	5	88	5	83	16			
NET Made a complaint	40%	40% ^d	24%	44% ^d	27%	49%	55%	34%	24%	30%	28%	47%	34%	39%	23%	37%	41%	28%	40%	40%	25%	83%	98%	40%	95%	68% ^d	16%				

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Table 355

Base : Sent via - UK Mail

	Housebound				Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	228	23	200	5	78	129	21	215	7	3	2	225	1
Weighted Base	247	14**	226	7**	84*	141*	22**	237	7**	2**	***	246	***
Effective Base	142	9	129	4	45	83	14	136	4	2	2	141	1
Yes - in person (e.g. to the postman/woman)	27	1	26	1	18	7	3	27	-	-	*	27	-
11%		4%	12%	7%	21%*	5%	10%	12%	-	-	64%	11%	-
Yes - by telephone	25	2	23	1	15	8	2	24	1	-	*	25	-
10%		17%	9%	39%	19%*	6%	7%	10%	17%	-	64%	10%	-
Yes - by email	41	-	41	-	16	23	3	38	1	2	*	41	*
17%		4%	16%	-	19%	16%	13%	16%	15%	73%	64%	17%	100%
Yes - by letter	24	3	21	-	12	9	3	23	*	1	-	24	-
10%		25%	9%	-	14%	7%	12%	10%	3%	24%	-	10%	-
Yes - on an online web form	20	3	17	-	8	11	1	19	1	*	-	20	-
8%		21%	8%	-	10%	8%	3%	8%	12%	3%	-	8%	-
Yes - via social media (Facebook, X, etc)	17	2	15	-	5	10	1	14	3	-	*	17	-
7%		12%	7%	-	7%	7%	3%	6%	39%	-	64%	7%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	148	4	141	4	36	100	12	147	1	-	*	148	-
60%		27%	62%	64%	43%	31%*	53%	62%	14%	-	36%	60%	-
NET Made a complaint	98	10	85	3	47	41	10	90	6	2	*	98	*
40%		73%	38%	46%	57%*	29%	47%	38%	86%	100%	64%	40%	100%

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Table 355

Base : Sent via - UK Mail

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	228	77	102	49	-	19	23	35	43	34	25	22	27	-	-	-	-
Weighted Base	247	90*	110*	47*	-**	19**	35**	30**	38**	40**	26**	17**	33**	-**	-**	-**	-**
Effective Base	142	52	59	31	-	13	17	23	22	21	17	14	18	-	-	-	-
Yes - in person (e.g. to the postman/woman)	27	9	15	4	-	1	7	*	11	-	4	1	3	-	-	-	-
11%		10%	13%	9%	-	5%	21%	1%	29%	-	15%	8%	9%	-	-	-	-
Yes - by telephone	28	4	15	6	-	*	3	1	6	7	2	4	2	-	-	-	-
19%		4%	14%	12%	-	1%	7%	3%	17%	16%	6%	22%	6%	-	-	-	-
Yes - by email	41	7	27	7	-	1	2	5	12	8	7	3	4	-	-	-	-
17%		8%	23% a	14%	-	3%	6%	13%	32%	18%	26%	15%	13%	-	-	-	-
Yes - by letter	24	4	12	8	-	*	*	3	10	-	3	2	6	-	-	-	-
16%		5%	11%	16%	-	2%	1%	9%	25%	-	10%	9%	20%	-	-	-	-
Yes - on an online web form	20	4	15	1	-	-	1	3	9	3	3	1	-	-	-	-	-
8%		4%	14%	3%	-	-	3%	7%	24%	6%	13%	8%	-	-	-	-	-
Yes - via social media (Facebook, X, etc)	17	7	8	1	-	*	-	7	6	-	2	1	-	-	-	-	-
7%		8%	8%	3%	-	-	-	19%	16%	-	9%	7%	-	-	-	-	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	148	60	59	29	-	17	23	20	14	30	15	11	18	-	-	-	-
66%		67%	54%	61%	-	89%	67%	56%	37%	65%	59%	62%	60%	-	-	-	-
NET Made a complaint	98	29	51	19	-	2	11	16	24	16	11	7	12	-	-	-	-
40%		33%	46%	39%	-	11%	33%	44%	63%	35%	41%	38%	40%	-	-	-	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Yodel

Table 357

Base : Sent via - Yodel

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAP1 (a)	Online (b)	Don't sell online (c)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	571	79	492	181	390	208	362	100	125	148	85	64	31	25	225	233	113	49	502	63
Weighted Base	528	107*	421	167*	360	229	299	99*	106*	134*	82*	54*	29**	24**	205	216	107*	53*	427	93*
Effective Base	315	62	254	97	218	124	194	56	69	80	44	35	18	15	124	123	68	33	264	49
Yes - in person (e.g. to the postman/woman)	26	-	26	18	11	21	5	5	9	9	4	-	-	-	14	12	-	-	18	8
5%			6% ^a	9% ^a	3%	5%	5%	5%	9%	7%	5%	-	-	-	7% ^a	8% ^a	-	-	4%	9%
Yes - by telephone	31	1	29	16	15	11	20	1	13	7	4	5	-	-	14	11	5	-	23	8
5%			7%	4%	5%	7%	1%	10%	6%	7%	4%	5%	-	-	7%	6%	5%	-	9%	8
Yes - by email	51	7	44	28	23	24	27	12	12	11	10	4	2	*	24	21	6	2	43	8
10%			7%	10%	6%	11%	9%	12%	12%	9%	12%	8%	6%	*	12%	10%	6%	3%	10%	8
Yes - by letter	27	2	25	15	9	15	12	7	5	9	2	1	-	2	12	11	3	2	20	7
5%			2%	5%	3%	4%	7%	4%	5%	4%	3%	4%	-	6%	6%	5%	3%	-	7%	5
Yes - on an online web form	24	1	23	9	15	9	15	2	10	5	4	2	-	*	12	10	2	*	18	6
5%			5%	5%	4%	4%	5%	2%	10%	4%	5%	-	-	-	6%	5%	2%	-	4%	6
Yes - via social media (Facebook, X, etc)	25	1	24	12	13	15	9	9	10	1	5	*	-	-	19	6	*	*	15	9
5%			6%	6%	7%	7%	4%	5%	4%	1%	6%	-	-	-	6%	5%	-	-	3%	10%
Yes - by other means (please specify)	2	1	*	*	2	*	2	-	2	*	*	-	-	-	2	*	*	-	2	-
No - I haven't made a complaint to Yodel	405	94	310	102	302	163	242	79	67	100	66	43	27	22	146	166	92	49	336	62
77%			63% ^{a,b}	56% ^{a,b}	74%	61%	73%	20%	23%	27%	17%	92%	92%	79%	61% ^{a,b}	61% ^{a,b}	61% ^{a,b}	61% ^{a,b}	67%	79%
NET Made a complaint	123	12	111	65	58	66	57	20	30	33	16	11	2	2	59	49	15	4	91	31
23%			11%	26% ^{a,b}	19%	21% ^a	19%	20%	24% ^{a,b}	25%	20%	21%	6%	6%	19% ^{a,b}	17% ^{a,b}	14%	7%	21%	33%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
 * small base, ** very small base (under 30) - ineligible for sig. testing

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Yodel

Table 357

Base : Sent via - Yodel

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	671	180	170	108	113	350	221	407	160	34	51	136	157	151	344	34	506	137	412	22	
Weighted Base	628	142*	168*	108*	110*	310	218	400	127*	29**	43**	132*	147*	137*	322	29**	471	107*	402	19**	
Effective Base	315	80	96	65	76	176	140	225	94	20	29	82	89	74	200	20	280	68	238	10	
Yes - in person (e.g. to the postman/woman)	26	14	5	5	3	18	8	23	3	1	1	11	5	9	16	1	25	17	7	3	
Yes - by telephone	31	9	10	6	6	19	11	25	5	1	6	9	11	2	26	1	28	12	18	-	
Yes - by email	51	25	11	7	8	36	15	41	11	4	10	11	11	14	31	4	45	19	29	4	
Yes - by letter	27	11	6	3	7	17	10	20	6	1	1	6	8	10	15	1	25	14	12	*	
Yes - on an online web form	24	5	6	1	13	13	11	17	7	1	7	6	9	1	22	1	23	13	11	-	
Yes - via social media (Facebook, X, etc)	26	10	8	5	2	18	7	17	8	1	*	4	7	12	11	1	24	12	11	2	
Yes - by other means (please specify)	2	*	2	-	-	2	-	2	*	-	*	3%	5%	9%	4%	4%	5%	14%	3%	12%	
No - I haven't made a complaint to Yodel	405	94	131	87	92	225	180	302	101	25	27	99	110	108	235	25	355	60	333	11	
NET Made a complaint	123	48	37	21	17	85	38	98	25	4	17	33	36	29	86	4	116	27	66	8	
	23%	34% ^a	22%	20%	16%	27% ^a	18%	24%	20%	13%	38%	25%	23%	21%	27%	16%	29%	44% ^a	17%	41%	

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Yodel

Base : Sent via - Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	571	365	206	86	277	113	105	76	29	36	24	30	35	27	34	37	25	14	99
Weighted Base	628	463	64*	13**	444	39*	29*	16*	20**	63*	34**	37**	52*	39**	77*	86*	36**	4**	36*
Effective Base	315	279	36	28	239	39	55	51	28	34	20	29	33	26	33	34	24	6	34
Yes - in person (e.g. to the postman/woman)	26	21	5	3	22	2	3	-	-	-	-	1	7	2	-	7	5	-	2
5%	5%	5%	8%	20%	5%	5%	9%	1%	-	-	-	4%	15% ns	9%	-	9%	13%	-	0%
Yes - by telephone	31	28	2	*	28	1	1	*	2	5	-	-	5	5	5	4	3	-	1
6%	6%	6%	4%	1%	6%	2%	4%	1%	7%	8%	-	-	10%	13%	6%	4%	8%	-	2%
Yes - by email	51	42	10	3	43	3	4	2	1	7	1	-	10	2	12	6	4	*	2
10%	9%	9%	15%	21%	10%	7%	15%	10%	7%	11%	3%	-	19%	6%	15%	6%	10%	7%	7%
Yes - by letter	27	22	5	*	23	1	2	*	-	3	-	4	8	4	3	-	1	*	1
5%	5%	5%	7%	4%	5%	3%	7%	1%	-	4%	-	10%	16% ns	11%	3%	-	4%	4%	3%
Yes - on an online web form	24	22	2	*	18	2	3	1	1	3	-	1	3	1	6	4	-	*	1
5%	5%	5%	3%	3%	4%	4%	13% ns	4%	3%	5%	-	3%	5%	3%	8%	5%	-	7%	4%
Yes - via social media (Facebook, X, etc)	26	23	2	*	20	2	2	1	-	1	-	1	4	3	7	2	1	*	2
5%	5%	5%	3%	3%	5%	5%	8%	4%	-	2%	-	4%	8%	9%	9%	2%	4%	7%	5%
Yes - by other means (please specify)	2	1	*	*	1	*	*	-	-	1	-	-	-	-	-	-	-	-	*
1	1	1	1%	1%	1	-	1%	-	-	2%	-	-	-	-	-	-	-	-	*
No - I haven't made a complaint to Yodel	405	356	48	9	338	33	21	13	18	48	32	32	28	27	57	69	27	4	29
77%	77%	77%	75%	72%	76%	84%	72%	83%	87%	77%	97%	87%	54%	69%	73%	81% ns	74%	92%	83% ns
NET Made a complaint	123	107	16	4	109	6	8	3	3	15	1	5	24	12	21	17	9	*	6
23%	23%	23%	25%	28%	24%	16%	28%	17%	13%	23%	3%	13%	48% ns	31%	27%	19%	26%	7%	17%

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

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Yodel

Table 357

Base : Sent via - Yodel

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	571	266	181	371	286	266	14	67	181	13	57	197	235	62	56	20	432	76	253	229	48	28	11	482	39	234	337		
Weighted Base	528	252	168*	343	258	252	10**	46*	168*	12**	52*	183	219	52*	52*	21**	401	74*	221	218	41**	32**	14**	439	46**	219	309		
Effective Base	316	151	95	210	153	151	6	40	95	9	34	105	137	35	32	9	241	40	132	128	26	20	9	260	28	131	184		
Yes - in person (e.g. to the postman/woman)	26	20	6	21	7	20	-	-	6	1	3	13	7	6	-	*	21	*	10	14	1	1	-	24	1	23	4		
Yes - by telephone	31	18	4	26	12	18	*	2	4	1	2	17	11	2	1	-	28	1	18	11	1	1	-	29	1	28	2		
Yes - by email	51	27	6	45	24	27	3	6	6	1	1	22	14	6	1	3	42	4	20	23	6	*	3	43	3	41	10		
Yes - by letter	27	24	1	25	3	24	*	4	1	1	1	13	12	*	-	1	25	1	17	7	1	*	1	24	2	24	3		
Yes - on an online web form	24	15	5	18	8	15	-	3	5	1	3	6	13	1	2	2	19	4	14	7	*	1	2	21	2	20	4		
Yes - via social media (Facebook, X, etc)	26	17	4	20	7	17	*	2	4	1	3	13	9	3	-	*	21	*	9	14	1	2	-	23	2	22	3		
Yes - by other means (please specify)	2	2	-	2	*	2	-	*	-	-	-	*	7%	4%	7%	-	7%	5%	4%	6%	2%	5%	-	5%	3%	4%	1%		
No - I haven't made a complaint to Yodel	405	174	151	239	215	174	6	32	151	11	46	123	177	39	45	16	300	66	161	171	32	30	9	332	39	123	282		
NET Made a complaint	77%	69%	10%	70%	43%	69%	68%	95%	67%	91%	89%	67%	42%	13%	3	5	75%	79%	63%	78%	79%	92%	88%	78%	84%	56%	27%		
	123	78	17	105	43	78	3	14	78	1	6	60	42	13	3	5	101	8	60	47	9	3	5	107	7	96	27		
	23%	31% ^{ns}	10%	34% ^{ns}	17%	31%	34%	31%	10%	9%	11%	33% ^{ns}	19%	26% ^{ns}	6%	25%	29% ^{ns}	11%	27%	22%	21%	8%	35%	24%	16%	44% ^{ns}	9%		

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Yodel

Table 357

Base : Sent via - Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	571	30	534	7	169	366	36	550	15	4	1	569	1
Weighted Base	528	24**	499	5**	152*	340	36**	509	16**	2**	***	527	***
Effective Base	316	14	299	3	91	204	20	303	11	1	1	315	1
Yes - in person (e.g. to the postman/woman)	28	2	24	-	13	12	3	21	4	3	-	26	-
5%	8%	5%	-	-	9%	3%	5%	4%	26%	90%	-	5%	-
Yes - by telephone	31	2	27	1	15	14	2	28	3	-	-	31	-
6%	9%	5%	28%	-	10%	4%	5%	5%	18%	-	-	6%	-
Yes - by email	51	4	45	3	22	21	9	44	7	*	*	51	-
16%	17%	9%	54%	-	14%	6%	24%	9%	42%	2%	100%	10%	-
Yes - by letter	27	1	24	1	15	10	2	24	2	*	-	27	-
8%	5%	5%	28%	-	12%	3%	5%	5%	15%	8%	-	5%	-
Yes - on an online web form	24	5	18	1	12	8	4	23	1	-	-	24	-
5%	20%	4%	12%	-	8%	2%	11%	6%	3%	-	-	5%	-
Yes - via social media (Facebook, X, etc)	25	2	23	-	10	14	1	19	4	2	-	25	-
8%	6%	5%	-	-	7%	4%	2%	4%	25%	67%	-	5%	-
Yes - by other means (please specify)	2	*	2	-	*	2	-	2	-	-	-	2	-
*	*	*	-	-	*	*	-	*	-	-	-	*	-
No - I haven't made a complaint to Yodel	405	14	390	*	93	287	24	403	1	-	-	404	-
77%	60%	79%	6%	-	62%	33%	6%	79%	9%	-	-	77%	100%
NET Made a complaint	123	9	109	5	58	53	12	106	15	2	*	123	-
21%	40%	22%	94%	-	34%	16%	33%	21%	81%	100%	100%	23%	-

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Yodel

Table 357

Base : Sent via - Yodel

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	571	142	150	131	148	46	51	45	59	57	34	37	52	42	41	52	50
Weighted Base	528	129*	144*	118*	136*	33**	48**	49**	52*	58*	34**	30**	46**	42**	41**	47**	48*
Effective Base	315	79	86	70	81	27	30	25	34	32	20	18	27	24	21	28	32
Yes - in person (e.g. to the postman/woman)	26	5	10	7	4	-	3	2	8	1	2	1	3	3	1	3	-
Yes - by telephone	5%	4%	7%	6%	3%	-	6%	4%	15% p	1%	5%	4%	6%	8%	2%	7%	-
Yes - by email	31	8	7	10	5	1	4	3	3	2	2	-	4	6	2	3	*
Yes - by letter	6%	7%	5%	9%	4%	4%	8%	6%	6%	3%	6%	-	9%	15%	4%	7%	*
Yes - on an online web form	51	10	24	7	10	1	6	3	9	11	4	2	1	5	1	6	3
Yes - via social media (Facebook, X, etc)	10%	8%	16%	6%	8%	3%	12%	7%	17%	19%	11%	6%	12%	4%	12%	7%	7%
Yes - by other means (please specify)	27	7	11	6	3	1	2	4	6	4	2	1	3	2	1	2	-
No - I haven't made a complaint to Yodel	5%	5%	8%	5%	2%	4%	3%	7%	11%	7%	5%	4%	6%	5%	3%	4%	-
NET Made a complaint	24	8	6	6	4	2	5	2	2	2	2	-	4	2	1	3	*
NET Made a complaint	5%	6%	4%	5%	3%	5%	10%	3%	3%	4%	5%	-	9%	4%	4%	6%	*
NET Made a complaint	25	9	10	4	1	-	-	9	4	3	4	-	1	3	-	1	*
NET Made a complaint	5%	7%	7%	4%	1%	-	-	16%	7%	5%	11%	-	2%	8%	-	3%	*
NET Made a complaint	2	1	*	*	*	-	1	-	*	-	*	-	*	-	-	*	-
NET Made a complaint	*	1%	*	*	*	-	3%	-	*	-	*	-	*	-	-	*	-
NET Made a complaint	40%	94	108	87	116	29	33	33	35	43	29	26	33	28	34	37	45
NET Made a complaint	77%	73%	75%	73%	85%	69%	69%	67%	67%	79%	69%	66%	71%	66%	64%	79%	93% p
NET Made a complaint	123	35	36	32	20	4	15	16	17	15	4	4	13	14	7	10	3
NET Made a complaint	23%	27%	25%	27%	15%	12%	31%	33%	33% p	25%	12%	14%	29%	34%	16%	21%	7%

Proportions/Means: Columns Tested (5% risk level) - abcd - efghijklmnop
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Table 358

Base : Sent via - Amazon Delivery Service/ Logistics

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	869	267	602	176	693	394	473	160	157	194	112	121	77	48	317	336	246	125	722	135
Weighted Base	916	340	575	185*	731	437	478	171*	168	208	117*	116*	83*	52**	339	325	251	135*	707	167
Effective Base	647	204	343	100	449	252	295	100	102	126	70	75	47	29	202	195	150	76	434	105
Yes - in person (e.g. to the postman/woman)	28	1	27	17	11	15	13	7	14	2	4	2	-	-	21	6	2	-	23	4
Yes - by telephone	46	9	37	18	28	26	20	6	17	10	4	5	4	-	24	14	9	4	25	10
Yes - by email	75	17	58	24	51	36	38	26	15	11	8	6	4	5	41	19	15	9	49	24
Yes - by letter	34	1	33	17	16	17	16	11	9	4	4	5	2	*	19	7	7	2	33	1
Yes - on an online web form	55	8	47	18	38	30	25	17	19	8	7	1	2	*	36	15	4	2	43	12
Yes - via social media (Facebook, X, etc)	23	1	22	15	8	16	8	10	6	3	2	2	1	-	17	5	2	1	15	7
Yes - by other means (please specify)	12	7	5	1	10	4	8	3	3	1	2	3	-	-	6	3	3	-	12	-
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	711	303	407	105	606	326	384	119	110	176	82	96	72	46	229	269	214	118	559	136
NET Made a complaint	205	78%	29%	49%	87%	75%	80%	70%	65%	84%	79%	82%	80%	90%	67%	82%	80%	88%	79%	72%
NET Made a complaint	205	36	168	79	125	111	94	52	58	32	25	20	11	5	110	57	37	17	148	52
	22%	71%	29%	49%	77%	25%	20%	30%	30%	16%	21%	17%	14%	10%	33%	18%	15%	12%	21%	28%

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Table 358

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	869	287	228	164	189	515	353	584	274	58	78	195	236	200	508	59	741	190	623	56
Weighted Base	915	273	276	178	187	549	365	673	237	56*	69*	210	256	213	534	56*	779	165	698	52*
Effective Base	547	161	157	108	121	318	229	380	169	35	50	122	147	124	317	36	463	107	405	36
Yes - in person (e.g. to the postman/woman)	28	12	8	2	7	20	8	26	2	4	3	7	10	4	20	4	24	13	13	3
3%		4%	3%	1%	4%	4%	2%	4%	1%	8%	4%	3%	4%	2%	4%	8%	3%	15%	2%	9%
Yes - by telephone	46	16	11	10	10	27	19	36	11	1	2	13	16	6	31	1	37	13	29	4
5%		6%	4%	5%	5%	5%	5%	5%	4%	2%	3%	6%	6%	3%	6%	2%	5%	8%	4%	8%
Yes - by email	75	28	11	21	15	39	36	52	22	6	3	21	19	16	43	6	59	29	42	4
8%		10%	4%	11%	8%	7%	10%	8%	9%	10%	4%	10%	7%	7%	10%	8%	8%	15%	6%	7%
Yes - by letter	34	20	8	3	3	28	6	28	5	1	3	8	13	9	24	1	33	16	17	1
4%		7%	3%	2%	1%	9%	2%	4%	2%	2%	4%	4%	5%	4%	4%	2%	4%	10%	2%	3%
Yes - on an online web form	55	24	15	3	9	43	12	45	10	7	6	10	16	12	32	7	44	21	34	-
6%		7%	5%	2%	5%	12%	3%	7%	4%	12%	6%	5%	6%	5%	6%	12%	8%	13%	2%	-
Yes - via social media (Facebook, X, etc)	23	9	12	*	2	21	2	18	5	1	1	4	11	4	16	1	20	11	12	-
3%		3%	6%	*	1%	6%	1%	3%	2%	2%	1%	2%	4%	2%	3%	2%	3%	7%	2%	-
Yes - by other means (please specify)	12	2	6	2	*	9	3	11	1	*	*	*	*	1	*	*	7	*	12	-
1%		1%	3%	1%	*	2%	1%	1%	1%	1%	*	*	*	*	1%	1%	1%	*	2%	-
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	711	197	218	144	151	415	295	515	191	43	56	162	188	173	406	43	608	99	570	42
78%		72%	79%	81%	81%	76%	81%	77%	80%	76%	82%	77%	74%	87%	76%	76%	78%	60%	82%	88%
NET Made a complaint	205	76	58	34	36	135	70	158	46	13	12	48	67	41	128	13	170	66	128	10
22%		28%	21%	19%	19%	24%	19%	23%	20%	24%	18%	23%	20%	19%	24%	24%	22%	27%	18%	20%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	869	633	236	99	483	144	129	113	44	50	51	68	51	63	58	49	49	17	127
Weighted Base	915	814	101*	16**	776	74*	41*	24*	33*	93*	73*	83*	75*	96*	133*	117*	73*	81**	66*
Effective Base	547	494	54	17	423	72	70	72	41	48	47	66	48	60	56	47	46	8	64
Yes - in person (e.g. to the postman/woman)	28	25	3	3	24	1	2	1	-	2	1	1	3	3	4	5	5	-	1
Yes - by telephone	46	42	4	1	37	4	3	2	2	-	-	6	9	3	12	3	3	1	3
Yes - by email	75	73	1	1	59	9	5	1	2	5	1	4	12	3	18	12	1	1	9
Yes - by letter	34	31	3	*	29	3	2	*	-	1	-	3	3	4	12	2	3	*	2
Yes - on an online web form	55	51	4	3	46	2	6	2	1	2	2	5	5	1	15	3	10	-	2
Yes - via social media (Facebook, X, etc)	23	22	1	*	19	1	3	1	1	-	-	1	3	3	7	3	-	-	1
Yes - by other means (please specify)	12	12	-	-	12	-	*	-	-	-	-	2	3	3	-	3	-	-	-
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	711	621	89	12	605	58	28	20	28	84	69	65	44	79	91	92	54	6	51
NET Made a complaint	205	183	12	4	172	16	13	4	5	9	4	18	31	17	42	23	19	1	14
	22%	22%	5%	1%	22%	21%	31%	18%	16%	9%	6%	25%	42%	19%	32%	21%	25%	1%	23%

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

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Table 358

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	869	450	204	612	366	450	25	115	204	18	87	278	336	121	97	36	614	133	415	326	68	43	15	741	58	313	556		
Weighted Base	915	514	196	669	352	514	21**	91*	196	19**	84*	308	368	119*	91*	28**	676	119*	446	347	62*	44**	14**	793	58*	318	597		
Effective Base	847	291	122	390	223	291	12	71	122	13	52	171	223	74	60	20	393	80	259	209	40	27	11	468	38	192	355		
Yes - in person (e.g. to the postman/woman)	28	23	2	26	6	23	2	1	2	1	1	9	12	3	3	*	21	3	12	14	1	1	-	28	1	24	5		
Yes - by telephone	3%	4%	1%	4%	2%	4%	9%	1%	1%	7%	1%	3%	3%	3%	3%	4%	1%	3%	3%	4%	1%	3%	-	3%	2%	7%	1%		
Yes - by email	46	31	7	39	15	31	*	3	7	1	6	15	23	3	3	*	39	3	23	16	2	3	1	40	4	28	18		
Yes - by letter	9%	6%	4%	6%	4%	6%	*	3%	4%	6%	7%	5%	6%	3%	3%	1%	6%	3%	5%	5%	4%	7%	7%	5%	7%	4%	44	30	
Yes - on an online web form	76	47	12	63	28	47	4	11	12	1	6	32	29	10	3	-	62	3	38	33	*	3	*	70	4	44	30		
Yes - via social media (Facebook, X, etc)	8%	9%	6%	9%	8%	9%	22%	12%	6%	6%	7%	10%	8%	9%	3%	-	8%	2%	8%	9%	1%	8%	2%	9%	6%	16%	5%		
Yes - by other means (please specify)	34	25	4	29	9	25	*	4	4	1	1	17	13	2	2	-	30	2	21	9	3	*	-	31	*	32	2		
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	4%	5%	2%	4%	3%	5%	*	5%	2%	6%	1%	5%	4%	2%	2%	-	4%	1%	5%	3%	5%	*	-	4%	*	12%	1		
NET Made a complaint	55	34	9	44	19	34	4	4	9	1	3	17	9	6	*	*	40	6	30	17	5	2	-	46	2	35	19		
	6%	7%	5%	7%	5%	7%	20%	4%	5%	7%	3%	7%	5%	7%	7%	1%	6%	5%	7%	5%	8%	5%	-	6%	4%	11%	3%		
	23	17	1	22	6	17	*	4	11	1	1	11	10	2	*	*	22	*	18	5	1	-	22	1	23	1			
	3%	3%	1%	3%	2%	3%	1%	4%	1%	6%	1%	4%	3%	1%	*	1%	3%	*	4%	1%	1%	-	-	3%	1%	7%	*		
	12	10	2	10	2	10	*	1	2	-	-	6	3	3	-	-	9	-	6	4	-	-	2	10	2	12	12		
	1%	2%	1%	2%	*	2%	1%	1%	1%	-	-	2%	1%	2%	-	-	1%	-	1%	1%	-	-	11%	1%	3%	-	2%	2%	
	711	378	164	499	286	378	11	68	164	17	72	231	285	90	77	28	516	105	343	268	55	34	11	611	45	185	526		
	78%	74%	63%	75%	63%	74%	58%	74%	84%	93%	86%	79%	78%	79%	88%	97%	78%	63%	77%	77%	68%	77%	80%	77%	77%	58%	63%		
	208	136	32	170	66	136	9	23	32	1	12	77	83	29	14	1	160	14	104	79	7	10	3	162	13	133	71		
	22%	28%	16%	28%	19%	26%	44%	26%	16%	7%	14%	28%	32%	28%	15%	3%	34%	12%	23%	23%	12%	23%	20%	23%	23%	42%	12%		

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Table 358

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	869	52	809	8	233	592	44	836	21	4	2	861	6
Weighted Base	915	42**	866	7**	208	665	43**	888	16**	6**	1**	910	4**
Effective Base	847	28	514	6	132	389	27	528	12	4	1	543	3
Yes - in person (e.g. to the postman/woman)	28	1	27	-	12	13	3	27	1	-	-	28	-
Yes - by telephone	3%	4%	3%	-	6%	2%	8%	3%	4%	-	-	3%	-
Yes - by letter	46	2	43	2	19	22	4	44	2	1	-	46	-
Yes - by email	5%	4%	5%	23%	24%	3%	10%	5%	10%	17%	-	5%	-
Yes - by letter	7%	3	71	-	24	47	3	71	3	-	-	75	-
Yes - by email	8%	8%	8%	-	12%	7%	6%	8%	19%	-	-	8%	-
Yes - by letter	34	2	30	1	16	16	2	30	2	2	-	34	-
Yes - on an online web form	4%	5%	3%	20%	24%	2%	5%	3%	11%	36%	-	4%	-
Yes - via social media (Facebook, X, etc)	5%	1	54	1	13	38	4	52	3	-	-	55	-
Yes - by other means (please specify)	12	*	12	-	2	9	1	12	-	-	-	12	-
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	711	32	675	3	133	552	26	696	7	3	1	705	4
NET Made a complaint	22%	23%	22%	51%	16%	17%	39%	22%	58%	52%	-	22%	-

Proportions/Means. Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Table 358

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	889	219	210	211	229	79	68	72	76	72	62	66	72	73	65	89	75
Weighted Base	916	225	229	221	240	83	69	72	79	77	73	61	70	90	68	95	77
Effective Base	547	139	132	131	146	48	46	45	46	43	42	42	42	48	41	61	45
Yes - in person (e.g. to the postman/woman)	28	5	9	8	6	2	1	2	6	-	4	2	4	3	-	3	2
3%	2%	4%	4%	2%	2%	2%	2%	2%	7%	-	5%	2%	6%	3%	-	3%	3%
Yes - by telephone	46	12	6	12	16	5	4	4	3	1	2	-	6	6	4	3	10
4%	5%	3%	5%	7%	6%	5%	4%	5%	3%	1%	3%	-	9%	7%	6%	3%	4.5%
Yes - by email	75	17	30	14	13	6	7	4	14	11	5	5	8	2	1	6	6
8%	8%	13%	6%	6%	7%	10%	6%	17%	14%	7%	8%	11%	2%	2%	6%	8%	8%
Yes - by letter	34	6	17	-	10	1	4	1	6	4	7	-	-	-	1	3	6
4%	3%	4.5%	-	4.5%	-	2%	5%	2%	6%	6%	6%	-	-	-	1%	3%	4.5%
Yes - on an online web form	55	10	15	10	20	4	5	1	9	3	3	5	2	2	1	6	13
6%	5%	7%	4%	8%	5%	8%	2%	12%	3%	4%	9%	3%	3%	2%	7%	16%	
Yes - via social media (Facebook, X, etc)	23	5	7	5	7	-	1	3	5	1	2	-	-	5	1	5	1
3%	2%	3%	2%	3%	1%	3%	1%	3%	5%	1%	2%	-	-	5%	1%	5%	1%
Yes - by other means (please specify)	12	3	6	1	2	3	-	-	4	-	2	-	-	1	-	2	-
1%	1%	3%	1%	1%	3%	-	-	-	5%	-	3%	-	-	1%	-	2%	-
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	711	174	170	174	193	67	48	58	49	60	48	50	75	62	75	56	56
78%	77%	74%	79%	80%	80%	70%	70%	81%	62%	60	60	81%	71%	63%	63%	79%	73%
NET Made a complaint	208	51	60	47	47	17	21	14	30	16	13	12	20	15	6	20	21
22%	23%	26%	21%	20%	20%	20%	30%	19%	38%	22%	18%	19%	26%	16%	9%	21%	27%

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Table 359

Base : Sent via - Other Postal Service

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	208	6	202	87	121	102	106	45	54	51	23	28	8	3	99	74	35	9	171	36
Weighted Base	127	6**	123	107*	119*	129*	97*	40**	64*	63*	23**	28**	5**	4**	104*	86*	37**	9**	174*	52**
Effective Base	127	5	123	56	72	67	62	26	32	35	14	17	2	2	58	49	21	4	99	28
Yes - in person (e.g. to the postman/woman)	35	-	35	24	10	25	9	6	12	10	1	3	3	-	18	11	6	3	20	15
16%	16%	-	16%	22%	9%	19%	10%	16%	19%	16%	5%	10%	59%	-	17%	13%	15%	31%	12%	28%
Yes - by telephone	31	-	31	22	9	23	8	7	10	11	3	-	-	-	17	14	-	-	18	13
13%	13%	-	14%	20%	7%	18%	8%	17%	16%	17%	12%	-	1%	-	16%	16%	-	1%	10%	24%
Yes - by email	47	2	46	31	16	26	22	18	8	6	8	3	3	2	26	14	8	5	40	7
21%	21%	28%	21%	22%	14%	20%	22%	44%	13%	9%	34%	9%	59%	57%	25%	16%	21%	58%	23%	14%
Yes - by letter	26	-	26	20	6	18	8	5	11	5	3	2	-	-	17	8	2	-	23	4
12%	12%	-	12%	19%	5%	14%	8%	13%	16%	8%	14%	6%	-	-	16%	9%	4%	-	13%	7%
Yes - on an online web form	34	1	33	20	14	17	17	10	8	11	5	-	-	-	18	16	-	-	29	6
16%	16%	21%	15%	16%	12%	13%	16%	25%	13%	18%	20%	-	-	-	18%	18%	-	-	16%	11%
Yes - via social media (Facebook, X, etc)	20	-	20	17	3	15	4	5	12	1	1	-	-	-	17	2	-	-	12	7
9%	9%	-	9%	16%	2%	12%	4%	13%	16%	2%	6%	-	-	-	16%	3%	-	-	7%	14%
Yes - by other means (please specify)	4	-	4	3	1	-	4	-	1	-	-	3	-	-	1	-	3	-	4	-
2%	2%	-	2%	3%	1%	-	4%	-	2%	-	-	10%	-	-	1%	-	7%	-	2%	-
No - I haven't made a complaint to Other Postal Service	107	3	104	38	70	57	50	19	31	26	10	16	2	2	50	36	22	4	90	17
47%	47%	52%	47%	35%	58%	44%	52%	46%	49%	41%	44%	65%	40%	43%	48%	42%	59%	41%	52%	33%
NET Made a complaint	119	3	116	70	49	72	47	22	32	37	13	10	3	2	54	50	15	5	84	35
63%	63%	48%	63%	60%	41%	66%	48%	54%	61%	62%	56%	35%	60%	67%	62%	68%	41%	62%	48%	67%

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Table 359

Base : Sent via - Other Postal Service

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	208	64	50	41	53	114	94	151	54	18	23	54	56	45	133	18	179	73	125	10
Weighted Base	226	67*	56*	51**	53*	122*	104*	186*	39**	18**	19**	68*	70*	41**	157*	18**	199	80*	135*	11**
Effective Base	127	34	32	27	35	66	62	99	29	10	14	36	37	24	86	10	110	45	77	6
Yes - in person (e.g. to the postman/woman)	35	5	14	11	4	20	15	33	2	1	3	12	11	6	25	1	31	21	9	4
105%		8%	28%	21%	8%	16%	14%	18%	9%	7%	16%	18%	10%	14%	16%	7%	16%	21%	7%	38%
Yes - by telephone	31	14	4	9	5	17	13	26	4	1	4	5	15	6	23	1	29	21	9	-
13%		20%	6%	17%	9%	14%	13%	14%	11%	7%	22%	7%	21%	14%	15%	7%	15%	26%	7%	-
Yes - by email	47	17	8	12	10	26	22	38	10	4	5	16	12	10	32	4	42	34	14	-
21%		26%	15%	23%	19%	21%	21%	20%	25%	21%	25%	23%	17%	23%	21%	21%	21%	45%	10%	-
Yes - by letter	26	17	2	1	6	19	7	23	4	1	5	5	9	5	19	1	24	17	6	4
12%		25%	4%	3%	12%	15%	7%	12%	9%	7%	24%	8%	14%	12%	12%	7%	12%	24%	4%	34%
Yes - on an online web form	34	15	4	6	9	20	15	32	2	1	9	9	7	7	25	1	33	18	16	-
16%		23%	8%	11%	17%	16%	14%	17%	5%	6%	47%	13%	10%	17%	16%	6%	17%	23%	12%	-
Yes - via social media (Facebook, X, etc)	20	4	12	1	3	15	4	17	3	1	4	6	6	3	16	1	18	9	10	-
9%		6%	21%	3%	6%	13%	4%	9%	7%	6%	20%	9%	8%	7%	10%	6%	9%	12%	8%	-
Yes - by other means (please specify)	4	-	-	1	3	-	4	1	3	3	-	-	-	-	-	3	-	3	1	-
2%		-	-	2%	5%	-	4%	1%	7%	15%	-	-	-	-	-	15%	-	3%	1%	-
No - I haven't made a complaint to Other Postal Service	107	27	29	26	25	56	51	87	18	11	5	32	31	23	68	11	91	20	85	3
47%		41%	53%	50%	48%	46%	49%	47%	48%	62%	29%	47%	44%	56%	43%	62%	46%	25%	63%	28%
NET Made a complaint	119	40	26	25	28	66	53	99	20	7	13	36	39	18	89	7	108	60	51	8
53%		59%	47%	50%	52%	54%	51%	53%	52%	38%	71%	53%	56%	44%	57%	38%	54%	78%	37%	72%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	208	142	66	20	115	39	35	19	8	13	9	11	17	12	16	13	16	2	37
Weighted Base	226	194	32**	6**	198	15**	9**	4**	7**	26**	14**	14**	25**	20**	38**	30**	24**	1**	14**
Effective Base	127	111	16	4	102	20	13	13	8	12	9	11	16	11	15	13	15	1	18
Yes - in person (e.g. to the postman/woman)	35	33	2	*	32	1	2	*	2	2	-	4	6	-	5	13	-	-	1
105%		17%	5%	2%	16%	5%	17%	11%	26%	7%	-	28%	25%	-	14%	43%	-	-	0%
Yes - by telephone	31	25	5	*	29	1	*	1	1	7	-	3	7	4	8	-	-	-	1
13%		13%	17%	3%	15%	4%	4%	17%	15%	26%	-	18%	27%	18%	22%	-	-	-	4%
Yes - by email	47	41	7	2	39	3	4	1	-	5	-	3	6	3	8	8	7	-	3
21%		21%	21%	44%	20%	20%	41%	27%	-	19%	-	19%	24%	14%	20%	28%	25%	-	23%
Yes - by letter	26	23	3	2	23	1	2	-	2	-	-	3	5	2	6	5	2	-	1
12%		12%	11%	39%	12%	8%	16%	-	29%	-	-	19%	20%	8%	15%	15%	8%	-	9%
Yes - on an online web form	34	29	5	2	30	1	3	*	1	7	-	3	4	-	6	4	5	-	1
15%		15%	17%	39%	15%	8%	34%	3%	9%	28%	-	18%	18%	-	15%	14%	21%	-	8%
Yes - via social media (Facebook, X, etc)	20	18	2	*	17	2	1	-	2	-	-	4	3	-	3	5	-	-	2
9%		9%	5%	5%	8%	12%	10%	-	29%	-	-	28%	12%	-	8%	16%	-	-	13%
Yes - by other means (please specify)	4	1	3	-	4	-	-	-	-	-	-	1	-	-	-	3	-	-	-
2%		1%	9%	-	2%	-	-	-	-	-	-	8%	-	-	-	9%	-	-	-
No - I haven't made a complaint to Other Postal Service	107	92	16	3	94	9	2	3	3	13	14	9	6	12	19	4	14	1	8
47%		47%	49%	54%	48%	58%	21%	62%	37%	49%	100%	65%	26%	60%	50%	14%	59%	100%	56%
NET Made a complaint	119	103	16	3	104	6	7	2	4	13	-	5	18	8	19	26	10	-	6
53%		53%	51%	46%	52%	42%	79%	38%	63%	51%	-	35%	74%	40%	50%	66%	41%	-	44%

Proportions/Means. Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Table 359

Base : Sent via - Other Postal Service

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)				
Unweighted Base	208	106	42	158	94	106	7	23	42	7	18	88	69	31	18	2	157	20	98	80	17	9	4	178	13	134	74				
Weighted Base	226	120*	45**	173*	97*	120*	3**	12**	45**	9**	19**	97*	73*	34**	21**	1**	170*	22**	102*	91*	18**	13**	3**	193	10**	157*	69*				
Effective Base	127	64	28	95	60	64	3	12	28	5	11	52	43	20	12	1	94	13	57	51	11	6	2	108	8	86	42				
Yes - in person (e.g. to the postman/woman)	35	23	3	32	12	23	*	1	3	1	1	20	12	3	*	-	32	*	22	11	1	1	-	33	1	29	6				
18%		19%	6%	19%	12%	19%	3%	6%	6%	13%	6%	21%	16%	7%	1%	-	19%	1%	21%	12%	5%	6%	-	17%	5%	18%	8%				
Yes - by telephone	31	19	2	29	12	19	*	2	2	1	1	13	13	5	*	-	25	*	18	11	13	-	1	*	29	1	27	4			
13%		15%	4%	17%	12%	15%	2%	13%	4%	13%	6%	13%	17%	15%	1%	-	15%	1%	17%	13%	-	11%	2%	15%	9%	17%	5%				
Yes - by email	47	26	10	35	18	26	*	2	10	4	8	31	11	6	-	-	42	-	21	24	2	-	-	-	46	-	45	2			
21%		22%	22%	20%	19%	22%	5%	18%	22%	40%	41%	31%	15%	16%	-	-	25%	-	21%	27%	10%	-	-	24%	-	28%	3%				
Yes - by letter	26	21	1	25	5	21	*	2	1	1	1	11	11	4	*	-	22	*	12	13	-	1	-	25	1	25	1				
12%		16%	3%	14%	6%	17%	5%	18%	3%	13%	8%	17%	16%	12%	*	-	13%	*	12%	13%	-	8%	-	13%	7%	13%	1%				
Yes - on an online web form	34	20	3	29	12	20	-	1	3	1	1	18	13	4	-	-	31	-	18	16	-	-	-	34	-	30	4				
18%		17%	6%	17%	12%	17%	-	5%	6%	13%	6%	18%	17%	10%	-	-	18%	-	17%	18%	-	-	-	18%	-	18%	6%				
Yes - via social media (Facebook, X, etc)	20	13	1	16	5	13	-	1	8	6	5	8	6	5	1	-	14	1	8	7	5	-	-	15	-	20	-				
9%		17%	3%	9%	5%	17%	-	6%	3%	13%	6%	8%	8%	14%	4%	-	8%	4%	8%	7%	26%	-	-	8%	-	13%	-				
Yes - by other means (please specify)	4	-	4	-	-	-	-	-	4	3	3	-	3	-	1	-	3	1	3	1	-	-	-	4	-	-	4				
2%		-	8%	-	4%	-	-	-	8%	31%	15%	-	4%	-	8%	-	2%	8%	3%	1%	-	-	-	2%	-	-	8%				
No - I haven't made a complaint to Other Postal Service	107	51	28	73	50	51	2	5	28	3	8	34	36	18	19	1	70	20	41	43	11	9	3	84	12	59	49				
47%		42%	63%	42%	52%	42%	89%	39%	63%	29%	42%	34%	49%	53%	90%	100%	41%	90%	40%	47%	62%	75%	98%	44%	79%	37%	13%				
NET Made a complaint	119	69	17	100	47	69	*	7	17	6	11	64	37	16	2	-	101	2	61	48	7	3	*	109	3	98	21				
52%		58%	37%	58%	48%	58%	19%	61%	37%	71%	58%	68%	51%	47%	10%	-	99%	10%	60%	53%	38%	23%	2%	56%	21%	67%	30%				

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Table 359

Base : Sent via - Other Postal Service

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	208	18	184	6	85	109	14	187	13	4	3	204	1
Weighted Base	226	23**	196	8**	104*	106*	16**	205	13**	6**	2**	224	1**
Effective Base	127	11	112	4	54	64	10	116	7	3	1	125	1
Yes - in person (e.g. to the postman/woman)	36	5	27	3	22	11	3	30	1	3	-	35	-
15%		23%	14%	36%	21%	10%	10%	15%	10%	49%	-	15%	-
Yes - by telephone	31	1	29	-	18	11	2	30	-	-	-	30	-
13%		6%	15%	-	17%	10%	12%	15%	-	-	-	14%	-
Yes - by email	47	6	40	1	27	16	4	41	2	4	-	47	-
21%		26%	20%	18%	26%	15%	23%	20%	16%	78%	5%	21%	-
Yes - by letter	26	4	22	-	13	11	2	24	3	-	-	26	-
12%		17%	17%	-	13%	11%	10%	11%	21%	-	-	12%	-
Yes - on an online web form	34	2	32	1	14	14	5	30	4	-	-	34	-
15%		9%	16%	8%	14%	14%	33%	15%	33%	-	-	15%	-
Yes - via social media (Facebook, X, etc)	20	2	18	-	7	11	2	16	4	-	-	20	-
9%		9%	9%	-	8%	10%	13%	8%	26%	-	-	9%	-
Yes - by other means (please specify)	4	3	1	-	3	1	-	4	-	-	-	4	-
2%		12%	1%	-	3%	1%	-	2%	-	-	-	2%	-
No - I haven't made a complaint to Other Postal Service	107	8	97	3	35	65	7	103	1	1	2	105	1
47%		34%	49%	38%	34%	61%	43%	50%	8%	21%	93%	47%	100%
NET Made a complaint	119	15	99	5	69	41	9	102	12	4	*	119	-
53%		66%	51%	62%	58%	39%	65%	50%	92%	79%	6%	53%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	208	45	52	53	58	13	16	16	17	20	15	15	18	20	16	20	22
Weighted Base	226	51**	55*	61*	59*	11**	22**	19**	18**	23**	16**	14**	21**	26**	12**	24**	23**
Effective Base	127	29	31	34	33	7	12	11	11	12	9	9	12	13	8	14	12
Yes - in person (e.g. to the postman/woman)	36	7	13	13	2	-	5	2	4	4	6	1	6	6	1	-	1
Yes - by telephone	18%	13%	24% d	21% d	3%	-	22%	10%	22%	17%	36%	9%	26%	22%	10%	-	3%
Yes - by email	31	4	15	9	3	2	2	*	5	6	3	3	4	2	-	-	3
Yes - by letter	13%	8%	23% d	14%	5%	19%	9%	*	32%	27%	19%	19%	20%	7%	-	-	13%
Yes - on an online web form	47	8	27	5	8	1	3	4	9	9	9	*	-	5	2	3	3
Yes - via social media (Facebook, X, etc)	21%	16%	48% d	8%	13%	14%	12%	20%	56%	39%	55%	1%	-	18%	14%	13%	13%
Yes - by other means (please specify)	26	2	10	8	6	-	1	1	5	4	1	-	5	3	1	2	3
No - I haven't made a complaint to Other Postal Service	12%	5%	18%	13%	10%	-	4%	8%	28%	17%	8%	-	22%	13%	8%	8%	13%
NET Made a complaint	34	7	12	5	11	-	-	7	2	4	5	3	*	2	-	7	3
NET Made a complaint	18%	14%	21%	8%	18%	-	-	37%	14%	17%	34%	23%	1%	6%	-	31%	14%
NET Made a complaint	20	5	4	6	6	-	-	5	3	1	1	*	3	*	*	2	4
NET Made a complaint	8%	8%	10%	7%	9%	-	-	25%	17%	6%	7%	9%	*	10%	*	8%	16%
NET Made a complaint	4	-	-	-	4	-	-	-	-	-	-	-	-	-	1	3	-
NET Made a complaint	2%	-	-	-	6%	-	-	-	-	-	-	-	-	-	-	9%	11%
NET Made a complaint	107	26	20	30	32	7	12	7	3	11	5	8	9	12	9	10	13
NET Made a complaint	47%	20%	36%	49%	54%	67%	54%	37%	20%	49%	32%	66%	42%	46%	72%	42%	57%
NET Made a complaint	119	25	36	31	27	3	10	12	13	12	11	5	12	14	3	14	10
NET Made a complaint	53%	50%	64%	21%	46%	33%	46%	63%	80%	51%	68%	34%	58%	54%	28%	58%	43%

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

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
NET: Any complaint

Table 360

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	8160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	809	1608	1939	2613	1461	5468	644
Weighted Base	8160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	843
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	476	37	437	181	294	234	241	109	106	107	48	63	27	15	215	155	104	42	333	136
85%		3%	9%	22%	5%	8%	8%	13%	12%	10%	6%	6%	4%	2%	13%	10%	4%	3%	6%	16%
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect *	103	3	100	67	36	71	32	24	32	22	12	7	6	-	56	34	13	6	83	19
2%			2%	3%	1%	2%	1%	2%	2%	2%	1%	1%	1%	-	2%	2%	1%	*	2%	2%
DHL	161	7	145	72	72	87	65	24	59	41	12	12	2	-	84	63	14	2	88	62
2%		1%	3%	10%	1%	3%	2%	4%	4%	4%	1%	1%	*	*	3%	3%	1%	*	2%	7%
FedEx	132	7	125	71	61	63	49	33	39	42	11	5	-	2	71	54	7	2	88	44
2%		1%	3%	3%	1%	2%	2%	3%	3%	3%	1%	-	-	-	4%	3%	-	-	2%	3%
Evo	264	39	215	93	161	103	151	61	69	54	40	24	6	8	121	94	38	14	193	57
4%		3%	4%	12%	3%	3%	3%	7%	7%	6%	4%	2%	1%	1%	15%	10%	2%	1%	4%	6%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	136	5	130	76	59	82	53	26	45	35	12	11	4	2	71	47	18	6	94	41
2%			3%	10%	1%	3%	2%	3%	6%	5%	1%	1%	1%	*	4%	3%	1%	*	2%	4%
Parcelforce	122	6	116	60	63	77	45	22	34	33	10	13	3	7	56	43	23	10	90	28
2%		1%	3%	6%	1%	3%	1%	2%	2%	2%	1%	1%	*	1%	6%	5%	1%	1%	2%	3%
TNT	79	4	75	51	28	52	27	11	30	21	9	7	2	-	41	29	9	2	54	24
1%		*	2%	6%	1%	2%	1%	1%	3%	3%	1%	1%	*	*	2%	2%	*	*	1%	3%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	103	7	96	54	50	64	39	18	27	34	11	7	3	4	46	44	13	7	79	24
2%		1%	2%	7%	1%	2%	1%	2%	3%	3%	1%	1%	*	1%	3%	3%	1%	*	2%	3%
UK Mail	98	8	90	49	50	63	35	35	21	26	8	7	-	2	56	34	9	2	64	33
1%		1%	2%	6%	1%	2%	1%	4%	2%	2%	1%	1%	-	*	6%	5%	*	*	1%	3%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	123	12	111	65	58	66	57	20	39	33	16	11	2	2	59	49	15	4	91	31
2%		1%	2%	6%	1%	2%	2%	2%	4%	4%	2%	1%	*	*	8%	7%	1%	*	2%	3%
Amazon Delivery Service/ Logistics	205	36	168	79	125	111	84	52	58	32	25	20	11	5	110	57	37	17	148	52
3%		3%	3%	10%	2%	4%	3%	6%	7%	5%	3%	2%	2%	1%	7%	6%	1%	1%	3%	6%
Other Postal Service	119	3	116	70	49	72	47	22	32	17	13	10	3	2	54	50	15	5	84	35
2%		*	2%	6%	1%	2%	1%	3%	4%	3%	2%	1%	*	*	6%	5%	1%	*	2%	4%
None of the above	8277	1132	4145	494	4783	2585	2683	626	651	932	729	1030	712	598	1277	1661	2339	1310	4526	702
86%		12%	84%	63%	69%	86%	85%	76%	76%	82%	80%	81%	84%	85%	76%	85%	93%	84%	86%	74%

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
NET: Any complaint

Table 360

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	628	2713	179
Royal Mail	478	144	144	96	90	288	187	381	92	37	41	116	154	100	311	37	413	113	335	27
0%		13% bad	8% bad	7%	9%	2% bad	6%	1% bad	4%	7%	6%	8%	6% bad	5%	8%	7%	8%	9%	7%	9%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
103	2%	4% bad	24	16	19	67	35	89	13	6	9	23	31	31	63	6	93	43	56	4
DHL	161	64	40	24	24	104	48	137	14	3	5	44	50	45	98	3	143	49	90	12
270	4%	8% bad	2%	2%	1%	2% bad	2%	4% bad	1%	1%	1%	2% bad	3% bad	4% bad	2% bad	1%	2% bad	4% bad	2%	4% bad
FedEx	132	49	37	26	19	87	45	113	13	8	10	31	49	31	90	8	123	48	79	4
2%	4%	8% bad	2%	2%	1%	2% bad	1%	2% bad	1%	2%	1%	2%	3% bad	3%	2%	1%	2%	2%	2%	2%
Evri	264	84	79	39	43	172	82	200	50	15	19	50	85	62	155	15	223	71	167	16
4%	8%	8% bad	4% bad	3%	2%	6% bad	3%	5% bad	2%	3%	3%	3%	8% bad	6% bad	4%	3%	4%	6% bad	4%	6%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	136	50	37	25	24	87	49	125	10	3	8	49	45	29	102	3	131	47	78	10
2%	4%	8% bad	2%	2%	1%	2% bad	2%	5% bad	1%	1%	1%	2% bad	3% bad	2% bad	2% bad	1%	2% bad	4% bad	2%	3%
Parcelforce	122	48	33	21	20	82	41	104	17	7	15	29	43	27	67	7	114	50	65	7
2%	4%	8% bad	2%	1%	1%	2% bad	1%	3% bad	1%	1%	2%	2%	3%	2%	2%	1%	2%	4%	1%	2%
TNT	79	40	16	18	6	55	24	70	10	2	5	20	29	22	55	2	77	39	33	6
1%	4%	8% bad	1%	1% bad	*	2% bad	1%	2% bad	*	*	1%	1%	2%	2% bad	1%	*	1%	2% bad	1%	2% bad
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	103	49	16	22	16	65	38	92	12	2	9	34	28	29	71	2	100	38	61	4
2%	4%	8% bad	1%	2%	1%	2% bad	1%	2% bad	*	*	1%	2% bad	2%	2% bad	2% bad	*	2% bad	3% bad	1%	1%
UK Mail	86	31	31	16	20	62	36	83	15	6	11	29	36	15	76	6	92	38	54	6
2%	3%	8% bad	2%	1%	1%	2% bad	1%	2% bad	1%	1%	1%	2%	3%	1%	2%	1%	2%	3% bad	1%	2%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	123	48	37	21	17	85	38	98	25	4	17	33	36	29	86	4	116	47	68	8
2%	4%	8% bad	2%	2%	1%	2% bad	1%	3% bad	1%	1%	2%	2%	2%	2%	2%	1%	2%	4% bad	1%	3%
Amazon Delivery Service/ Logistics	205	76	58	34	36	135	70	158	46	13	12	48	67	41	128	13	170	66	128	10
3%	8%	8% bad	3%	2%	2%	2% bad	2%	3% bad	2%	3%	2%	3%	4% bad	3% bad	3%	2%	3%	4% bad	3%	4%
Other Postal Service	119	40	26	25	28	66	53	69	20	7	13	36	39	19	89	7	108	60	51	8
2%	3%	8% bad	1%	2%	2%	2% bad	2%	3% bad	1%	1%	2%	2%	2%	2%	2%	1%	2%	6% bad	1%	3%
None of the above	8277	879	1630	1209	1549	2518	2758	2987	2205	452	651	1291	1316	908	3258	470	4411	1062	3973	241
88%	77%	7% bad	4% bad	8% bad	9% bad	8%	7% bad	81%	63% bad	8% bad	10% bad	86%	83%	82%	85%	88%	88%	83%	76% bad	84%

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

NET: Any complaint

Table 360

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Royal Mail	478	413	62	17	424	25	15	10	12	65	42	38	83	61	79	46	39	3	22		
8%	8%	8%	7%	10%	8.5%	9%	5%	6%	9%	8.5%	8%	8.5%	8.5%	8.5%	8.5%	8%	7%	4%	9%		
Cilipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Collect +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
103	103	91	12	3	85	9	5	2	3	8	4	7	16	10	25	2	11	2	8		
2%	2%	2%	1%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
DHL	161	129	22	3	130	11	8	2	3	8	4	6	21	15	38	23	11	1	10		
27%	27%	2%	3%	2%	3%	2%	3%	1%	1%	1%	1%	1%	1%	1%	3%	2%	2%	2%	2%		
FedEx	132	113	19	3	116	8	6	2	3	3	10	5	24	17	22	23	9	1	7		
2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%		
Evri	264	226	28	3	215	16	18	5	10	34	15	19	22	23	40	29	23	*	16		
47%	47%	4%	3%	2%	4%	3%	6.5%	3%	4%	5%	3%	4%	4%	4%	5%	3%	4%	1%	4%		
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
DPD	136	123	13	4	121	8	5	2	4	6	10	8	14	13	27	22	17	*	8		
2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%	2%	2%	3%	2%	3%	3%	3%	*	2%		
Parcelforce	122	102	21	2	101	11	7	2	1	4	4	8	17	13	24	20	11	*	11		
2%	2%	2%	2%	1%	2%	2%	3%	1%	1%	1%	1%	2%	1%	1%	1%	2%	2%	*	1%		
TNT	79	65	14	1	69	3	6	2	3	5	2	8	20	9	13	7	3	*	3		
1%	1%	1%	2%	1%	1%	1%	2.5%	1%	1%	1%	*	2%	4.5%	2%	2%	1%	*	1%	1%		
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
UPS	163	87	17	3	89	8	4	2	3	10	1	7	19	17	22	6	2	1	7		
2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	*	2%	1.5%	1.5%	1.5%	1%	*	2%	2%		
UK Mail	98	88	10	2	85	7	5	1	3	7	3	6	11	12	23	16	4	1	6		
2%	2%	2%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%		
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Yodel	123	107	16	4	106	6	8	3	3	15	1	5	24	12	21	17	9	*	6		
2%	2%	2%	2%	2%	2%	1%	3%	2%	1%	2%	*	1%	1.5%	1.5%	1.5%	2%	2%	*	1%		
Amazon Delivery Service/ Logistics	205	193	12	4	172	16	13	4	5	9	4	18	31	17	42	25	19	1	14		
3%	3%	3.5%	1%	3%	3%	3%	4%	3%	2%	1%	1%	2.5%	1.5%	1.5%	2.5%	3%	1.5%	1	2.5%		
Other Postal Service	119	103	16	3	104	6	7	2	4	13	-	5	19	8	19	26	10	-	6		
2%	2%	2%	2%	2%	2%	1%	3%	1%	1%	1%	-	1%	1%	1%	1%	2%	2%	-	1%		
None of the above	5277	4526	751	144	4405	460	255	151	220	578	443	375	456	485	659	740	448	61	406		
86%	86%	85%	87%	86%	85%	85.5%	87%	85.5%	85.5%	86%	85.5%	84%	84%	85%	81%	83.5%	85%	91%	85.5%		

UK Mail was removed from the survey from March 2024 onwards
 Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
 * small base

Ofcom Residential Postal Tracker - July 2023 to June 2024 (Online/F2F)

Page 1785

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

NET: Any complaint

Table 360

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Royal Mail	475	237	122	343	228	237	15	33	122	14	34	186	189	47	43	10	375	52	224	187	35	19	8	411	27	271	203	
8%	8%	10% <i>add</i>	6%	16% <i>add</i>	7%	10% <i>add</i>	9% <i>add</i>	4%	6%	1%	3%	9% <i>add</i>	8%	6%	7%	4%	8%	6%	9% <i>add</i>	8% <i>add</i>	5%	5%	5%	9% <i>add</i>	5%	10% <i>add</i>	4%	
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Collect +	103	51	17	84	40	51	2	7	17	4	3	46	40	12	3	2	86	5	46	44	7	4	*	90	4	84	18	
2%	2%	3% <i>add</i>	1%	2% <i>add</i>	1%	3% <i>add</i>	1%	1%	1%	1%	1%	2% <i>add</i>	2%	1%	1%	1%	2% <i>add</i>	1%	2%	2%	1%	1%	*	2%	1%	8% <i>add</i>	*	
DHL	101	59	22	129	49	101	2	7	59	58	7	65	58	19	7	1	123	9	73	52	22	3	2	124	5	122	29	
15%	15%	4% <i>add</i>	2%	4% <i>add</i>	2%	4% <i>add</i>	1%	1%	1%	1%	4	4%	2%	2%	1%	1%	4%	1%	4%	2%	2%	1%	1%	5	3%	1%	10% <i>add</i>	1%
FedEx	132	91	9	119	37	91	5	7	9	1	3	55	59	13	4	1	114	5	65	56	8	3	-	120	3	109	23	
2%	2%	4% <i>add</i>	*	3% <i>add</i>	1% <i>add</i>	4% <i>add</i>	3% <i>add</i>	1%	1%	1%	*	3% <i>add</i>	2% <i>add</i>	2%	1%	1%	3% <i>add</i>	1%	2% <i>add</i>	2% <i>add</i>	1%	1%	*	2% <i>add</i>	1%	7% <i>add</i>	*	
Evri	254	118	74	172	129	118	4	21	74	9	18	91	105	23	32	3	196	35	127	97	18	8	2	224	10	152	102	
4%	4%	9%	3%	9% <i>add</i>	4%	9% <i>add</i>	3%	3%	9%	4%	2%	9%	4%	3%	2% <i>add</i>	1%	4%	4%	9% <i>add</i>	4% <i>add</i>	3%	2%	1%	9% <i>add</i>	2%	10% <i>add</i>	2%	
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DPD	136	85	22	114	51	85	1	5	67	38	20	67	38	20	11	*	105	11	67	55	7	4	1	122	6	109	27	
2%	2%	4% <i>add</i>	1%	4% <i>add</i>	2%	4% <i>add</i>	1%	1%	1%	1%	2	4% <i>add</i>	2%	2%	1%	1%	2%	1%	4% <i>add</i>	2%	1%	1%	1%	2%	1%	9% <i>add</i>	1%	
Parcelforce	122	79	22	100	43	79	6	9	57	41	13	57	41	13	7	4	98	12	62	44	9	4	4	108	8	89	34	
2%	2%	3% <i>add</i>	1%	3% <i>add</i>	1%	3% <i>add</i>	4%	1%	1%	1%	7	3% <i>add</i>	2%	2%	1%	2%	2%	1%	2%	2%	1%	1%	2%	2%	2%	9% <i>add</i>	1%	
TNT	79	58	6	72	20	58	1	8	6	1	2	28	30	13	7	2	58	9	37	35	4	2	1	72	3	72	7	
1%	1%	4% <i>add</i>	*	4% <i>add</i>	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	7%	*	
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
UPS	103	67	16	87	36	67	*	3	46	40	12	46	40	12	5	*	86	6	50	41	5	6	1	90	7	88	15	
2%	2%	3% <i>add</i>	1%	3% <i>add</i>	1%	3% <i>add</i>	1%	3	16	1%	7	46	40	12	5	*	86	6	50	41	5	6	1	90	7	88	15	
UK Mail	98	69	12	84	27	69	5	7	12	2	7	53	33	8	3	2	85	5	53	35	5	1	5	88	5	83	16	
2%	2%	3% <i>add</i>	1%	2% <i>add</i>	1%	3% <i>add</i>	3%	1%	1%	1%	1%	3% <i>add</i>	1%	1%	1%	1%	2%	1%	2%	2%	1%	*	3% <i>add</i>	2%	1%	9% <i>add</i>	*	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yodel	123	78	17	105	43	78	3	14	60	42	13	60	42	13	3	5	101	8	60	47	9	3	5	107	7	98	27	
2%	2%	3% <i>add</i>	1%	3% <i>add</i>	1%	3% <i>add</i>	2%	2%	1%	1%	1%	3% <i>add</i>	2%	2%	1%	2%	2%	1%	2%	2%	1%	1%	3%	2%	1%	9% <i>add</i>	1%	
Amazon Delivery Service/ Logistics	265	136	32	170	66	136	9	23	77	83	29	77	83	29	14	1	140	14	104	79	7	10	3	182	13	133	71	
3%	3%	4% <i>add</i>	1%	4% <i>add</i>	2%	4% <i>add</i>	6%	3%	1%	1%	1%	4% <i>add</i>	3% <i>add</i>	3% <i>add</i>	2%	4%	4% <i>add</i>	2%	4% <i>add</i>	3% <i>add</i>	1%	3%	2%	4% <i>add</i>	2%	9% <i>add</i>	2%	
Other Postal Service	119	69	17	100	47	69	*	7	17	6	11	64	37	16	2	*	101	2	61	48	7	3	*	109	3	98	21	
2%	2%	3% <i>add</i>	1%	3% <i>add</i>	1%	3% <i>add</i>	1%	1%	1%	1%	1%	3% <i>add</i>	1% <i>add</i>	1% <i>add</i>	1%	1%	2% <i>add</i>	2%	2% <i>add</i>	2%	1%	1%	1%	2%	1%	9% <i>add</i>	*	
None of the above	6277	1979	1921	2894	2826	1979	135	630	1921	188	970	1707	2124	687	503	230	3831	732	2211	1951	605	319	160	4162	479	1012	4205	
86%	86%	82%	81% <i>add</i>	82%	81% <i>add</i>	82%	84%	80% <i>add</i>	89%	87%	83% <i>add</i>	85%	85%	86%	86%	85%	81% <i>add</i>	88%	85%	85%	89% <i>add</i>	89%	90%	85%	89% <i>add</i>	87%	83% <i>add</i>	83% <i>add</i>

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
NET: Any complaint

Table 360

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	5476	31	1078	2454	191	3551	69	38	46	3557	15
Royal Mail	475	35	433	7	150	291	33	443	19	9	4	469	2
67%		10%	7%	16%	9%	7%	17%	8%	16%	15%	6%	8%	8%
Colpost	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	103	13	88	2	46	54	2	94	6	2	*	103	-
27%		4%	2%	4%	3%	1%	1%	2%	3%	4%	*	2%	-
DHL	151	10	136	6	62	74	16	136	12	3	*	151	-
2%		3%	2%	1%	3%	2%	4%	2%	1%	5%	*	2%	-
FedEx	132	15	111	6	60	63	9	118	11	3	*	132	-
2%		4%	2%	1%	3%	1%	3%	2%	1%	5%	*	2%	-
Evri	254	9	240	4	87	142	25	236	17	2	*	254	*
4%		3%	4%	1%	5%	3%	6%	4%	1%	3%	-	4%	*
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	136	13	118	5	67	68	11	120	12	3	*	135	1
2%		4%	2%	1%	4%	3%	4%	2%	1%	5%	*	2%	3%
Parcelforce	122	6	113	3	60	56	6	107	12	3	*	122	-
2%		2%	2%	1%	3%	1%	2%	2%	1%	5%	*	2%	-
TNT	79	7	68	4	43	35	1	67	10	2	*	79	-
1%		2%	1%	1%	3%	1%	*	1%	2%	4%	*	1%	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	103	12	89	2	39	56	8	91	10	3	*	103	*
2%		4%	2%	4%	2%	1%	2%	2%	3%	5%	*	2%	-
UK Mail	98	10	85	3	47	41	10	90	6	2	*	98	*
2%		3%	1%	1%	3%	1%	6%	2%	1%	4%	*	2%	*
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	123	9	109	5	58	53	12	106	15	2	*	123	-
2%		3%	2%	1%	3%	1%	6%	2%	1%	3%	*	2%	-
Amazon Delivery Service/ Logistics	205	10	191	4	75	113	17	192	9	3	*	205	-
3%		3%	3%	9%	4%	3%	6%	3%	1%	5%	*	3%	-
Other Postal Service	119	15	99	5	69	41	9	102	12	4	*	119	-
2%		4%	2%	1%	3%	1%	6%	2%	1%	5%	*	2%	-
None of the above	6277	267	4007	28	1363	3656	238	6069	67	40	63	6169	20
86%		7%	65%	6%	22%	59%	7%	80%	3%	6%	6%	86%	9%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

NET: Any complaint

Table 360

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Royal Mail	475	134	132	110	99	33	56	45	42	43	47	32	54	23	30	36	30
	8%	9%	9%	7%	6%	7%	11%comp	9%comp	8%	8%	9%comp	6%	10%comp	5%	6%	8%	6%
Colipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	103	35	37	12	19	11	12	11	18	10	10	2	6	5	4	10	5
	2%	2%comp	2%comp	1%	1%	2%comp	2%comp	2%comp	3%comp	2%comp	2%comp	*	1%	1%	1%	2%comp	1%
DHL	181	41	38	44	30	4	20	17	18	13	5	10	14	20	8	15	8
	2%	3%	2%	3%	2%	1%	4%comp	3%comp	3%comp	3%	1%	2%	3%	4%comp	2%	3%	1%
FedEx	132	27	40	43	21	4	8	15	24	8	8	9	14	20	5	6	10
	2%	2%	3%	3%comp	1%	1%	2%	3%	9%comp	2%	2%	2%	3%	4%comp	1%	1%	2%
Evri	254	61	71	72	50	15	17	29	21	30	20	22	27	24	12	20	18
	4%	4%	5%	5%	3%	3%	3%	8%comp	4%	5%	4%	4%	5%	5%	2%	4%	3%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	136	41	40	27	21	9	21	11	16	10	15	4	16	7	6	10	5
	2%	3%	3%comp	2%	1%	2%	4%comp	2%	3%comp	3%comp	3%comp	1%	3%comp	1%	1%	2%	1%
Parcelforce	122	31	34	35	22	5	8	18	12	11	11	10	17	9	8	7	7
	2%	2%	2%	2%	1%	1%	2%	9%comp	2%	2%	2%	2%	3%comp	2%	2%	1%	1%
TNT	79	21	24	23	11	4	6	10	13	8	3	4	11	8	*	6	5
	1%	1%	2%	1%	1%	1%	1%	2%comp	3%comp	2%comp	1%	1%	2%comp	2%comp	*	1%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	103	35	32	34	13	7	10	18	18	5	9	9	5	10	6	5	2
	2%	2%comp	2%comp	2%	1%	1%	2%	3%comp	3%comp	1%	2%	2%	1%	2%	1%	1%	*
UK Mail	98	29	51	19	-	2	11	16	24	16	11	7	12	-	-	-	-
	2%	2%comp	3%comp	1%comp	-	-	2%comp	3%comp	4%comp	3%comp	2%comp	1%comp	2%comp	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	123	35	36	32	20	4	15	16	17	15	4	4	13	14	7	10	3
	2%	2%	2%	2%	1%	1%	3%comp	3%comp	3%comp	3%comp	1%	1%	3%	3%comp	1%	2%	1%
Amazon Delivery Service/ Logistics	205	51	60	47	47	17	21	14	30	16	13	12	20	15	6	20	21
	3%	3%	4%	3%	3%	3%	4%comp	3%	6%comp	3%	3%	2%	4%comp	3%	1%	4%comp	4%comp
Other Postal Service	119	25	36	31	27	3	10	12	13	12	11	5	12	14	3	14	10
	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	3%comp	1%	3%	2%
None of the above	5277	1317	1293	1323	1364	422	438	458	447	432	413	451	430	441	450	441	453
	86%	85%	84%	86%	89%comp	86%	82%	87%	84%	85%	83%	87%	83%	88%	89%comp	86%	87%

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2862	3185	791	817	1134	805	1152	852	608		1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	3371	3010	3140	822	867	1122	832	1130	780	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Aware of Royal Mail	6138	1229	4908	783	3354	2902	3136	816	862	1114	831	1129	759	626		1679	1945	2514	1385	5139	942
Used Royal Mail to send	100%	100%	100%	99%	100%	99%	100%	99%	99%	99%	100%	100%	100%	100%		99%	100%	100%	100%	100%	100%
Used Royal Mail to receive	3354	750	2605	859	2796	1618	1732	431	481	681	469	602	382	333		922	1146	1288	684	2763	553
Net used	54%	43%	53%	53%	52%	54%	55%	52%	53%	53%	53%	53%	53%	48%		53%	53%	51%	49%	54%	58%
Lost mail	4375	928	3449	508	3867	2088	2269	607	579	784	612	806	548	440		1186	1395	1794	988	3743	593
Damaged mail	5631	1092	4539	750	4881	2728	2983	706	807	1032	774	1027	673	552		1573	1805	2252	1225	4700	877
Delayed mail	290	33	257	106	184	124	166	54	39	69	37	54	15	21		84	106	80	36	243	46
Mis-delivered mail	195	32	163	54	141	109	86	41	32	39	30	29	16	8		73	70	53	24	163	51
Mail that has been tampered with	86	12	74	42	44	43	43	23	16	20	7	12	6	2		39	27	20	8	65	21
Didn't allow sufficient time to answer the door	193	31	162	49	145	75	119	43	24	49	23	31	12	11		69	72	54	23	160	31
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	2	42	11	33	20	24	5	11	11	3	5	9	-		16	14	14	9	36	7
Other problems	23	1	23	5	19	11	12	3	7	4	1	5	2	1		10	5	8	3	13	10
No - there have been no problems	2258	406	1850	279	1979	1111	1147	220	313	451	319	431	252	232		533	770	955	524	1888	311
I don't know	99	16	83	19	80	50	49	21	12	12	18	12	16	8		33	30	36	24	81	16
NET Any problem experienced	997	126	872	250	737	457	537	159	159	219	129	159	73	62		359	349	285	136	764	206
Made a complaint about Royal Mail	475	37	437	181	294	234	241	109	106	107	48	63	27	15		215	155	104	42	333	136

Questions restructured from Q3 2022
 Questions focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Proportions/Means: Columns Tested (5% risk level) - ab - cd - e - f - ghijklm - n - opql - rs

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			Don't know/ prefer not to say (s)
		AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)		
Unweighted Base	6160	1474	1838	1207	1640		3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725		3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081		1822	1894	2048	1649	334	408	929	941	620	2328	346	3096	828	2713	179	
Aware of Royal Mail	6138	1135	1901	1378	1722		3038	3100	3654	2393	515	732	1501	1576	1095	3809	533	5159	1280	4573	284	
	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	
Used Royal Mail to send	3354	692	1077	758	828		1768	1586	2154	1158	251	344	811	929	671	2083	200	2910	640	2573	141	
	54%	61% ^{op}	56% ^d	59% ^d	48%		58% ^f	51%	59% ^g	48%	49%	47%	54% ^j	59% ^k	61% ^l	59% ⁿ	49%	58% ^p	50%	58% ^r	49%	
Used Royal Mail to receive	4375	807	1396	968	1215		2202	2173	2571	1753	374	504	1033	1151	796	2698	388	3676	920	3270	185	
	71%	71%	73%	69%	69%		72%	70%	70%	73%	69%	69%	73%	72%	70%	73%	73%	73%	73%	72%	64%	
Net used	5631	1064	1778	1265	1526		2839	2791	3416	2138	451	651	1389	1473	1036	3512	467	4778	1169	4211	250	
	91%	84% ^d	83% ^d	81% ^d	88%		85% ^f	80%	89%	89%	88%	89%	92% ^j	93% ^k	84% ^l	92% ⁿ	88%	92% ^p	91%	92% ^r	87%	
Lost mail	290	78	91	56	68		167	123	211	78	24	29	64	106	45	199	24	248	78	207	6	
	2%	1% ^{op}	2%	4%	4%		2% ^f	4%	4%	3%	3%	4%	2%	3%	3%	4%	3%	3%	3%	2%	2%	
Damaged mail	195	49	61	44	41		110	85	143	52	18	15	38	68	36	122	18	163	47	139	10	
	3%	4% ^d	3%	3%	2%		4%	3%	4%	2%	4%	2%	3%	4% ^j	3%	3%	3%	4%	4%	3%	3%	
Delayed mail	858	139	169	126	124		308	250	385	165	50	47	121	188	96	354	51	462	120	415	23	
	8%	1% ^{op}	2%	9%	9%		10% ^f	7%	10% ^g	7%	10%	8%	12% ^k	12% ^l	9%	10%	8%	9%	8%	8%	8%	
Mis-delivered mail	199	57	56	37	49		113	85	136	57	18	19	60	45	32	124	18	163	67	119	13	
	3%	1% ^{op}	3%	3%	3%		4%	3%	4%	2%	4%	3%	4%	3%	3%	3%	3%	3%	3%	3%	4%	
Mail that has been tampered with	86	26	23	18	19		49	38	68	18	5	9	23	14	9	65	5	77	27	55	5	
	1%	2%	1%	1%	1%		2%	1%	2% ^f	1%	1%	1%	2%	2% ^k	1%	2%	1%	2%	2%	1%	2%	
Didn't allow sufficient time to answer the door	193	55	57	37	45		112	81	134	57	14	21	49	72	27	142	14	171	59	131	3	
	3%	1% ^{op}	3%	3%	3%		4%	3%	4%	2%	3%	3%	3%	4%	2%	4%	3%	3%	3%	3%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	14	8	12	9		23	21	31	13	4	8	11	10	9	29	4	49	16	28	2	
	1%	1%	*	1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Other problems	23	5	6	4	9		11	12	15	8		5	*	2	6	8	5	17	3	20	1	
	*	*	*	*	*		*	*	*	*		1% ^g	*	*	*	*	1%	1%	*	*	*	
No - there have been no problems	2258	418	750	516	574		1168	1090	1410	824	149	241	543	591	478	1375	156	1581	380	1786	92	
	37%	37%	39% ^d	37%	33%		35% ^f	39% ^g	34%	29%	29%	33%	36% ^j	37% ^k	42% ^l	38% ⁿ	29%	38% ^p	30%	39% ^r	32%	
I don't know	99	16	38	19	26		54	45	60	31	9	11	28	18	17	57	9	77	12	80	6	
	2%	1%	2%	1%	2%		2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	2%	2%	
NET Any problem experienced	997	257	289	224	227		546	451	684	303	93	92	240	319	176	651	95	852	248	707	42	
	16%	23% ^{op}	15%	16%	13%		18% ^f	15%	19% ^g	13%	13%	16%	13%	16%	16%	17% ⁿ	18%	16%	18% ^r	15%	15%	
Made a complaint about Royal Mail	475	144	144	98	90		288	187	381	92	37	41	116	154	100	311	37	413	113	335	27	
	8%	1% ^{op}	1% ^d	1% ^d	7%		8% ^f	6%	10% ^g	4%	7%	6%	8%	10% ^j	8%	8%	7%	8%	9%	7%	9%	

Questions restructured from Q3 2022
 Questions focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Total	Rurality		Nation					Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England/ London (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	408	508	321	354	340	334	345	339	346	347	339	59	432	
Aware of Royal Mail	6138	5295	852	167	5157	517	294	170	249	672	503	445	543	568	808	843	527	67	449	
		100%	100%	100%	100%	100%	100%	100%	99%	100%	99%	99%	100%	99%	100%	100%	100%	100%	100%	
Used Royal Mail to send	3354	2834	521	104	2853	272	151	79	106	369	291	247	289	317	494	421	319	47	225	
54%	54%	53%	60%a	62%a	56%g	53%g	51%	46%	42%	59%h	57%h	59%h	53%h	59%h	61%hmn	50%	66%hoo	70%hiklmoo	50%h	
Used Royal Mail to receive	4375	3747	628	121	3671	381	199	123	174	462	335	331	378	426	552	612	308	47	334	
71%	71%	73%	73%	73%	71%	64%g	67%	72%	69%	69%	66%	67%	70%	72%	68%	73%	60%hoo	71%	64%g	
Net used	6631	4829	802	156	4737	473	263	157	219	618	451	422	490	531	758	770	477	67	407	
91%	91%	91%	93%	93%	91%	92%	89%	92%	88%	92%	89%	84%hoo	90%	92%h	94%h	91%	90%	89%hiklmoo	90%	
Lost mail	290	240	51	8	253	19	11	7	10	25	30	21	30	29	36	36	34	1	18	
3%	3%	3%	6%	3%	3%	4%	4%	4%	4%	4%	6%	3%	6%	5%	4%	5%	6%	1%	4%	
Damaged mail	195	172	24	6	164	17	6	9	4	23	17	16	23	18	23	29	10	4	13	
3%	3%	3%	4%	3%	3%	3%	2%	3%df	2%	3%	3%	4%	4%	3%	3%	3%	2%	6%	3%	
Delayed mail	558	477	81	21	475	44	23	16	15	61	40	43	55	57	80	71	53	6	39	
9%	9%	9%	12%	9%	9%	8%	9%	9%	9%	9%	8%	10%	10%	10%	10%	8%	10%	8%	9%	
Mis-delivered mail	199	178	21	3	171	17	5	7	8	11	13	13	20	25	39	33	8	3	14	
3%	3%	3%	2%	2%	3%j	3%	2%	4%j	3%	2%	3%	3%	4%	4%up	6%up	4%	2%	4%	3%	
Mail that has been tampered with	86	80	7	2	71	9	3	2	1	7	6	5	12	1	11	18	12	*	9	
1%	1%	2%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	2%lmn	*	1%	2%lm	2%lmn	1%	2%lmn	
Didn't allow sufficient time to answer the door	193	177	16	3	171	9	9	4	8	19	20	12	27	19	19	32	14	*	9	
3%	3%	3%	2%	2%	3%	2%	3%	2%	3%	3%	4%	3%	3%	3%	2%	4%	3%	*	2%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	43	1	*	37	3	3	1	1	12	*	*	11	2	2	4	3	*	3	
1%	1%	1%	*	1%	1%	1%	1%	1%	*	2%j	*	*	2%lmn	*	*	1%	1%	*	1%	
Other problems	23	18	5	2	18	4	*	1	1	2	3	1	2	1	2	7	*	1	2	
*	*	1%	6%a	*	*	1%	*	*	*	*	*	*	*	*	*	1%	*	2%up	1%	
No - there have been no problems	2258	1892	366	70	1913	188	108	50	71	242	201	165	193	213	344	269	215	33	155	
37%	36%	42%a	42%	37%g	38%g	37%g	29%	28%	36%h	40%ho	37%h	36%	37%h	42%ho	32%	41%ho	49%hiklm	34%		
I don't know	89	86	13	2	86	4	5	3	2	17	9	6	7	5	12	16	12	2	2	
2%	2%	2%	1%	2%	1%	2%	2%	1%	1%	2%	2%	1%	1%	1%	1%	2%	2%j	2%	*	
NET Any problem experienced	997	855	142	31	854	79	38	26	33	110	81	76	89	100	138	136	91	12	67	
16%	16%	16%	19%	16%g	15%	13%	15%	10%	13%	16%	16%	17%	16%	17%	17%	17%	17%	18%	15%	
Made a complaint about Royal Mail	475	413	62	17	424	25	15	10	12	65	42	38	53	51	79	46	39	3	22	
8%	8%	7%	10%	8%lm	6%	5%	6%	6%	8%	13%lmn	8%	8%j	8%lmn	8%lm	13%lmn	6%	7%	4%	3%	

Questions restructured from Q3 2022

Questions: focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Services Logistics

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r

*small base

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)		
Total	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Unweighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Weighted Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Effective Base	6138	2412	2152	3486	3281	2412	180	763	2152	213	1048	2013	2480	797	578	243	4493	821	2606	2269	670	354	174	4905	529	1507	4631	
Aware of Royal Mail	6138	2412	2152	3486	3281	2412	180	763	2152	213	1048	2013	2480	797	578	243	4493	821	2606	2269	670	354	174	4905	529	1507	4631	
Used Royal Mail to send	3364	1425	1151	2055	1781	1425	78	398	1151	109	500	1249	1352	380	272	98	2602	370	1689	1218	252	140	44	2907	184	837	2517	
54%	59%	53%	53%	59%	55%	59%	49%	52%	59%	51%	48%	52%	54%	47%	47%	40%	52%	45%	55%	53%	37%	35%	25%	59%	34%	55%	54%	
Used Royal Mail to receive	4376	1691	1536	2493	2337	1691	105	565	1536	154	758	1410	1605	546	420	178	3215	598	1695	1689	457	232	93	3573	325	915	3459	
71%	70%	71%	72%	72%	72%	70%	65%	74%	71%	72%	68%	72%	73%	68%	72%	72%	71%	72%	71%	71%	67%	65%	52%	73%	61%	60%	75%	
Net used	5631	2282	1954	3274	2966	2282	137	702	1954	186	923	1874	2298	716	520	205	4172	725	2489	2157	558	294	110	4646	405	1374	4257	
91%	91%	90%	91%	91%	91%	91%	85%	91%	91%	88%	88%	91%	91%	89%	83%	83%	87%	91%	91%	91%	91%	62%	91%	91%	90%	90%		
Lost mail	290	113	102	177	166	113	3	22	102	17	36	118	100	35	28	7	218	35	147	113	13	11	4	280	14	134	157	
5%	5%	5%	5%	5%	5%	5%	2%	3%	5%	1%	3%	6%	4%	4%	5%	3%	4%	5%	6%	6%	2%	3%	2%	6%	3%	6%	3%	
Damaged mail	195	96	53	138	95	96	6	20	53	10	25	82	69	21	13	10	151	23	96	79	11	6	4	175	9	98	99	
3%	4%	2%	4%	3%	3%	4%	4%	2%	4%	5%	2%	4%	3%	3%	2%	4%	3%	3%	4%	3%	2%	2%	2%	4%	2%	4%	2%	
Delayed mail	558	223	203	341	321	223	17	62	203	20	65	224	225	69	31	7	448	38	232	138	38	18	8	450	26	233	325	
9%	9%	9%	10%	10%	10%	9%	8%	9%	9%	10%	6%	11%	9%	9%	3%	19%	5%	11%	9%	9%	6%	5%	4%	10%	5%	10%	7%	
Mis-delivered mail	199	88	70	121	103	88	5	12	70	8	30	81	82	19	12	4	163	16	111	74	11	3	-	165	3	98	102	
3%	4%	3%	3%	3%	3%	4%	3%	2%	3%	4%	3%	4%	3%	2%	2%	4%	2%	4%	4%	4%	2%	1%	-	4%	2%	4%	2%	
Mail that has been tampered with	86	48	17	69	35	48	1	5	17	4	7	42	26	10	6	-	68	6	41	31	6	6	-	72	6	60	26	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	
Didn't allow sufficient time to answer the door	193	87	63	124	100	87	5	22	63	8	24	75	88	17	11	1	163	13	97	69	20	6	2	166	8	90	103	
3%	4%	3%	4%	3%	3%	4%	3%	3%	4%	2%	3%	4%	3%	2%	2%	4%	2%	4%	4%	3%	3%	1%	3%	1%	4%	2%	4%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	18	8	35	25	18	1	4	8	1	6	24	13	-	5	2	37	7	22	15	3	2	-	37	2	18	26	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Other problems	23	15	7	15	7	15	2	2	7	3	5	5	12	1	4	1	17	5	12	7	3	1	-	19	1	3	20	
-	1%	-	-	-	-	1%	1%	-	-	1%	-	-	-	-	1%	-	1%	-	-	-	-	-	-	-	-	-	-	
No - there have been no problems	2258	958	769	1374	1187	958	39	277	769	65	352	845	887	258	192	76	1732	268	1149	806	171	102	29	1956	130	385	1873	
37%	40%	36%	39%	37%	37%	40%	24%	37%	36%	31%	34%	40%	36%	32%	33%	31%	32%	40%	40%	39%	25%	16%	40%	24%	25%	40%		
I don't know	99	46	39	56	49	46	2	11	39	5	19	27	49	15	5	3	76	8	50	34	5	7	-	84	7	37	62	
2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	1%	2%	1%	1%	2%	1%	2%	1%	1%	2%	2	-	2%	1%	2%	1%	
NET Any problem experienced	997	423	343	625	544	423	37	109	343	39	129	377	416	107	75	19	793	94	490	378	76	32	15	868	47	415	582	
16%	16%	16%	17%	16%	16%	16%	14%	14%	16%	14%	12%	16%	16%	13%	13%	8%	12%	16%	16%	16%	11%	9%	8%	16%	9%	16%	13%	
Made a complaint about Royal Mail	475	237	122	343	228	237	15	33	122	14	34	105	189	47	43	10	375	52	224	137	35	19	8	411	27	221	203	
8%	10%	6%	10%	7%	10%	10%	9%	4%	8%	7%	3%	9%	8%	6%	7%	4%	8%	6%	9%	8%	5%	5%	5%	8%	5%	10%	4%	

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Aware of Royal Mail	6138	338	5761	41	1090	4163	306	6081	116	55	65	6051	21
100%	100%	100%	100%	99%	100%	100%	98%	100%	98%	96%	99%	100%	97%
Used Royal Mail to send	3364	155	3183	17	835	2372	147	3263	38	17	28	3318	9
54%	46%	49%	42%	50%	50%	47%	47%	60%	33%	30%	42%	59%	39%
Used Royal Mail to receive	4376	245	4111	18	1157	3029	197	4234	69	27	33	4339	11
71%	73%	71%	44%	69%	73%	63%	63%	72%	59%	47%	51%	71%	52%
Net used	5631	302	5298	32	1488	3876	266	5441	94	39	40	5574	17
91%	90%	92%	78%	89%	93%	85%	85%	92%	82%	67%	67%	92%	77%
Lost mail	290	15	273	3	94	179	19	282	3	3	1	287	2
5%	4%	5%	7%	6%	4%	6%	5%	5%	2%	5%	2%	6%	7%
Damaged mail	195	11	183	1	67	116	12	184	9	1	1	194	-
3%	3%	3%	3%	4%	3%	4%	4%	3%	4%	1%	2%	3%	-
Delayed mail	558	29	528	1	163	364	30	548	6	2	1	555	2
9%	9%	9%	2%	10%	9%	10%	10%	9%	5%	3%	2%	9%	7%
Mis-delivered mail	199	9	187	3	70	116	12	189	6	3	-	199	-
3%	3%	3%	7%	3%	3%	4%	4%	3%	6%	6%	-	3%	-
Mail that has been tampered with	86	6	81	-	35	45	4	82	2	3	-	86	-
1%	2%	1%	-	2%	1%	1%	1%	1%	1%	6%	-	1%	-
Didn't allow sufficient time to answer the door	193	12	181	-	63	122	8	187	2	4	-	193	-
3%	4%	3%	-	4%	3%	2%	2%	3%	2%	6%	-	3%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	8	36	-	15	26	2	41	3	-	-	44	-
1%	2%	1%	-	1%	1%	1%	1%	1%	3%	-	-	1%	-
Other problems	23	3	20	-	5	15	3	23	-	-	-	23	-
1%	1%	-	-	-	1%	-	1%	-	-	-	-	-	-
No - there have been no problems	2258	91	2156	11	486	1678	84	2208	16	6	24	2231	4
37%	27%	37%	27%	30%	30%	27%	27%	37%	14%	11%	36%	37%	17%
I don't know	99	4	95	-	20	66	13	93	2	-	1	94	3
2%	1%	2%	-	1%	2%	4%	4%	2%	1%	-	2%	2%	15%
NET Any problem experienced	997	60	931	6	318	628	50	962	21	11	3	993	2
16%	16%	16%	14%	16%	16%	16%	16%	16%	16%	16%	4%	16%	7%
Made a complaint about Royal Mail	476	35	433	7	150	291	33	443	15	9	4	469	2
8%	10%	7%	16%	9%	7%	11%	7%	8%	15%	15%	6%	8%	8%

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service Logistics
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 *small base, **very small base (under 30) ineligible for sig testing

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	921	944	305	314	310	320	303	300	322	316	307	292	317	312				
Aware of Royal Mail	6138	1539	1532	1537	1530	488	532	519	532	507	493	518	518	500	499	510	521				
100%	100%	99%	100%	100%	100%	99%	100%	99%	100%	100%	99%	100%	100%	100%	99%	100%	100%				
Used Royal Mail to send	3354	861	846	826	822	268	305	287	301	293	252	269	292	265	271	291	260				
54%	54%	56%	55%	54%	54%	55%	57%	55%	57%	56%	51%	52%	56%	53%	54%	57%	50%				
Used Royal Mail to receive	4371	1093	1093	1093	1094	346	376	372	363	333	378	376	365	352	366	345	383				
71%	71%	71%	71%	71%	71%	70%	71%	71%	72%	66%	76%	73%	70%	70%	73%	67%	73%				
Net used	5631	1410	1411	1415	1395	446	497	467	467	457	457	468	478	468	454	465	476				
91%	91%	91%	92%	92%	91%	91%	93%	89%	93%	90%	92%	90%	92%	90%	90%	91%	91%				
Lost mail	290	69	87	69	66	26	22	21	36	20	31	18	36	14	19	28	19				
5%	4%	6%	4%	4%	4%	5%	4%	4%	7%	4%	6%	4%	7%	3%	4%	5%	4%				
Damaged mail	185	56	56	45	39	13	17	26	23	16	16	13	19	13	15	11	13				
3%	4%	4%	3%	3%	3%	3%	3%	4%	4%	3%	3%	2%	4%	2%	3%	2%	2%				
Delayed mail	568	152	126	132	148	36	54	62	43	35	48	44	51	37	50	54	43				
9%	10%	8%	9%	10%	7%	10%	12%	8%	7%	10%	8%	10%	7%	10%	11%	8%	8%				
Mis-delivered mail	199	41	77	44	37	10	14	17	23	19	35	15	15	14	12	13	13				
3%	3%	5%and	3%	2%	2%	2%	3%	3%	4%	4%	7%efghijklmnop	3%	3%	3%	2%	2%	2%				
Mail that has been tampered with	86	25	35	19	8	7	9	9	17	7	11	7	11	*	5	1	2				
1%	2%cd	2%cd	1%	1%	1%	1%	2%ef	2%ef	2%ef	2%ef	1%ef	2%ef	1%ef	2%ef	*	1%	*				
Didn't allow sufficient time to answer the door	193	63	61	34	36	25	24	13	23	14	24	8	14	11	4	19	14				
3%	3%	3%and	3%and	2%	2%	2%	3%ab	3%ab	3%	3%ab	3%	3%ab	2%	3%	2%	1%	3%				
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	44	-	-	13	31	-	-	-	-	-	-	-	-	-	13	9	6				
7%	1%	-	-	1%ab	2%ab	-	-	-	-	-	-	-	-	-	3%abgklm	2%abgklm	3%abgklm				
Other problems	23	4	4	3	12	2	2	1	4	*	-	2	-	*	1	9	2				
*	*	*	*	*	1%	*	*	*	1%	*	*	*	*	*	*	2%gklm	*				
No - there have been no problems	2268	587	564	563	545	186	212	189	197	209	158	187	185	191	189	183	173				
37%	38%	37%	37%	35%	38%	38%	42%	38%	37%	41%	32%	36%	36%	38%	37%	36%	33%				
I don't know	99	18	33	19	28	6	4	6	11	14	8	6	8	5	3	10	14				
2%	1%	2%	1%	2%	2%	2%	1%	1%	2%	3%	2%	1%	2%	1%	1%	2%	3%				
NET Any problem experienced	997	256	249	243	249	74	89	93	93	70	85	76	99	69	79	98	72				
16%	17%	16%	16%	16%	15%	17%	17%	16%	16%	14%	17%	15%	19%	14%	16%	19%	14%				
Made a complaint about Royal Mail	476	134	132	110	99	33	56	45	42	43	47	32	54	23	30	39	30				
8%	9%	9%	7%	6%	7%	7%	11%mnop	9%	8%	8%	9%	6%	10%mnop	5%	6%	8%	6%				

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns Tested (5% risk level) - ab:abcd - e:ghijklmnop

QJ_3. Competitive landscape - Collect +

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609		1008	1339	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627		1090	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3255	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Aware of Collect +	3800	722	3078	581	3219	1805	1990	470	614	808	575	688	379	265		1084	1383	1333	645	3114	646
	62%	59%	62%	74%	60%	60%	63%	67%	71%	72%	69%	61%	59%	42%		64%	71%	83%	46%	60%	69%
Used Collect + to send	373	44	330	128	245	165	208	53	79	89	59	50	26	12		132	146	95	39	306	64
4%	4%	4%	4%	4%	5%	5%	7%	6%	9%	8%	7%	5%	3%	2%		8%	9%	4%	3%	6%	7%
Used Collect + to receive	713	137	575	175	538	327	385	119	135	180	125	90	38	26		254	305	154	64	525	181
12%	11%	12%	12%	10%	12%	11%	12%	10%	10%	10%	10%	9%	5%	4%		13%	13%	6%	5%	10%	10%
Net used	964	155	808	275	708	480	523	101	100	239	100	120	59	35		357	405	222	94	746	231
16%	13%	17%	13%	13%	17%	15%	17%	20%	23%	21%	20%	11%	8%	6%		21%	21%	9%	7%	14%	14%
Lost mail	41	*	41	24	16	28	13	6	16	13	3	3	-	-		21	16	3	-	29	12
1%	*	1%	1%	*	1%	1%	*	1%	1%	1%	*	*	*	*		1%	1%	*	*	1%	1%
Damaged mail	28	1	27	17	11	21	7	2	9	6	6	4	1	-		12	11	5	1	22	4
*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	*	*		1%	1%	*	*	*	*
Delayed mail	61	4	56	34	27	38	22	15	15	16	8	2	5	-		30	24	8	5	47	11
1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	-		1%	1%	*	*	1%	1%
Mis-delivered mail	30	2	27	20	10	19	12	9	9	2	2	4	3	-		19	5	7	3	24	5
*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	*	*		1%	1%	*	*	1%	1%
Mail that has been tampered with	20	1	19	15	5	14	6	10	3	4	1	*	2	-		12	6	2	2	17	3
*	*	*	1%	1%	1%	1%	1%	1%	*	*	*	*	*	*		1%	*	*	*	*	*
Didn't allow sufficient time to answer the door	28	1	27	15	13	20	8	8	7	6	4	2	2	-		15	9	4	2	23	5
*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	*	*		1%	*	*	*	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	-	4	3	1	4	*	-	2	1	1	*	-	-		2	2	*	-	4	-
*	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%	1%	1%	1%	1%	1%
Other problems	4	-	4	1	3	-	4	1	1	-	-	2	-	-		2	-	2	-	3	1
-	-	*	*	*	*	-	*	*	*	*	*	*	*	*		*	*	*	*	*	*
No - there have been no problems	228	31	195	52	173	79	147	23	43	43	40	40	18	12		66	80	71	31	191	53
4%	3%	4%	4%	3%	4%	3%	4%	3%	4%	4%	3%	4%	2%	2%		4%	4%	3%	2%	4%	4%
I don't know	25	6	19	7	18	10	16	5	2	8	4	4	2	-		7	13	6	2	18	7
*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	*		1%	1%	*	*	1%	1%
NET Any problem experienced	123	7	115	69	54	77	46	25	34	31	14	12	6	-		59	45	19	6	96	24
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%	1%	1%	1%	1%	1%
Made a complaint about Collect +	103	3	100	67	36	71	32	24	32	22	12	7	6	-		56	34	13	6	83	19
2%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%	1%	1%	1%	2%	2%

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - ab - odd - efi - ghij/klm - ntop/q - rs

QJ_3. Competitive landscape - Collect +

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Aware of Collect +	3000	660	1181	913	1046	1841	1958	2492	1260	289	431	917	1057	696	2405	299	3233	802	2813	185
	62%	59%	62%	63% 4%	61%	60%	63%	65% 4%	53%	50%	59%	61%	62% 4%	63% 4%	62% 4%	56%	62% 4%	63%	61%	64%
Used Collect + to send	373	95	123	81	75	218	155	296	84	20	36	75	112	115	222	20	343	78	287	10
	6%	8% 4%	6% 4%	6%	4%	7% 4%	5%	6% 4%	3%	4%	5%	5%	7% 4%	10% 4%	6%	4%	7% 4%	6%	6%	3%
Used Collect + to receive	713	157	212	162	180	370	343	535	172	42	77	178	186	189	438	43	637	161	511	41
	12%	13% 4%	11%	12%	10%	12%	11%	15% 4%	7%	8%	10%	12%	12%	15% 4%	11%	8%	12% 4%	13%	11%	14%
Net used	884	231	302	221	229	533	450	736	239	55	105	232	274	248	610	56	889	225	709	50
	16%	20% 4%	16%	16%	13%	17% 4%	14%	20% 4%	10%	11%	14%	16% 4%	17% 4%	22% 4%	16% 4%	10%	17% 4%	17%	15%	17%
Lost mail	41	12	14	5	9	26	14	38	3	4	7	9	13	8	28	4	37	19	22	-
	1%	1%	1%	1%	1%	1%	1%	2% 4%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Damaged mail	28	10	11	2	5	21	7	22	6	4	3	2	8	9	14	4	23	11	15	2
	*	1% 4%	1%	*	*	1% 4%	*	1%	*	1%	*	*	1%	1% 4%	*	1%	*	1% 4%	*	1%
Delayed mail	61	25	16	10	10	41	20	48	12	4	5	13	17	20	32	4	57	28	34	1
	1%	2% 4%	1%	1%	1%	1% 4%	1%	1% 4%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2% 4%	1%	1%
Mis-delivered mail	30	16	6	2	5	22	7	22	8	1	2	5	7	11	15	1	26	16	11	2
	*	1% 4%	*	*	*	1% 4%	*	1%	*	*	*	*	*	1%	*	*	1%	1%	1%	1%
Mail that has been tampered with	20	7	9	2	2	16	4	17	3	1	*	5	5	7	11	1	19	10	10	-
	*	1%	*	*	*	1% 4%	*	1%	*	*	*	*	*	1%	*	*	*	1% 4%	*	*
Didn't allow sufficient time to answer the door	28	11	6	5	5	18	10	22	6	2	*	8	12	6	20	2	26	7	20	1
	*	1%	*	*	*	1%	*	1%	*	*	*	1%	1%	1%	1%	*	1%	1%	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	3	*	-	1	3	1	4	*	-	1	-	1	2	2	-	4	1	4	-
	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other problems	4	1	2	1	-	3	1	4	-	-	-	-	2	2	2	-	4	-	4	-
	*	*	*	*	-	*	*	*	-	-	-	-	*	*	*	-	*	-	*	-
No - there have been no problems	226	46	82	50	47	128	97	165	57	14	22	47	59	76	128	14	209	25	195	5
	4%	4%	4% 4%	4%	3%	4%	3%	4% 4%	2%	3%	3%	3%	4%	7% 4%	3%	3%	4%	2%	4% 4%	2%
I don't know	25	3	6	10	6	9	16	17	8	*	1	6	12	2	19	*	22	6	19	*
	*	*	*	1%	*	*	1%	1%	*	*	*	*	1%	*	1%	*	*	*	*	*
NET Any problem experienced	123	46	34	21	21	80	42	104	18	7	12	22	41	37	75	7	113	46	73	4
	2%	4% 4%	2%	2%	1%	3% 4%	1%	3% 4%	1%	1%	2%	1%	3%	3% 4%	2%	1%	2%	4% 4%	2%	1%
Made a complaint about Collect +	103	43	24	16	19	67	35	89	13	6	9	23	31	31	63	6	93	43	56	4
	2%	4% 4%	1%	1%	1%	2% 4%	1%	2% 4%	1%	1%	1%	1%	2%	3%	2%	1%	2%	3% 4%	1%	1%

QJ_3. Competitive landscape - Collect +

Base : All participants

	Rurality				Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ London (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	408	508	321	354	340	334	345	339	346	347	339	59	432		
Aware of Collect +	3800	3303	497	90	3196	319	175	110	146	418	277	297	366	371	532	486	302	39	281		
	62%	61%	58%	54%	62%	62%	59%	64%	59%	62%	59%	59%	59%	62%	62%	59%	57%	58%	62%		
Used Collect + to send	373	314	59	13	305	35	22	11	11	36	27	34	42	35	53	31	36	4	31		
	6%	6%	7%	8%	6%	7%	7%	7%	5%	8%	5%	7%	8%	6%	7%	4%	7%	6%	7%		
Used Collect + to receive	713	629	84	11	609	58	28	18	24	66	55	64	67	63	142	83	44	5	53		
	12%	11%	10%	6%	12%	11%	9%	11%	10%	10%	11%	10%	12%	11%	12%	10%	8%	8%	12%		
Not used	984	857	127	22	834	80	42	27	31	95	77	80	100	93	187	102	70	8	73		
	16%	16%	15%	13%	16%	16%	14%	16%	12%	14%	15%	16%	16%	16%	22%	12%	13%	11%	16%		
Lost mail	41	30	11	3	37	2	1	1	-	6	3	3	8	2	11	3	3	-	2		
	1%	1%	1%	2%	1%	-	-	1%	-	1%	1%	1%	1%	-	1%	-	1%	-	-		
Damaged mail	28	25	3	*	21	5	1	1	2	4	1	1	8	3	-	-	2	2	4		
	*	*	*	*	*	1%	1%	*	1% ^{ab}	1%	*	*	2% ^{ab}	*	-	-	*	2% ^{ab}	1% ^{ab}		
Delayed mail	61	51	9	3	51	6	2	2	2	6	-	1	11	2	16	2	10	*	5		
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	-	*	2% ^{ab}	*	2% ^{ab}	*	2% ^{ab}	1%	1% ^{ab}		
Ms-delivered mail	30	28	1	*	25	3	1	*	2	-	-	-	3	5	12	2	2	-	3		
	*	1%	*	*	*	1%	*	*	1% ^{ab}	-	-	-	*	1%	1% ^{ab}	-	-	-	1%		
Mail that has been tampered with	20	19	1	*	15	2	2	*	1	-	-	-	2	-	11	-	2	-	2		
	*	*	*	*	*	*	1%	*	*	-	-	-	*	-	1% ^{ab}	-	*	-	*		
Didn't allow sufficient time to answer the door	28	25	3	*	24	3	1	*	1	2	1	1	6	4	5	2	1	-	3		
	*	*	*	*	*	1%	1%	*	1% ^{ab}	-	-	-	1%	1%	1%	1%	-	1%	-		
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	4	*	*	3	1	*	-	-	-	1	-	2	-	-	-	-	-	1		
	*	*	*	*	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-		
Other problems	4	4	-	-	4	-	-	-	-	-	-	2	-	-	2	-	-	-	-		
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
No - there have been no problems	226	187	38	8	180	22	16	8	8	22	22	23	21	18	23	18	25	2	20		
	4%	4%	4%	5%	3%	4%	8% ^{ab}	5%	3%	3%	4%	9% ^{ab}	4%	3%	3%	2%	5%	3%	4%		
I don't know	25	21	4	1	23	1	1	1	-	5	1	3	-	6	-	8	-	*	1		
	*	*	*	*	*	*	*	*	-	1%	-	1%	-	1%	-	1%	-	-	-		
NET Any problem experienced	123	106	17	4	102	13	5	3	4	9	4	7	21	11	30	5	11	2	11		
	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	4% ^{ab}	2%	4% ^{ab}	1%	2%	3%	2% ^{ab}		
Made a complaint about Collect +	103	91	12	3	85	9	5	2	3	8	4	7	16	10	25	2	11	2	8		
	2%	2%	1%	2%	2%	2%	2%	1%	1% ^{ab}	1%	1%	1%	3% ^{ab}	2% ^{ab}	3% ^{ab}	*	2% ^{ab}	1% ^{ab}	2% ^{ab}		

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Services Logistics
 Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
 *, small base

QJ_3. Competitive landscape - Collect +

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Aware of Collect +	3800	1616	1203	2336	1923	1616	95	427	1203	102	621	1245	1575	482	339	140	2620	479	1635	1481	383	204	77	3116	282	1095	2735	
		62% _{low}	56%	62% _{low}	59% _{low}	61% _{low}	59%	56%	60%	50%	50%	62%	63% _{low}	60%	58%	57%	63% _{low}	58%	63% _{low}	64% _{low}	63% _{low}	57% _{low}	44%	63% _{low}	53%	59% _{low}	59%	
Used Collect + to send	373	173	115	248	190	173	8	29	115	6	32	137	151	35	37	13	288	50	171	146	22	23	10	316	32	161	212	
	6%	7% _{low}	5%	7% _{low}	6%	7% _{low}	5%	4%	6%	3%	3%	7%	6%	4%	6%	5%	6%	6%	7% _{low}	6% _{low}	3%	6%	5%	6% _{low}	6%	11% _{low}	5%	
Used Collect + to receive	713	341	209	475	334	341	17	64	209	15	60	219	312	129	51	14	530	65	261	326	37	22	12	597	34	297	416	
	12%	14% _{low}	9%	14% _{low}	10%	14% _{low}	10%	8%	9%	7%	6%	11% _{low}	13% _{low}	14% _{low}	9%	6%	12% _{low}	8%	19% _{low}	14% _{low}	13% _{low}	6%	7%	12% _{low}	6%	30% _{low}	9%	
Net used	984	475	277	663	466	475	20	89	277	22	84	312	425	135	79	25	737	104	380	429	106	40	20	810	60	433	550	
	16%	20% _{low}	13%	19% _{low}	14%	20% _{low}	12%	12%	17%	10%	8%	15%	17% _{low}	17% _{low}	14%	10%	14% _{low}	12%	15%	16% _{low}	16%	11%	11%	16% _{low}	11%	29% _{low}	12%	
Lost mail	41	19	7	33	21	19	*	2	7	4	1	18	17	1	3	1	35	4	20	20	*	1	-	39	1	37	4	
	1%	1%	*	1% _{low}	1%	1%	*	*	1%	*	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Damaged mail	28	16	6	22	12	16	*	3	6	3	2	7	15	3	2	1	22	4	10	13	2	1	-	23	1	24	4	
	*	1%	*	1%	*	1%	*	*	*	1%	*	*	1%	*	*	*	1%	*	*	1%	*	*	*	*	*	1%	1%	
Delayed mail	61	44	8	52	16	44	2	9	8	1	3	28	17	11	3	1	46	4	22	33	3	-	1	55	1	45	15	
	1%	2% _{low}	*	1% _{low}	*	2%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mis-delivered mail	30	15	6	23	14	15	*	5	6	1	2	15	11	*	2	1	27	3	15	11	*	-	1	26	1	27	3	
	*	1%	*	1%	*	1%	*	1%	*	1%	*	1%	1%	*	*	1%	1%	*	1%	1%	*	-	1%	1%	1%	1%	1%	
Mail that has been tampered with	20	11	4	16	8	11	-	1	4	1	1	12	4	3	*	-	16	*	6	10	3	1	-	16	1	19	1	
	*	*	*	*	*	*	-	*	*	1%	*	1%	*	*	*	*	*	*	*	*	*	*	-	*	*	1%	1%	
Didn't allow sufficient time to answer the door	28	18	4	24	10	18	*	3	4	1	2	11	13	3	1	-	24	1	16	10	1	1	-	25	1	24	4	
	*	1% _{low}	*	1% _{low}	*	1%	*	*	*	1%	*	1%	1%	*	*	*	1%	*	1%	*	*	*	-	1%	*	1%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	3	*	4	1	3	*	*	*	*	*	1	2	1	*	-	3	*	3	-	1	*	-	3	*	4	*	
	*	*	*	*	*	*	-	-	*	-	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*	*	1%	
Other problems	4	4	-	4	-	4	-	-	-	-	-	1	3	-	-	-	4	-	3	1	-	-	-	4	-	-	4	
	*	*	-	*	-	*	-	-	*	-	-	*	*	-	-	-	*	-	*	*	-	-	-	*	-	-	*	
No - there have been no problems	226	87	86	130	129	87	6	15	86	3	25	73	92	20	30	11	165	40	105	79	13	19	8	184	27	56	169	
	4%	4%	4%	4%	4%	4%	4%	2%	4%	1%	2%	4%	4%	3%	30% _{low}	4%	4%	5%	4%	3%	2%	4%	5%	4%	27	56	4%	
I don't know	25	14	6	19	12	14	*	2	6	-	3	15	10	*	1	-	24	1	13	8	4	-	-	21	-	11	14	
	*	1%	*	1%	*	1%	*	*	*	-	*	1%	*	*	*	-	1%	*	1%	*	1%	-	-	*	*	-	1%	*
NET Any problem experienced	123	72	22	99	49	72	2	12	22	4	4	49	49	15	7	3	98	9	52	59	5	4	1	111	5	84	29	
	2%	2% _{low}	1%	2% _{low}	1%	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	2%	1%	1%	2%	2% _{low}	1%	1%	1%	2% _{low}	1%	8%	1%	
Made a complaint about Collect +	103	21	17	34	40	21	2	7	17	4	3	46	40	12	3	2	86	5	46	44	7	4	-	90	4	34	18	
	2%	2% _{low}	1%	2% _{low}	1%	2%	1%	1%	1%	2%	1%	2% _{low}	2%	1%	1%	1%	2% _{low}	1%	2%	2%	1%	1%	-	2%	1%	8%	1%	

QJ_3. Competitive landscape - Collect +

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Aware of Collect +	3800	223	3564	32	994	2802	204	3603	73	39	12	3772	15
	62%	66%	61%	78%	59%	65%	66%	63%	62%	63%	19%	62%	70%
Used Collect + to send	373	21	349	3	107	247	20	362	6	3	2	372	-
	6%	6%	6%	6%	6%	6%	6%	6%	5%	6%	2%	6%	-
Used Collect + to receive	713	45	659	9	190	473	51	601	33	14	1	709	3
	12%	13%	11%	22%	11%	11%	16%	11%	29%	24%	2%	12%	14%
Net used	984	62	909	12	278	644	61	922	39	17	3	978	3
	16%	19%	16%	28%	17%	15%	20%	16%	24%	29%	4%	16%	14%
Lost mail	41	3	38	-	15	24	3	39	1	-	-	41	-
	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Damaged mail	28	1	27	-	13	15	*	25	3	-	-	28	-
	*	*	*	-	1%	*	*	1%	1%	-	-	*	-
Delayed mail	61	6	55	*	28	33	-	56	2	2	*	61	-
	1%	2%	1%	*	2%	1%	-	1%	2%	4%	*	1%	-
Mis-delivered mail	30	6	23	-	17	11	2	26	2	2	-	30	-
	*	1%	*	-	1%	*	1%	1%	1%	1%	-	*	-
Mail that has been tampered with	20	2	18	-	8	12	*	19	1	-	-	20	-
	*	*	*	-	*	*	*	*	1%	-	-	*	-
Didn't allow sufficient time to answer the door	28	3	25	-	15	11	2	25	1	2	-	28	-
	*	1%	*	-	1%	*	1%	*	1%	1%	-	*	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	*	*	-	1	3	-	4	*	-	-	4	-
	*	*	*	-	*	*	-	*	*	-	-	*	-
Other problems	4	-	4	-	-	4	-	4	-	-	-	4	-
	*	*	*	-	*	*	-	*	*	-	-	*	-
No - there have been no problems	226	5	220	1	50	165	10	223	-	1	1	224	-
	4%	1%	4%	2%	3%	4%	3%	4%	-	2%	2%	4%	-
I don't know	25	3	20	2	9	12	5	25	-	-	-	25	-
	*	1%	*	4%	7%	*	2%	*	-	-	-	*	-
NET Any problem experienced	123	13	109	*	48	5	5	114	6	2	*	122	-
	2%	3%	2%	*	2%	2%	2%	2%	5%	4%	*	2%	-
Made a complaint about Collect +	103	13	88	2	45	54	2	94	6	2	*	103	-
	2%	3%	2%	4%	3%	1%	1%	2%	5%	4%	*	2%	-

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Locality
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 *, small base, **, very small base (under 30) ineligible for sig testing

QJ_3. Competitive landscape - Collect +

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	314	305	310	320	303	300	322	316	307	292	317	312				
Aware of Collect +	3800	937	961	933	969	285	305	347	333	319	308	273	353	307	304	350	315				
	62%	60%	63%	61%	63%	58%	57%	66%	63%	63%	62%	53%	66%	61%	60%	66%	60%				
Used Collect + to send	373	114	104	64	92	39	35	40	38	34	32	12	25	26	25	33	34				
	4%	7%	7%	4%	6%	2%	2%	2%	2%	2%	2%	2%	4%	4%	4%	7%	7%				
Used Collect + to receive	713	186	207	168	151	48	58	80	68	67	72	45	62	61	51	59	41				
	12%	12%	13%	11%	10%	10%	11%	16%	13%	13%	13%	9%	12%	12%	10%	12%	8%				
Net used	984	270	276	214	223	83	83	104	96	88	93	54	80	80	68	68	68				
	16%	17%	18%	14%	15%	13%	16%	20%	16%	16%	16%	10%	15%	15%	13%	16%	13%				
Lost mail	41	6	18	3	7	2	1	2	11	5	3	1	4	4	3	3	*				
	1%	*	1%	1%	*	*	*	*	2%	1%	1%	*	1%	1%	1%	1%	*				
Damaged mail	28	8	12	2	6	2	3	3	3	2	7	-	2	*	*	3	3				
	*	1%	8%	*	*	*	*	*	1%	*	13%	-	*	*	*	1%	1%				
Delayed mail	61	17	26	4	14	4	9	4	10	8	8	2	2	-	*	11	2				
	1%	1%	2%	*	1%	1%	2%	1%	2%	2%	2%	*	*	-	*	2%	*				
Mis-delivered mail	30	10	11	6	3	2	5	4	3	4	4	-	4	1	*	2	*				
	*	1%	1%	*	*	*	1%	1%	1%	1%	1%	-	1%	*	*	*	*				
Mail that has been tampered with	20	5	9	1	4	-	4	2	5	3	1	-	1	-	-	3	2				
	*	*	1%	*	*	-	1%	*	1%	1%	*	-	*	-	-	1%	*				
Didn't allow sufficient time to answer the door	28	9	6	3	10	-	7	2	4	*	3	-	3	*	2	6	1				
	*	1%	*	*	1%	-	1%	*	1%	*	1%	-	1%	*	*	1%	*				
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	4	-	-	*	4	-	-	-	-	-	-	-	-	*	*	3	1				
	*	-	-	*	*	-	-	-	-	-	-	-	-	*	*	1%	*				
Other problems	4	3	-	-	1	-	-	3	-	-	-	-	-	-	-	-	1				
	*	*	-	-	*	-	-	1%	-	-	-	-	-	-	-	-	*				
No - there have been no problem	226	70	53	37	65	24	20	27	16	21	16	9	16	13	20	21	24				
	4%	4%	3%	2%	4%	2%	4%	4%	3%	4%	3%	2%	3%	3%	4%	4%	4%				
I don't know	25	5	5	11	4	5	1	-	5	*	2	1	3	7	*	*	4				
	*	*	*	1%	*	1%	*	-	1%	*	*	*	1%	1%	*	*	1%				
NET Any problem experienced	123	39	45	16	23	10	15	13	19	13	13	3	6	6	4	12	6				
	2%	2%	2%	1%	1%	2%	2%	2%	3%	2%	2%	1%	1%	1%	1%	2%	1%				
Made a complaint about Collect +	103	35	37	12	19	11	12	11	16	10	10	2	6	5	4	10	5				
	2%	2%	2%	1%	1%	2%	2%	2%	3%	2%	2%	*	1%	1%	1%	2%	1%				

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns: Tested (5% risk level) - abcd - e/fghijk/mnop

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609		1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627		1090	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Aware of DHL	6793	1107	4686	751	5042	2865	2919	711	820	1070	803	1086	728	576		1531	1872	2390	1303	4858	884
Used DHL to send	94%	90%	92%	95%	94%	93%	93%	88%	94%	92%	90%	96%	96%	92%		91%	98%	99%	94%	94%	94%
Used DHL to receive	46%	77%	383	139	325	247	212	82	120	113	61	40	21	10		208	174	79	30	286	165
Net used	2189	348	2142	438	2251	1244	1241	324	423	569	382	399	240	172		748	931	811	412	1967	499
Lost mail	28	-	28	18	10	15	13	4	9	8	3	4	-	-		13	11	4	-	25	3
Damaged mail	32	-	30	20	12	23	9	5	9	10	5	2	-	-		14	15	3	-	22	10
Delayed mail	74	5	69	30	44	35	39	16	23	17	6	11	-	-		39	23	11	-	38	36
Mis-delivered mail	45	5	40	27	17	27	17	4	11	12	11	4	-	-		15	23	6	2	28	15
Mail that has been tampered with	27	1	26	18	10	22	6	6	7	8	4	2	-	-		13	11	2	-	20	6
Didn't allow sufficient time to answer the door	28	1	27	16	13	15	14	6	6	9	7	-	-	-		12	16	-	-	17	12
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	-	12	4	8	5	7	5	3	3	-	-	-	-		8	3	-	-	2	9
Other problems	2	-	2	-	2	-	2	2	-	-	-	-	-	-		2	-	-	-	-	2
No - there have been no problems	287	65	202	54	213	144	124	38	73	65	38	33	16	6		109	103	55	22	166	54
I don't know	31	3	28	5	26	14	17	10	4	6	5	-	1	4		14	11	6	5	21	10
NET Any problem experienced	162	9	153	73	86	90	72	35	47	43	19	16	3	-		52	51	19	3	99	51
Made a complaint about DHL	181	7	145	79	72	87	65	34	50	41	12	12	2	-		84	53	14	2	88	62

Questions restructured from Q3 2022
 Questions focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Proportions/Means: Columns Tested (5% risk level) - ab - odd - eff - ghijklm - ntopql - rs

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Aware of DHL	5793	1057	1825	1307	1603	2883	2910	3485	2230	466	680	1432	1508	1070	3621	483	4914	1181	4357	255
	94%	93%	93%	94%	93%	95%	94%	95%	94%	90%	93%	93%	93%	93%	91%	93%	92%	92%	89%	89%
Used DHL to send	460	140	144	105	71	284	176	377	78	26	41	109	133	115	283	27	406	93	345	22
	7%	12%nsd	8%g	8%g	4%	9%f	6%	10%h	3%	5%	6%	7%	8%f	10%h	7%	5%	8%	7%	8%	8%
Used DHL to receive	2189	486	700	483	520	1186	1003	1425	740	127	197	562	624	485	1382	128	1932	448	1648	93
	36%	33%nsd	37%g	35%g	30%	35%f	32%	42%h	31%	20%	27%	37%g	39%h	36%h	34%	24%	33%	36%	32%	32%
Net used	2490	579	788	555	567	1368	1122	1676	788	145	227	644	707	550	1578	147	2195	514	1863	112
	40%	31%nsd	41%g	40%g	33%	40%f	36%	46%h	33%	28%	31%	42%g	49%h	50%h	41%h	28%	42%g	40%	41%	39%
Lost mail	28	6	13	4	5	19	9	26	2	1	*	11	10	5	21	*	26	14	12	3
	*	1%	1%	*	*	1%	*	2%	*	*	*	1%	1%	*	1%	*	1%	1%	1%	1%
Damaged mail	32	14	12	3	3	26	6	27	5	2	*	4	12	10	16	2	29	13	19	*
	1%	1%nsd	1%	*	*	1%f	*	1%h	*	*	*	1%	1%	1%	*	*	1%	1%	*	*
Delayed mail	74	23	18	15	12	47	27	64	9	3	3	14	28	21	45	3	68	16	50	9
	1%	2%nsd	1%	1%	1%	2%	1%	2%h	1%	1%	1%	2%g	2%g	2%h	1%	1%	1%	1%	1%	2%f
Ms-delivered mail	45	32	2	5	6	34	11	40	4	2	1	7	15	20	22	2	42	15	29	1
	1%	2%nsd	*	*	*	1%f	*	1%h	*	*	*	*	1%	2%h	1%	*	1%	1%	1%	*
Mail that has been tampered with	27	13	10	*	4	23	5	34	3	2	2	4	10	9	16	*	26	13	13	*
	*	1%nsd	1%	*	*	1%f	*	2%h	*	*	*	1%	1%	1%	*	*	1%	1%	*	*
Didn't allow sufficient time to answer the door	28	11	7	5	6	17	11	22	7	2	1	7	13	5	21	2	26	13	15	*
	*	1%	*	*	*	1%	*	1%	*	*	*	1%	1%	*	1%	*	1%	1%	1%	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	5	2	2	3	7	5	12	*	*	1	3	4	4	8	*	12	2	9	*
	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*
Other problems	2	*	*	*	2	*	2	2	*	2	*	*	*	*	2	*	*	2	*	*
	*	*	*	*	*	*	*	1%	*	1%	*	*	*	*	1%	*	*	*	*	*
No - there have been no problems	267	66	94	63	44	160	107	214	51	19	27	66	73	63	165	19	233	41	218	8
	4%	5%nsd	5%g	5%g	3%	5%f	3%	6%h	2%	4%	4%	5%	6%	4%	3%	4%	3%	5%	3%	3%
I don't know	31	8	6	13	3	14	16	22	7	1	8	6	4	5	18	1	23	6	23	1
	*	1%	*	1%nsd	*	1%	1%	1%	*	*	1%	*	*	*	*	*	*	1%	1%	1%
NET Any problem experienced	162	66	44	28	24	109	53	142	20	7	7	37	56	48	99	7	151	45	104	12
	3%	5%nsd	2%	2%	1%	4%f	2%	4%h	1%	1%	1%	2%g	4%h	4%h	3%	1%	3%	4%f	2%	4%
Made a complaint about DHL	151	64	40	24	24	104	48	137	14	3	5	44	50	45	95	3	143	49	90	12
	2%	5%nsd	2%	2%	1%	5%f	2%	5%h	1%	1%	1%	3%g	5%h	5%h	4%h	1%	3%g	4%f	2%	2%f

Questions restructured from Q3 2022
 Questions focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/k/m/n - op - q/r/s

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Rurality			Nation				Region												Highlands & Islands of Scotland (g)	Rest of Scotland (r)
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberdale (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)					
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975			
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450			
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432			
Aware of DHL	5793	4969	824	160	4873	486	275	159	242	602	467	422	508	557	781	805	509	64	422			
94%	94%	94%	96%	96%	94%	94%	93%	93%	63%	89%	92%	74%	84%	83%	83%	83%	83%	95%	82%			
Used DHL, to send	460	398	62	12	392	40	19	8	12	43	32	22	45	53	93	62	38	4	36			
7%	8%	7%	7%	8%	8%	8%	7%	5%	5%	8%	6%	5%	8%	6%	12%	7%	5%	6%	8%			
Used DHL, to receive	2189	1844	344	65	1819	194	109	67	90	190	166	170	201	238	279	302	182	26	168			
36%	35%	40%	39%	35%	38%	37%	39%	39%	35%	28%	33%	43%	43%	45%	34%	34%	34%	40%	33%			
Net used	2490	2110	379	72	2066	228	123	73	98	217	187	183	231	262	343	343	203	30	197			
40%	40%	44%	43%	40%	44%	42%	43%	43%	39%	32%	37%	44%	43%	46%	42%	41%	38%	45%	44%			
Lost mail	28	25	3	1	23	2	3	*	1	2	-	2	5	2	8	2	1	*	1			
*	*	*	*	*	*	*	1%	*	*	*	-	1%	1%	*	1%	*	*	*	*			
Damaged mail	32	24	8	2	25	4	3	*	1	-	-	1	5	6	7	3	2	*	4			
1%	*	1%	1%	1%	1%	1%	1%	1%	*	-	*	*	1%	1%	1%	*	*	*	1%			
Delayed mail	74	61	13	1	64	5	3	1	2	3	4	3	15	6	15	6	8	2	3			
1%	1%	1%	1%	1	1%	1%	1%	1%	1%	-	1%	1%	6%	1%	2%	1%	1%	2%	1%			
Mis-delivered mail	45	36	9	2	40	2	2	1	1	4	-	3	9	4	15	2	2	*	2			
1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	-	1%	2%	1%	2%	*	*	*	*			
Mail that has been tampered with	27	15	12	3	23	3	1	*	1	-	-	-	6	6	3	3	2	*	3			
*	*	1%	3%	*	*	1%	*	*	*	-	-	-	6%	6%	*	*	*	*	1%			
Didn't allow sufficient time to answer the door	28	26	3	2	21	5	2	*	1	1	1	2	4	3	4	2	3	1	4			
*	*	*	1%	*	1%	1%	1%	*	1%	*	*	1%	1%	*	*	*	1%	1%	1%			
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	11	*	-	10	1	1	-	-	-	-	-	3	-	4	-	3	-	1			
*	*	*	-	*	*	*	*	-	*	*	*	*	1%	*	1%	-	1%	-	*			
Other problems	2	2	*	-	2	*	-	-	-	-	-	-	-	-	2	-	-	-	*			
*	*	*	-	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	*			
No - there have been no problems	267	230	37	7	228	23	10	6	8	35	24	11	20	28	47	44	11	2	21			
4%	4%	4%	4%	4%	4%	4%	3%	3%	3%	6%	6%	3%	4%	6%	6%	6%	2%	3%	6%			
I don't know	31	30	1	*	27	3	*	*	1	-	2	4	1	3	7	4	4	*	3			
*	*	1%	*	1%	1%	1%	*	*	*	-	1%	1%	*	1%	1%	1%	1%	*	1%			
NET Any problem experienced	162	137	25	4	137	14	9	2	3	8	6	6	24	22	36	14	14	2	12			
3%	3%	3%	2%	3%	3%	3%	3%	1%	1%	1%	1%	1%	4%	4%	6%	2%	3%	3%	3%			
Made a complaint about DHL	151	129	22	3	130	11	8	2	3	8	4	6	21	15	38	23	11	1	10			
2%	2%	3%	2%	3%	2%	3%	3%	1%	1%	1%	1%	1%	4%	3%	6%	3%	2%	2%	2%			

Questions restructured from Q3 2022

Questions: focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Services Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ_4. Competitive landscape - DHL

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	Total	1st class - all/most of the time	2nd class - all/most of the time	Use 2nd class (d)	Use 1st class (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
		(a)	(b)		(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Aware of DHL	8793	2285	2039	3307	3061	2285	143	708	2039	194	991	1906	2331	755	547	231	4236	778	2493	2105	617	334	157	4869	491	1396	4307	
84%	95%	94%	94%	94%	94%	95%	88%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	95%	94%	91%	93%	88%	95%	92%	92%	93%	
Used DHL to send	460	250	99	351	201	250	8	34	99	9	24	162	189	47	50	10	351	60	207	175	38	32	7	382	39	244	215	
7%	10%	5%	10%	6%	10%	5%	4%	4%	5%	4%	2%	8%	8%	6%	9%	4%	8%	7%	8%	8%	6%	9%	4%	8%	7%	10%	5%	
Used DHL to receive	2169	971	704	1352	1090	971	53	269	704	43	313	727	897	268	214	77	1624	291	972	870	204	87	46	1842	133	578	1611	
36%	46%	33%	39%	34%	40%	33%	35%	35%	33%	20%	30%	36%	36%	34%	37%	31%	36%	35%	37%	36%	30%	24%	26%	35%	29%	38%	35%	
Net used	2490	1147	766	1588	1207	1147	58	289	766	51	330	841	1012	308	242	81	1853	324	1103	987	232	108	50	2090	158	759	1730	
40%	46%	35%	42%	37%	40%	35%	36%	36%	35%	24%	31%	40%	41%	38%	42%	33%	39%	39%	42%	40%	34%	30%	26%	40%	29%	50%	37%	
Lost mail	28	15	6	22	13	15	-	-	6	1	14	11	3	-	-	25	-	16	7	4	1	-	23	1	24	4	-	
1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Damaged mail	32	28	2	31	4	28	1	3	2	1	2	18	10	-	2	1	29	3	15	13	3	-	1	27	1	28	4	
7%	10%	1%	10%	1%	1%	1%	1%	1%	1%	1%	1%	10%	10%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Delayed mail	74	44	7	67	29	44	1	4	7	1	1	28	28	11	7	-	56	7	30	38	3	2	-	68	2	54	20	
1%	2%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mis-delivered mail	45	33	8	36	11	33	-	8	1	2	15	22	4	2	-	37	2	21	17	4	2	1	38	3	36	9	-	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mail that has been tampered with	27	20	2	25	8	20	1	2	2	1	1	14	10	2	-	1	25	1	7	15	5	-	1	21	1	27	-	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Didn't allow sufficient time to answer the door	28	21	5	23	7	21	1	4	5	1	3	11	14	1	3	-	25	3	11	13	3	1	-	24	1	24	5	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	7	-	10	3	7	-	-	-	-	-	2	9	-	1	-	11	1	5	3	3	-	-	9	-	10	2	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Other problems	2	2	-	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	2	-	-	-	2	-	2	-	
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No - there have been no problems	267	137	68	192	123	137	5	22	68	7	16	91	103	27	38	8	195	45	126	97	15	25	4	223	29	101	166	
4%	1%	3%	2%	4%	4%	3%	3%	3%	3%	3%	2%	5%	4%	3%	3%	4%	5%	5%	5%	4%	2%	2%	5%	3%	15	16		
I don't know	31	11	8	21	16	11	-	1	8	1	4	10	17	2	-	1	28	1	12	12	4	3	1	24	3	15	14	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET Any problem experienced	162	101	22	138	59	101	4	11	22	1	4	60	68	19	12	1	128	14	69	66	20	4	2	136	6	129	33	
3%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%	3%	2%	1%	3%	2%	3%	3%	3%	1%	1%	3%	1%	1%	1%	1%	
Made a complaint about DHL	151	101	22	129	49	101	2	7	22	1	4	65	58	19	7	1	123	9	73	52	22	3	2	124	5	122	29	
2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%	2%	2%	1%	1%	3%	3%	3%	2%	1%	1%	3%	1%	1%	1%	1%	

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - abcd - efg - hij - klmn/opq - rs/tu/vwx - yz

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Aware of DHL	8793	310	5444	38	1541	3976	276	6508	90	62	43	5762	19	
	84%	92%	94%	94%	92%	93%	89%	93%	77%	90%	66%	94%	88%	
Used DHL to send	460	25	428	6	117	308	35	440	14	3	1	457	1	
	7%	8%	7%	16%	7%	7%	11%	7%	12%	6%	2%	8%	6%	
Used DHL to receive	2169	163	2034	12	574	1513	102	2133	31	17	1	2181	6	
	36%	42%	35%	29%	34%	36%	33%	36%	30%	30%	2%	36%	28%	
Net used	2490	155	2318	18	667	1695	127	2415	45	19	3	2479	7	
	40%	46%	40%	45%	40%	47%	41%	41%	39%	33%	4%	44%	34%	
Lost mail	28	3	22	3	12	12	4	25	3	-	-	28	-	
	*	1%	*	*	1%	1%	*	1%	1%	-	-	*	-	
Damaged mail	32	3	29	*	12	16	3	29	3	-	-	32	-	
	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	-	1%	-	
Delayed mail	74	5	69	-	21	45	8	70	4	-	-	74	-	
	1%	1%	1%	-	1%	1%	2%	1%	3%	-	-	1%	-	
Mis-delivered mail	45	*	43	2	16	25	4	43	*	1	-	45	-	
	1%	*	1%	4%	1%	1%	1%	1%	-	2%	-	1%	-	
Mail that has been tampered with	27	*	27	-	12	11	4	24	3	-	-	27	-	
	*	*	*	-	1%	*	1%	1%	1%	-	-	*	-	
Didn't allow sufficient time to answer the door	28	3	24	2	10	12	6	26	1	2	*	28	-	
	*	1%	*	4%	1%	*	2%	*	1%	3%	*	*	-	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	1	11	-	3	7	2	12	-	-	-	12	-	
	*	*	*	-	*	*	1%	*	-	-	-	*	-	
Other problems	2	-	2	-	-	*	2	2	-	-	-	2	-	
	*	-	*	-	-	*	1%	*	-	-	-	*	-	
No - there have been no problems	267	13	254	*	50	206	12	261	3	*	1	264	1	
	4%	4%	4%	*	3%	3%	4%	4%	3%	*	2%	4%	6%	
I don't know	31	*	29	2	6	22	3	29	1	1	-	31	-	
	*	-	1%	4%	*	1%	1%	*	1%	1%	-	1%	-	
NET Any problem experienced	162	12	145	5	61	81	20	149	10	3	*	162	-	
	3%	4%	3%	1%	4%	2%	3%	3%	8%	5%	*	3%	-	
Made a complaint about DHL	151	10	136	5	62	74	15	136	12	3	*	151	-	
	2%	3%	2%	1%	4%	2%	3%	2%	11%	5%	*	2%	-	

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Locality
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	498	518	518	503	503	512	521				
Effective Base	3716	923	923	944	921	314	305	314	320	303	300	322	316	307	292	317	312				
Aware of DHL	6793	1444	1428	1478	1443	458	502	484	499	470	459	498	503	476	469	480	494				
94%		93%	93%	95% ^{ab}	94%	93%	94%	92%	94%	93%	93%	95% ^{ab}	97% ^{abghijklm}	95%	93%	94%	95%				
Used DHL to send	460	120	108	114	118	34	43	43	40	37	30	33	36	45	38	42	38				
	7%	8%	7%	7%	8%	7%	8%	8%	8%	7%	6%	6%	7%	9%	7%	8%	7%				
Used DHL to receive	2189	569	560	553	507	184	209	175	188	169	206	175	155	183	150	179	178				
36%		37%	36%	36%	33%	33%	39%	33%	35%	33%	42% ^{ghijklm}	34%	36%	36%	30%	35%	34%				
Net used	2490	647	626	634	582	208	238	202	216	187	222	195	220	220	170	214	198				
40%		42%	41%	41%	38%	40%	45%	38%	41%	37%	43%	38%	43%	43%	34%	42%	38%				
Lost mail	28	4	10	9	5	1	2	1	3	3	3	1	4	3	2	3	*				
	*	1%	1%	1%	*	*	*	*	1%	1%	1%	*	1%	1%	*	1%	*				
Damaged mail	32	1	11	10	10	*	*	*	9	*	2	1	7	2	5	2	3				
1%		*	7% ^{ab}	7% ^{ab}	7% ^{ab}	*	*	*	7% ^{abgh}	*	*	*	7% ^{abgh}	*	1%	*	1%				
Delayed mail	74	23	17	16	17	8	5	11	7	8	2	5	6	5	5	9	4				
	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	*	1%	1%	1%	1%	2%	1%				
Mis-delivered mail	46	17	12	12	4	2	5	9	7	3	3	4	3	5	*	3	*				
1%		1%	1%	1%	*	*	1%	7% ^{ab}	1%	1%	1%	1%	1%	1%	*	1%	*				
Mail that has been tampered with	27	8	14	5	1	*	5	3	8	3	3	*	3	2	1	*	*				
	*	1%	7% ^{ab}	*	*	*	1%	1%	7% ^{abghklp}	1%	1%	*	1%	*	*	*	*				
Didn't allow sufficient time to answer the door	28	9	9	6	4	2	4	3	5	2	2	1	*	5	1	2	1				
	*	1%	1%	*	*	*	1%	1%	1%	*	*	*	*	1%	*	*	*				
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	12	*	*	4	8	*	*	*	*	*	*	*	*	4	1	4	2				
	*	*	*	* ^{ab}	*	*	*	*	*	*	*	*	*	1%	*	1%	*				
Other problems	2	2	*	*	*	2	*	*	*	*	*	*	*	*	*	*	*				
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*				
No - there have been no problems	267	66	65	63	74	18	26	21	22	22	22	20	19	23	24	22	27				
	4%	4%	4%	4%	5%	4%	5%	4%	4%	4%	4%	4%	4%	5%	5%	4%	5%				
I don't know	31	5	7	8	10	2	2	3	3	1	3	4	2	3	4	3	3				
	*	*	*	1%	1%	*	*	*	*	*	1%	1%	*	1%	1%	1%	*				
NET Any problem experienced	162	50	35	43	34	13	17	20	16	14	5	9	15	19	9	17	8				
	3%	3%	2%	3%	2%	3%	3%	4%	3%	3%	1%	2%	3%	4%	2%	3%	2%				
Made a complaint about DHL	151	41	36	44	30	4	20	17	18	13	5	10	14	20	8	15	8				
2%		3%	2%	3%	2%	1%	4% ^{ab}	3% ^{ab}	3% ^{ab}	3%	1%	2%	3%	4% ^{ab}	2%	3%	1%				

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Proportions/Means: Columns Tested (5% risk level) - ab:abcd - e:ghijklm:nop

QJ_5. Competitive landscape - FedEx

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1090	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Aware of FedEx	6745	1021	4724	764	4961	2833	2903	747	813	1050	781	1056	719	578	1560	1832	2353	1297	4828	867
	83%		89%	97%		94%	92%	91%	94%	94%	94%	93%	88%	92%	92%	94%	94%	94%	94%	92%
Used FedEx to send	363	42	321	127	236	200	163	78	83	87	44	33	10	7	171	142	50	17	223	134
	6%	3%	7%	1%	4%	7%	5%	2%	1%	1%	3%	1%	1%	1%	18%	14%	2%	1%	4%	14%
Used FedEx to receive	1268	179	1088	227	1040	709	557	225	229	292	177	179	98	66	454	489	344	164	930	317
	21%	15%	22%	23%	19%	24%	18%	22%	20%	26%	21%	16%	12%	11%	28%	24%	14%	12%	18%	24%
Net used	1510	198	1312	314	1197	841	687	229	284	327	211	205	105	69	564	568	379	174	1087	400
	25%	16%	27%	30%	22%	28%	21%	34%	33%	32%	25%	23%	14%	11%	33%	30%	19%	13%	21%	42%
Lost mail	34	4	30	16	18	20	14	10	3	12	7	-	-	2	13	19	2	2	25	9
	1%	*	1%	2%	1%	2%	1%	1%	*	1%	1%	-	-	-	1%	1%	*	*	1%	1%
Damaged mail	44	2	42	20	25	25	19	7	17	15	4	-	-	-	24	20	-	-	27	15
	1%	*	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	-	-	4%	4%	-	-	1%	2%
Delayed mail	83	1	52	31	21	35	17	16	19	12	4	2	-	-	36	16	2	-	31	22
	1%	*	7%	4%	1%	1%	1%	2%	2%	1%	*	*	-	-	2%	1%	*	*	1%	2%
Mis-delivered mail	35	-	35	21	14	30	5	13	13	4	5	-	-	-	26	9	*	*	24	11
	1%	-	7%	3%	1%	1%	1%	2%	2%	1%	1%	-	-	-	2%	1%	1%	1%	1%	1%
Mail that has been tampered with	23	1	22	11	12	18	7	10	6	5	2	-	-	-	15	8	-	-	10	11
	*	*	*	1%	1%	1%	1%	1%	1%	*	*	-	-	-	1%	1%	*	*	*	1%
Didn't allow sufficient time to answer the door	28	1	27	17	11	15	13	6	9	10	1	2	-	-	15	11	2	-	17	11
	*	*	1%	2%	*	1%	1%	1%	1%	1%	*	*	-	-	4%	4%	*	-	*	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	-	6	6	*	5	1	-	4	2	*	-	-	-	4	2	-	-	3	2
	*	-	*	1%	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*	*
Other problems	1	-	1	1	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	*	1%	-	-	*	*	-	-	-	-	-	-	*	-	-	-	-	*
No - there have been no problems	291	30	171	55	146	107	94	32	54	52	24	27	8	4	86	77	38	12	118	80
	3%	2%	3%	2%	3%	4%	3%	2%	5%	5%	2%	2%	1%	1%	2%	4%	2%	1%	2%	3%
I don't know	26	4	22	-	26	12	14	9	*	5	6	2	2	1	9	11	5	3	18	8
	*	*	*	*	*	*	*	1%	*	*	1%	*	*	*	1%	1%	*	*	*	1%
NET Any problem experienced	136	8	128	72	64	81	55	37	39	40	13	4	-	2	79	54	6	2	88	46
	2%	1%	2%	3%	1%	2%	2%	2%	2%	2%	1%	*	-	2	2%	2%	*	*	2%	3%
Made a complaint about FedEx	132	7	125	71	61	83	49	33	39	42	11	5	-	2	71	54	7	2	88	44
	2%	1%	2%	3%	1%	2%	2%	2%	2%	2%	1%	*	-	*	4%	3%	*	*	2%	3%

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab - ccd - eef - ghijklm - nopq - rs

QJ_5. Competitive landscape - FedEx

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179	
Aware of FedEx	5745	1080	1805	1277	1582	2885	2859	3442	2225	462	683	1443	1497	1051	3621	474	4885	1175	4312	257	
		82%	92%	92%	92%	92%	92%	93%	90%	90%	92%	92%	92%	92%	89%	92%	92%	92%	89%	92%	
Used FedEx to send	363	116	107	75	65	223	140	300	60	32	30	84	112	88	227	32	321	82	269	13	
	6%	19% ^{sd}	6% ^{sd}	5%	4%	7% ^{sd}	4%	6%	4%	6%	4%	7% ^{sd}	6%	6%	6%	6%	6%	6%	4%	4%	
Used FedEx to receive	1268	325	404	269	270	729	539	888	366	73	103	324	376	313	803	77	1141	261	941	66	
	21%	7% ^{sd}	3% ^{sd}	10% ^{sd}	16%	8% ^{sd}	14%	17%	15%	14%	17%	22% ^{sd}	27% ^{sd}	21% ^{sd}	21% ^{sd}	14%	14%	20%	21%	23%	
Net used	1510	410	466	321	313	876	634	1089	405	96	125	380	447	372	952	99	1357	321	1114	75	
	25%	38% ^{sd}	24% ^{sd}	23% ^{sd}	18%	29% ^{sd}	20%	17%	17%	17%	17%	25% ^{sd}	32% ^{sd}	34% ^{sd}	28% ^{sd}	19%	25%	24%	26%		
Lost mail	34	13	12	3	6	25	9	29	6	1	1	10	15	6	27	1	33	13	22	-	
	1%	1% ^{sd}	1%	*	*	3% ^{sd}	*	3% ^{sd}	*	*	*	1%	1%	1%	1%	*	1%	1%	*	-	
Damaged mail	44	21	12	9	3	33	11	41	4	1	2	10	15	16	27	1	43	20	24	-	
	1%	2% ^{sd}	1%	1%	1%	1% ^{sd}	*	4%	*	*	*	1%	1%	1%	1%	*	1%	2% ^{sd}	1%	-	
Delayed mail	83	21	12	12	8	34	19	48	5	5	5	15	19	9	38	5	48	16	35	2	
	1%	3% ^{sd}	1%	1%	1%	1%	1%	1% ^{sd}	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Ms-delivered mail	35	16	7	7	5	23	12	34	1	4	6	10	9	7	25	4	32	12	21	3	
	1%	1% ^{sd}	*	1%	*	1%	*	1% ^{sd}	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	
Mail that has been tampered with	23	10	5	4	5	14	9	22	1	3	3	5	7	2	15	3	21	12	11	-	
	*	1%	*	*	*	*	*	1% ^{sd}	*	*	*	*	*	*	*	*	1%	1%	1% ^{sd}	*	-
Didn't allow sufficient time to answer the door	28	7	7	4	10	14	14	26	2	1	4	8	13	2	25	1	27	6	22	-	
	*	1%	*	*	1%	1%	1%	1% ^{sd}	*	*	*	1%	1%	*	1%	*	1%	1%	*	-	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	3	1	*	2	4	2	5	1	1	*	2	3	*	5	1	5	6	-	-	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-
Other problems	1	1	-	-	-	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-
No - there have been no problems	201	58	66	40	37	124	77	165	35	16	19	45	62	52	126	16	181	36	159	7	
	3%	6% ^{sd}	3%	3%	2%	4% ^{sd}	2%	1%	4% ^{sd}	1%	3%	3%	4%	5%	3%	3%	3%	3%	3%	2%	2%
I don't know	26	4	5	9	8	9	17	13	11	6	1	6	*	7	7	6	15	5	20	1	
	*	*	*	1%	*	*	1%	*	*	*	*	1% ^{sd}	*	1% ^{sd}	*	1% ^{sd}	*	*	*	*	*
NET Any problem experienced	136	54	36	26	20	90	46	121	14	10	11	34	49	29	94	10	126	41	90	4	
	2%	6% ^{sd}	2%	2%	1%	3% ^{sd}	1%	3% ^{sd}	1%	2%	1%	2%	3%	2%	2%	2%	2%	3% ^{sd}	2%	2%	2%
Made a complaint about FedEx	132	49	37	26	19	87	45	119	13	8	10	31	49	31	90	8	123	48	79	4	
	2%	6% ^{sd}	2%	2%	1%	3% ^{sd}	1%	3% ^{sd}	1%	2%	1%	3% ^{sd}	3%	2%	2%	1%	2%	4% ^{sd}	2%	2%	2%

Questions restructured from Q3 2022
 Questions focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service Logistics
 Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ_5. Competitive landscape - FedEx

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Aware of FedEx	5745	4909	635	162	4821	490	275	159	236	615	464	430	522	542	723	784	503	65	424		
		90%	82%	16%	92%	92%	92%	89%	92%	91%	91%	92%	91%	92%	89%	92%	92%	99%	99%		
Used FedEx to send	363	320	43	5	317	30	11	5	10	34	29	16	39	46	69	50	25	3	27		
	6%	6%	5%	3%	6%	6%	4%	3%	4%	5%	6%	3%	3%	3%	3%	6%	5%	5%	3%		
Used FedEx to receive	1268	1093	174	30	1070	104	60	34	39	119	95	87	93	145	236	164	92	13	90		
	21%	21%	23%	16%	21%	20%	20%	20%	16%	16%	16%	19%	17%	17%	19%	15%	17%	20%	20%		
Net used	1510	1305	205	35	1277	126	69	39	47	138	116	96	121	172	275	202	110	17	109		
	25%	25%	24%	21%	25%	24%	24%	23%	19%	20%	23%	21%	22%	23%	24%	24%	21%	25%	24%		
Lost mail	34	24	11	2	31	1	1	*	2	3	-	3	1	11	2	4	6	2	*		
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1	1	2%	1%	1%	1	1	1		
Damaged mail	44	37	7	*	38	5	1	*	3	4	1	1	1	12	8	4	3	3	1		
	1%	1%	1%	*	1%	1%	*	*	1%	1%	*	1	1	2%	1%	1%	1	1	3%		
Delayed mail	83	44	9	3	47	2	2	1	3	4	7	2	12	5	6	6	2	*	2		
	1%	1%	1%	2%	1%	1%	1%	1%	1%	4	1%	1%	1%	2%	1%	1%	1%	2	1%		
Mis-delivered mail	35	30	5	2	32	*	2	1	-	2	3	1	5	-	13	5	3	-	*		
	1%	1%	1%	1%	1%	*	1	1%	1	1%	1	1	1	1	6	5	1	1%	1		
Mail that has been tampered with	23	21	3	*	22	*	*	*	-	2	1	1	5	1	6	5	1	-	*		
	1%	1%	1%	*	1%	*	*	*	*	1%	1	1	1	1	1%	1%	1	-	*		
Didn't allow sufficient time to answer the door	28	25	3	*	25	1	2	-	1	3	1	1	6	6	-	3	4	*	1		
	1%	1%	1%	*	1%	1	1%	1	1	1	1	1	2	1%	1	1	1	1	1		
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	6	*	*	5	1	-	-	-	-	-	-	2	-	3	-	-	-	1		
	1%	1%	*	*	1%	1	-	-	-	-	-	-	1	-	1	-	-	-	1		
Other problems	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-		
	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
No - there have been no problems	201	185	16	1	173	21	4	3	7	19	15	8	11	26	47	24	15	2	19		
	3%	3%	5	2%	3%	3%	1%	2%	3%	3%	3%	4	2%	4	2%	4	3%	3%	3%		
I don't know	26	21	5	*	24	*	1	1	1	5	2	-	4	3	2	8	-	-	*		
	1%	1%	1%	1%	1%	1%	1	1	1	1%	2	-	1	1	3	2	1	1	1		
NET Any problem experienced	136	114	22	3	119	9	6	2	3	11	11	7	24	17	20	18	9	1	7		
	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%	2%	2	2%	2%	3%	2%	2%	2%	2%		
Made a complaint about FedEx	132	113	19	2	116	8	6	2	3	3	10	5	24	17	22	23	9	1	7		
	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%	2%	2%	1%		

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service Logistics
 Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
 *small base

QJ_5. Competitive landscape - FedEx

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Aware of FedEx	8745	2286	2030	3269	3034	2286	148	707	2030	191	1092	1890	2314	739	547	231	4205	778	2476	2148	600	340	151	4624	480	1418	4327
		94%	94%	93%	93%	94%	94%	94%	84%	90%	88%	84%	82%	92%	84%	84%	83%	84%	83.5% ¹	82% ¹	88%	89%	88%	84% ¹	82% ¹	93%	93%
Used FedEx to send	363	201	71	277	147	201	10	27	71	12	17	134	158	39	29	3	292	32	179	142	29	9	2	321	12	202	161
	6%	8% ¹	3%	7% ¹	5%	7% ¹	7%	4%	3%	6% ¹	2%	7% ¹	6% ¹	5% ¹	2%	7%	6% ¹	4%	7% ¹	6% ¹	4%	3%	1%	7% ¹	2%	19% ¹	3%
Used FedEx to receive	1269	509	381	823	645	509	24	134	381	25	136	219	548	170	94	39	605	132	544	522	122	50	26	1096	76	435	833
		20%	19%	23% ¹	19%	20%	15%	18%	18%	12%	13%	21% ¹	22% ¹	21% ¹	16%	16%	16%	21% ¹	23% ¹	16%	14%	15%	15%	20% ¹	14%	29% ¹	18%
Net used	1510	691	425	1013	747	691	31	150	425	35	149	513	649	197	111	40	1162	151	663	615	146	55	27	1278	82	585	926
	25%	25% ¹	20%	25% ¹	23% ¹	25% ¹	19%	20%	25%	16%	14%	23% ¹	25% ¹	20% ¹	19%	16%	16%	23% ¹	25% ¹	21% ¹	15%	15%	15%	20% ¹	15%	29% ¹	20%
Lost mail	34	26	3	31	8	26	-	-	3	1	3	13	19	1	1	-	32	1	18	15	-	-	-	33	-	31	3
	1%	1% ¹	0%	1% ¹	0%	1% ¹	-	-	1%	1%	1%	1%	1%	0%	0%	-	1%	0%	1%	1%	-	-	-	1%	-	1%	0%
Damaged mail	44	33	7	38	11	33	-	1	17	24	3	17	24	3	1	-	40	1	19	24	1	-	-	43	-	38	6
	1%	1% ¹	0%	1% ¹	0%	1% ¹	-	1%	1%	1%	1%	1%	1%	0%	0%	-	1%	0%	1%	1%	0%	-	-	4%	-	1%	1%
Delayed mail	53	35	5	47	18	35	2	3	5	3	1	22	28	3	-	-	50	-	24	19	10	-	-	43	-	45	7
	1%	1% ¹	0%	1% ¹	1%	1%	1%	0%	1%	1%	0%	1% ¹	1% ¹	0%	-	-	1% ¹	0%	1%	1%	1% ¹	-	-	1%	-	1% ¹	1%
Mis-delivered mail	35	22	6	30	13	22	2	-	6	1	1	14	11	8	-	1	26	1	14	14	6	1	-	28	1	31	4
	1%	1% ¹	0%	1% ¹	0%	1% ¹	0%	0%	1%	1%	0%	1%	0%	1%	0%	0%	1%	0%	1%	1%	1%	0%	-	1%	0%	1%	1%
Mail that has been tampered with	23	14	1	19	7	14	-	-	1	1	1	13	10	-	-	-	23	-	13	6	3	1	-	19	1	23	-
	0%	1% ¹	0%	1% ¹	0%	1%	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%
Didn't allow sufficient time to answer the door	28	17	1	23	8	17	1	1	1	1	1	15	10	2	1	-	25	2	15	12	-	1	-	27	1	22	6
	0%	1% ¹	0%	1% ¹	0%	1%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	1%	0%	1%	1%	0%	-	-	1%	0%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	6	0	6	0	6	1	1	0	5	-	1	5	-	-	-	6	-	6	0	-	-	-	6	-	6	-
	0%	1% ¹	0%	1% ¹	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	-	1%	0%	1%	0%
Other problems	1	1	-	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
No - there have been no problems	201	104	47	148	90	104	3	16	47	5	9	65	88	23	25	1	153	26	102	78	13	5	2	180	8	77	124
	3%	4% ¹	2%	4% ¹	3%	4% ¹	2%	2%	3%	2%	1%	3%	4% ¹	3%	3%	0%	3% ¹	3%	4% ¹	3%	2%	2%	1%	4% ¹	1%	6% ¹	3%
I don't know	26	10	10	15	14	10	2	5	10	4	3	16	7	3	-	-	23	-	11	11	4	-	-	22	-	14	12
	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	0%	0%	1%	0%	1%	1%	1%	0%	-	1%	0%	1%	1%
NET Any problem experienced	136	87	14	115	42	87	5	6	14	3	5	54	63	14	4	1	117	5	66	53	12	4	-	119	4	111	25
	2%	4% ¹	1%	4% ¹	1%	4% ¹	1%	1%	1%	2%	1%	1%	1%	1%	0%	0%	1%	1%	2%	2%	2%	1%	-	2%	1%	4%	1%
Made a complaint about FedEx	132	91	9	119	37	91	5	7	9	1	3	55	59	13	4	1	114	5	65	56	8	3	-	120	3	109	23
	2%	4% ¹	0%	4% ¹	1% ¹	4% ¹	1%	1%	1%	1%	0%	1% ¹	1% ¹	2%	1%	1%	1% ¹	1%	2% ¹	2% ¹	1%	1%	-	2% ¹	1%	7% ¹	1%

QJ_5. Competitive landscape - FedEx

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Aware of FedEx	8745	313	5384	37	1070	3062	273	8543	69	49	37	8592	16
	83%	83%	83%	91%	83% ¹	83% ¹	88%	83% ¹	84% ¹	88% ¹	86%	83% ¹	74%
Used FedEx to send	363	27	330	6	112	227	24	337	22	3	2	361	-
	6%	8%	6%	14%	7%	6%	8%	6%	18% ¹	6%	2%	6%	-
Used FedEx to receive	1269	76	1176	15	326	857	85	1211	40	10	1	1251	5
	21%	23%	20%	37% ¹	19%	21%	27% ¹	21% ¹	34% ¹	18%	2%	21% ¹	24%
Net used	1910	94	1388	18	408	1000	102	1433	58	14	3	1502	5
	29%	28%	24%	43% ¹	24%	24%	33% ¹	24% ¹	44% ¹	24% ¹	5%	26% ¹	24%
Lost mail	34	7	26	2	11	19	3	32	2	-	-	34	-
	1%	2% ¹	-	4% ¹	1%	1%	1%	1%	2%	-	-	1%	-
Damaged mail	44	4	39	2	18	24	2	42	2	-	-	44	-
	1%	1%	1%	4% ¹	1%	1%	1%	1%	2%	-	-	1%	-
Delayed mail	53	2	50	-	18	32	3	48	3	2	-	53	-
	1%	1%	1%	-	1%	1%	1%	1%	2%	3%	-	1%	-
Mis-delivered mail	35	2	33	-	18	14	4	28	6	1	-	35	-
	1%	1%	1%	1%	1%	-	1% ¹	1%	4% ¹	2%	-	1%	-
Mail that has been tampered with	23	3	19	1	11	9	3	19	4	-	-	23	-
	-	1%	-	3% ¹	1% ¹	1% ¹	1% ¹	1%	3% ¹	-	-	-	-
Didn't allow sufficient time to answer the door	28	1	26	1	15	10	3	23	5	-	-	28	-
	-	-	-	3% ¹	1% ¹	-	1%	-	4% ¹	-	-	-	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	-	6	-	4	-	2	6	-	-	-	6	-
	-	-	-	-	1%	-	1% ¹	-	-	-	-	-	-
Other problems	1	-	1	-	-	1	-	1	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	201	12	188	1	48	142	12	193	7	-	1	200	-
	3%	4%	3%	4%	3%	3%	4%	3%	6%	-	2%	3%	-
I don't know	26	2	23	1	4	20	3	23	3	-	-	26	-
	-	1%	-	2%	-	-	1%	-	3% ¹	-	-	-	-
NET Any problem experienced	136	13	119	3	61	65	10	121	12	3	-	136	-
	2%	4%	2%	6% ¹	4% ¹	2%	3%	2%	10% ¹	5%	-	2%	-
Made a complaint about FedEx	132	15	111	6	60	63	9	118	11	3	-	132	-
	2%	5% ¹	2%	14% ¹	4% ¹	1%	3%	2%	10% ¹	5%	-	2%	-

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service Logistics
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 *small base, **very small base (under 30) ineligible for sig testing

QJ_5. Competitive landscape - FedEx

Base : All participants

	Quarter					Month												
Total	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)		Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)	
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501	
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521	
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312	
Aware of FedEx	6745	1434	1415	1453	1443	462	485	488	495	468	452	485	489	479	464	483	496	
93%		93%	92%	94%	94%	94%	91%	93%	93%	92%	91%	94%	94%	93%	92%	94%	95%	
Used FedEx to send	363	79	92	99	94	22	31	27	43	22	27	25	29	45	19	24	20	
6%		5%	6%	6%	6%	4%	6%	5%	8%	4%	5%	5%	6%	9%	4%	5%	4%	
Used FedEx to receive	1268	346	363	296	261	113	120	113	96	125	142	86	200	99	75	100	86	
		22%	24%	19%	17%	22%	23%	21%	18%	24%	28%	17%	22%	20%	15%	19%	16%	
Net used	1610	394	428	365	323	131	135	127	133	139	156	97	131	137	89	112	121	
26%		26%	28%	24%	21%	25%	26%	24%	26%	27%	30%	19%	25%	28%	16%	22%	23%	
Lost mail	34	6	16	11	1	-	-	6	13	2	2	4	-	7	1	-	-	
1%		0%	1%	1%	0%	-	-	1%	2%	0%	0%	1%	-	1%	0%	-	-	
Damaged mail	44	10	19	10	5	2	1	7	10	4	5	4	3	3	1	1	4	
1%		1%	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	
Delayed mail	63	8	21	14	10	4	1	3	15	2	4	6	4	4	2	3	5	
1%		1%	1%	1%	1%	1%	0%	1%	3%	0%	1%	1%	1%	1%	0%	1%	1%	
Mis-delivered mail	35	6	16	13	0	0	2	4	14	-	2	5	5	2	-	-	-	
1%		0%	1%	1%	0%	0%	1%	1%	4%	0%	0%	1%	1%	0%	0%	0%	0%	
Mail that has been tampered with	23	3	14	3	3	-	1	1	8	-	7	-	-	3	-	-	3	
0%		0%	1%	0%	0%	0%	0%	0%	2%	0%	1%	0%	0%	1%	0%	0%	1%	
Didn't allow sufficient time to answer the door	28	8	9	9	2	-	6	2	4	2	3	-	4	5	-	2	-	
0%		0%	1%	1%	0%	0%	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	0%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	6	-	-	2	4	-	-	-	-	-	-	-	-	2	1	-	3	
0%		0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Other problems	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	
0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
No - there have been no problems	201	47	39	49	66	15	20	11	15	9	15	10	13	26	14	18	34	
3%		3%	3%	3%	4%	3%	4%	2%	3%	2%	3%	2%	3%	6%	3%	4%	6%	
I don't know	26	6	5	6	5	2	1	2	3	2	4	2	4	2	2	2	7	
0%		0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	
NET Any problem experienced	136	27	48	43	18	4	9	13	28	10	10	11	14	19	3	5	10	
2%		2%	3%	3%	1%	1%	2%	3%	5%	2%	2%	2%	3%	4%	1%	1%	2%	
Made a complaint about FedEx	132	27	40	43	21	4	8	15	24	8	8	9	14	20	5	6	10	
2%		2%	3%	3%	1%	1%	2%	3%	5%	2%	2%	2%	3%	4%	1%	1%	2%	

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns: Tested (5% risk level) - abcd - efg hij klmnop

QJ_6. Competitive landscape - Evri

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609		1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627		1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363		1014	1167	1536	836	3182	511
Aware of Evri	6667	1098	4569	753	4913	2728	2930	753	817	1048	786	1041	683	539		1570	1834	2263	1222	4748	866
Used Evri to send	92%	89%	92%	99%	91%	91%	92%	92%	94%	92%	94%	92%	90%	86%		93%	94%	90%	88%	92%	92%
Used Evri to receive	1274	323	951	278	998	513	760	218	229	288	212	192	78	80		444	480	350	158	1038	217
Net used	4188	739	3459	627	3571	1858	2333	594	621	797	633	753	457	352		1206	1430	1563	809	3511	641
Lost mail	113	19	94	34	79	42	71	22	35	26	17	9	3	1		57	42	13	4	91	19
Damaged mail	61	13	66	25	56	37	44	21	19	13	13	6	1	2		40	31	10	4	62	17
Delayed mail	188	23	135	52	106	58	100	56	28	28	24	14	3	8		84	50	24	10	117	39
Mis-delivered mail	73	13	59	22	51	23	50	21	15	18	12	3	3	1		35	30	6	3	67	4
Mail that has been tampered with	27	-	27	11	16	11	16	9	10	1	4	-	-	2		19	5	3	2	24	2
Didn't allow sufficient time to answer the door	61	12	49	14	47	30	31	18	12	11	11	4	1	4		30	22	9	6	43	15
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	7	10	6	11	8	9	7	5	2	-	2	-	-		12	2	3	-	14	3
Other problems	10	4	7	-	10	1	9	-	2	1	-	3	3	1		2	1	7	3	9	2
No - there have been no problems	877	252	621	158	723	351	526	116	139	154	149	148	65	66		255	343	280	131	722	195
I don't know	44	11	34	10	34	19	26	10	7	6	9	10	3	-		17	15	13	3	35	9
NET Any problem experienced	352	56	296	110	242	143	209	92	80	69	54	34	10	14		172	122	58	24	270	73
Made a complaint about Evri	284	39	215	93	161	103	151	61	60	54	40	24	6	8		121	94	38	14	193	57

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - gh ij/klm - ntop/q - rs

QJ_6. Competitive landscape - Evri

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Aware of Evri	5667	1036	1805	1267	1556	2942	2823	3439	2145	437	661	1405	1478	1030	3544	451	4809	1153	4257	256
	92%	91%	91%	92%	90%	91%	91%	89%	89%	80%	80%	81%	82%	80%	80%	80%	80%	80%	80%	89%
Used Evri to send	1274	309	419	279	265	728	544	899	364	72	111	278	367	300	798	72	1123	241	975	58
	21%	27%nsd	22%nd	26%nd	15%	24%nd	18%	24%nd	15%	14%	15%	18%	23%ns	27%ns	29%nd	13%	22%nd	19%	21%	20%
Used Evri to receive	3698	663	1210	835	989	1873	1825	2255	1398	262	426	945	991	693	2361	267	3205	762	2750	167
	60%	59%	59%	60%	57%	61%	59%	61%	58%	51%	50%	51%	52%	50%	50%	50%	50%	61%	60%	58%
Net used	4198	791	1347	948	1111	2137	2059	2619	1527	292	480	1064	1126	800	2959	297	3542	894	3115	188
	68%	70%nd	70%nd	69%	64%	70%nd	66%	74%nd	64%	57%	65%nd	71%nd	74%nd	72%nd	70%nd	56%	70%nd	70%	68%	65%
Lost mail	113	42	37	17	18	78	34	91	20	4	8	25	31	32	64	4	100	34	74	4
	2%	4%nsd	2%	1%	1%	2%nd	1%	2%nd	1%	1%	1%	2%	2%	2%	2%	1%	2%	3%	2%	2%
Damaged mail	81	28	24	15	14	52	29	59	20	7	6	17	24	18	47	7	68	21	57	3
	1%	3%nsd	1%	1%	1%	2%nd	1%	2%nd	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%
Delayed mail	188	69	50	29	21	108	50	118	39	13	14	31	53	38	98	13	138	36	120	3
	3%	6%nsd	5%nd	2%	1%	4%nd	2%	3%nd	2%	3%	2%	2%	3%	3%	3%	3%	3%	3%	3%	1%
Mis-delivered mail	73	28	22	14	9	50	23	58	15	3	2	17	22	20	41	3	64	21	46	5
	1%	2%nsd	1%	1%	1%	2%nd	1%	2%nd	1%	1%	1%	1%	1%	2%ns	1%	1%	2%	1%	1%	2%
Mail that has been tampered with	27	17	6	1	3	23	4	19	8	1	3	3	8	5	13	1	19	10	14	3
	*	1%nsd	*	*	*	1%nd	*	1%	*	*	*	*	*	*	*	*	*	1%	*	1%
Didn't allow sufficient time to answer the door	61	27	16	3	13	45	16	47	12	1	2	15	20	13	37	1	53	11	45	5
	1%	2%nsd	1%	1%	1%	1%nd	1%	1%nd	1%	*	*	1%	1%	1%	1%	*	1%	1%	1%	2%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	7	5	2	2	13	4	12	5	*	4	4	4	3	11	*	15	8	9	*
	1%	1%nd	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	1%	*	*
Other problems	10	3	2	4	2	5	5	3	7	*	1	*	6	2	8	*	9	1	8	1
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	877	183	293	204	197	475	401	599	275	48	80	198	251	196	529	48	777	147	690	40
	14%	16%nd	15%nd	16%nd	11%	16%nd	13%	16%nd	11%	9%	1%	11%	13%	12%nd	14%nd	9%	16%nd	11%	16%nd	14%
I don't know	44	6	17	11	11	23	22	33	8	3	4	11	2	12	17	3	34	11	28	5
	1%	*	1%	1%	1%	1%	1%	1%nd	*	*	1%	1%nd	*	1%	*	1%	1%	1%	2%	1%
NET Any problem experienced	352	121	109	64	58	230	122	267	81	21	27	69	114	92	210	21	312	83	257	12
	6%	11%nsd	8%nd	5%	4%	6%nd	4%	7%nd	4%	4%	4%	5%	7%ns	6%ns	5%	4%	6%	6%	6%	4%
Made a complaint about Evri	254	84	79	39	43	172	82	200	50	15	19	50	85	62	155	15	223	71	167	16
	4%	9%nsd	4%nd	3%	2%	6%nd	3%	8%nd	2%	3%	3%	3%	6%ns	6%ns	4%	3%	4%	4%	4%	6%

Questions restructured from Q3 2022
 Questions focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ_6. Competitive landscape - Evri

Base : All participants

	Rurality				Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	167	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Aware of Evri	5667	4844	623	162	4774	467	273	153	231	613	475	411	501	537	730	786	490	59	407		
	91%	92%	92%	92%	92%	90%	93%	90%	92%	91%	94%	92%	92%	94%	90%	93%	93%	68%	90%		
Used Evri to send	1274	1084	190	22	1087	85	74	27	52	179	105	102	103	124	162	169	93	6	79		
	21%	20%	22%	13%	21%	16%	28%	16%	21%	27%	21%	23%	19%	22%	20%	20%	18%	8%	18%		
Used Evri to receive	3698	3111	588	124	3111	309	174	104	156	404	302	289	341	366	496	515	332	42	267		
	60%	59%	60%	74%	60%	59%	61%	61%	60%	60%	60%	60%	60%	60%	50%	61%	61%	63%	60%		
Net used	4198	3548	650	134	3522	351	210	115	179	462	345	319	379	412	482	565	361	46	304		
	68%	67%	73%	89%	68%	68%	71%	67%	72%	69%	69%	71%	70%	72%	59%	69%	69%	69%	68%		
Lost mail	113	101	12	1	95	9	7	2	3	17	4	10	10	10	16	15	11	*	9		
	2%	2%	1%	1%	2%	2%	2%	1%	1%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%		
Damaged mail	81	70	11	1	69	6	4	1	3	7	5	6	6	6	8	18	9	*	6		
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%		
Delayed mail	168	131	27	3	138	7	10	3	8	22	8	12	16	12	18	31	11	1	6		
	3%	2%	3%	2%	3%	3%	2%	2%	3%	3%	2%	3%	3%	2%	2%	4%	2%	1%	1%		
Mis-delivered mail	73	68	4	1	63	2	7	1	1	13	5	5	6	2	13	10	8	-	2		
	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	-	1%		
Mail that has been tampered with	27	24	3	1	20	3	3	*	1	1	-	2	1	-	4	10	2	*	3		
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Didn't allow sufficient time to answer the door	61	52	9	1	54	1	6	1	3	10	8	5	1	6	6	11	4	-	1		
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	-	*		
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	17	*	*	14	2	*	*	-	2	1	2	2	-	2	4	*	-	2		
	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*		
Other problems	10	3	7	*	9	*	1	*	2	5	2	-	-	-	-	-	-	*	*		
	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
No - there have been no problems	877	740	138	17	748	61	48	21	35	121	72	75	70	92	116	102	64	4	56		
	14%	14%	16%	10%	14%	12%	16%	12%	14%	16%	14%	17%	13%	16%	14%	12%	12%	6%	13%		
I don't know	44	43	2	1	36	5	3	1	1	6	2	2	3	3	7	12	1	*	5		
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
NET Any problem experienced	382	301	51	5	304	19	23	6	16	52	31	25	30	29	36	56	28	1	18		
	6%	6%	6%	3%	6%	6%	6%	3%	6%	6%	6%	6%	6%	5%	5%	7%	5%	2%	4%		
Made a complaint about Evri	254	226	28	3	215	16	18	5	10	34	15	19	22	23	40	29	23	*	16		
	4%	4%	3%	2%	4%	3%	3%	3%	4%	6%	3%	4%	4%	4%	5%	3%	4%	1%	4%		

Questions restructured from Q3 2022
 Questions: focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
 *small base

QJ_6. Competitive landscape - Evri

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither nor reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither nor reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Aware of Evri	5667	2217	2002	3223	3008	2217	129	674	2002	188	950	1852	2287	736	543	228	4139	771	2422	2135	607	320	157	4557	477	1402	4265
82%	82%	82%	82%	82%	82%	82%	80%	80%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%
Used Evri to send	1274	561	408	808	655	561	23	124	408	34	150	412	521	151	145	44	934	188	605	478	98	64	27	1083	91	375	898
27%	27%	27%	27%	27%	20%	27%	14%	16%	27%	16%	14%	20%	27%	19%	27%	18%	27%	23%	23%	23%	14%	18%	15%	22%	17%	27%	19%
Used Evri to receive	3086	1458	1297	2102	1942	1458	73	443	1297	114	631	1243	1477	447	361	156	2720	517	1625	1440	343	162	81	3065	273	832	2686
60%	60%	60%	60%	60%	60%	60%	45%	58%	60%	54%	60%	62%	59%	56%	62%	63%	60%	62%	62%	62%	50%	54%	49%	62%	57%	62%	62%
Net used	4198	1689	1460	2429	2200	1689	83	455	1460	130	676	1401	1690	509	418	165	3091	583	1859	1627	389	214	90	3488	304	1056	3142
68%	68%	70%	68%	69%	68%	68%	52%	60%	68%	61%	64%	68%	68%	64%	67%	67%	68%	70%	70%	71%	57%	60%	51%	71%	57%	68%	68%
Lost mail	113	45	40	70	65	45	*	7	40	4	8	42	40	13	16	2	82	18	59	43	6	3	1	103	4	64	48
2%	2%	2%	2%	2%	2%	2%	*	1%	2%	2%	1%	2%	2%	3%	1%	2%	2%	2%	2%	2%	1%	1%	1%	2%	1%	1%	1%
Damaged mail	81	39	19	58	37	39	4	8	19	3	8	28	36	10	7	*	64	7	44	31	4	3	*	75	3	53	28
1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	158	64	49	104	89	64	6	15	49	6	16	58	65	8	18	10	123	27	80	68	7	2	1	147	4	75	83
3%	3%	2%	2%	3%	3%	3%	4%	2%	3%	3%	2%	3%	3%	7%	3%	4%	3%	3%	3%	3%	1%	1%	1%	3%	1%	3%	2%
Mis-delivered mail	73	35	19	48	31	35	*	8	19	2	4	30	28	4	9	2	58	11	40	29	4	*	*	69	*	33	40
1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	27	12	8	16	12	12	*	4	8	1	4	15	4	3	5	*	19	5	8	14	2	1	*	23	1	25	2
1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	61	28	13	41	26	28	*	4	13	1	7	26	17	5	9	3	43	13	30	26	3	2	*	56	2	22	39
1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	11	4	11	4	11	*	3	4	*	2	8	1	3	5	*	10	5	10	3	3	2	*	13	2	6	11
1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other problems	10	3	6	4	7	3	*	3	6	*	3	1	8	*	1	*	9	1	6	2	1	*	1	8	1	2	8
1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No - there have been no problems	877	383	284	551	452	383	14	82	284	20	117	273	361	118	94	31	634	125	410	318	73	52	24	728	76	180	698
14%	14%	13%	13%	13%	14%	14%	9%	11%	13%	10%	11%	14%	15%	15%	16%	13%	14%	15%	15%	14%	11%	14%	14%	14%	14%	12%	13%
I don't know	44	20	11	32	22	20	*	4	11	2	4	17	22	2	2	1	39	3	27	13	5	*	*	39	*	14	30
1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Any problem experienced	382	158	113	226	181	158	8	37	113	11	30	122	139	31	49	12	261	60	169	147	20	12	3	315	15	182	170
7%	7%	5%	6%	6%	6%	6%	5%	6%	6%	5%	3%	6%	6%	4%	6%	5%	6%	6%	6%	6%	3%	3%	2%	6%	3%	16%	4%
Made a complaint about Evri	254	118	74	172	129	118	4	21	74	3	18	91	105	23	32	3	196	35	127	107	18	8	2	224	10	152	102
4%	5%	3%	3%	4%	4%	4%	3%	3%	3%	4%	2%	5%	4%	3%	5%	4%	4%	4%	4%	4%	3%	2%	1%	5%	2%	10%	2%

QJ_6. Competitive landscape - Evri

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Aware of Evri	6607	306	5321	40	1512	3869	285	5486	83	41	29	5320	18
	82%	81%	92%	87%	80%	93% ^f	92%	93% ^{h,j}	80%	71%	44%	93% ^{k,m}	81%
Used Evri to send	1274	46	1219	9	308	901	64	1243	22	5	*	1269	4
	21%	14%	21% ^f	22%	18%	22% ^d	21%	21% ^j	18% ^j	9%	*	21% ^k	19%
Used Evri to receive	3088	195	3481	22	1010	2531	159	3027	37	18	7	3085	8
	60%	59%	60%	53%	60% ^f	61% ^f	51%	62% ^{h,j}	32%	32%	17%	61% ^{k,m}	38%
Net used	4198	216	3956	26	1148	2862	188	4102	57	23	7	4182	8
	68%	64%	68%	64%	62% ^f	69% ^f	60%	61% ^{h,j}	42% ^j	41% ^j	17%	62% ^{k,m}	38%
Lost mail	113	2	110	1	25	77	11	110	3	-	-	113	*
	2%	1%	2%	2%	2%	2%	3%	2%	2%	-	-	2%	*
Damaged mail	81	8	73	*	30	42	8	76	5	-	-	81	-
	1%	2%	1%	*	2% ^d	1%	2% ^d	1%	4% ^d	-	-	1%	-
Delayed mail	158	5	152	1	45	101	13	147	9	2	-	158	-
	3%	2%	3%	2%	3%	2%	4%	2%	6% ^d	3%	-	3%	-
Mis-delivered mail	73	2	70	*	22	44	6	69	4	-	-	73	-
	1%	1%	1%	1%	1%	1%	2%	1%	3%	-	-	1%	-
Mail that has been tampered with	27	*	26	-	10	11	6	24	2	-	-	27	-
	*	*	*	-	1%	*	2% ^d	*	2%	-	-	*	-
Didn't allow sufficient time to answer the door	61	1	61	-	13	39	9	58	3	-	-	61	-
	1%	*	1%	-	1%	1%	2% ^d	1%	3%	-	-	1%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	-	17	-	9	8	-	17	-	-	-	17	-
	*	-	*	-	1%	*	-	*	-	-	-	*	-
Other problems	10	-	10	-	2	8	*	10	-	-	-	10	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
No - there have been no problems	877	30	842	4	191	657	30	868	2	3	-	873	4
	14%	9%	14% ^f	11%	17%	16% ^d	9%	13% ^{h,j}	2%	6%	-	14% ^{k,m}	19%
I don't know	44	2	40	3	10	27	8	43	2	-	-	44	-
	1%	*	1%	7% ^d	1%	1%	3% ^d	1%	1%	-	*	1%	-
NET Any problem experienced	352	14	336	2	107	218	27	333	18	2	-	352	*
	6%	4%	6%	4%	6%	5%	9%	6%	1% ^d	3%	-	6%	*
Made a complaint about Evri	254	9	240	4	67	142	25	236	17	2	-	254	*
	4%	3%	4%	11% ^d	9% ^d	3%	8% ^d	4%	14% ^d	3%	-	4%	*

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service Logistics
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 *, small base; **, very small base (under 30) ineligible for sig testing

QJ_6. Competitive landscape - Evri

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Aware of Evri	1417	1406	1438	1405	1439	444	500	473	487	464	456	465	475	465	477	472	489				
92%	91%	92%	92%	91%	90%	94%	90%	89%	90%	91%	90%	89%	90%	93%	93%	92%	94%				
Used Evri to send	1274	309	304	326	335	99	86	124	101	103	100	107	125	94	89	124	121				
21%	20%	20%	20%	21%	22%	20%	16%	24%	19%	20%	20%	21%	23%	19%	19%	23%	23%				
Used Evri to receive	3688	925	922	908	944	271	330	325	317	279	326	307	330	281	335	313	298				
60%	60%	60%	60%	60%	62%	55%	62%	62%	60%	55%	68%	59%	62%	56%	61%	61%	57%				
Net used	4198	1043	1048	1032	1075	323	359	361	359	335	355	345	359	329	365	360	350				
68%	67%	68%	67%	70%	70%	66%	67%	69%	67%	66%	72%	67%	69%	65%	72%	70%	67%				
Lost mail	113	32	27	32	22	7	13	12	5	9	13	8	12	12	4	6	12				
2%	2%	2%	2%	1%	1%	1%	3%	2%	1%	2%	3%	1%	2%	2%	1%	1%	2%				
Damaged mail	81	20	21	20	20	1	6	13	9	8	5	4	13	3	4	7	8				
1%	1%	1%	1%	1%	1%	-	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	2%				
Delayed mail	168	29	46	42	40	3	7	19	9	21	17	16	13	13	12	10	18				
3%	2%	3%	3%	3%	3%	1%	1%	4%	2%	4%	3%	3%	2%	3%	2%	2%	3%				
Mis-delivered mail	73	15	16	22	20	4	7	5	6	2	7	10	6	7	5	4	10				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	1%	2%				
Mail that has been tampered with	27	8	10	6	3	4	2	2	1	3	6	2	-	4	-	1	2				
-	-	1%	1%	-	-	1%	-	-	-	1%	1%	-	-	1%	-	-	-				
Didn't allow sufficient time to answer the door	61	14	24	12	12	4	1	9	6	1	16	8	3	-	2	6	4				
1%	1%	1%	2%	1%	1%	1%	-	2%	1%	-	2%	1%	1%	-	-	1%	1%				
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	17	-	-	4	13	-	-	-	-	-	-	-	-	4	4	2	7				
-	-	-	-	-	1%	-	-	-	-	-	-	-	-	1%	1%	-	1%				
Other problems	10	3	2	3	2	-	-	3	-	2	-	3	-	-	2	-	1				
-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-				
No - there have been no problems	877	216	202	222	237	72	60	84	71	68	63	71	60	61	54	69	84				
14%	14%	13%	14%	15%	15%	15%	11%	16%	13%	13%	13%	14%	13%	12%	11%	15%	16%				
I don't know	44	13	8	7	16	6	4	3	3	4	1	1	2	4	9	2	4				
1%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	-	-	-	1%	2%	-	1%				
NET Any problem experienced	362	80	94	96	82	21	22	37	27	31	36	35	33	29	26	23	33				
6%	5%	6%	6%	5%	5%	4%	4%	7%	5%	6%	7%	6%	6%	5%	5%	4%	6%				
Made a complaint about Evri	254	61	71	72	50	15	17	29	21	30	20	22	27	24	12	20	18				
4%	4%	5%	5%	3%	3%	3%	3%	6%	4%	6%	4%	4%	5%	5%	2%	4%	3%				

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns: Tested (5% risk level) - actual - original/kilometre

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1090	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Aware of DPD	6705	1112	4593	748	4867	2797	2900	731	814	1057	802	1048	709	544	1545	1859	2301	1253	4806	848
Used DPD to send	837	112	425	165	372	285	252	109	107	114	79	57	18	10	263	189	85	28	403	127
	8%	9%	9%	13%	7%	9%	8%	13% _{klm}	11% _{ghiklm}	13% _{klm}	9% _{klm}	9% _{klm}	2%	2%	13% _{opq}	10% _{opq}	3%	2%	8%	13%
Used DPD to receive	3022	527	2495	386	2636	1445	1570	398	450	619	439	553	330	232	849	1058	1115	562	2537	455
	49%	43%	51%	49%	49%	48%	50%	23% _{klm}	23% _{klm}	23% _{ghklm}	23% _{klm}	24% _{klm}	43%	37%	20% _{opq}	24% _{opq}	44%	40%	49%	48%
Not used	3323	559	2764	509	2814	1616	1700	447	549	688	479	582	343	235	996	1167	1160	578	2749	543
	54%	45%	53%	54%	52%	54%	54%	14% _{klm}	13% _{ghklm}	11% _{ghklm}	10% _{klm}	11% _{klm}	40% _{klm}	38%	19% _{opq}	19% _{opq}	40% _{klm}	42%	53%	58%
Lost mail	35	5	30	12	23	18	17	2	11	9	5	5	-	2	14	14	7	2	29	6
	1%	*	1%	2%	*	1%	1%	*	1%	1%	1%	*	-	*	1%	1%	*	*	1%	1%
Damaged mail	45	3	42	29	16	29	16	13	12	11	3	2	3	2	25	14	6	5	33	12
	1%	*	1%	4%	1%	1%	1%	2% _{klm}	1%	1%	*	*	*	*	4% _{opq}	1%	1%	*	1%	1%
Delayed mail	65	5	50	35	20	34	21	8	18	16	7	3	3	*	27	23	6	3	41	14
	1%	*	1%	4%	1%	1%	1%	1%	2% _{ghklm}	1% _{klm}	1%	*	*	*	24% _{opq}	1% _{opq}	*	*	1%	1%
Mis-delivered mail	31	1	29	17	13	20	10	7	15	6	1	1	-	-	22	7	1	*	23	8
	*	*	1%	2%	*	1%	1%	1%	2% _{ghklm}	1%	*	*	-	-	4% _{opq}	*	*	*	*	1%
Mail that has been tampered with	12	3	10	8	5	6	6	*	9	1	2	-	-	*	9	3	*	*	11	1
	*	*	*	2%	*	*	*	*	1% _{ghklm}	*	*	*	-	-	4% _{opq}	*	*	*	*	*
Didn't allow sufficient time to answer the door	26	2	24	18	8	15	11	5	8	7	3	*	3	*	12	11	3	3	26	-
	*	*	*	2%	*	*	*	1%	1%	1%	*	*	*	*	4% _{opq}	4%	*	*	*	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	-	5	3	2	4	1	1	2	*	-	-	2	-	3	*	2	2	5	-
	*	-	*	1d	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-
Other problems	5	-	5	-	5	1	4	*	2	1	-	2	-	-	2	1	2	-	3	2
	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	*	*	*
No - there have been no problems	386	95	270	82	286	194	172	65	104	74	57	44	14	8	169	131	68	22	278	61
	6%	8%	6%	10%	5%	6%	5%	3% _{klm}	2% _{ghklm}	1% _{klm}	2% _{klm}	4% _{klm}	2%	1%	12% _{opq}	2% _{opq}	3%	2%	5%	9%
I don't know	31	7	24	6	24	16	15	15	7	3	6	*	-	-	21	9	*	-	21	10
	*	1%	*	1%	*	*	*	2% _{klm}	1%	1%	1%	*	-	-	1% _{opq}	1% _{opq}	*	*	*	1%
NET Any problem experienced	140	9	131	77	64	75	65	29	47	37	12	13	4	2	73	49	19	6	104	36
	2%	1%	1%	10%	1%	2%	2%	3% _{klm}	4% _{klm}	3% _{klm}	1%	1%	1%	2	4% _{opq}	2% _{opq}	1%	*	2%	4%
Made a complaint about DPD	136	5	130	76	59	82	53	26	45	35	12	11	4	2	71	47	18	6	94	41
	2%	*	1%	10%	1%	10%	2%	3% _{klm}	3% _{ghklm}	3% _{klm}	1%	1%	1%	*	4% _{opq}	2% _{opq}	1%	*	2%	4%

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - ntopql - rs

QJ_8. Competitive landscape - DPD

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Aware of DPD	6705	1052	1701	1287	1572	2846	2859	3480	471	490	675	1399	1486	1043	3559	467	4827	1180	4273	252
		82%	87%	81%	89%	92%	92%	87%	91%	83%	87%	91%	94%	83%	93%	87%	87%	92%	87%	92%
Used DPD to send	637	154	172	113	97	327	210	453	83	19	42	135	179	130	356	19	499	102	415	20
		14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%	14%
Used DPD to receive	3022	600	943	689	790	1542	1480	1831	1057	290	767	806	647	1870	210	2636	597	2306	119	
	49%	53%	49%	50%	46%	51%	46%	53%	44%	39%	40%	51%	51%	49%	39%	41%	51%	47%	50%	43%
Net used	3323	685	1044	761	833	1729	1594	2183	1105	214	320	855	905	715	2080	221	2516	670	2521	132
	54%	54%	54%	54%	48%	51%	51%	53%	46%	41%	44%	54%	54%	54%	41%	41%	52%	52%	50%	46%
Lost mail	35	10	9	4	12	19	16	30	5	1	10	8	10	4	28	1	32	11	21	3
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	45	23	12	6	3	36	9	43	2	1	4	14	10	15	29	1	43	18	28	2
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	55	22	12	12	9	34	21	52	3	1	4	21	15	14	40	1	54	19	38	-
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mis-delivered mail	31	12	8	2	8	20	10	26	5	1	5	8	10	7	23	1	30	15	13	3
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	12	6	4	-	3	10	3	10	2	1	2	3	6	-	11	1	11	9	3	-
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	26	10	7	6	3	17	9	25	1	1	3	10	7	4	21	1	24	11	15	-
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	2	1	2	-	3	2	5	-	-	-	3	-	-	2	3	5	1	4	-
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other problems	5	-	4	-	1	4	1	4	1	-	2	-	2	2	2	1	4	1	4	-
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No - there have been no problems	366	92	125	86	63	217	149	301	65	14	29	77	132	89	238	14	340	54	300	12
		8%	10%	7%	7%	17%	13%	25%	5%	3%	3%	5%	5%	7%	24%	3%	24%	8%	22%	4%
I don't know	31	8	10	7	7	17	13	25	5	3	-	12	5	7	17	3	24	8	22	1
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Any problem experienced	140	55	38	21	27	93	47	127	14	3	12	47	43	34	102	3	136	41	92	7
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Made a complaint about DPD	136	60	37	25	24	87	49	125	10	3	8	49	45	29	102	3	131	47	78	10
	2%	3%	2%	2%	1%	3%	2%	3%	1%	1%	1%	3%	3%	2%	1%	3%	3%	2%	2%	3%

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	Rurality			Nation					Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ HumberSide (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	251	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Aware of DPD	8705	4900	805	154	4792	474	281	158	227	617	455	426	510	536	744	781	496	58	416		
	93%	92%	93%	92%	93%	92%	93%	93%	91%	91%	90%	89%	90%	94%	92%	93%	93%	87%	92%		
Used DPD to send	637	470	67	15	458	43	25	12	16	61	51	33	45	37	83	86	46	1	41		
	9%	9%	8%	9%	9%	8%	9%	7%	6%	9%	10%	7%	8%	7%	10%	10%	9%	2%	9%		
Used DPD to receive	3022	2555	467	93	2518	280	143	81	118	325	242	229	268	276	394	381	287	30	250		
	49%	49%	54%	56%	49%	54%	49%	49%	47%	49%	48%	51%	49%	48%	49%	49%	54%	45%	51%		
Net used	3323	2826	497	100	2776	301	159	67	131	356	267	246	293	296	441	438	308	31	270		
	54%	53%	58%	60%	54%	58%	54%	51%	52%	53%	52%	55%	54%	52%	54%	52%	58%	47%	60%		
Lost mail	35	31	4	*	32	2	*	*	2	3	3	5	4	5	3	4	4	*	2		
	1%	1%	*	*	1%	*	*	*	1%	*	1%	1%	1%	1%	*	*	1%	*	*		
Damaged mail	45	39	6	3	41	3	1	1	3	4	4	1	3	4	15	3	4	*	2		
	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	1%	1	1%	1%	2%	*	1%	*	1%		
Delayed mail	55	47	8	3	48	3	2	1	2	4	3	5	6	4	10	9	8	*	3		
	1%	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	1%		
Mis-delivered mail	31	27	4	*	28	1	1	*	1	3	4	*	7	3	5	4	1	*	1		
	*	1%	*	*	1%	*	*	*	*	*	1%	*	1%	1%	1%	1%	*	*	*		
Mail that has been tampered with	12	9	3	3	9	1	2	*	*	3	*	1	1	1	*	*	2	*	1		
	*	*	*	3%	*	*	1%	*	*	*	*	1	1	1	1	1	*	*	*		
Didn't allow sufficient time to answer the door	26	19	7	4	23	1	1	1	*	4	*	3	5	*	3	5	5	*	1		
	*	*	1%	3%	*	*	*	*	*	1%	*	1	1%	*	*	1%	1%	*	*		
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	5	*	*	5	*	*	*	*	*	*	*	2	*	*	*	3	*	*		
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*		
Other problems	5	5	*	*	4	1	*	*	*	2	*	*	*	*	*	2	*	*	1		
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
No - there have been no problems	366	319	47	8	306	34	18	8	12	48	40	21	31	22	49	58	27	1	33		
	6%	6%	5%	8%	6%	7%	6%	5%	5%	7%	8%	5%	6%	4%	6%	7%	5%	2%	7%		
I don't know	31	30	1	1	27	*	2	1	*	5	*	3	*	4	9	6	1	*	*		
	*	1%	*	*	1%	*	1%	*	*	1%	*	1%	*	1%	1%	1%	*	*	*		
NET Any problem experienced	140	122	18	7	124	8	6	3	4	10	11	9	14	12	25	22	18	*	8		
	2%	2%	2%	4%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	3%	3%	3%	*	2%		
Made a complaint about DPD	136	123	13	4	121	8	5	2	4	6	10	8	14	13	27	22	17	*	8		
	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%	2%	2%	3%	2%	3%	3%	3%	*	2%		

Questions restructured from Q3 2022
 Questions: focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Services Logistics
 Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
 *small base

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Aware of DPD	8705	2256	2008	3264	3018	2256	145	692	1879	2322	727	1879	2322	727	529	227	4261	787	2448	2153	608	319	152	4661	471	1411	4294
83%	94%	94%	93%	93%	93%	93%	85%	97%	93%	93%	93%	93%	93%	91%	91%	92%	93%	97%	94%	93%	89%	89%	89%	94%	88%	93%	93%
Used DPD to send	837	284	126	386	227	284	8	35	126	6	23	192	207	60	61	17	399	78	246	219	32	32	7	465	39	231	306
9%	12%	6%	11%	7%	7%	12%	5%	5%	6%	3%	2%	10%	8%	7%	10%	7%	9%	9%	9%	9%	5%	3%	4%	9%	7%	19%	7%
Used DPD to receive	3022	1215	1051	1779	1614	1215	69	341	1051	77	470	983	1262	371	286	112	2245	399	1349	1109	205	149	51	2518	199	707	2315
49%	50%	49%	51%	50%	50%	50%	42%	45%	49%	36%	45%	49%	51%	46%	49%	46%	50%	48%	52%	51%	43%	41%	29%	51%	37%	47%	50%
Net used	3323	1384	1118	2001	1735	1384	73	360	1118	81	484	1107	1364	412	315	118	2471	433	1486	1288	319	163	56	2774	218	868	2455
54%	54%	52%	51%	53%	53%	54%	48%	47%	54%	38%	46%	55%	55%	52%	54%	48%	55%	52%	54%	54%	44%	43%	31%	54%	41%	54%	53%
Lost mail	35	19	7	29	16	19	*	3	7	1	2	16	14	3	2	*	30	2	21	10	*	2	1	30	3	26	9
1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	*	1%	*	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%
Damaged mail	45	29	10	35	16	29	*	*	10	1	1	22	13	7	4	*	34	4	24	16	4	*	1	40	2	39	6
1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	55	35	9	45	20	35	*	2	35	1	1	26	17	5	6	*	43	6	26	23	3	2	1	49	3	43	12
1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mis-delivered mail	31	17	5	24	12	17	*	*	5	1	2	11	11	8	*	*	22	*	11	16	2	2	*	27	2	24	7
*	1%	1%	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	12	10	1	11	3	10	*	*	1	1	1	7	5	1	*	*	12	*	5	5	*	2	*	10	2	10	2
*	1%	1%	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	26	19	2	23	7	19	*	*	2	1	1	11	13	1	1	*	24	1	18	6	*	*	1	24	1	19	6
*	1%	1%	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	4	1	4	1	4	*	*	1	*	*	2	3	*	*	*	5	*	4	1	*	*	*	5	*	5	*
*	1%	1%	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other problems	8	*	4	1	5	*	*	*	4	*	*	*	2	2	*	*	2	*	*	5	*	*	*	5	*	2	2
*	1%	1%	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
No - there have been no problems	366	181	99	245	163	181	6	27	99	5	20	121	148	35	45	17	270	62	163	150	23	25	6	313	31	108	258
6%	6%	5%	6%	5%	6%	6%	4%	4%	6%	2%	2%	6%	6%	4%	4%	7%	6%	6%	6%	6%	3%	3%	3%	6%	6%	7%	6%
I don't know	31	19	4	20	11	19	2	3	4	*	1	11	13	4	3	*	24	3	14	11	3	3	*	25	3	15	16
*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Any problem experienced	140	85	24	115	54	85	*	6	24	1	2	59	46	22	13	*	105	13	69	58	6	4	1	127	6	108	33
2%	2%	1%	2%	2%	2%	2%	*	1%	2%	1%	*	2%	2%	3%	2%	*	2%	2%	2%	2%	1%	1%	1%	2%	1%	2%	1%
Made a complaint about DPD	136	103	22	114	51	103	1	5	22	1	2	67	38	20	11	*	105	11	67	55	7	4	1	122	6	109	27
2%	2%	1%	2%	2%	2%	2%	1%	1%	2%	1%	1%	2%	2%	3%	2%	*	2%	1%	2%	2%	1%	1%	1%	2%	1%	2%	1%

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Aware of DPD	8705	307	5368	40	1537	3897	270	6502	69	47	39	6448	18	
	83%	81%	93%	87%	82% ^f	93% ^f	87%	83% ^{h,j}	84% ⁱ	82% ⁱ	89%	83% ^{k,m}	82%	
Used DPD to send	837	28	503	7	134	370	34	515	16	5	1	536	1	
	9%	8%	9%	16%	8%	9%	11%	9%	13% ⁱ	8%	1%	9%	3%	
Used DPD to receive	3022	164	2838	18	806	2064	151	2946	45	17	5	3000	8	
	49%	49%	49%	45%	49%	49%	49%	80% ^j	39% ⁱ	30% ⁱ	7%	60% ^k	37%	
Net used	3323	181	3118	24	892	2262	169	3227	60	22	6	3309	8	
	54%	54%	54%	59%	53%	54%	54%	83% ^j	54% ⁱ	39% ⁱ	9%	54% ^k	37%	
Lost mail	35	6	26	3	16	16	3	29	5	-	-	35	-	
	1%	2% ^b	-	3% ^b	1% ^b	1%	1%	1%	5% ^b	-	-	1%	-	
Damaged mail	45	8	37	*	12	31	2	37	5	3	*	45	-	
	1%	2% ^b	1%	1%	1%	1%	1%	1%	4% ^b	3% ^b	*	1%	-	
Delayed mail	55	8	47	*	20	32	4	49	2	3	*	55	1	
	1%	2% ^b	1%	1%	1%	1%	1%	1%	2%	9% ^b	-	1%	3%	
Mis-delivered mail	31	2	28	-	12	19	-	28	5	-	-	31	-	
	*	1%	*	-	1%	*	-	1%	4% ^b	-	-	1%	-	
Mail that has been tampered with	12	2	11	-	5	7	-	10	2	-	-	12	-	
	*	*	*	-	*	*	-	2%	3% ^b	-	-	*	-	
Didn't allow sufficient time to answer the door	26	4	21	-	11	12	3	22	1	3	-	26	-	
	*	1%	*	-	1%	*	1%	*	1%	3% ^b	-	*	-	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	2	4	-	-	5	*	5	-	-	*	5	-	
	*	* ^b	*	-	-	*	*	*	-	-	*	*	-	
Other problems	5	-	5	-	2	3	-	5	-	-	-	5	-	
	*	-	*	-	*	*	-	-	-	-	-	-	-	
No - there have been no problems	366	10	354	2	77	268	22	360	3	2	1	365	-	
	6%	3%	6%	4%	5%	6% ^f	7%	6%	3%	4%	1%	6%	-	
I don't know	31	2	27	2	6	23	2	31	2	-	*	31	-	
	*	1%	*	4% ^b	*	1%	1%	1%	-	-	*	1%	-	
NET Any problem experienced	140	16	122	3	52	78	10	124	12	3	*	140	1	
	2%	4% ^b	2%	5% ^b	2% ^b	2%	3%	2%	11% ^b	5%	*	2%	3%	
Made a complaint about DPD	136	13	118	5	62	68	11	120	12	3	*	135	1	
	2%	4%	2%	11% ^b	3% ^b	2%	4%	2%	11% ^b	5%	*	2%	3%	

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service Logistics
 Proportions/Means: Columns Tested (5% risk level) - a:b:c - d:e:f - g:h:i:j:k
 *small base, **very small base (under 30) ineligible for sig testing

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Aware of DPD	6705	1425	1412	1436	1431	443	494	488	493	464	456	493	486	457	461	487	484				
	93%	92%	92%	93%	93%	90%	93%	93%	93%	91%	92%	94%	94%	91%	92%	92%	93%				
Used DPD to send	537	143	141	122	132	41	55	47	35	52	54	39	55	28	40	46	46				
	9%	9%	9%	8%	9%	8%	10%	9%	7%	10%	10%	8%	10%	6%	8%	9%	9%				
Used DPD to receive	3022	763	783	757	719	234	277	252	257	229	296	262	259	236	243	235	241				
	49%	49%	51%	49%	47%	48%	52%	48%	48%	45%	60%	59%	51%	50%	47%	48%	46%				
Net used	3323	846	863	829	785	267	309	270	284	260	319	279	290	260	258	259	267				
	54%	55%	56%	54%	51%	54%	59%	51%	53%	51%	60%	54%	56%	52%	51%	51%	51%				
Lost mail	35	11	14	4	5	1	8	2	5	5	4	-	3	2	2	2	2				
	1%	1%	1%	*	*	*	1%	*	1%	1%	1%	-	1%	*	*	*	*				
Damaged mail	45	15	18	6	6	2	8	5	6	8	4	4	2	*	1	5	-				
	1%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	*	*	*	1%	-				
Delayed mail	65	14	22	7	13	3	7	3	10	1	11	-	4	2	5	6	2				
	1%	1%	1%	*	1%	1%	1%	1%	2%	*	2%	-	1%	*	1%	1%	-				
Mis-delivered mail	31	9	13	5	4	3	3	3	8	-	5	*	5	*	2	2	-				
	*	1%	1%	*	*	1%	*	1%	1%	-	1%	-	1%	*	*	*	-				
Mail that has been tampered with	12	4	6	2	*	-	2	2	2	1	3	-	1	*	*	-	-				
	*	*	*	*	*	-	*	*	*	*	1%	-	*	*	*	-	-				
Didn't allow sufficient time to answer the door	26	3	17	4	2	*	3	*	8	2	6	*	4	-	-	2	-				
	*	*	1%	*	*	*	1%	*	2%	*	1%	*	1%	-	-	*	-				
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	5	-	-	-	5	-	-	-	-	-	-	-	-	-	-	3	2				
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	*				
Other problems	5	2	-	1	2	-	2	-	-	-	-	1	-	-	2	*	-				
	*	*	-	*	*	-	*	-	-	-	-	-	-	-	*	*	-				
No - there have been no problems	366	99	89	88	90	30	33	36	17	36	36	33	35	20	30	31	30				
	*	6%	6%	6%	6%	6%	6%	7%	3%	7%	7%	6%	7%	4%	6%	6%	6%				
I don't know	31	7	1	8	15	4	3	-	*	*	*	2	3	3	2	2	11				
	*	*	*	1%	1%	1%	1%	-	*	*	*	*	1%	1%	*	*	2%				
NET Any problem experienced	140	37	52	25	26	8	19	10	18	16	17	5	16	4	9	13	5				
	2%	2%	3%	2%	2%	2%	3%	2%	3%	3%	3%	1%	3%	1%	2%	2%	1%				
Made a complaint about DPD	136	41	49	27	21	9	21	11	16	16	15	4	16	7	6	10	5				
	2%	3%	3%	2%	1%	2%	3%	2%	3%	3%	3%	1%	3%	1%	1%	2%	1%				

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns: Tested (5% risk level) - actual - original/kilometre

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2662	3185	791	817	1134	805	1152	852	609	1008	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1090	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Aware of Parcelforce	6737	1122	4615	731	5905	2822	2908	646	770	1046	815	1101	750	607	1416	1862	2459	1357	4939	748	
93%		91%	94%	93%	93%	94%	92%	79%	89%	93%	98%	97%	99%	97%	84%	99%	98%	98%	96%	79%	
Used Parcelforce to send	790	17%	60%	10%	61%	41%	36%	77	110	142	126	106	90	68	167	269	325	198	686	108	
12%		94%	12%	10%	11%	7%	12%	13%	13%	13%	13%	13%	13%	13%	12%	13%	13%	13%	13%	13%	
Used Parcelforce to receive	2394	436	1958	338	2096	1214	1178	236	266	437	392	491	319	254	501	829	1004	573	2074	299	
39%		35%	49%	43%	39%	40%	38%	29%	31%	39%	47%	43%	42%	41%	30%	42%	42%	41%	40%	32%	
Net used	2841	516	2325	450	2391	1459	1381	288	345	512	455	590	387	287	634	807	1040	654	2440	375	
40%		42%	47%	43%	40%	43%	41%	40%	40%	42%	45%	45%	44%	42%	39%	45%	45%	44%	43%	40%	
Lost mail	23	-	23	15	8	17	6	6	6	6	1	3	2	*	12	6	5	2	19	4	
38		-	23%	15%	10%	27	10	6	13	10	5	4	-	*	19%	15%	14%	11%	30	8	
Damaged mail	38	1	36	22	16	27	10	6	13	10	5	4	-	*	19%	15%	14%	11%	30	8	
66		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Delayed mail	66	8	58	21	45	37	28	10	17	17	7	8	2	5	27	23	16	8	54	8	
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mis-delivered mail	35	1	33	15	19	22	13	9	6	6	1	2	6	5	14	7	13	11	31	4	
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mail that has been tampered with	15	2	13	7	8	10	5	2	7	1	1	2	*	2	9	2	4	2	11	4	
21		-	21	6	16	12	10	3	7	1	9	*	2	-	9	10	3	2	14	7	
Didn't allow sufficient time to answer the door	21	-	21	6	16	12	10	3	7	1	9	*	2	-	9	10	3	2	14	7	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	2	*	2	2	-	-	*	*	*	-	2	-	*	*	2	2	2	1%	
Other problems	*	-	*	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	
No - there have been no problems	69%	152	443	100	494	307	287	48	74	104	100	143	71	55	122	203	269	127	513	80	
38		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
I don't know	38	9	29	6	32	16	21	4	1	5	11	10	6	2	5	15	18	8	36	2	
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET Any problem experienced	14%	11	13%	37	91	52	56	25	35	54	16	14	12	11	60	50	38	23	118	26	
2%		1%	2%	3%	9%	5%	5%	2%	3%	5%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	
Made a complaint about Parcelforce	122	6	116	60	63	77	45	22	34	33	10	13	3	7	56	43	23	10	90	28	
2%		1%	2%	3%	9%	5%	5%	2%	3%	5%	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - ntopql - rs

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1804	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Aware of Parcelforce	8737	1029	1708	1298	1612	2826	2910	3417	2243	466	680	1424	1478	1043	3561	480	4841	1192	4282	263
93%	91%	95%	95%	93%	93%	93%	94%	93%	94%	90%	93%	93%	93%	93%	90%	90%	93%	93%	93%	91%
Used Parcelforce to send	780	202	250	169	160	451	329	536	237	50	76	160	254	175	489	50	590	154	591	35
13%	18%	13%	12%	9%	15%	11%	11%	18%	10%	10%	10%	17%	16%	13%	9%	9%	12%	13%	12%	12%
Used Parcelforce to receive	2394	471	752	565	616	1223	1171	1472	892	163	226	591	635	530	1453	170	2072	485	1816	93
39%	41%	39%	38%	36%	40%	38%	40%	37%	32%	31%	32%	42%	42%	39%	32%	32%	42%	38%	40%	32%
Net used	2841	577	901	651	711	1478	1363	1791	1015	198	272	691	773	627	1737	205	2453	592	2134	116
46%	54%	47%	47%	41%	45%	44%	46%	49%	42%	39%	37%	46%	49%	47%	38%	38%	48%	46%	47%	40%
Lost mail	23	11	5	5	2	16	7	19	4	2	5	6	5	17	2	22	13	10	-	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	38	16	10	6	5	26	11	31	6	3	2	4	20	5	26	3	31	16	19	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	66	29	16	10	13	43	23	60	9	1	6	15	24	17	45	1	64	19	45	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%
Ms-delivered mail	35	13	1	6	15	14	21	25	10	6	7	7	9	7	22	6	29	12	19	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	16	5	6	4	11	4	13	2	2	3	3	2	7	3	11	2	14	7	8	-
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	1%	*	-
Didn't allow sufficient time to answer the door	21	9	6	7	7	14	7	14	8	4	1	4	6	3	11	4	14	9	10	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	-	-	-	2	*	*	2	-	-	-	-	-	-	-	2	2	*	-
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-
Other problems	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	995	134	198	143	120	332	263	398	193	36	57	124	194	129	375	36	526	97	472	25
10%	12%	10%	10%	7%	11%	8%	11%	11%	8%	7%	8%	8%	12%	12%	10%	7%	10%	8%	10%	9%
I don't know	38	7	19	4	7	26	11	20	15	3	3	7	5	14	15	3	31	9	29	*
1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Any problem experienced	148	60	33	22	33	93	55	118	28	10	16	29	55	32	100	10	133	48	90	10
2%	8%	2%	2%	2%	2%	3%	3%	3%	1%	2%	2%	2%	3%	3%	2%	2%	3%	4%	2%	3%
Made a complaint about Parcelforce	122	48	33	21	20	82	41	104	17	7	15	29	43	27	87	7	114	60	65	7
2%	6%	2%	1%	1%	3%	3%	3%	3%	1%	1%	2%	2%	3%	2%	1%	1%	2%	6%	1%	2%

Questions restructured from Q3 2022
 Questions focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service Logistics
 Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ_9. Competitive landscape - Parcelforce

Base : All participants

Total	Rurality			Nation				Region												
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Aware of Parcelforce	8737	4908	130	164	4809	486	280	161	230	626	469	423	498	544	709	709	509	62	424	
	93%	50%	63%a	63%a	93%	94%	95%	95%	92%	93%a	92%a	92%a	92%	93%a	88%	92%a	93%a	93%	93%a	
Used Parcelforce to send	780	641	139	39	655	73	32	21	27	67	62	53	64	87	94	124	77	14	58	
	13%	12%	16%a	18%a	13%	14%	11%	12%	11%	10%	12%	12%	12%	10%a	12%	15%	15%	21%a	13%	
Used Parcelforce to receive	2394	1957	437	83	2012	193	118	72	86	204	190	184	209	253	295	300	220	32	161	
	39%	37%	63%a	63%a	39%	37%	40%	42%	39%a	39%	43%a	41%a	41%a	43%a	36%	43%a	45%a	43%a	36%	
Not used	2841	2332	510	99	2380	239	138	84	114	248	222	213	240	293	356	434	260	38	200	
	46%	44%	59%a	59%a	46%	46%	47%	49%	46%a	37%	44%	48%a	44%a	51%a	44%	51%a	48%a	59%a	44%a	
Lost mail	23	20	4	1	19	2	1	2	-	-	-	4	6	2	3	-	4	*	2	
	*	*	*	*	*	*	*	1%a	*	*	*	6%a	1%a	*	*	*	1%	*	*	
Damaged mail	38	30	8	1	32	3	2	1	2	-	-	5	8	3	9	5	*	*	3	
	1%	1%	1%	1%	1%	1%	1%	*	1%a	-	-	1%a	2%a	*	1%	1%	*	*	1%	
Delayed mail	66	53	13	2	55	4	5	2	3	3	1	1	4	7	15	13	9	*	3	
	1%	1%	2%	1%	1%	1%	2%	1%	1%	*	*	*	1%	1%	2%	2%	2%	1%	1%	
Mis-delivered mail	35	21	13	5	29	2	3	1	1	-	1	-	13	1	-	6	5	-	2	
	1%	*	2%a	3%a	1%	*	1%	*	*	-	*	-	2%a	*	*	1%	1%a	*	1%	
Mail that has been tampered with	16	13	2	1	8	4	2	1	-	-	-	3	1	2	3	-	-	*	4	
	*	*	*	1%	*	1%a	1%a	*	*	*	*	1%	*	*	*	*	*	*	1%a	
Didn't allow sufficient time to answer the door	21	21	*	*	18	1	2	*	-	-	3	-	3	-	3	7	2	*	1	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	*	*	2	*	*	*	-	-	-	-	-	-	*	1%	*	*	*	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Other problems	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	
	*	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	
No - there have been no problems	995	490	105	21	502	56	21	16	23	57	57	43	38	73	62	89	60	12	44	
	16%	9%	12%a	13%	10%	11%	7%	9%	9%	8%	11%	10%	7%	12%a	8%	11%	11%a	18%a	10%	
I don't know	38	34	3	1	28	6	2	1	1	7	-	-	4	1	8	7	1	2	6	
	1%	1%	*	1%	1%	1%	1%	1%	*	1%	-	-	1%	*	1%	1%	*	2%a	1%a	
NET Any problem experienced	148	117	31	7	124	11	9	4	3	3	5	10	22	13	24	28	16	*	10	
	2%	2%	4%	4%	2%	2%	3%	2%	1%	*	1%	2%a	4%a	2%a	2%a	3%a	3%a	1%	2%a	
Made a complaint about Parcelforce	122	102	21	2	101	11	7	2	1	4	4	8	17	13	24	20	11	*	11	
	2%	2%	2%	1%	2%	2%	3%	1%	*	1%	1%	2%	3%a	2%a	2%	2%	2%	*	2%a	

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Services Logistics
 Proportions/Mean: Columns Tested (5% risk level) - abc - d%lig - hij/klm/nop/qgr
 *small base

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Total	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
5737	2262	2047	3280	3045	2262	149	725	2047	190	1001	1931	2305	732	519	228	4295	746	2467	2116	627	331	167	4583	498	1384	4352	
90%	94%	92%	92%	92%	94%	85%	85%	93%	89%	93%	96%	93%	92%	86%	92%	94%	90%	93%	92%	92%	93%	94%	93%	93%	91%	94%	
780	370	237	525	392	370	18	94	237	18	101	306	305	76	67	26	611	93	370	307	41	47	15	676	62	236	545	
123%	16%	11%	16%	12%	15%	11%	12%	11%	8%	10%	15%	12%	10%	11%	11%	14%	11%	14%	13%	6%	13%	8%	14%	12%	16%	12%	
2394	971	835	1426	1250	971	57	293	835	60	426	848	900	312	183	84	1808	267	1120	872	245	115	37	1922	152	610	1784	
39%	40%	39%	38%	38%	40%	35%	38%	39%	28%	39%	42%	39%	32%	31%	34%	40%	32%	43%	38%	36%	32%	21%	41%	28%	40%	38%	
2841	1202	962	1731	1491	1202	70	343	962	75	456	1022	1136	355	222	100	2158	322	1319	1055	268	145	47	2374	192	775	2066	
46%	50%	44%	47%	46%	50%	44%	45%	46%	35%	43%	46%	48%	44%	38%	40%	45%	39%	43%	40%	39%	34%	27%	42%	36%	45%	45%	
23	13	5	18	11	13	*	2	5	1	2	13	8	1	1	*	21	1	10	12	-	1	*	22	1	19	4	
0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
38	24	9	29	14	24	2	4	9	1	3	15	14	5	*	3	29	3	16	17	-	1	3	33	4	28	12	
1%	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	2%	1%	1%	1%	1%	
66	34	18	48	32	34	*	4	18	1	4	32	23	4	2	5	55	6	30	30	6	1	*	60	1	38	30	
1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	1%	
35	16	11	24	19	16	1	1	11	1	5	15	13	6	*	29	*	15	17	2	2	*	31	2	24	10		
1%	1%	0%	1%	0%	1%	0%	0%	1%	0%	0%	1%	1%	1%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%	1%	1%	1%	
16	11	4	11	4	11	*	*	4	1	1	5	5	1	4	1	11	4	8	5	2	*	*	13	*	13	2	
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
21	13	4	18	8	13	3	4	13	4	4	12	6	*	2	19	2	5	12	*	1	3	18	4	19	3	1%	
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
2	2	*	2	*	2	*	2	*	*	*	*	*	*	*	*	2	*	*	*	*	2	*	*	*	*	2	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
998	288	187	391	310	288	11	73	187	16	84	221	245	53	60	16	486	76	293	221	27	43	10	514	53	137	458	
10%	12%	8%	11%	10%	11%	7%	10%	9%	8%	8%	10%	10%	7%	10%	7%	10%	9%	11%	10%	4%	12%	5%	10%	10%	9%	10%	
38	20	15	23	17	20	2	8	15	*	6	18	11	6	1	*	26	1	13	21	2	*	34	1	6	31	1%	
1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	1%	
148	82	36	112	66	82	5	12	36	1	11	67	49	16	6	10	116	16	64	64	12	4	4	128	8	93	55	
1%	2%	2%	3%	2%	2%	0%	2%	2%	1%	1%	2%	2%	1%	1%	1%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	
122	73	22	100	43	73	6	9	22	1	7	52	41	13	7	4	98	12	62	44	9	4	106	8	39	34	1%	
2%	3%	1%	3%	1%	3%	4%	1%	1%	1%	1%	2%	2%	1%	1%	2%	1%	2%	2%	2%	1%	1%	2%	2%	2%	2%	1%	

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5886	117*	57*	66*	6072	22*
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Aware of Parcelforce	8737	320	5380	37	1959	3380	287	5508	99	65	55	5563	19
	93%	95%	92%	90%	93% ^a	93% ^a	86%	93% ^b	84%	89% ^b	83%	93% ^b	87%
Used Parcelforce to send	780	34	741	5	218	531	31	753	14	7	6	774	-
	13%	10%	13%	12%	13%	13%	10%	13%	12%	12%	9%	13%	-
Used Parcelforce to receive	2394	148	2229	17	652	1684	98	2333	43	11	4	2385	5
	39%	44%	39%	47%	39%	39% ^a	32%	40% ^b	37% ^b	19%	6%	39% ^b	28%
Net used	2841	170	2650	22	785	1936	120	2752	57	18	10	2826	5
	46%	51%	46%	53%	43% ^a	43% ^a	39%	44% ^b	49% ^b	31%	15%	44% ^b	25%
Lost mail	23	2	22	-	12	11	-	22	1	-	-	23	-
	*	1%	*	-	1%	*	-	*	1%	-	-	*	-
Damaged mail	38	2	36	-	14	19	6	34	4	-	-	38	-
	1%	*	1%	-	1%	*	2% ^a	1%	5% ^a	-	-	1%	-
Delayed mail	66	2	61	3	26	37	3	60	6	-	-	66	-
	1%	*	1%	5% ^a	2%	1%	1%	1%	6% ^a	-	-	1%	-
Mis-delivered mail	35	2	33	*	15	17	2	29	4	2	-	35	-
	1%	*	1%	1%	1%	*	1%	*	5% ^a	3%	-	1%	-
Mail that has been tampered with	15	1	14	-	6	5	3	15	1	-	-	15	-
	*	*	*	-	e	*	1% ^a	*	*	-	-	*	-
Didn't allow sufficient time to answer the door	21	1	21	-	6	12	3	17	3	1	-	21	-
	*	*	*	-	*	*	1%	*	5% ^a	2%	-	*	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	*	-	2	*	-	2	*	-	-	2	-
	*	1% ^a	*	-	*	*	-	*	-	-	-	*	-
Other problems	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
No - there have been no problems	595	26	567	1	146	430	19	584	1	3	6	589	-
	10%	8%	10%	4%	9%	10%	6%	10% ^b	1%	5%	6% ^b	10% ^b	-
I don't know	38	2	35	*	13	23	2	36	*	1	-	38	-
	1%	1%	1%	*	1%	1%	1%	1%	*	2%	-	1%	-
NET Any problem experienced	148	6	139	3	59	78	11	133	12	3	-	148	-
	2%	2%	2%	3% ^a	2% ^a	2%	3%	2%	11% ^a	5%	-	2%	-
Made a complaint about Parcelforce	122	6	113	3	60	56	6	107	12	3	-	122	-
	2%	2%	2%	5% ^a	2% ^a	1%	2%	2%	11% ^a	9%	-	2%	-

Questions restructured from Q3 2022
 Questions: focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Legistics
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Aware of Parcelforce	5737	1435	1428	1419	1454	457	497	481	503	470	455	477	480	461	468	494	503
	93%	93%	93%	92%	95%	93%	93%	91%	94%	93%	92%	92%	93%	92%	93%	94%	97%
Used Parcelforce to send	780	198	224	187	173	47	65	64	75	72	76	57	51	80	55	56	62
	13%	13%	15%	12%	11%	10%	12%	10%	14%	14%	13%	11%	10%	15%	11%	11%	12%
Used Parcelforce to receive	2384	620	568	581	625	198	211	212	189	174	205	179	199	203	200	218	207
	39%	40%	37%	38%	41%	40%	40%	40%	36%	34%	41%	35%	38%	40%	40%	43%	40%
Net used	2841	720	706	694	721	225	245	250	242	224	240	209	226	259	231	242	248
	46%	46%	46%	45%	47%	46%	46%	47%	46%	44%	46%	40%	44%	46%	46%	47%	48%
Lost mail	23	4	10	7	3	1	*	3	3	4	3	3	2	2	*	1	2
	*	*	1%	*	*	*	*	1%	1%	1%	1%	1%	*	*	*	*	*
Damaged mail	38	4	19	12	3	*	3	2	8	3	8	4	8	*	2	1	*
	1%	*	1%	1%	*	*	*	*	2%	1%	2%	1%	1%	*	*	*	*
Delayed mail	66	15	20	15	16	*	1	14	6	8	6	2	7	6	12	2	2
	1%	1%	1%	1%	1%	*	*	2%	1%	1%	1%	*	1%	1%	2%	*	*
Mis-delivered mail	35	11	6	14	3	2	6	4	5	*	2	5	8	1	*	*	3
	1%	1%	*	1%	*	*	1%	1%	1%	*	*	1%	2%	*	*	*	1%
Mail that has been tampered with	15	2	5	6	2	*	*	2	1	*	4	*	5	1	*	2	*
	*	*	*	*	*	*	*	*	*	*	1%	*	1%	*	*	*	*
Didn't allow sufficient time to answer the door	21	4	14	2	2	1	*	2	5	1	8	2	*	*	2	*	*
	*	*	1%	*	*	*	*	*	1%	*	2%	*	*	*	*	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	*	*	2	*	*	*	*	*	*	*	*	*	*	2	*	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other problems	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	995	150	168	141	137	38	48	64	50	61	57	45	29	66	37	50	50
	16%	10%	11%	9%	9%	8%	9%	12%	9%	12%	11%	9%	6%	13%	7%	10%	10%
I don't know	38	13	10	6	9	5	8	7	7	*	3	2	1	4	1	1	7
	1%	1%	1%	*	1%	1%	1%	1%	1%	*	1%	*	*	1%	*	*	1%
NET Any problem experienced	148	34	46	41	27	4	9	21	18	11	17	10	21	10	17	5	5
	2%	2%	3%	2%	2%	1%	2%	3%	2%	2%	3%	2%	4%	2%	3%	1%	1%
Made a complaint about Parcelforce	122	31	34	35	22	5	8	18	12	11	11	10	17	9	8	7	7
	2%	2%	2%	2%	1%	1%	2%	3%	2%	2%	2%	2%	3%	2%	2%	1%	1%

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - actual - original(kilom/hop)

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1090	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Aware of TNT	4919	929	3990	629	4289	2556	2358	476	651	891	713	984	664	540	1126	1604	2188	1204	4205	661
80%	80%	73%	81%	80%	80%	89%	79%	58%	79%	79%	69%	87%	67%	86%	67%	82%	87%	87%	82%	70%
Used TNT to send	169	19	150	95	104	96	71	29	43	43	21	29	8	1	71	40	38	9	114	46
3%	3%	2%	3%	2%	3%	3%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%
Used TNT to receive	787	127	630	142	615	477	279	89	110	162	136	135	83	42	199	298	260	125	585	164
12%	12%	10%	13%	11%	11%	10%	9%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Net used	869	138	751	199	696	528	331	110	148	199	153	156	90	43	259	343	289	133	672	202
14%	14%	11%	15%	13%	11%	11%	11%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Lost mail	19	2	17	14	5	11	8	4	8	4	2	2	-	-	12	6	2	-	13	6
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	18	1	16	10	7	14	3	4	4	7	2	-	-	-	8	9	1	-	12	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	33	1	32	23	10	24	9	5	12	9	4	2	-	1	17	13	3	1	27	6
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mis-delivered mail	15	1	13	11	4	8	7	1	5	3	1	2	2	1	6	3	5	3	13	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	14	1	12	9	5	8	5	-	6	-	3	2	2	1	6	3	4	3	8	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	24	-	24	16	7	15	9	-	9	4	2	5	2	1	9	7	8	3	19	5
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	-	3	1	2	1	3	1	1	1	-	-	-	-	2	1	-	-	2	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	96	13	66	14	66	45	35	16	15	15	10	18	5	1	31	25	24	6	51	24
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	11	2	8	1	9	3	8	2	-	3	2	3	-	-	3	5	3	-	7	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Any problem experienced	79	4	75	50	29	50	28	10	27	22	9	8	2	1	37	31	11	3	57	21
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Made a complaint about TNT	79	4	75	51	28	52	27	11	30	21	9	7	2	1	41	29	9	2	54	24
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab - odd - eff - ghijklm - ntopql - rs

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Aware of TNT	4919	899	1543	1112	1365	2442	2477	2946	1906	389	575	1223	1309	902	3107	401	4188	988	3707	224
80%		79%	81%	80%	79%	80%	80%	80%	80%	78%	79%	81%	82%	83%	81%	79%	81%	77%	82%	78%
Used TNT to send	169	64	47	35	23	111	58	145	22	12	9	51	47	46	107	12	153	49	112	8
3%		8% ^{nsd}	2%	3%	1%	4% ^f	2%	4% ^h	1%	2%	1%	3% ^j	3% ^j	4% ^j	3% ^j	2%	3%	4% ^j	2%	3%
Used TNT to receive	767	207	224	162	164	430	326	532	214	29	83	186	230	185	488	29	686	155	569	32
12%		13% ^{nsd}	12%	12%	10%	14% ^f	10%	15% ^h	9%	6%	13% ^j	12% ^j	14% ^j	13% ^j	15% ^j	9%	13% ^o	12%	12%	11%
Net used	889	258	257	155	180	515	375	645	232	38	90	223	269	221	551	38	816	197	652	40
14%		23% ^{nsd}	13% ^d	14% ^h	10%	17% ^f	12%	16% ^h	10%	7%	12% ^j	16% ^j	17% ^j	20% ^j	18% ^j	7%	16% ^o	15%	14%	14%
Lost mail	19	9	5	4	1	14	5	16	1	1	2	4	6	6	12	1	18	9	10	-
1%		1% ^d	*	*	*	*	*	7%	*	*	*	*	*	1%	*	*	*	1% ^d	*	*
Damaged mail	18	6	4	5	3	10	8	12	6	1	3	6	7	1	16	1	16	12	5	1
*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1% ^d	*	*
Delayed mail	33	24	1	5	3	25	8	26	4	1	3	6	13	9	22	1	32	19	12	3
1%		2% ^{nsd}	*	*	*	4% ^f	*	5% ^h	*	*	*	*	1%	1%	1%	*	1%	1% ^d	*	1%
Mis-delivered mail	15	7	1	5	2	8	6	11	4	1	2	4	5	3	11	1	13	10	5	-
*		1% ^d	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1% ^d	*	*
Mail that has been tampered with	14	3	5	4	2	8	6	9	5	2	2	3	7	1	12	2	12	8	5	-
*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1% ^d	*	*
Didn't allow sufficient time to answer the door	24	9	4	6	5	13	11	19	5	1	3	8	3	8	13	1	22	14	6	4
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	1	1	1	-	2	1	3	1	-	1	1	1	*	3	-	3	3	1	-
*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	80	24	26	14	15	51	29	67	11	9	3	26	17	21	48	9	70	10	69	1
1%		2% ^d	1%	1%	1%	2%	1%	2% ^h	*	2%	*	2% ^j	1%	2% ^j	1%	2%	1%	1%	1%	*
I don't know	11	*	4	6	1	4	7	11	-	1	-	2	*	6	2	1	7	-	11	-
*		*	*	*	*	*	*	7%	*	*	*	*	*	8% ^{nsd}	*	*	*	*	*	*
NET Any problem experienced	79	39	17	15	7	56	22	67	11	2	6	21	30	19	57	2	76	39	33	7
1%		3% ^{nsd}	1%	1%	*	2% ^f	1%	2% ^h	*	*	1%	1%	2%	2%	1%	*	1%	3% ^o	1%	3% ^u
Made a complaint about TNT	79	40	16	18	6	55	24	70	10	2	5	20	29	22	55	2	77	39	33	6
1%		4% ^{nsd}	1%	1% ^h	*	2% ^f	1%	2% ^h	*	*	1%	1%	2%	2% ^h	1%	*	1%	3% ^o	1%	2% ^u

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberdale (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	408	508	321	354	340	334	345	339	346	347	339	59	432	
Aware of TNT	4919	4224	695	143	4141	415	235	128	208	530	405	388	443	466	610	644	449	55	380	
		80%	80%		80%	80%	80%	79%	83%	79%	80%	80%	81%	81%	79%	79%	80%	82%	80%	
Used TNT to send	169	145	24	4	149	8	8	3	8	11	11	12	28	19	29	19	13	+	8	
	3%	3%	3%	2%	3%	2%	3%	2%	3%	2%	2%	3%	8%	3%	4%	2%	3%	+	2%	
Used TNT to receive	767	647	110	19	637	66	31	23	29	70	56	56	61	91	137	91	45	8	58	
	12%	12%	13%	12%	12%	13%	11%	13%	12%	10%	11%	13%	11%	10%	11%	11%	8%	11%	13%	
Net used	889	760	129	23	753	73	38	26	36	77	64	65	84	108	160	104	55	8	65	
	14%	14%	15%	14%	15%	14%	13%	15%	14%	11%	13%	15%	16%	16%	20%	12%	10%	12%	14%	
Lost mail	19	17	2	+	17	+	+	1	1	5	4	2	5	4	3	-	-	-	+	
	+	+	+	+	+	+	+	+	+	+	+	1%	1%	1%	+	-	-	-	+	
Damaged mail	18	13	4	+	15	+	2	+	1	-	-	+	8	4	-	-	-	+	+	
	+	+	1%	+	+	+	1%	+	+	-	-	+	2%	1%	-	-	-	+	+	
Delayed mail	33	22	11	1	30	1	2	+	1	3	1	1	9	5	8	3	1	+	1	
	1%	+	1%	+	1%	+	1%	+	+	+	+	+	1%	1%	1%	+	+	+	+	
Mis-delivered mail	15	11	4	+	12	1	1	1	1	-	-	2	5	1	-	2	-	+	1	
	+	+	+	+	+	+	+	+	+	-	-	1%	1%	+	-	+	+	+	+	
Mail that has been tampered with	14	12	1	1	11	1	1	+	1	-	-	3	3	1	-	2	2	+	1	
	+	+	+	+	+	+	+	+	+	+	+	1%	1%	+	+	+	+	+	+	
Didn't allow sufficient time to answer the door	24	18	6	+	22	+	2	+	1	2	-	3	7	-	5	2	1	-	+	
	+	+	1%	+	+	+	1%	+	+	+	-	1%	1%	-	1%	+	+	+	+	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	3	+	+	1	1	1	+	-	-	-	1	-	-	-	-	-	-	1	
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	
No - there have been no problems	80	71	9	3	71	5	2	1	4	6	8	4	8	9	14	10	9	-	5	
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	2%	-	1%	
I don't know	11	10	+	+	10	+	1	+	-	-	1	-	1	-	3	4	-	-	-	
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	
NET Any problem experienced	79	63	15	1	69	3	5	2	4	5	2	8	18	10	13	5	4	+	3	
	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	+	2%	8%	2%	2%	1%	1%	+	1%	
Made a complaint about TNT	79	65	14	1	69	3	8	2	3	5	2	8	20	9	13	7	3	+	3	
	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	+	2%	8%	2%	2%	1%	+	+	1%	

Questions restructured from Q3 2022

Questions: Focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Aware of TNT	4919	1964	1752	2824	2612	1964	122	610	1752	167	899	1671	1992	622	426	187	3694	613	2107	1817	543	292	133	3924	425	1181	3738	
80%		81%	81%	81%	80%	81%	76%	80%	81%	78%	82%	83%usmg	80%us	78%	73%	76%	81%us	74%	81%	79%	80%	82%	73%	80%	79%	425	78%	81%
Used TNT to send	169	104	25	138	59	104	2	10	25	5	7	52	71	24	17	3	124	20	70	73	14	7	3	143	11	123	46	
3%		2%us	1%	4%us	2%	2%us	1%	1%	1%	2%	1%	3%	3%	3%	3%	1%	3%	2%	3%	3%	2%	2%	2%	3%	2%	2%	8%us	1%
Used TNT to receive	757	371	221	528	359	371	12	77	221	9	67	257	340	88	51	20	597	71	306	341	72	18	15	647	33	252	465	
12%		18%us	10%	18%us	11%	18%us	8%	10%	10%	4%	8%	13%us	14%us	11%	9%	8%	13%us	9%	12%us	18%us	11%us	5%	8%	13%us	6%	19%us	10%	
Net used	889	448	244	614	410	448	13	85	244	14	94	297	397	107	66	22	693	88	360	396	84	26	18	758	44	390	500	
14%		19%us	11%	19%us	13%	19%us	8%	11%	11%	6%	9%	15%us	16%us	13%	11%	9%	16%us	11%	14%us	17%us	12%us	7%	10%	16%us	6%	26%us	11%	
Lost mail	19	11	2	17	8	11	*	*	2	1	1	5	11	1	2	*	16	2	10	9	*	*	*	19	*	10	*	
*		*	*	*b	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Damaged mail	18	13	1	16	4	13	*	4	1	1	1	7	5	4	*	1	12	1	10	4	1	2	1	13	3	18	*	
1%		2%us	*	2%us	*	2%us	3%	1%	*	1%	*	*	*	*	*	1%	*	*	*	*	*	1%	*	*	1%	*	1%us	*
Delayed mail	33	24	4	29	8	24	*	2	4	1	1	13	11	8	*	1	24	1	12	17	3	*	1	29	1	30	3	
1%		4%us	*	4%us	*	4%us	1%	1%	1%	1%	*	1%	11	7%	*	1%	1%	*	*	1%	*	*	1%	1%	*	*	2%us	*
Mis-delivered mail	15	9	2	13	6	9	*	2	2	1	1	8	6	*	1	*	14	1	5	9	1	*	*	14	*	15	*	
*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%us	*
Mail that has been tampered with	14	8	2	12	5	8	*	3	2	1	2	7	7	*	*	*	14	*	4	9	*	*	*	14	*	12	2	
*		*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%us	*
Didn't allow sufficient time to answer the door	24	13	2	22	11	13	*	2	2	1	2	12	9	*	2	*	21	2	12	10	*	*	1	23	1	21	3	
*		5%us	*	5%us	*	5%us	1%	*	*	1%	*	1%	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	1%us	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	2	*	3	1	2	*	*	1	*	*	1	*	1	*	*	1	1	*	3	1	*	*	3	*	2	1	
*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other problems	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	80	45	17	59	31	45	*	2	17	2	5	18	38	10	11	2	57	13	30	35	7	5	1	65	6	50	30	
1%		2%us	1%	2%us	1%	2%us	1%	1%	1%	1%	*	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	3%us	1%	
I don't know	11	6	2	9	4	6	*	2	1	*	*	5	4	1	*	*	9	*	5	3	3	*	*	8	*	3	8	
*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
NET Any problem experienced	79	53	7	71	24	53	1	8	7	1	3	29	29	13	5	2	58	7	34	36	4	2	2	70	4	70	8	
1%		2%us	*	2%us	1%	2%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	*
Made a complaint about TNT	79	19	6	72	20	58	1	8	6	1	2	28	30	13	7	2	58	9	37	35	4	2	1	72	3	72	7	
1%		2%us	*	2%us	1%	2%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	*

QJ_10. Competitive landscape - TNT

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Aware of TNT	4919	275	4612	32	1329	3348	242	4741	81	49	35	4369	10
	80%	62%	60%	77%	79%	80%	78%	89%(b)	69%	89%	53%	89%(b)	73%
Used TNT to send	169	10	155	4	54	106	9	153	11	3	2	167	-
	3%	3%	3%	11%(ab)	3%	3%	3%	3%	9%(a)	5%	2%	3%	-
Used TNT to receive	757	67	685	5	217	488	42	712	32	4	2	719	7
	12%	18%	12%	11%	13%	12%	14%	12%	27%(a)	7%	2%	12%	33%
Net used	889	78	804	9	264	578	50	829	43	7	3	879	7
	14%	21%(a)	14%	22%	16%	14%	16%	14%	27%(a)	12%	4%	14%	33%
Lost mail	19	2	17	-	8	11	-	19	-	-	-	19	-
	*	1%	*	*	*	*	*	*	*	*	*	*	*
Damaged mail	18	1	16	*	13	5	*	13	4	*	*	17	-
	*	*	*	1%	7%	5%	*	13%	4%	*	*	*	*
Delayed mail	33	2	31	-	21	11	1	29	4	-	*	33	-
	1%	1%	1%	-	11%	5%	*	11%	3%	-	*	1%	-
Mis-delivered mail	15	2	11	1	9	5	*	11	1	2	-	15	-
	*	1%	*	3%	6%	5%	*	*	1%	2%	-	*	-
Mail that has been tampered with	14	3	11	-	6	7	1	11	*	2	-	14	-
	*	1%	*	*	3%	7%	*	*	4%	16%	-	*	-
Didn't allow sufficient time to answer the door	24	2	17	4	18	6	-	18	2	3	-	24	-
	*	1%	*	11%(ab)	9%	6%	-	*	3%	9%	-	*	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	-	2	1	3	*	-	1	2	-	-	3	-
	*	-	*	3%(ab)	1%	*	-	*	2%	-	-	*	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	80	3	76	*	9	65	6	77	1	-	1	78	-
	1%	1%	1%	*	1%	26%(d)	2%(d)	1%	1%	-	2%	1%	-
I don't know	11	-	11	-	-	10	1	11	-	-	-	11	-
	*	-	*	-	-	*	*	*	-	-	-	*	-
NET Any problem experienced	79	7	68	4	45	32	2	65	10	3	*	79	-
	1%	2%	1%	11%(ab)	2%	1%	1%	1%	9%	5%	*	1%	-
Made a complaint about TNT	79	7	68	4	43	35	1	67	10	2	*	79	-
	1%	2%	1%	11%(ab)	3%	1%	-	1%	13%	4%	*	1%	-

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	314	305	314	320	303	300	322	316	307	292	317	312				
Aware of TNT	4919	1258	1219	1237	1205	394	441	423	438	410	371	407	415	415	399	394	412				
80%		81%	79%	80%	78%	80%	83%		80%	83%	81%	79%	79%	80%	83%	79%	77%				
Used TNT to send	169	37	51	49	32	15	10	13	17	20	13	13	18	18	8	10	14				
3%		2%	3%	3%	2%	3%	2%	2%	3%	4%	3%	2%	4%	4%	2%	2%	3%				
Used TNT to receive	757	200	213	173	171	62	74	64	83	68	62	44	63	65	53	56	62				
12%		13%	14%	11%	11%	13%	14%	12%	16%	13%	13%	8%	12%	13%	11%	11%	12%				
Net used	889	233	250	212	195	75	83	76	94	85	70	51	80	81	60	63	72				
14%		15%	16%	14%	13%	15%	16%	14%	19%	16%	14%	10%	15%	16%	12%	12%	14%				
Lost mail	19	5	5	8	1	-	-	5	2	1	2	4	3	2	-	-	1				
*		*	*	1%	*	-	-	1%	*	*	*	1%	*	*	-	-	*				
Damaged mail	18	4	9	4	1	1	*	2	5	1	3	1	1	2	-	-	1				
*		*	1%	*	*	*	*	*	1%	*	1%	*	*	*	-	-	*				
Delayed mail	33	11	12	8	1	3	4	5	7	4	1	2	4	2	-	1	-				
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	1%	*	-	*	-				
Mis-delivered mail	15	2	7	1	4	1	-	1	3	2	1	-	-	1	*	4	*				
*		*	*	*	*	*	-	*	1%	*	*	-	-	*	*	1%	*				
Mail that has been tampered with	14	4	4	3	3	1	-	4	1	1	1	2	2	-	-	3	-				
*		*	*	*	*	*	-	1%	*	*	*	*	*	-	-	1%	-				
Didn't allow sufficient time to answer the door	24	4	11	4	5	2	2	*	7	3	1	-	3	1	-	5	-				
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	3	-	-	1	2	-	-	-	-	-	-	-	-	1	-	-	2				
	*	-	-	*	*	-	-	-	-	-	-	-	-	*	-	-	*				
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
*		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
No - there have been no problems	80	11	26	27	16	7	3	1	4	13	9	7	9	11	6	3	8				
1%		1%	2%	2%	1%	1%	1%	*	1%	2%	2%	1%	2%	2%	1%	1%	2%				
I don't know	11	4	*	-	6	3	1	-	-	-	-	-	-	-	3	-	3				
*		*	*	-	1%	*	*	-	-	-	-	-	-	-	1%	-	1%				
NET Any problem experienced	79	22	24	22	10	5	6	11	13	8	3	6	9	7	*	7	3				
1%		1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	2%	1%	*	1%	1%				
Made a complaint about TNT	79	21	24	23	11	4	6	10	13	8	3	4	11	8	*	6	5				
1%		1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	2%	2%	*	1%	1%				

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - abcd - e/fghijk/mnop

QJ_12. Competitive landscape - UPS

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Aware of UPS	6552	1002	4550	739	4813	2766	2777	722	799	1039	766	1010	686	531	1520	1805	2227	1217	4667	834
90%		81%	82%	84%	90%	82%	88%	88%	82%	83%	82%	89%	89%	85%	90%	82%	88%	88%	90%	88%
Used UPS to send	310	47	262	91	218	180	129	58	69	80	42	33	10	18	126	122	61	28	222	63
3%		4%	3%	42%	4%	1%	2%	3%	3%	3%	3%	3%	3%	3%	4%	2%	2%	2%	4%	3%
Used UPS to receive	1403	212	1191	230	1173	755	644	204	230	322	206	214	127	100	434	528	441	227	1122	262
23%		17%	23%	39%	22%	23%	21%	23%	23%	23%	23%	23%	17%	16%	23%	23%	16%	16%	22%	23%
Net used	1643	242	1401	300	1339	884	745	244	285	385	236	236	134	113	532	627	483	247	1290	325
27%		20%	23%	29%	24%	24%	24%	24%	24%	24%	21%	18%	16%	13%	23%	23%	19%	18%	23%	23%
Lost mail	25	1	24	10	16	17	8	3	13	7	2	2	-	-	17	7	2	-	20	6
1%			1%		1%				2%	1%					1%					1%
Damaged mail	30	1	29	10	11	20	10	8	5	5	5	2	-	-	13	14	2	-	26	3
1%			1%	2%	1%	1%	1%	1%	1%	1%	1%	1%			1%	1%			1%	
Delayed mail	35	4	31	20	15	23	12	5	11	5	6	5	3	-	16	11	8	3	27	8
1%			1%					1%	1%		1%				1%				1%	
Mis-delivered mail	30	2	28	21	9	21	9	5	13	3	3	2	-	-	10	15	5	5	25	5
1%			2%	3%	1%	1%	1%	1%	1%	1%		3	2		1%	1%				
Mail that has been tampered with	16	1	15	8	7	10	6	3	5	5	1	2	-	-	7	6	2	-	14	2
1%			1%						1%											
Didn't allow sufficient time to answer the door	19	1	17	11	8	13	6	3	3	4	3	1	3	2	6	6	6	5	15	4
1%			1%			1%														
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	2	-	2	2	-	-	-	2	-	-	-	-	-	2	-	-	2	-
1%																				
Other problems	2	-	2	-	2	-	2	-	-	-	1	-	-	-	-	1	-	-	2	-
1%																				
No - there have been no problems	200	38	162	43	156	112	86	36	44	44	28	26	7	14	80	72	47	21	133	62
3%		3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
I don't know	15	2	12	-	15	5	9	7	-	5	3	-	-	-	7	8	-	-	13	2
1%																				
NET Any problem experienced	95	7	88	48	47	63	32	15	24	31	12	7	3	4	40	43	13	7	76	19
2%		1%	2%	1%	1%	2%	1%	1%	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%
Made a complaint about UPS	103	7	96	54	50	64	39	18	27	34	11	7	3	4	46	44	13	7	79	24
2%		1%	2%	1%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	2%	2%

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

Proportions/Means: Columns: Tested (5% risk level) - ab - cd - ef - gh/ij/klm - ntop/q - rs

QJ_12. Competitive landscape - UPS

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Aware of UPS	1095	1755	1250	1491	2811	2741	3376	2099	429	636	1373	1461	1051	3470	442	4725	1127	4177	249
	80%	81%	80%	80%	80%	80%	80%	80%	83%	87%	87%	87%	80%	81%	83%	81%	80%	80%	86%
Used UPS to send	96	91	65	58	187	123	253	54	15	26	80	94	73	200	15	278	72	227	10
	6%	5%	5%	3%	6%	4%	7%	2%	3%	4%	5%	6%	7%	5%	3%	6%	6%	5%	3%
Used UPS to receive	382	411	290	320	763	610	958	430	84	105	325	439	342	869	84	1246	291	1051	61
	26%	21%	21%	19%	23%	20%	28%	18%	16%	14%	22%	28%	31%	23%	16%	24%	23%	23%	21%
Net used	450	477	344	362	937	705	1159	465	93	129	387	501	397	1027	94	1463	348	1226	70
	31%	26%	29%	21%	31%	23%	35%	19%	18%	18%	26%	32%	36%	27%	18%	28%	27%	27%	24%
Lost mail	7	9	4	6	15	10	23	2	1	5	8	8	3	20	1	23	8	16	2
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Damaged mail	15	4	6	5	18	11	29	1	1	3	9	6	7	18	1	25	15	15	-
	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	1%	1%	1%	-
Delayed mail	19	4	7	6	23	12	26	6	2	4	11	12	7	26	2	33	18	14	2
	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	1%	1%	0%	0%	1%	1%	1%	1%
Mis-delivered mail	16	4	4	6	20	10	29	1	1	2	10	4	11	15	1	26	15	15	-
	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	1%	1%	1%	-
Mail that has been tampered with	5	5	2	4	10	6	14	2	1	2	4	6	0	12	1	13	9	6	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	-
Didn't allow sufficient time to answer the door	6	3	6	3	9	9	12	6	2	0	6	8	3	14	2	17	7	10	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
No - there have been no problems	45	73	42	40	118	82	159	38	13	17	51	61	43	129	13	177	37	156	6
	3%	4%	3%	2%	4%	3%	4%	2%	2%	2%	3%	4%	3%	3%	2%	3%	3%	3%	2%
I don't know	9	3	3	0	12	3	9	5	0	0	3	3	8	6	0	14	1	14	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET Any problem experienced	42	15	21	18	57	39	85	10	3	9	26	30	23	65	3	88	34	57	4
	3%	1%	2%	1%	2%	1%	2%	0%	0%	1%	2%	2%	2%	2%	0%	2%	3%	1%	1%
Made a complaint about UPS	49	16	22	16	65	38	92	12	2	9	34	28	20	71	2	100	39	61	4
	3%	1%	2%	1%	2%	1%	3%	0%	0%	1%	2%	2%	2%	2%	0%	3%	3%	1%	1%

Questions restructured from Q3 2022
 Questions focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service Logistics
 Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/m/n - op - q/r/s

QJ_12. Competitive landscape - UPS

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Aware of UPS	5652	4749	803	152	4669	471	282	151	217	593	441	418	495	530	730	774	472	57	414		
	90%	90%	83%	91%	90%	91%	89%	89%	87%	88%	87%	87%	91%	85%	90%	89%	89%	88%	85%		
Used UPS to send	310	262	47	8	266	25	13	6	9	25	23	16	37	38	55	44	18	2	24		
	5%	5%	5%	5%	5%	5%	4%	4%	4%	4%	5%	4%	7%	7%	7%	5%	3%	2%	5%		
Used UPS to receive	1403	1205	198	28	1172	128	66	37	45	128	92	84	115	139	243	209	112	11	117		
	23%	23%	23%	17%	23%	23%	22%	22%	18%	19%	18%	19%	21%	24%	21%	24%	21%	17%	17%		
Net used	1643	1407	236	35	1376	148	77	42	54	148	108	98	145	168	288	240	127	12	136		
	27%	27%	27%	21%	27%	29%	26%	25%	22%	22%	21%	22%	27%	28%	30%	28%	24%	18%	30%		
Lost mail	25	24	1	1	20	3	1	1	1	2	-	2	3	5	7	-	-	1	2		
	*	*	*	*	*	1%	*	*	*	*	-	1%	*	1%	1%	-	-	2%	*		
Damaged mail	30	23	6	2	26	3	*	*	1	4	1	1	3	4	8	-	2	*	3		
	*	*	1%	1%	1%	1%	*	*	*	1%	*	*	1%	1%	1%	-	*	*	1%		
Delayed mail	35	26	8	3	29	3	2	1	3	-	-	-	12	4	7	3	2	*	3		
	1%	*	1%	2%	1%	1%	1%	1%	1%	-	-	-	2%	1%	1%	*	*	*	1%		
Mis-delivered mail	30	24	6	3	25	3	2	1	-	2	-	1	3	5	9	3	2	*	2		
	*	*	1%	1%	*	*	1%	*	*	*	-	*	1%	1%	1%	*	*	*	1%		
Mail that has been tampered with	16	13	3	*	13	1	1	*	1	2	-	1	3	1	5	-	-	*	1		
	*	*	*	*	*	*	*	*	*	*	*	*	1%	1%	1%	-	-	*	*		
Didn't allow sufficient time to answer the door	19	17	2	*	15	1	2	1	-	1	-	2	6	3	-	3	-	-	1		
	*	*	*	*	*	*	1%	1%	-	*	-	1%	1%	1%	-	3	-	-	*		
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	2	*	*	2	-	-	*	-	2	-	-	-	-	-	-	-	-	-		
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
Other problems	2	1	*	*	1	*	-	-	-	-	-	-	-	-	-	-	1	-	*		
	*	*	*	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	*		
No - there have been no problems	200	171	28	4	174	14	7	4	6	12	22	10	18	22	33	37	15	*	14		
	3%	3%	3%	3%	3%	3%	3%	2%	2%	2%	4%	2%	3%	4%	4%	4%	3%	*	3%		
I don't know	15	9	5	*	12	1	1	*	-	5	-	-	-	1	-	2	4	-	1		
	1%	*	1%	*	*	*	*	*	-	1%	-	-	-	*	-	1%	-	*	*		
NET Any problem experienced	95	82	14	3	80	10	4	2	3	8	1	6	18	16	20	3	3	1	9		
	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	*	1%	3%	3%	3%	*	1%	2%	2%		
Made a complaint about UPS	103	87	17	3	89	8	4	2	3	10	1	7	19	17	22	6	2	1	7		
	2%	2%	3%	2%	2%	2%	2%	1%	1%	2%	*	2%	4%	3%	3%	1%	*	2%	2%		

Questions restructured from Q3 2022

Questions: Focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Services Logistics

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*, small base

QJ_12. Competitive landscape - UPS

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1682	1381	408	211	112	2963	323	901	2816	
Aware of UPS	8552	2189	1957	3157	2925	2189	135	676	1957	177	1028	1812	2249	721	515	213	4061	748	2303	2085	584	316	146	4479	462	1371	4182	
	80%	91%	90%	90%	90%	91%	84%	80%	90%	83%	88%	90%	90%	90%	88%	90%	84%	80%	92%	91%	86%	86%	82%	91%	86%	90%	90%	
Used UPS to send	310	161	84	212	136	161	4	19	84	6	21	117	117	32	36	8	233	44	159	100	22	18	9	259	27	161	148	
5%	7%	4%	4%	4%	4%	7%	3%	2%	4%	3%	2%	6%	5%	4%	6%	3%	5%	5%	6%	4%	3%	5%	5%	5%	5%	3%	3%	
Used UPS to receive	1403	639	419	918	696	639	33	157	419	20	169	446	604	179	124	49	1050	173	631	577	112	51	31	1207	82	418	985	
23%	36%	19%	35%	21%	36%	36%	21%	21%	19%	10%	16%	22%	24%	22%	21%	20%	23%	21%	34%	28%	16%	14%	17%	29%	15%	27%	21%	
Net used	1643	759	488	1079	808	759	34	166	488	24	183	539	695	208	150	50	1234	200	755	653	131	65	36	1408	101	559	1084	
27%	41%	23%	39%	25%	41%	41%	22%	22%	27%	17%	17%	27%	39%	26%	26%	20%	29%	24%	39%	30%	19%	18%	20%	29%	19%	29%	23%	
Lost mail	25	14	3	23	11	14	-	-	3	1	1	13	9	3	-	-	22	15	15	8	1	-	1	23	1	25	1	
5%	1%	-	-	-	-	1%	-	-	1%	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	
Damaged mail	30	18	6	24	12	18	-	-	6	1	1	13	9	4	4	-	22	4	9	16	1	1	2	26	3	29	1	
5%	1%	-	-	1%	-	1%	-	-	1%	-	-	1%	-	-	1%	-	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	
Delayed mail	35	25	4	31	9	25	1	1	4	1	4	14	16	1	3	-	30	3	16	17	1	1	-	33	1	29	6	
1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%	1%	-	1%	-	1%	-	1%	1%	-	-	-	1%	-	1%	1%	
Mis-delivered mail	30	19	8	22	11	19	-	-	8	1	1	16	7	5	2	-	23	2	10	12	4	-	4	22	4	29	1	
5%	1%	-	-	1%	-	1%	-	-	1%	-	-	1%	-	-	-	-	1%	-	-	1%	1%	-	-	-	1%	1%	1%	
Mail that has been tampered with	16	8	4	12	8	8	-	-	4	1	2	10	4	-	2	-	13	2	8	3	-	1	4	11	4	16	-	
5%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	1%	1%	-	1%	-	1%	2%	1%	1%	-	2%	1%	1%	1%	1%	1%	
Didn't allow sufficient time to answer the door	19	10	6	13	8	10	-	2	6	1	4	8	6	3	2	-	15	2	8	5	-	4	-	14	4	14	4	
5%	1%	-	-	-	-	1%	-	-	1%	-	-	1%	-	-	-	-	1%	-	1%	1%	-	-	-	1%	-	1%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	2	-	-	-	2	-	-	2	-	2	-
5%	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	1%	-	1%	
Other problems	2	-	2	-	2	-	-	-	2	-	-	2	-	-	-	-	2	-	1	-	-	-	-	2	-	-	2	
5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No - there have been no problems	200	93	63	124	93	93	3	13	63	5	14	71	74	21	27	7	145	34	108	58	16	12	5	166	18	69	130	
3%	4%	3%	4%	3%	4%	4%	2%	2%	3%	2%	1%	3%	3%	3%	5%	3%	4%	4%	4%	3%	2%	3%	3%	3%	3%	4%	3%	
I don't know	15	8	2	13	6	8	-	2	2	-	1	6	6	-	1	1	12	2	9	4	-	-	-	13	-	11	4	
5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Any problem experienced	95	59	19	76	36	59	1	3	19	1	6	40	36	12	7	-	76	7	42	38	6	6	4	80	9	81	14	
2%	2%	2%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	-	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	
Made a complaint about UPS	103	47	16	67	36	47	-	3	16	1	7	45	40	12	5	-	86	6	50	41	5	6	1	90	7	38	15	
2%	3%	1%	3%	1%	3%	3%	-	1%	1%	1%	1%	2%	2%	1%	1%	-	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	

Questions restructured from Q3 2022
 Questions focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Proportions/Means: Columns Tested (5% risk level) - abcd - efgh - hij - klmnopq - rstuvwxyz

QJ_12. Competitive landscape - UPS

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Aware of UPS	8852	303	5211	38	1499	3762	281	8376	91	49	20	8344	18
80%	80%	90%	90%	92%	89% ^f	81% ^f	84%	91% ^f	93%	83%	31%	91% ^f	80%
Used UPS to send	310	20	287	2	80	214	16	291	14	3	2	308	-
5%	5%	6%	5%	6%	5%	5%	5%	5%	12% ^{gh}	5%	3%	5%	-
Used UPS to receive	1403	105	1285	13	382	950	71	1346	35	11	1	1361	8
23%	23%	31% ^f	22%	32%	23%	23%	23%	23% ^f	31% ^f	30%	2%	23% ^f	37%
Net used	1643	119	1509	14	448	1114	80	1568	49	14	3	1631	8
27%	27%	28% ^f	26%	34%	27%	27%	26%	27% ^f	42% ^{gh}	29% ^f	4%	27% ^f	37%
Lost mail	25	5	21	-	7	16	3	23	2	*	-	25	-
1%	1%	1%	-	-	1%	1%	1%	1%	2%	-	-	1%	-
Damaged mail	30	2	26	2	9	18	3	29	1	-	*	30	-
1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	-	*	1%	-
Delayed mail	35	5	29	1	16	18	-	30	2	3	*	35	-
1%	1%	2%	1%	2%	1%	1%	-	1%	2%	9% ^{gh}	-	1%	-
Mis-delivered mail	30	5	23	2	14	14	2	25	2	3	-	30	-
1%	1%	2% ^f	1%	2% ^f	1%	1%	1%	1%	2%	9% ^{gh}	-	1%	-
Mail that has been tampered with	16	3	13	-	6	9	1	15	1	-	-	16	-
1%	1%	1%	-	-	1%	1%	1%	1%	1%	-	-	1%	-
Didn't allow sufficient time to answer the door	19	3	16	-	7	12	-	14	2	3	*	19	-
1%	1%	1%	-	-	1%	1%	-	1%	12% ^{gh}	9% ^{gh}	-	1%	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	2	-	-	2	-	2	-	-	-	2	-
Other problems	2	-	2	-	-	2	-	2	-	-	-	2	-
2	2	-	2	-	-	2	-	2	-	-	-	2	-
No - there have been no problems	200	10	190	*	42	149	9	195	3	*	1	198	-
3%	3%	3%	3%	*	2%	4%	3%	3%	3%	*	2%	3%	-
I don't know	15	-	15	-	4	10	-	10	5	-	*	14	-
1%	1%	1%	-	-	1%	1%	-	1%	4% ^{gh}	-	-	1%	-
NET Any problem experienced	95	10	83	2	34	55	6	86	6	3	*	95	-
2%	2%	3%	1%	2% ^f	2%	1%	2%	1%	13% ^{gh}	5%	*	2%	-
Made a complaint about UPS	103	12	89	2	39	56	8	91	10	3	*	103	-
2%	2%	4% ^f	2%	4%	2% ^f	1%	2%	2%	13% ^{gh}	5%	*	2%	-

Questions restructured from Q3 2022
 Questions: Focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service Logistics
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 *small base, **very small base (under 30) ineligible for sig testing

QJ_12. Competitive landscape - UPS

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	498	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	314	314	310	320	303	300	322	316	307	292	317	312				
Aware of UPS	5652	1390	1364	1407	1392	435	480	475	476	453	435	476	466	465	449	468	474				
	90%	90%	89%	91%	91%	89%	90%	90%	90%	89%	88%	92%	90%	92%	89%	91%	91%				
Used UPS to send	310	81	83	83	63	24	24	33	26	27	29	32	20	31	14	25	24				
	5%	5%	5%	5%	4%			21%	5%	5%	6%	25%		25%	3%	5%	5%				
Used UPS to receive	1403	360	375	341	327	120	132	109	116	124	134	117	119	105	90	131	108				
	23%	23%	24%	22%	21%	24%	23%	21%	22%	24%	27%	23%	23%	21%	18%	26%	20%				
Net used	1643	412	446	406	379	139	146	126	139	147	159	136	137	133	100	153	126				
	27%	27%	29%	26%	25%	23%	23%	24%	26%	27%	32%	26%	26%	27%	20%	30%	24%				
Lost mail	25	5	8	9	3	-	1	4	5	2	2	1	2	6	2	-	-				
	*	1%	1%	1%	*		*	1%	1%	*	*	*	*	1%	*	*	*				
Damaged mail	30	8	13	7	1	4	2	3	10	-	3	3	-	4	1	-	-				
	*	1%	2%	1%	*	1%	*	1%	25%		1%	1%		1%	*	*	*				
Delayed mail	35	10	15	5	5	2	4	4	8	-	7	2	3	-	3	2	*				
	1%	1%	1%	*	*	*	1%	1%	19%		14%	*		1%	*	*	*				
Mis-delivered mail	30	12	14	3	1	2	3	7	9	1	5	-	1	2	*	-	*				
	*	8%	9%	*	*	*	1%	18%	25%	*	15%		*	*	*	*	*				
Mail that has been tampered with	16	2	9	4	1	1	-	1	7	-	2	-	2	2	-	1	-				
	*	*	6%	*	*	*		1%	19%		*	*	*	*	*	*	*				
Didn't allow sufficient time to answer the door	19	4	8	5	2	1	-	2	2	*	6	3	2	*	*	-	2				
	*	*	1%	*	*	*	*	*	*	*	1%	1%	*	*	*	*	*				
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	2	-	-	2	*	-	-	-	-	-	-	-	-	2	-	-	*				
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*				
Other problems	2	1	*	*	-	1	-	-	-	-	*	-	-	*	-	-	-				
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*				
No - there have been no problems	200	46	49	57	48	15	15	16	8	22	18	24	15	18	8	22	18				
	3%	3%	3%	4%	3%	3%	3%	3%	2%	36%	4%	36%	3%	4%	1%	36%	4%				
I don't know	15	6	5	*	4	-	1	5	-	3	2	*	-	-	1	*	3				
	*	*	*	*	*	*	*	1%	*	1%	*	*	*	*	*	*	1%				
NET Any problem experienced	95	29	29	26	11	9	8	12	18	2	9	8	5	13	6	3	3				
	2%	2%	2%	2%	1%	2%	2%	2%	3%	*	2%	1%	1%	3%	1%	1%	1%				
Made a complaint about UPS	103	35	32	24	13	7	10	18	18	5	9	9	5	10	6	5	2				
	2%	2%	2%	2%	1%	1%	2%	3%	3%	1%	2%	2%	1%	2%	1%	1%	*				

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service Logistics
Proportions/Means: Columns Tested (5% risk level) - abcd - e/fghijk/mnop

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1090	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Aware of UK Mail	2794	495	2300	432	2362	1433	1354	379	382	551	385	492	340	264	761	936	1097	605	2331	436
49%	49%	49%	49%	49%	44%	49%	43%	46%	44%	49%	46%	44%	45%	42%	49%	48%	44%	44%	49%	46%
Used UK Mail to send	247	20	227	13	163	126	120	59	49	62	23	31	11	11	108	80	54	23	173	72
4%	4%	2%	3%	3%	4%	4%	4%	7%	6%	6%	3%	3%	1%	2%	8%	4%	2%	2%	3%	3%
Used UK Mail to receive	441	91	350	120	521	351	289	102	108	136	80	108	59	48	210	215	215	107	502	138
70%	70%	7%	13%	13%	10%	12%	9%	12%	12%	12%	10%	10%	8%	8%	12%	11%	9%	9%	10%	13%
Net used	819	102	717	109	630	443	375	151	151	178	95	125	65	54	302	273	244	119	616	108
13%	13%	8%	10%	14%	12%	18%	12%	16%	17%	16%	11%	11%	9%	9%	18%	14%	10%	9%	12%	11%
Lost mail	26	3	23	14	12	18	8	10	3	5	5	4	-	-	13	9	4	-	15	9
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Delayed mail	23	2	21	9	14	15	8	7	6	7	1	-	-	-	13	8	2	2	17	5
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Delayed mail	80	3	47	28	22	32	18	18	11	13	4	2	-	2	29	17	4	2	30	20
1%	1%	*	1%	4%	*	1%	1%	12%	11%	13%	4	2	-	2	29%	17%	4	2	1%	2%
Mis-delivered mail	34	1	23	10	8	19	6	11	2	6	1	4	-	-	14	7	4	*	14	10
*	*	*	*	2%	*	1%	*	1%	*	1%	*	*	*	*	1%	*	*	*	*	1%
Mail that has been tampered with	16	1	15	10	6	10	6	2	8	2	2	2	-	-	10	4	2	-	13	3
*	*	*	*	1%	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	*
Didn't allow sufficient time to answer the door	16	1	15	4	12	3	13	4	4	1	2	3	-	2	8	4	4	2	15	1
*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	138	12	127	33	106	64	75	21	27	35	15	23	11	8	40	49	42	19	89	58
2%	2%	1%	3%	4%	2%	2%	2%	3%	3%	3%	2%	2%	1%	1%	3%	3%	2%	1%	2%	4%
I don't know	7	-	7	2	5	2	5	6	*	-	-	2	-	-	6	-	2	-	6	1
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
NET Any problem experienced	100	8	92	48	52	60	40	32	22	28	1%	1%	*	3	52	36	10	*	66	33
2%	2%	1%	3%	5%	1%	2%	1%	4%	3%	3%	1%	1%	*	1%	52%	36%	10%	*	1%	3%
Made a complaint about UK Mail	88	8	80	49	50	63	35	35	21	26	8	7	-	2	56	34	9	2	64	33
2%	2%	1%	3%	5%	1%	2%	1%	4%	3%	3%	1%	1%	-	*	56%	34%	*	*	1%	3%

Questions restructured from Q3 2022
 Questions focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Mean: Columns Tested (5% risk level) - a-b = odd - e-f = g-h/i/j/k/m = n/o/p/q = r/s

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Aware of UK Mail	2794	533	864	628	769	1398	1397	1722	1032	235	309	709	761	521	1779	240	2378	578	2089	127
	45%	47%	49%	49%	49%	49%	49%	49%	49%	47%	47%	47%	47%	47%	49%	49%	49%	49%	44%	44%
Used UK Mail to send	247	61	75	50	61	136	111	189	55	17	25	72	76	49	174	17	225	58	174	14
	4%	5%	4%	4%	4%	4%	4%	6%	2%	3%	3%	5%	5%	4%	5%	3%	4%	5%	4%	5%
Used UK Mail to receive	641	161	182	134	164	342	298	422	209	53	77	177	189	118	420	57	553	168	445	38
	10%	13%	10%	10%	11%	10%	10%	13%	9%	10%	7%	12%	12%	11%	11%	11%	11%	10%	10%	13%
Net used	819	205	239	166	208	444	375	552	244	64	75	229	241	154	544	68	716	196	571	52
	13%	16%	13%	12%	12%	19%	12%	16%	10%	10%	10%	16%	19%	14%	14%	13%	14%	16%	12%	16%
Lost mail	26	13	4	3	6	17	8	24	2	3	4	6	9	3	20	3	23	13	12	1
	*	1%	*	*	*	1%	*	6%	*	1%	1%	1%	1%	*	1%	*	1%	1%	*	*
Damaged mail	23	7	4	5	7	11	12	17	6	2	2	8	7	4	17	2	21	9	14	-
	*	1%	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	1%	*	*	*
Delayed mail	50	18	19	5	7	37	13	40	10	4	5	13	22	4	40	4	46	19	29	2
	1%	1%	1%	*	1%	11%	1%	12%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%
Mis-delivered mail	24	11	5	6	2	17	8	22	2	4	1	4	11	5	16	4	20	15	9	*
	*	1%	*	*	*	1%	*	1%	*	1%	*	*	1%	*	*	1%	*	1%	*	*
Mail that has been tampered with	16	4	3	4	5	7	9	13	3	1	4	4	5	2	13	1	15	10	4	1
	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	1%	*	*
Didn't allow sufficient time to answer the door	16	5	5	2	4	10	6	11	5	1	*	3	8	3	11	1	15	5	7	4
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	139	25	39	35	40	64	75	101	37	8	15	44	35	32	94	8	127	21	111	8
	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	3%	2%	2%	2%	2%	2%	3%
I don't know	7	2	5	-	*	7	*	4	2	*	-	4	2	1	5	*	7	2	5	*
	*	*	*	*	*	1%	*	1%	1%	*	*	*	*	*	*	*	*	*	*	*
NET Any problem experienced	100	33	31	15	21	64	36	84	16	8	11	24	40	16	75	8	92	36	58	6
	2%	3%	2%	1%	1%	2%	1%	3%	1%	2%	1%	2%	2%	1%	2%	2%	2%	3%	1%	2%
Made a complaint about UK Mail	98	31	31	16	20	62	36	83	15	6	11	29	36	15	76	6	92	38	54	6
	2%	3%	2%	1%	1%	2%	1%	3%	1%	1%	1%	2%	2%	1%	2%	1%	2%	3%	1%	2%

Questions restructured from Q3 2022
 Questions: focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Mean: Columns Tested (5% risk level) - a:b:c:d - e:f - g:h - i:j/k/m/n - op - q/r/s

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Aware of UK Mail	2794	2422	372	67	2350	230	131	83	101	281	214	222	274	277	381	367	232	24	206	
	45%	46%	43%	46%	45%	44%	44%	49%	40%	42%	42%	42%	42%	43%	47%	44%	44%	35%	46%	
Used UK Mail to send	247	214	32	5	210	24	8	5	7	16	13	20	30	32	36	36	19	1	23	
	4%	4%	4%	3%	4%	8%	3%	3%	3%	2%	3%	8%	6%	6%	4%	4%	2%	2%	6%	
Used UK Mail to receive	641	550	90	14	542	51	31	17	22	61	49	52	67	71	102	66	51	5	45	
	10%	10%	10%	6%	10%	10%	11%	10%	9%	9%	10%	12%	11%	11%	11%	8%	10%	8%	10%	
Net used	819	712	107	18	694	67	37	21	27	74	61	66	87	89	135	89	65	6	61	
	13%	13%	12%	11%	13%	13%	13%	12%	11%	11%	12%	15%	16%	16%	17%	11%	12%	9%	14%	
Lost mail	26	23	3	*	23	2	1	*	1	-	-	1	5	3	10	2	1	-	2	
	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	1%	*	*	*	*	
Damaged mail	23	19	4	1	19	3	1	*	2	4	-	-	4	3	-	5	-	-	3	
	*	*	*	*	*	1%	*	*	1%	1%	-	-	1%	1%	-	1%	-	-	1%	
Delayed mail	50	46	4	*	45	4	1	*	1	-	1	-	11	3	18	6	4	1	3	
	1%	1%	*	*	1%	1%	*	*	*	*	*	*	6%	1%	6%	1%	1%	6%	1%	
Mis-delivered mail	24	21	3	1	22	-	1	1	1	1	-	3	3	3	8	3	-	-	-	
	*	*	*	*	*	*	*	1%	*	*	-	1%	1%	1%	1%	*	-	-	-	
Mail that has been tampered with	16	13	3	*	14	1	1	*	1	3	-	3	5	2	-	-	-	-	1	
	*	*	*	*	*	*	*	*	*	*	-	1%	6%	*	-	-	-	-	*	
Didn't allow sufficient time to answer the door	16	13	3	*	13	2	1	*	-	1	-	1	2	3	3	-	3	-	2	
	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	-	1%	-	*	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	-	-	-	-	
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	-	-	-	-	
No - there have been no problems	139	118	22	3	117	15	5	3	3	7	10	14	17	17	11	23	14	*	15	
	2%	2%	3%	2%	2%	3%	2%	2%	1%	1%	2%	3%	3%	3%	1%	3%	3%	*	3%	
I don't know	7	7	*	*	5	2	*	*	-	2	1	-	-	-	-	2	-	-	2	
	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	-	*	
NET Any problem experienced	100	90	10	2	88	7	4	1	3	7	1	7	13	15	25	11	5	1	7	
	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	2%	2%	3%	1%	1%	1%	1%	
Made a complaint about UK Mail	88	88	10	2	85	7	5	1	3	7	3	6	11	12	23	15	4	1	6	
	2%	2%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%	2%	6%	2%	1%	1%	1%	

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Aware of UK Mail	2794	1177	957	1640	1420	1177	82	346	957	95	482	907	1136	369	262	109	2042	372	1142	1107	288	177	68	2249	245	773	2021	
		45%	49%	44%	44%	49%	21%	45%	44%	44%	43%	45%	46%	46%	45%	44%	45%	45%	44%	44%	42%	40%	38%	46%	46%	49%	44%	
Used UK Mail to send	247	139	52	189	101	139	8	20	52	6	25	113	95	20	13	6	208	19	133	89	19	1	5	222	6	148	100	
	4%	6%	2%	6%	3%	6%	5%	3%	2%	3%	2%	6%	4%	2%	2%	3%	6%	2%	6%	4%	3%	*	3%	6%	1%	16%	2%	
Used UK Mail to receive	641	300	193	403	296	300	18	77	193	20	92	183	276	102	49	31	458	80	257	270	72	25	15	526	40	226	385	
	10%	12%	9%	12%	9%	12%	11%	10%	9%	9%	9%	9%	11%	13%	8%	12%	10%	10%	10%	12%	11%	7%	8%	11%	7%	10%	8%	
Net used	819	408	223	550	365	408	25	93	223	24	103	264	346	115	58	35	610	93	348	336	86	26	19	684	45	374	445	
	13%	17%	10%	16%	11%	16%	15%	12%	10%	11%	10%	13%	16%	14%	10%	14%	14%	11%	16%	16%	15%	7%	11%	16%	8%	20%	10%	
Lost mail	26	16	4	22	10	16	2	*	4	1	1	14	7	*	4	*	21	4	8	15	1	*	1	23	1	25	1	
	*	1%	*	1%	10	1%	1%	*	*	1%	*	1%	*	*	1%	*	*	1%	*	1%	*	*	*	1%	*	*	1%	
Damaged mail	23	17	4	19	6	17	-	1	4	2	4	10	9	2	-	2	19	2	13	5	3	1	2	17	3	18	4	
	*	6%	*	1%	*	6%	-	*	*	1%	*	1%	*	*	-	1%	*	*	*	*	*	*	*	1%	*	1%	1%	
Delayed mail	50	33	7	43	17	33	2	4	7	2	4	26	16	5	3	-	41	3	21	27	1	-	1	48	1	45	5	
	1%	4%	*	1%	1%	4%	1%	*	1%	1%	*	1%	1%	1%	1%	-	1%	3	1%	4%	*	-	1%	1%	*	1%	*	
Mis-delivered mail	24	17	4	20	8	17	3	1	4	1	1	12	8	3	1	*	21	1	15	8	1	-	-	23	-	22	2	
	*	4%	*	1%	*	4%	3%	*	*	1%	*	1%	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	1%	*
Mail that has been tampered with	16	13	1	15	3	13	-	1	1	1	1	8	7	-	*	-	16	*	7	6	1	*	1	13	1	15	1	
	*	1%	*	1%	3	1%	-	*	*	1%	*	*	*	*	*	-	*	*	*	*	*	*	*	1%	*	1%	1%	*
Didn't allow sufficient time to answer the door	16	8	1	12	5	8	-	2	1	1	1	12	4	*	-	-	16	-	11	4	2	-	-	14	-	8	8	
	*	*	*	*	*	*	-	*	*	1%	*	1%	*	*	-	-	*	*	*	*	*	*	-	*	*	*	1%	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No - there have been no problems	139	67	39	97	69	67	2	11	39	4	18	82	55	12	7	4	117	11	80	45	14	*	*	124	*	60	79	
	2%	3%	2%	3%	2%	3%	1%	1%	2%	2%	2%	6%	2%	1%	1%	2%	3%	1%	6%	4%	2%	*	*	6%	*	1%	2%	
I don't know	7	5	-	7	2	5	-	2	-	-	-	2	6	-	-	-	*	*	3	4	-	-	-	7	-	2	5	
	*	*	-	*	*	*	-	*	-	-	-	*	*	-	-	-	*	*	*	*	-	-	-	*	-	*	*	
NET Any problem experienced	100	67	13	85	31	67	6	6	13	2	7	49	35	8	6	2	84	9	50	41	4	1	5	91	5	84	16	
	2%	3%	1%	3%	1%	3%	4%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	2%	2%	1%	*	2%	2%	1%	1%	1%	
Made a complaint about UK Mail	98	69	12	84	27	69	5	7	12	2	7	53	33	8	3	2	85	5	53	35	5	1	5	88	5	83	16	
	2%	3%	1%	3%	1%	3%	3%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%	1%	*	2%	2%	1%	1%	1%	

Questions restructured from Q3 2022
 Questions: focus on packets and parcels SENT since Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - a-b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Aware of UK Mail	2794	146	2620	19	766	1881	147	2095	62	23	8	2191	6
45%	43%	45%	45%	47%	46%	45%	47%	43%	53%	41%	12%	43%	27%
Used UK Mail to send	247	14	226	7	84	141	22	237	7	2	*	246	*
4%	4%	4%	4%	11% ^{ab}	3%	3%	3%	4%	6%	4%	*	4%	*
Used UK Mail to receive	641	38	599	3	230	390	42	599	32	6	2	637	2
10%	11%	10%	8%	12% ^a	9%	14%	10%	10%	27% ^{ab}	11%	3%	10%	7%
Net used	819	49	760	10	269	491	59	768	39	8	2	816	2
13%	14%	13%	13%	23% ^a	15%	12%	12%	13%	24% ^{ab}	14%	3%	13%	8%
Lost mail	26	2	24	1	9	14	2	26	*	*	*	26	*
*	*	*	1%	1%	1%	*	1%	*	*	*	*	*	*
Damaged mail	23	5	18	*	17	4	2	18	4	1	*	23	*
*	1% ^a	*	*	1% ^a	1% ^a	*	1%	1%	1% ^a	1%	*	*	*
Delayed mail	50	2	48	*	17	26	7	46	1	2	*	50	*
1%	*	1%	*	1%	1%	1%	2% ^a	1%	1%	4% ^{ab}	*	1%	*
Mis-delivered mail	24	4	20	*	7	17	*	23	1	*	*	24	*
*	1%	*	*	*	*	*	*	1%	1%	*	*	*	*
Mail that has been tampered with	16	3	13	*	12	3	1	16	*	*	*	16	*
*	1%	*	*	1% ^a	1% ^a	*	*	*	*	*	*	*	*
Didn't allow sufficient time to answer the door	16	1	12	3	9	6	1	15	1	*	*	16	*
*	*	*	1% ^{ab}	1% ^a	*	*	*	*	1%	*	*	*	*
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	*	*	*	*	*	*	*	*	*	*	*	*	*
Other problems	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	139	4	132	4	38	92	9	138	1	*	*	139	*
2%	1%	2%	1% ^{ab}	2%	2%	2%	3%	2%	1%	*	*	2%	*
I don't know	7	*	7	*	2	5	*	7	*	*	*	7	*
*	*	*	*	*	*	*	*	*	*	*	*	*	*
NET Any problem experienced	100	10	87	3	44	45	12	92	6	2	*	100	*
2%	3%	2%	3% ^a	2% ^a	1%	1%	4% ^a	2%	6% ^{ab}	4%	*	2%	*
Made a complaint about UK Mail	98	10	85	3	42	41	13	90	6	2	*	98	*
2%	3%	1%	3% ^a	3% ^a	1%	1%	3% ^a	2%	6% ^{ab}	4%	*	2%	*

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

*The option was not shown for Amazon Delivery Service Logistics

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - ab/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Aware of UK Mail	2794	1035	1058	702	-	327	354	354	365	348	345	323	379	-	-	-	-				
	45%	67%cd	69%cd	46%cd	-	67%mnop	68%mnop	67%mnop	69%mnop	68%mnop	69%mnop	62%mnop	72%mnop	-	-	-	-				
Used UK Mail to send	247	90	110	47	-	19	35	36	38	46	29	17	30	-	-	-	-				
	4%	5%cd	7%cd	3%cd	-	4%mnop	7%mnop	7%mnop	7%mnop	8%mnop	5%mnop	3%mnop	5%mnop	-	-	-	-				
Used UK Mail to receive	641	257	247	136	-	70	84	103	107	64	76	61	75	-	-	-	-				
	10%	17%cd	16%cd	9%cd	-	14%mnop	16%mnop	20%mnop	20%mnop	13%mnop	16%mnop	12%mnop	14%mnop	-	-	-	-				
Net used	819	313	332	173	-	85	108	120	136	101	95	73	100	-	-	-	-				
	13%	20%cd	22%cd	11%cd	-	16%mnop	23%mnop	23%mnop	26%mnop	20%mnop	19%mnop	14%mnop	17%mnop	-	-	-	-				
Lost mail	26	9	14	3	-	2	1	5	7	3	5	3	*	-	-	-	-				
	*	1%cd	1%cd	*	-	*	*	1%	1%cd	1%	1%	1%	*	-	-	-	-				
Damaged mail	23	8	9	6	-	*	3	5	4	2	2	2	4	-	-	-	-				
	*	5%cd	6%cd	*	-	*	*	1%	1%	*	*	*	1%	-	-	-	-				
Delayed mail	60	13	26	11	-	1	4	8	9	10	7	3	8	-	-	-	-				
	1%	1%cd	2%cd	1%cd	-	*	1%	2%mnop	2%mnop	2%mnop	1%mnop	1%	2%mnop	-	-	-	-				
Mis-delivered mail	24	4	18	3	-	1	1	2	11	5	2	3	-	-	-	-	-				
	*	*	1%cd	*	-	*	*	*	2%cdmnop	1%	*	1%	-	-	-	-	-				
Mail that has been tampered with	16	3	9	3	-	-	1	2	6	-	3	1	2	-	-	-	-				
	*	*	1%cd	*	-	-	*	*	1%	-	1%	*	*	-	-	-	-				
Didn't allow sufficient time to answer the door	16	5	10	1	-	1	4	*	2	4	4	1	-	-	-	-	-				
	*	*	5%cd	*	-	*	1%	*	*	1%	1%	*	-	-	-	-	-				
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
No - there have been no problems	139	57	56	27	-	15	24	18	17	26	12	10	16	-	-	-	-				
	2%	4%cd	4%cd	2%cd	-	3%mnop	3%mnop	3%mnop	3%mnop	3%mnop	2%mnop	2%mnop	3%mnop	-	-	-	-				
I don't know	7	*	7	-	-	-	*	*	*	4	3	-	-	-	-	-	-				
	*	*	cd	-	-	-	-	-	-	1%	1%	-	-	-	-	-	-				
NET Any problem experienced	100	32	47	21	-	4	11	18	21	16	11	7	14	-	-	-	-				
	2%	2%cd	3%cd	1%cd	-	1%	3%mnop	3%mnop	4%cdmnop	3%mnop	2%mnop	1%mnop	3%mnop	-	-	-	-				
Made a complaint about UK Mail	98	29	51	19	-	2	11	16	24	16	11	7	12	-	-	-	-				
	2%	2%cd	3%cd	1%cd	-	*	2%mnop	3%mnop	4%cdmnop	3%mnop	2%mnop	1%mnop	2%mnop	-	-	-	-				

Questions restructured from Q3 2022
Questions: focus on packets and parcels SENT since Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - ab:cd - ef:gh:ij:kl:mn:op

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1090	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Aware of Yodel	6511	1042	4469	722	4789	2692	2813	648	759	1016	782	1048	708	548	1408	1798	2305	1257	4730	733
Used Yodel to send	89%	85%	81%	91%	89%	89%	90%	79%	88%	81%	84%	89%	83%	89%	82%	82%	82%	81%	82%	78%
	528	107	421	167	360	229	299	69	100	134	82	54	29	24	205	216	107	53	427	163
	8%	9%	9%	11%	7%	8%	10%	12%	12%	12%	12%	5%	4%	4%	12%	13%	4%	4%	8%	10%
Used Yodel to receive	2366	353	2013	366	2001	1100	1261	226	314	478	412	476	281	199	540	889	936	460	2092	254
	39%	29%	41%	43%	37%	37%	42%	30%	33%	43%	43%	43%	34%	32%	32%	48%	37%	33%	41%	27%
Net used	2661	397	2264	473	2208	1257	1419	291	385	553	451	507	281	214	675	1004	1002	485	2335	321
	44%	32%	45%	50%	47%	42%	49%	35%	44%	48%	54%	43%	37%	34%	40%	51%	40%	36%	45%	34%
Lost mail	30	6	24	16	14	9	21	2	11	10	2	5	-	-	13	13	5	-	25	5
	0	1%	0	0	0	0	1%	0	0	1%	0	0	0	0	0	0	0	0	0	0
Damaged mail	45	3	42	24	21	19	26	8	10	12	7	2	-	-	24	19	3	1	34	11
	1%	0	1%	3%	1%	1%	1%	1%	1%	1%	1%	0	0	0	1%	1%	0	0	1%	1%
Delayed mail	70	7	64	32	39	36	35	12	19	18	16	4	2	-	31	34	5	2	64	7
	1%	1%	1%	4%	1%	1%	1%	1%	2%	2%	2%	0	0	0	2%	2%	0	0	1%	1%
Mis-delivered mail	38	6	22	11	17	12	16	3	8	9	4	3	-	2	11	12	5	2	21	6
	0	0	0	1%	1%	0	1%	0	1%	1%	0	0	0	0	1%	1%	0	0	0	1%
Mail that has been tampered with	15	4	11	7	8	8	7	-	4	2	5	2	2	-	4	7	3	2	13	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Didn't allow sufficient time to answer the door	23	4	20	13	10	10	13	6	10	5	2	1	-	-	16	7	1	-	19	4
	0	0	0	2%	0	0	0	1%	1%	0	0	0	0	0	1%	0	0	0	0	0
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	1	8	4	1	4	5	4	2	3	-	-	-	-	6	3	-	-	7	2
	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other problems	4	-	4	0	4	-	4	-	1	-	-	2	2	-	1	0	3	2	2	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No - there have been no problems	360	82	278	89	272	147	213	67	61	92	58	37	25	22	129	140	64	47	283	62
	6%	7%	6%	11%	6%	6%	7%	6%	6%	6%	6%	3%	3%	4%	12%	14%	3%	3%	6%	7%
I don't know	25	9	15	13	11	12	12	9	3	5	4	3	-	-	12	9	4	-	19	5
	0	1%	0	2%	0	0	0	1%	0	0	0	0	0	0	1%	0	0	0	0	0
NET Any problem experienced	143	15	128	65	77	70	73	23	42	37	22	14	4	2	45	59	19	6	115	26
	2%	1%	3%	3%	1%	2%	2%	3%	3%	3%	2%	1%	0	0	1%	1%	0	0	2%	3%
Made a complaint about Yodel	123	12	111	65	58	66	57	20	39	33	16	11	2	2	59	49	15	4	91	31
	2%	1%	3%	3%	1%	2%	2%	3%	4%	3%	2%	1%	0	0	1%	1%	0	0	2%	3%

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on parcels and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - ntop/q - rs

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179	
Aware of Yodel	5611	986	1745	1255	1525	2731	2780	3326	2112	427	653	1379	1447	1003	3471	436	4680	1129	4161	241	
	89%	87%	91%	91%	88%	90%	89%	91%	89%	83%	92%	92%	91%	91%	91%	82%	92%	89%	92%	84%	
Used Yodel to send	628	142	168	108	110	310	218	400	127	29	43	132	147	137	322	29	471	107	402	19	
	8%	12%	9%	8%	6%	10%	7%	11%	5%	6%	6%	9%	9%	12%	8%	5%	9%	8%	9%	7%	
Used Yodel to receive	2366	423	739	549	654	1163	1203	1485	848	158	256	622	657	471	1534	161	2068	546	1742	78	
	38%	37%	39%	40%	38%	38%	39%	40%	35%	31%	39%	41%	41%	41%	30%	34%	39%	39%	42%	27%	
Net used	2681	517	836	616	713	1353	1328	1719	928	178	284	705	733	555	1723	181	2347	612	1979	89	
	44%	45%	44%	44%	41%	44%	43%	47%	39%	35%	39%	47%	46%	50%	48%	34%	48%	48%	49%	31%	
Lost mail	30	9	7	6	8	16	14	26	4	2	9	10	3	6	22	2	28	14	16	-	
	+	1%	+	+	+	1%	+	2%	+	+	1%	1%	+	1%	1%	+	1%	1%	+	+	
Damaged mail	45	20	11	7	7	31	14	35	10	4	10	6	12	11	28	4	38	18	21	7	
	1%	2%	1%	1%	+	1%	+	3%	+	1%	1%	+	1%	1%	1%	1%	1%	1%	+	2%	
Delayed mail	70	29	29	7	9	54	16	57	14	3	12	16	18	15	45	3	65	23	44	4	
	1%	2%	2%	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%	1%	
Mis-delivered mail	28	15	8	1	5	23	5	25	3	1	2	3	14	8	19	1	27	8	20	-	
	+	1%	+	+	+	1%	+	2%	+	+	+	+	1%	+	+	+	1%	+	+	+	
Mail that has been tampered with	15	5	3	4	2	9	6	12	2	1	3	3	6	2	12	1	14	4	10	-	
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	
Didn't allow sufficient time to answer the door	23	5	10	1	7	15	8	17	6	1	2	6	9	5	17	1	22	13	11	+	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	4	2	1	2	6	3	9	+	+	2	4	+	2	7	+	9	3	6	-	
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	
Other problems	4	+	2	+	2	+	2	+	4	+	4	+	+	+	4	+	4	2	2	-	
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	
No - there have been no problems	360	80	117	84	79	197	163	267	93	23	23	89	98	97	210	23	319	59	294	7	
	6%	7%	6%	6%	5%	6%	5%	7%	4%	4%	3%	6%	6%	6%	5%	4%	6%	6%	6%	2%	
I don't know	25	7	5	5	7	13	12	20	4	2	+	8	4	8	12	2	20	2	21	1	
	+	1%	+	+	+	1%	1%	1%	+	+	+	1%	+	1%	+	+	+	+	+	+	
NET Any problem experienced	143	55	45	20	23	100	43	114	29	5	20	35	45	32	100	5	132	45	87	11	
	2%	4%	2%	1%	1%	3%	1%	3%	1%	1%	3%	3%	3%	3%	3%	1%	3%	4%	2%	4%	
Made a complaint about Yodel	123	49	37	21	17	85	38	98	25	4	17	33	36	29	86	4	116	47	68	8	
	2%	3%	2%	2%	1%	3%	1%	3%	1%	1%	2%	2%	2%	3%	2%	1%	2%	3%	1%	3%	

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on parcels and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - ab/cd - ef - gh - i/j/k/m/n - op - q/r/s

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Rurality			Nation				Region											Highlands & Islands of Scotland (g)	Rest of Scotland (r)
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)				
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	543	573	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
Aware of Yodel	5611	4702	809	159	4624	465	270	153	225	612	462	410	493	528	658	764	471	56	406		
		89%	89%	83%	89%	90%	91%	90%	83%	83%	83%	83%	83%	83%	87%	83%	83%	84%	83%		
Used Yodel to send	628	463	64	13	444	39	29	16	20	63	34	37	52	39	77	86	36	4	36		
	9%	9%	7%	8%	9%	8%	9%	9%	8%	9%	7%	8%	10%	7%	10%	10%	7%	6%	8%		
Used Yodel to receive	2366	1958	408	79	1949	219	124	73	108	253	191	186	196	236	242	317	220	26	163		
	38%	37%	43%	43%	38%	43%	42%	43%	43%	43%	43%	43%	43%	43%	30%	43%	43%	39%	43%		
Net used	2681	2226	455	87	2217	241	141	82	118	294	212	205	229	261	289	365	243	28	213		
	44%	42%	63%	52%	43%	47%	48%	48%	47%	47%	42%	48%	42%	46%	36%	43%	46%	42%	47%		
Lost mail	30	6	24	6	26	3	6	*	2	3	*	1	8	3	*	4	5	*	*		
	0%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1	3	1%	*	1%	1%	*	*		
Damaged mail	45	38	7	*	42	1	2	1	1	5	2	*	9	4	8	9	3	*	*		
	1%	1%	1%	*	1%	*	1%	*	*	1%	*	*	2%	1%	1%	1%	1%	*	*		
Delayed mail	70	56	14	3	59	6	5	1	1	12	7	1	13	1	12	8	4	*	5		
	1%	1%	2%	2%	1%	1%	2%	1%	*	1%	1%	*	1%	*	2%	1%	1%	1%	1%		
Mis-delivered mail	28	24	4	1	24	1	2	1	1	3	*	*	3	8	7	*	1	*	1		
	*	*	*	*	*	*	1%	1%	*	*	*	*	1%	1%	1%	*	*	*	*		
Mail that has been tampered with	15	13	2	*	10	2	2	*	1	1	*	*	1	1	2	*	3	*	2		
	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*		
Didn't allow sufficient time to answer the door	23	22	1	1	21	2	1	*	3	5	1	1	6	*	3	2	*	*	2		
	*	*	*	*	*	*	*	*	1%	1%	*	*	1%	*	*	*	*	*	*		
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	9	*	*	8	*	*	*	1	2	*	*	4	*	*	*	1	*	*		
	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*		
Other problems	4	4	*	*	3	*	*	1	*	2	*	*	*	*	2	*	*	*	*		
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
No - there have been no problems	360	320	40	9	299	29	20	13	15	44	24	34	26	27	47	58	22	3	26		
	6%	6%	5%	5%	6%	6%	7%	7%	6%	7%	5%	8%	5%	5%	6%	7%	4%	5%	6%		
I don't know	25	24	1	*	22	2	1	*	1	2	1	*	*	*	9	7	1	*	2		
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	1%	*	*	*		
NET Any problem experienced	143	120	23	4	124	8	8	3	4	16	8	3	26	12	21	21	13	*	8		
	2%	2%	3%	2%	2%	2%	3%	2%	2%	2%	2%	1%	6% ^a	2%	3%	2%	2%	1%	2%		
Made a complaint about Yodel	123	107	16	4	108	6	8	3	3	15	1	5	24	12	21	17	9	*	6		
	2%	2%	2%	2%	2%	1%	3%	2%	1%	2%	1%	1%	6% ^a	2%	3%	2%	2%	*	1%		

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on packets and parcels SENT since Q3 2022

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

*small base

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Any affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1471	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2993	323	901	2816
Aware of Yodel	5911	2178	1080	3125	2928	2178	128	1080	184	961	1855	2211	695	501	228	4006	730	2396	2051	580	322	138	4447	400	1349	4162		
		89%	50%	89%	89%	89%	80%	80%	82%	67%	82%	82%	82%	87%	86%	86%	83%	86%	82%	80%	85%	80%	78%	81%	80%	89%	89%	
Used Yodel to send	528	252	168	343	258	252	10	46	168	12	52	183	219	52	52	21	401	74	221	218	41	32	14	439	46	219	309	
	9%	10% 1.6	8%	10% 1.6	8%	10% 1.6	6%	6%	9%	6%	5%	9%	9%	7%	9%	9%	9%	9%	8%	8%	6%	9%	8%	9%	9%	14% 1.6	7%	
Used Yodel to receive	2366	973	617	1387	1231	973	48	279	617	53	370	756	972	277	210	107	1767	317	1053	905	234	126	42	1958	168	581	1785	
	38%	40%	38%	40%	38%	40% 1.6	30%	37%	38%	25%	35% 1.6	39%	39%	35%	36%	44% 1.6	39% 1.6	38%	40% 1.6	39% 1.6	34% 1.6	35% 1.6	24%	40% 1.6	37%	38%	38%	
Net used	2681	1129	924	1591	1386	1129	55	303	924	62	408	906	1102	311	237	121	2007	367	1175	1039	264	144	52	2215	196	747	1934	
	44%	43% 1.6	43%	45%	43%	43% 1.6	34%	40%	43% 1.6	29%	39% 1.6	43% 1.6	43% 1.6	39%	41%	43% 1.6	43% 1.6	43%	43% 1.6	43% 1.6	39%	40%	29%	43% 1.6	37%	42%	42%	
Lost mail	30	21	2	27	9	21	1	3	2	1	1	13	11	4	2	*	24	3	12	15	1	1	3	28	1	19	11	
	1%	1%	1%	1% 1.6	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Damaged mail	45	29	4	41	15	29	3	7	4	1	1	21	16	5	*	3	37	3	14	24	3	1	3	38	4	37	8	
	1%	1% 1.6	*	1% 1.6	*	1%	2%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	*	1%	1%	*	*	2%	1%	1%	1%	1%	
Delayed mail	70	32	20	50	37	32	1	6	20	1	5	30	24	9	2	5	54	7	38	21	9	1	1	59	2	45	25	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mis-delivered mail	28	19	4	24	9	19	*	*	4	1	1	12	10	5	1	22	1	15	8	4	1	*	23	1	26	2		
	1%	1% 1.6	*	1% 1.6	*	1%	*	*	1%	*	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mail that has been tampered with	15	10	1	14	5	10	*	*	1	1	1	6	8	*	*	*	15	*	8	5	1	*	14	*	11	3		
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Didn't allow sufficient time to answer the door	23	12	6	17	10	12	*	*	6	1	4	9	9	1	2	2	19	4	9	11	*	1	2	20	3	19	5	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	4	1	7	4	4	*	*	1	*	*	2	6	*	*	*	9	*	4	4	*	*	*	8	*	9	*	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Other problems	4	2	*	4	2	2	*	2	*	*	*	4	*	*	*	*	4	*	1	3	*	*	*	4	*	2	2	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
No - there have been no problems	360	156	137	209	190	156	4	30	137	11	44	114	155	36	43	12	268	56	142	152	30	27	9	294	36	105	255	
	6%	6%	6%	6%	6%	6% 1.6	3%	4%	6%	4%	4%	6%	6%	5%	7%	5%	6%	7%	5%	7%	4%	8%	5%	6%	7%	7%	6%	
I don't know	25	15	4	20	8	16	2	2	4	*	*	8	13	*	2	*	22	2	13	8	*	3	*	22	3	10	14	
	1%	1%	1% 1.6	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET Any problem experienced	143	80	27	114	60	80	3	13	27	1	8	60	51	16	7	9	111	16	65	69	12	3	5	124	7	104	39	
	2%	2%	1%	2% 1.6	2%	2%	2%	2%	1%	1%	1%	3%	2%	2%	1%	4%	2%	2%	3%	3%	2%	1%	3%	3%	1%	1%	1%	
Made a complaint about Yodel	123	73	17	105	43	73	3	14	17	1	6	69	42	13	3	5	101	8	60	47	9	3	5	107	7	36	27	
	2%	2% 1.6	1%	2% 1.6	1%	3%	2%	2%	1%	1%	1%	2% 1.6	2%	2%	1%	2%	2% 1.6	1%	2%	2%	1%	1%	3%	2%	1%	1%	1%	

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on parcels and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - abcd - efg - hij - klmnopq - rstuvwxyz - yz

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Aware of Yodel	6511	264	5181	37	1027	3744	280	5332	92	44	25	4959	18
89%		87%	90%	90%	90% ^f	90% ^f	87%	90% ^{h,j}	78%	77%	38%	90% ^{h,j}	82%
Used Yodel to send	528	24	499	5	152	340	36	509	16	2	*	527	*
9%		7%	9%	12%	9%	8%	12%	9%	14%	3%	*	9%	1%
Used Yodel to receive	2366	139	2208	19	672	1597	101	2314	34	7	4	2356	6
38%		41%	38%	46%	40% ^f	38%	33%	39% ^{h,j}	30%	13%	6%	39% ^{h,j}	29%
Net used	2681	153	2507	21	775	1785	121	2612	49	9	4	2679	6
44%		46%	43%	51%	46%	43%	39%	44% ^{h,j}	42% ^{h,j}	16%	6%	44% ^{h,j}	30%
Lost mail	30	3	28	-	15	13	2	28	2	-	-	30	-
1%		1%	-	-	1% ^e	-	1%	-	2%	-	-	-	-
Damaged mail	45	4	41	*	22	17	5	38	7	*	-	45	-
1%		1%	1%	1%	2% ^e	-	2% ^e	1%	10% ^e	-	-	1%	-
Delayed mail	70	65	3	31	31	9	9	61	7	2	-	70	-
1%		1%	1%	7% ^{h,j}	2% ^e	1%	3% ^e	1%	6% ^{h,j}	3%	-	1%	-
Mis-delivered mail	28	*	26	1	12	15	1	26	2	*	-	28	-
*		*	*	-	1	*	*	*	2%	*	-	*	-
Mail that has been tampered with	15	2	13	-	1	11	3	14	1	-	*	15	-
*		1%	-	-	*	-	1% ^{h,j}	*	1%	-	*	*	-
Didn't allow sufficient time to answer the door	23	2	21	-	9	12	2	22	1	*	-	23	-
*		1%	*	-	1%	*	1%	*	1%	-	-	*	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	9	*	9	-	*	5	4	6	2	-	-	9	-
*		*	*	-	*	*	1% ^{h,j}	*	2% ^{h,j}	-	-	*	-
Other problems	4	-	4	-	4	1	-	4	-	-	-	4	-
*		*	-	-	* ^e	-	-	*	-	-	-	*	-
No - there have been no problems	360	12	348	*	85	263	13	359	1	-	-	360	-
6%		4%	6%	*	5%	6%	4%	6%	1%	-	-	6%	-
I don't know	25	2	23	-	2	14	9	24	*	-	-	24	*
*		1%	*	-	*	*	3% ^{h,j}	*	-	-	-	*	1%
NET Any problem experienced	143	9	129	5	64	64	15	126	15	2	*	143	-
2%		3%	2%	1% ^{h,j}	4% ^e	2%	3% ^e	2%	12% ^{h,j}	3%	*	2%	-
Made a complaint about Yodel	123	9	109	5	59	53	12	106	15	2	*	123	-
2%		3%	2%	1% ^{h,j}	3% ^e	1%	4% ^e	2%	12% ^{h,j}	3%	*	2%	-

Questions restructured from Q3 2022
 *The option was not shown for Amazon Delivery Service/Logistics
 Questions focus on packets and parcels SENT since Q3 2022
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	314	305	310	320	303	300	322	316	307	292	317	312				
Aware of Yodel	5611	1379	1363	1385	1384	424	479	476	483	447	433	464	473	443	453	459	473				
	89%	89%	89%	90%	90%	86%	90%	90%	91%	88%	87%	89%	92%	88%	90%	90%	91%				
Used Yodel to send	528	129	144	118	136	33	48	49	52	58	34	30	46	42	41	47	48				
	8%	8%	9%	8%	9%	7%	9%	9%	10%	11%	7%	6%	9%	8%	8%	9%	9%				
Used Yodel to receive	2366	579	590	626	572	179	202	197	207	187	196	217	220	188	201	175	196				
	38%	37%	38%	41%	37%	36%	38%	37%	39%	37%	40%	42%	42%	37%	40%	34%	38%				
Net used	2681	661	678	696	645	202	234	225	241	225	212	233	255	208	218	206	221				
	44%	43%	44%	45%	42%	41%	44%	43%	45%	44%	43%	45%	49%	41%	43%	40%	43%				
Lost mail	30	7	9	5	10	*	4	3	5	2	2	*	2	3	5	3	1				
	*	1%	1%	*	1%	*	1%	1%	1%	*	*	*	*	1%	1%	1%	1%				
Damaged mail	45	7	17	15	7	1	4	1	6	6	5	3	6	6	3	3	1				
	1%	*	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%				
Delayed mail	70	22	26	11	12	4	8	10	12	9	5	2	1	8	3	7	2				
	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	*	*	2%	1%	1%	*				
Mis-delivered mail	28	15	8	5	*	2	6	7	3	3	2	*	2	2	-	-	*				
	*	1%	1%	*	*	*	1%	1%	1%	1%	1%	*	*	*	*	*	*				
Mail that has been tampered with	15	6	4	1	4	*	3	2	2	*	2	*	*	1	2	*	2				
	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*				
Didn't allow sufficient time to answer the door	23	6	7	7	3	*	4	2	3	3	1	*	4	3	1	2	*				
	*	*	*	*	*	*	1%	*	1%	1%	*	*	1%	1%	*	*	*				
*The courier collecting the parcel from me didn't allow enough time for me to answer the door																					
	9	-	-	5	4	-	-	-	-	-	-	-	-	5	-	4	-				
	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	1%	*				
Other problems																					
	4	*	2	-	2	*	*	*	*	2	*	*	*	*	-	2	-				
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*				
No - there have been no problems	360	84	100	73	95	26	31	27	32	43	25	23	29	22	29	34	40				
	6%	5%	7%	5%	7%	5%	6%	5%	6%	7%	5%	4%	6%	4%	6%	7%	8%				
I don't know	25	6	*	12	7	*	4	2	*	*	*	4	4	4	2	*	4				
	*	*	*	1%	1%	*	1%	*	*	*	*	1%	1%	1%	*	*	1%				
NET Any problem experienced	143	39	44	34	26	6	17	20	21	15	8	3	13	17	9	13	4				
	2%	3%	3%	2%	2%	1%	2%	3%	3%	3%	2%	1%	3%	3%	2%	3%	1%				
Made a complaint about Yodel	123	35	36	32	20	4	15	16	17	15	4	4	13	14	7	10	3				
	2%	2%	2%	2%	1%	1%	3%	3%	3%	3%	1%	1%	3%	3%	1%	2%	1%				

Questions restructured from Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Questions: focus on packets and parcels SENT since Q3 2022
Proportions/Mean: Columns Tested (5% risk level) - abcd - e(fghij)klm(nop)

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	809	1608	1939	2813	1461	5468	844
Weighted Base	6160	1233	4927	769	5371	3010	3140	822	867	1122	832	1130	760	827	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Aware of Amazon Delivery Service/ Logistics	5842	1189	4653	761	5080	2849	2984	772	841	1068	795	1066	722	578	1613	1862	2366	1300	4883	907
Used Amazon Delivery Service/ Logistics to send	915	340	575	185	731	437	478	171	168	208	117	116	83	52	330	325	251	135	707	187
10%	23.0%	12%	2.3%	14%	15%	15%	15%	21.0%	19.0%	18.0%	14.0%	10%	11%	6%	20.0%	17.0%	10%	10%	14%	23.0%
Used Amazon Delivery Service/ Logistics to receive	3982	867	3115	452	3530	1900	2076	528	525	769	574	712	493	380	1054	1344	1565	873	3369	581
60%	17.0%	63%	57%	13.0%	66%	63%	66%	64%	61%	67.0%	69.0%	63%	65%	61%	62%	67.0%	63%	63%	66%	62%
Net used	4443	948	3497	590	3853	2152	2295	623	636	876	618	767	523	400	1259	1484	1690	923	3685	716
72%	14.0%	71%	70%	72%	71%	71%	73%	70.0%	62.0%	67.0%	61.0%	69%	69%	64%	70.0%	67.0%	67%	67%	71%	72%
Lost mail	41	11	30	14	27	23	18	10	7	11	6	4	3	1	17	17	7	3	36	2
1%	1%	1%	1%	2%	*	1%	1%	1%	1%	1%	1%	*	*	*	1%	1%	*	*	1%	*
Damaged mail	75	24	51	15	61	32	43	19	16	9	10	8	5	7	36	19	20	12	48	22
1%	1%	2%	1%	2%	1%	1%	1%	2.0%	2%	1%	1%	1%	1%	1%	2.0%	1%	1%	1%	1%	2.0%
Delayed mail	82	19	63	30	51	39	43	22	20	13	10	10	6	2	42	23	18	8	56	22
1%	2%	1%	2%	1%	1%	1%	1%	2.0%	2.0%	1%	1%	1%	1%	*	2.0%	1%	1%	1%	1%	2.0%
Mis-delivered mail	48	8	40	26	22	25	23	18	10	5	7	5	4	*	26	12	9	4	39	7
1%	1%	1%	2%	*	1%	1%	1%	2.0%	1.0%	*	1%	*	*	*	2.0%	1%	*	*	1%	1%
Mail that has been tampered with	28	7	21	16	13	13	16	10	10	1	4	1	1	1	20	4	3	2	22	5
*	1%	1%	*	2%	*	*	*	1.0%	1.0%	*	*	*	*	*	2.0%	*	*	*	*	1%
Didn't allow sufficient time to answer the door	82	9	43	14	38	21	31	15	9	5	2	6	10	5	34	7	21	15	44	9
1%	1%	1%	2%	1%	1%	1%	1%	2.0%	1%	*	*	1%	1%	1%	2.0%	*	1%	1%	1%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	3	3	*	-	3	*	3	-	1	-	-	2	-	-	1	-	2	-	3	-
*	0%	0%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	660	291	368	99	561	313	347	106	104	172	85	89	63	42	210	256	193	104	522	121
11%	1%	7%	13%	10%	10%	10%	11%	15.0%	14.0%	15.0%	10%	9%	8%	7%	21.0%	25.0%	19%	8%	10%	13%
I don't know	35	7	27	8	26	11	23	12	7	3	5	6	3	*	19	7	9	3	25	10
1%	1%	1%	1%	1%	*	1%	1%	1.0%	1%	*	1%	1%	*	*	1.0%	*	*	*	*	1%
NET Any problem experienced	221	41	180	77	144	113	108	54	56	34	28	21	18	10	110	62	49	27	160	66
4%	4%	3%	4%	1.0%	3%	4%	3%	8.0%	8.0%	3%	3%	2%	2%	2%	2.0%	2.0%	2%	2%	3%	6.0%
Made a complaint about Amazon Delivery Service/ Logistics	205	36	168	79	125	111	94	52	58	32	25	20	11	5	110	57	37	17	148	52
3%	3%	3%	1.0%	2%	3%	4%	3%	8.0%	7.0%	3.0%	3.0%	2%	2%	1%	7.0%	3.0%	1%	1%	3%	6.0%

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on parcels and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - gh/ijklm - ntopql - rs

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179	
Aware of Amazon Delivery Service/Logistics	6842	1076	1827	1301	1637	2903	2937	3500	2261	482	693	1436	1501	1047	3630	500	4917	1221	4353	269	
Used Amazon Delivery Service/Logistics to send	90%	90%	94%	90%	94%	90%	94%	90%	94%	90%	90%	90%	90%	90%	90%	94%	90%	90%	90%	93%	
Used Amazon Delivery Service/Logistics to receive	91%	273	276	178	187	549	365	673	237	56	69	210	296	213	534	56	779	165	688	52	
	15%	24%bcd	14%a	13%	11%	16%a	12%	18%a	10%	11%	8%	14%a	16%a	19%abc	14%a	10%	18%a	13%	15%	18%	
Used Amazon Delivery Service/Logistics to receive	38%	76%	127%	86%	107%	204%	194%	241%	152%	287	450	940	1063	773	2453	297	3405	830	2994	158	
	65%	67%cd	67%cd	63%	62%	67%a	62%	66%	64%	56%	61%	63%a	67%abc	70%abc	64%a	56%	66%a	65%a	65%a	55%	
Net used	4443	903	1408	963	1168	2311	2131	2757	1637	316	493	1053	1190	872	2746	326	3810	936	3317	190	
	72%	79%bcd	74%a	70%	68%	76%a	69%	76%a	68%	61%	67%	71%a	75%a	70%abc	72%a	61%	74%a	73%	72%	66%	
Lost mail	41	14	10	9	8	24	17	33	8	1	1	14	15	4	30	1	35	14	26	1	
	7%	1%	1%	1%	1%	4%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Damaged mail	7%	2%	22	9	19	47	28	54	21	4	7	18	18	13	43	4	57	18	54	3	
	1%	2%a	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Delayed mail	82	26	25	16	15	51	31	64	17	6	1	23	26	11	50	6	62	27	47	8	
	1%	2%a	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%a	2%a	1%	5%a	1%	6%a	2%a	2%a	1%	
Mis-delivered mail	46	21	11	9	7	32	16	38	10	1	2	13	7	9	22	8	34	27	22	-	
	1%	2%bcd	1%	1%	1%	1%	1%	1%a	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	
Mail that has been tampered with	28	14	7	-	7	21	7	22	6	3	3	3	7	7	13	5	20	13	14	1	
	1%	1%bcd	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Didn't allow sufficient time to answer the door	52	21	12	13	6	33	19	30	22	3	2	15	16	8	33	3	44	13	37	2	
	1%	2%bcd	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other problems	3	-	3	-	-	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	
No - there have been no problems	680	184	211	131	132	396	263	485	171	35	54	144	164	106	382	35	572	94	528	38	
	11%	16%bcd	11%a	9%	8%	13%a	8%	13%a	7%	7%	7%	10%	12%a	10%a	10%	7%	11%a	7%	12%a	13%a	
I don't know	35	9	7	8	11	16	19	26	7	2	3	11	2	5	15	2	23	5	26	3	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET Any problem experienced	221	60	58	39	44	137	83	161	59	19	12	55	70	42	138	19	184	66	143	11	
	41%	7%bcd	3%	3%	3%	4%	3%	4%a	2%	4%	2%	4%a	4%a	4%a	4%a	4%	4%	6%a	4%	4%	
Made a complaint about Amazon Delivery Service/Logistics	205	76	58	34	36	135	70	158	46	13	12	48	67	41	128	13	170	66	128	10	
	3%	1%bcd	1%	2%	2%	4%a	2%	4%a	2%	3%	2%	3%	4%	4%a	4%a	3%	3%	4%a	3%	3%	

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on parcels and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - ab:cd - ef - gh - i:j/k/m/n - op - q/r/s

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Table 376

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of London (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Aware of Amazon Delivery Service/Logistics	6842	6033	809	152	4920	489	272	161	236	622	491	430	517	550	779	794	500	62	427	
Used Amazon Delivery Service/Logistics to send	915	814	101	16	776	74	41	24	33	93	73	83	75	96	133	117	73	8	66	
Used Amazon Delivery Service/Logistics to receive	3982	3408	575	103	3357	347	161	117	159	412	320	308	338	384	533	533	370	37	310	
Net used	4443	3821	622	111	3743	383	187	130	181	452	350	345	380	417	614	603	400	43	340	
Lost mail	41	36	5	2	37	2	1	1	-	3	-	5	7	3	7	2	9	-	2	
Damaged mail	75	72	3	1	66	2	5	2	1	4	2	5	12	9	14	12	7	1	1	
Delayed mail	82	78	4	3	66	7	6	2	2	5	4	6	12	6	15	9	7	*	7	
Mis-delivered mail	48	44	4	3	42	3	3	1	1	-	1	-	4	4	22	2	2	*	3	
Mail that has been tampered with	26	27	1	*	22	2	3	*	*	2	1	1	3	2	12	-	1	*	2	
Didn't allow sufficient time to answer the door	62	51	1	*	46	2	4	1	2	-	4	8	11	3	8	7	3	-	2	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	75	75	*	*	75	*	75	75	1%	-	75	2%	2%	75	75	75	75	*	*	
Other problems	3	3	*	*	1	1	-	*	-	-	-	-	1	-	-	-	-	-	1	
No - there have been no problems	680	573	87	11	559	53	29	19	27	73	63	63	45	70	83	83	46	5	48	
I don't know	35	32	2	1	30	3	1	1	1	6	-	-	-	-	8	9	5	2	1	
NET Any problem experienced	221	210	11	5	187	18	11	5	5	14	10	20	30	20	42	24	21	1	17	
Made a complaint about Amazon Delivery Service/Logistics	205	193	12	4	172	16	13	4	5	9	4	18	31	17	42	25	19	1	14	

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on packets and parcels SENT since Q3 2022

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/p/q/r

* small base

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Aware of Amazon Delivery Service/Logistics	5842	2317	2026	3354	3063	2317	147	722	2026	199	983	1907	2368	763	546	235	4276	781	2496	2207	628	334	149	4702	483	1448	4396	
95%	95%	85% _{ab}	84%	95% _{ab}	94%	86% _f	92%	95%	84%	93%	94%	95%	95%	95%	94%	95%	94%	94%	85% _{ab}	85% _{ab}	92% _v	93% _v	84%	85% _{ab}	85%	80%	85%	
Used Amazon Delivery Service/Logistics to send	915	514	196	669	352	514	21	91	196	19	84	308	368	119	91	28	676	119	446	347	62	44	14	793	58	318	597	
15%	15%	21% _{ab}	9%	19% _{ab}	11%	21% _{ab}	13%	12%	9%	9%	8%	15%	15%	15%	16%	11%	15%	14%	17% _{ab}	15% _{ab}	9%	12%	8%	16% _{ab}	11%	21% _{ab}	13%	
Used Amazon Delivery Service/Logistics to receive	3982	1607	1364	2294	2051	1607	77	495	1364	123	657	1281	1633	502	377	178	2914	555	1741	1563	383	202	77	3304	279	888	3094	
65%	65%	67% _{ab}	63%	66%	63%	67% _{ab}	48%	69% _f	63%	58%	63%	64%	66%	63%	65%	72% _{ab}	65%	67%	67% _{ab}	69% _{ab}	96% _v	97% _v	43%	67% _{ab}	52%	58%	67% _v	
Net used	4443	1870	1460	2643	2232	1870	93	546	1460	130	686	1438	1815	567	422	189	3253	611	1966	1733	419	222	83	3699	306	1127	3315	
72%	72%	76% _{ab}	67%	79% _{ab}	69%	76% _{ab}	58%	71% _f	67%	61%	65%	71%	73%	71%	72%	77%	72%	74%	76% _{ab}	79% _{ab}	91% _v	92% _v	47%	79% _{ab}	57%	74%	71%	
Lost mail	41	27	5	35	13	27	*	4	5	1	2	23	12	3	3	*	35	4	21	19	-	1	-	40	1	22	19	
7%	7%	6% _{ab}	*	6% _{ab}	1%	1%	*	1%	*	1%	*	1%	*	*	*	*	1%	*	1%	1%	-	-	-	1%	-	1%	*	
Damaged mail	76	44	20	55	31	44	1	9	20	3	12	35	28	9	2	1	63	3	41	29	*	3	-	70	3	39	36	
7%	7%	2% _{ab}	1%	2%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	*	*	6% _{ab}	*	2% _{ab}	1% _{ab}	*	1%	-	1% _{ab}	1%	3% _{ab}	1%	
Delayed mail	82	53	13	68	29	53	2	9	13	4	7	37	26	12	6	1	63	7	40	35	4	3	*	75	3	49	33	
7%	7%	2% _{ab}	1%	2% _{ab}	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%	1%	*	1%	1%	2%	2%	2%	1%	1%	*	2%	1%	2% _{ab}	1%
Mis-delivered mail	48	35	2	45	12	35	5	5	2	1	1	19	23	5	1	-	42	1	19	24	3	2	-	43	2	38	10	
7%	7%	1% _{ab}	*	1% _{ab}	*	1%	2% _{ab}	1%	*	1%	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	-	1%	*	1%	3% _{ab}	1%
Mail that has been tampered with	28	23	3	25	5	23	*	3	3	1	2	5	16	6	*	*	22	*	12	12	3	1	-	24	1	23	5	
4%	4%	3% _{ab}	*	1% _{ab}	*	1%	2% _{ab}	1%	*	1%	*	1%	1%	1%	*	*	1	*	1	1%	*	1%	-	1%	*	1%	1% _{ab}	1%
Didn't allow sufficient time to answer the door	52	29	11	40	22	29	-	8	11	1	6	24	19	6	3	*	44	3	24	22	3	3	-	46	3	27	26	
7%	7%	1% _{ab}	*	1% _{ab}	1%	1%	-	1%	*	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	*	1%	-	1%	1%	2% _{ab}	1%	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other problems	3	3	-	3	-	3	-	*	-	-	-	-	3	-	-	-	3	-	-	1	1	-	-	-	-	-	3	
11%	11%	*	*	*	-	*	-	*	-	-	-	-	*	-	-	-	1	-	*	*	-	-	-	*	-	-	*	
No - there have been no problems	660	361	148	467	254	361	11	63	148	12	61	205	271	84	73	26	476	99	319	245	50	32	13	564	45	167	492	
11%	11%	16% _{ab}	7%	19% _{ab}	8%	16% _{ab}	7%	8%	7%	6%	6%	10%	11%	11%	12%	11%	11%	12%	12% _{ab}	11%	7%	9%	7%	11% _{ab}	8%	11%	11%	
I don't know	35	18	5	28	15	18	1	5	5	-	1	16	11	4	3	*	27	3	19	13	2	*	1	32	1	18	19	
7%	7%	1%	*	6% _{ab}	1%	1%	*	1%	*	*	*	1%	*	*	*	*	1%	*	1%	1%	1%	1%	-	1%	1%	6% _{ab}	1%	
NET Any problem experienced	221	135	43	174	83	135	9	23	43	6	22	87	86	31	15	2	173	17	108	89	10	12	*	197	12	135	86	
4%	4%	6% _{ab}	2%	9% _{ab}	3%	6% _{ab}	6%	3%	2%	3%	2%	4% _{ab}	3%	4%	3%	1%	4% _{ab}	2%	4% _{ab}	4% _{ab}	1%	3%	*	4% _{ab}	2%	3% _{ab}	2%	
Made a complaint about Amazon Delivery Service/Logistics	205	136	32	170	66	136	9	23	32	1	12	77	83	29	14	1	160	14	104	79	7	10	3	182	13	133	71	
9%	9%	6% _{ab}	1%	9% _{ab}	2%	6% _{ab}	6%	3%	1%	1%	1%	4% _{ab}	3% _{ab}	4% _{ab}	2%	*	4% _{ab}	2%	4% _{ab}	4% _{ab}	1%	3%	2%	4% _{ab}	2%	3% _{ab}	2%	

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on parcels and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (Stk risk level) - abcd - efg - hij - klmnopq - rs/tuvwxyz - yz

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Aware of Amazon Delivery Service/ Logistics	5942	1447	1465	1471	1459	453	502	493	500	484	480	492	495	485	483	484	492
	95%	93%	95%	95%	94%	92%	94%	94%	94%	95%	97%	95%	96%	95%	96%	94%	94%
Used Amazon Delivery Service/ Logistics to send	916	225	229	221	240	83	69	72	79	77	73	61	70	90	68	95	77
	15%	14%	15%	14%	16%	17%	13%	14%	15%	15%	15%	12%	14%	16%	14%	16%	15%
Used Amazon Delivery Service/ Logistics to receive	3982	977	1012	1013	980	398	341	338	350	323	339	347	341	326	335	327	318
	65%	63%	66%	66%	64%	61%	64%	64%	66%	64%	65%	67%	66%	65%	67%	64%	61%
Net used	4443	1086	1131	1131	1094	341	380	365	397	365	370	375	374	382	362	370	363
	72%	70%	74%	73%	71%	69%	71%	69%	75%	72%	75%	72%	72%	76%	72%	72%	70%
Lost mail	41	6	16	7	10	2	1	3	10	3	4	3	3	2	-	2	8
	1%	-	1%	-	1%	-	-	1%	2%	1%	1%	-	1%	-	-	-	2%
Damaged mail	75	24	20	11	20	9	7	8	14	3	3	3	4	4	3	8	9
	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	2%
Delayed mail	82	21	21	16	24	10	6	5	6	8	6	2	10	4	3	12	9
	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%	-	2%	1%	1%	2%	2%
Ms-delivered mail	48	13	15	7	15	4	5	4	8	4	3	2	-	4	3	2	10
	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	2%
Mail that has been tampered with	28	5	9	4	10	1	1	2	4	3	2	2	-	-	1	3	6
	-	-	1%	-	1%	-	-	-	1%	1%	-	-	-	-	-	1%	1%
Didn't allow sufficient time to answer the door	52	13	18	7	15	5	7	1	6	4	7	3	3	1	2	8	5
	1%	1%	1%	-	1%	1%	1%	-	1%	1%	2%	1%	1%	-	-	2%	1%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	3	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1
	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	660	159	162	164	175	58	45	56	46	58	58	46	46	72	53	71	52
	11%	10%	11%	11%	11%	12%	9%	11%	9%	11%	12%	9%	9%	14%	10%	14%	10%
I don't know	35	7	7	11	10	5	-	1	4	2	-	2	4	6	4	3	3
	1%	-	-	1%	1%	1%	-	-	1%	-	-	-	1%	1%	1%	1%	1%
NET Any problem experienced	221	59	61	46	56	20	24	15	29	16	15	13	20	13	11	22	23
	4%	4%	4%	3%	4%	4%	4%	3%	5%	3%	3%	2%	4%	3%	2%	4%	4%
Made a complaint about Amazon Delivery Service/ Logistics	205	51	60	47	47	17	21	14	30	16	13	12	20	15	6	20	21
	3%	3%	4%	3%	3%	3%	4%	3%	5%	3%	3%	2%	4%	3%	1%	4%	4%

Questions restructured from Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Questions: focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - abcd - e(fghij)klmnop

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2982	3185	791	817	1134	805	1152	852	609	1008	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1090	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Aware of Other Postal Service	2941	488	2453	484	2456	1488	1447	401	478	611	427	524	314	186	879	1038	1024	500	2425	488
Used Other Postal Service to send	49%	40%	59%	61%	46%	49%	46%	49%	59%	64%	61%	46%	41%	30%	52%	63%	41%	36%	47%	52%
Used Other Postal Service to receive	22%	6%	22%	107%	119%	129%	97%	40%	64%	63%	23%	29%	5%	4%	104%	86%	37%	9%	174%	12%
Net used	66%	2%	64%	218%	443%	375%	285%	118%	145%	107%	80%	63%	40%	21%	203%	255%	144%	61%	511%	148%
Lost mail	38%	1%	37%	27%	11%	20%	18%	6%	13%	8%	1%	5%	3%	2%	19%	9%	11%	5%	34%	4%
Damaged mail	27%	1%	25%	20%	7%	19%	5%	5%	9%	7%	1%	1%	3%	-	14%	9%	4%	3%	18%	8%
Delayed mail	46%	1%	45%	27%	19%	21%	25%	4%	9%	12%	9%	7%	3%	2%	14%	20%	12%	5%	39%	6%
Mis-delivered mail	17%	-	17%	12%	5%	9%	8%	-	-	-	-	-	-	-	12%	5%	-	-	16%	1%
Mail that has been tampered with	10%	-	10%	7%	4%	7%	3%	1%	5%	2%	2%	-	-	-	6%	4%	-	-	6%	5%
Didn't allow sufficient time to answer the door	15%	-	15%	7%	8%	7%	8%	5%	8%	3%	2%	-	-	-	11%	5%	-	-	12%	3%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10%	-	10%	5%	5%	10%	-	3%	3%	5%	-	-	-	-	6%	5%	-	-	4%	6%
Other problems	1%	-	1%	1%	-	-	1%	1%	-	-	-	-	-	-	1%	-	-	-	-	1%
No - there have been no problems	109%	4%	105%	42%	68%	65%	44%	20%	35%	27%	17%	17%	2%	2%	55%	33%	21%	4%	85%	24%
I don't know	12%	-	12%	2%	11%	4%	8%	3%	2%	2%	4%	1%	-	-	5%	6%	1%	-	12%	-
NET Any problem experienced	105%	3%	102%	64%	41%	60%	45%	17%	27%	34%	12%	10%	3%	2%	44%	47%	15%	5%	77%	28%
Made a complaint about Other Postal Service	119%	3%	116%	70%	49%	72%	47%	22%	32%	37%	13%	10%	3%	2%	54%	50%	15%	5%	84%	35%

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on parcels and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - gh(i)(j)(k)(m - n)(p)(q - rs

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Aware of Other Postal Service	2941	579	888	672	801	1467	1473	1915	981	226	330	735	708	531	1863	228	2487	647	2161	132
Used Other Postal Service to send	226	67	56	51	53	122	104	196	39	18	19	68	70	41	157	18	199	80	135	11
Used Other Postal Service to receive	488	125	167	111	94	282	209	359	125	36	47	131	132	118	311	36	435	110	355	22
Net used	662	179	198	155	130	376	286	500	156	47	58	183	191	151	433	47	580	179	450	32
Lost mail	38	14	8	9	7	22	16	30	8	5	6	9	12	3	27	5	31	21	15	3
Damaged mail	27	9	6	7	5	14	12	23	3	2	4	10	7	3	21	2	24	17	10	-
Delayed mail	46	11	13	11	11	24	22	37	9	5	5	15	13	5	33	5	38	24	17	4
Mis-delivered mail	17	10	1	3	3	11	6	13	4	1	2	1	6	6	9	1	15	14	3	1
Mail that has been tampered with	10	3	1	1	5	4	7	7	4	1	3	2	2	3	7	1	9	9	1	-
Didn't allow sufficient time to answer the door	15	4	4	-	7	8	7	12	3	1	2	1	6	4	9	1	13	7	8	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	3	1	4	2	4	6	8	2	-	3	2	3	2	8	-	10	0	4	-
Other problems	1	-	-	-	1	-	1	1	-	1	-	-	-	-	-	1	-	-	1	-
No - there have been no problems	109	27	34	23	26	61	49	91	16	10	5	34	30	24	70	10	93	24	82	3
I don't know	12	3	2	4	3	5	7	9	3	-	2	7	3	1	11	-	12	6	7	-
NET Any problem experienced	105	37	20	24	24	57	48	86	19	7	12	27	37	17	76	7	94	50	47	8
Made a complaint about Other Postal Service	119	40	26	25	28	66	53	89	20	7	13	36	39	16	89	7	108	60	51	8

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on packets and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - ab/cd - ef - gh - i/j/k/m/n - op - q/r/s

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Aware of Other Postal Service	2941	2547	393	65	2476	245	131	88	109	314	231	229	294	293	397	409	199	28	217	
	48%	42%	49%	39%	49%	47%	44%	43%	44%	42%	42%	41%	43%	41%	44%	42%	39%	42%	42%	
Used Other Postal Service	226	194	32	6	198	15	9	4	7	26	14	14	25	20	38	30	24	1	14	
Used Other Postal Service to send	4%	4%	4%	3%	4%	3%	3%	2%	3%	4%	3%	3%	5%	4%	5%	4%	3%	1%	3%	
Used Other Postal Service to receive	488	419	69	9	409	40	27	12	16	42	26	42	66	55	81	70	20	4	36	
	8%	8%	8%	5%	8%	8%	9%	7%	6%	6%	5%	7%	6%	6%	6%	6%	4%	5%	5%	
Net used	662	564	98	14	557	54	35	16	22	64	34	52	75	67	109	92	41	4	49	
	11%	11%	11%	8%	11%	10%	12%	9%	9%	9%	7%	12%	14%	12%	12%	11%	8%	6%	11%	
Lost mail	38	34	4	*	35	2	1	*	2	2	*	2	3	4	6	12	5	*	2	
	1%	1%	*	*	1%	*	*	*	1%	*	*	1%	1%	1%	1%	1%	1%	*	*	
Damaged mail	27	23	4	*	24	2	*	*	4	2	*	1	6	2	5	5	*	*	2	
	*	*	*	*	*	*	*	*	24%	*	*	*	*	*	*	*	*	*	*	
Delayed mail	46	35	11	2	41	2	2	1	3	7	1	1	4	3	6	10	6	*	2	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1	1	1%	1	1%	1%	1%	1%	1	
Ms-delivered mail	17	15	3	*	14	1	2	*	*	2	*	2	4	*	6	*	*	*	1	
	*	*	*	*	*	1%	*	*	*	*	*	1%	1	*	1%	*	*	*	*	
Mail that has been tampered with	10	10	*	*	*	*	*	*	*	2	*	*	1	*	3	*	*	*	*	
	10	10	*	*	*	*	*	*	*	*	*	*	1	1	1	*	*	*	*	
Didn't allow sufficient time to answer the door	15	15	1	*	13	1	*	*	1	1	*	1	3	*	3	2	2	*	1	
	10	10	*	*	9	*	1	*	*	*	*	*	2	*	3	2	*	*	*	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	10	*	*	*	*	*	*	*	*	*	*	2	*	3	2	*	*	*	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Other problems	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	
No - there have been no problems	109	94	15	3	96	8	3	3	2	13	10	9	7	12	21	10	14	1	7	
	2%	2%	2%	2%	2%	1%	1%	1%	1%	2%	2%	2	1%	2%	3%	1%	3%	1%	2%	
I don't know	12	12	*	*	9	1	2	*	1	1	3	2	2	*	2	*	*	*	*	
	1%	1%	*	*	1%	*	*	*	1%	1	1	1	1%	*	*	*	*	*	*	
NET Any problem experienced	105	88	17	3	92	7	4	2	5	12	1	4	16	7	17	20	10	*	7	
	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	1%	1%	3%	1%	2%	2%	2%	1%	2%	
Made a complaint about Other Postal Service	119	103	16	2	104	6	7	2	4	13	6	5	18	8	19	26	10	6	6	
	2%	2%	2%	2%	2%	1%	3%	1%	2%	2%	1%	1%	3%	1%	2%	3%	2%	1%	1%	

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on packets and parcels SENT since Q3 2022

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r

* small base

QJ_97. Competitive landscape - Other Postal Service

Table 377

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2993	323	901	2816
Aware of Other Postal Service	2941	1257	929	1772	1444	1257	74	332	929	84	412	927	1214	406	268	120	2141	386	1231	1117	329	102	69	2348	251	605	2056
Used Other Postal Service to send	48%	82%	43%	81%	44%	82%	46%	43%	43%	39%	39%	46%	49%	51%	46%	46%	48%	47%	47%	48%	46%	81%	39%	46%	47%	80%	44%
Used Other Postal Service to receive	226	120	45	173	97	120	3	12	45	9	19	97	73	34	21	1	170	22	102	91	18	13	3	193	15	157	69
Net used	4%	8% _{low}	2%	8% _{low}	3%	8% _{low}	2%	2%	2%	4%	2%	8% _{low}	3%	2% _{low}	4%	1%	3% _{low}	3%	4%	4%	3%	4%	2%	4%	3%	19% _{low}	1%
Lost mail	488	230	137	326	232	230	12	53	137	10	42	160	207	70	33	17	367	50	202	107	69	13	12	400	25	241	247
Damaged mail	8%	16% _{low}	6%	8% _{low}	7%	10%	8%	7%	8%	5%	4%	8%	8%	9%	6%	7%	8%	6%	8% _{low}	8% _{low}	8% _{low}	4%	7%	8% _{low}	5%	16% _{low}	9%
Delayed mail	662	332	171	462	301	332	14	63	171	17	57	238	267	95	42	17	505	60	281	284	73	25	15	545	40	364	297
Mis-delivered mail	17%	17%	10%	26%	19%	17%	-	10%	10%	5%	7%	22%	11%	3%	2%	-	33%	2%	11%	11% _{low}	11%	7%	8%	11% _{low}	7%	26% _{low}	6%
Mail that has been tampered with	38	17	10	26	19	17	-	10	10	5	7	22	11	3	2	-	33%	2%	22	14	1	1	-	36%	1	28	9
Didn't allow sufficient time to answer the door	15	11	1	14	4	11	-	1	2	1	1	9	6	1	-	-	15%	1	4	10	1	1	-	14%	1	15	-
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	6	2	8	4	6	-	1	2	-	2	4	5	1	-	-	10%	-	8	2	1	-	-	9%	-	10	-
Other problems	1	-	1	-	1	-	-	-	1	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1
No - there have been no problems	109	54	27	76	49	54	2	4	27	2	8	35	34	20	19	1	69	20	44	40	14	8	3	84	11	65	45
I don't know	12	8	-	12	5	8	-	2	-	-	-	6	5	2	-	-	11%	-	5	6	2	-	-	11%	-	8	-
NET Any problem experienced	105	59	18	85	44	59	-	6	18	7	11	57	34	12	2	-	91	2	52	46	2	4	-	98	4	88	17
Made a complaint about Other Postal Service	119	69	17	100	47	69	-	7	17	3	11	64	37	16	2	-	101	2	61	46	7	3	-	109	3	98	21
	2%	8% _{low}	1%	9% _{low}	1%	9% _{low}	-	1%	1%	2%	1%	8% _{low}	1% _{low}	2% _{low}	-	-	2% _{low}	-	2% _{low}	2%	4%	1%	3%	2%	1%	9%	-

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on parcels and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - abcd - efg - hij - klmnopq - rs/tuvw/x - yz

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
Aware of Other Postal Service	2941	104	2718	28	1020	1924	185	2121	62	35	9	2148	14	
	40%	47%	40%	89%	49%	46%	53%	43%	53%	61%	14%	43%	62%	
Used Other Postal Service to send	226	23	196	8	104	106	16	205	13	6	2	224	1	
	4%	7%	3%	18%	6%	3%	8%	3%	11%	19%	3%	4%	3%	
Used Other Postal Service to receive	488	22	432	4	154	300	34	453	25	8	-	486	1	
	8%	18%	7%	10%	9%	7%	11%	8%	22%	14%	-	6%	7%	
Net used	662	67	583	11	241	381	40	611	33	13	2	658	2	
	11%	10%	10%	27%	14%	9%	13%	10%	22%	23%	3%	11%	10%	
Lost mail	38	7	31	-	25	7	6	34	1	3	-	38	-	
	1%	2%	1%	-	1%	1%	1%	1%	1%	3%	-	1%	-	
Damaged mail	27	6	20	-	18	6	2	23	1	3	-	26	-	
	0%	2%	0%	-	1%	1%	1%	1%	1%	3%	-	1%	-	
Delayed mail	46	9	34	3	33	15	1	39	4	3	-	46	-	
	1%	3%	1%	7%	2%	1%	1%	1%	3%	9%	-	1%	-	
Mis-delivered mail	17	-	17	-	13	4	-	16	-	2	-	17	-	
	-	-	-	7%	1%	-	-	-	1%	-	-	-	-	
Mail that has been tampered with	10	-	10	-	7	2	2	10	1	-	-	10	-	
	-	-	-	-	0%	-	1%	-	1%	-	-	-	-	
Didn't allow sufficient time to answer the door	15	2	13	-	5	10	-	14	1	-	-	15	-	
	-	7%	-	-	-	-	-	-	7%	-	-	-	-	
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	2	9	-	5	3	2	8	1	2	-	10	-	
	-	-	-	-	-	-	7%	-	1%	2%	-	-	-	
Other problems	1	-	1	-	-	1	-	1	-	-	-	1	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	
No - there have been no problems	109	8	99	2	38	67	5	102	5	1	1	108	-	
	-	2%	9%	2%	2%	2%	2%	2%	4%	2%	2%	2%	-	
I don't know	12	-	10	2	3	5	3	10	2	-	-	12	-	
	-	-	-	6%	-	1%	-	-	1%	-	-	-	3%	
NET Any problem experienced	105	15	87	3	63	34	8	93	7	4	-	105	-	
	2%	4%	2%	8%	2%	1%	2%	2%	7%	3%	-	2%	-	
Made a complaint about Other Postal Service	119	15	99	5	69	41	9	102	12	4	-	119	-	
	2%	4%	2%	11%	4%	1%	3%	2%	11%	9%	-	2%	-	

Questions restructured from Q3 2022

*The option was not shown for Amazon Delivery Service/Logistics

Questions focus on packets and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l

* small base, ** very small base (under 30) ineligible for sig testing

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	314	305	310	320	303	300	322	316	307	292	317	312
Aware of Other Postal Service	2941	729	728	700	784	244	239	246	239	250	238	230	248	221	250	281	252
48%		47%	47%	45%	51%	50%	45%	47%	45%	49%	48%	44%	48%	44%	50%	55%	48%
Used Other Postal Service to send	226	51	55	61	59	11	22	19	16	23	16	14	21	26	12	24	23
4%		3%	4%	4%	4%	2%	4%	4%	3%	5%	3%	3%	4%	5%	2%	5%	4%
Used Other Postal Service to receive	488	120	136	108	124	45	44	32	47	51	38	41	27	39	46	44	34
8%		8%	9%	7%	8%	9%	8%	6%	9%	10%	8%	8%	5%	8%	9%	9%	6%
Net used	662	152	184	155	170	52	56	43	62	72	50	47	47	61	57	64	50
11%		10%	12%	10%	11%	11%	11%	8%	12%	14%	10%	9%	9%	12%	11%	12%	10%
Lost mail	38	7	13	7	10	2	3	2	1	6	6	1	3	3	3	4	3
1%		0%	1%	0%	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	1%	1%	1%
Damaged mail	27	3	15	6	2	0	0	3	5	6	4	0	4	2	1	1	0
0%		0%	1%	0%	0%	0%	0%	1%	1%	1%	1%	0%	1%	1%	0%	0%	0%
Delayed mail	46	6	22	8	10	2	1	3	7	9	0	0	4	4	2	6	2
1%		0%	1%	1%	1%	0%	0%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%
Mis-delivered mail	17	3	6	2	5	0	2	0	2	4	2	0	2	0	2	0	3
0%		0%	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%	1%	0%	1%
Mail that has been tampered with	10	2	4	4	1	0	2	0	0	1	2	0	3	2	0	0	1
0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%
Didn't allow sufficient time to answer the door	15	4	7	1	3	0	1	3	2	3	3	1	0	0	1	2	0
0%		0%	0%	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%	0%
*The courier collecting the parcel from me didn't allow enough time for me to answer the door	10	0	0	3	7	0	0	0	0	0	0	0	0	3	0	3	4
0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	1%
Other problems	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
No - there have been no problems	109	28	17	32	33	5	14	8	3	10	3	10	6	15	8	8	16
2%		2%	1%	2%	2%	1%	2%	2%	1%	2%	1%	2%	1%	3%	2%	2%	3%
I don't know	12	3	3	2	3	2	0	0	0	1	2	1	2	0	0	2	1
0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%
NET Any problem experienced	105	20	36	26	23	4	7	9	13	12	11	3	13	11	3	13	6
2%		1%	2%	2%	1%	1%	1%	2%	3%	2%	2%	1%	3%	2%	1%	3%	1%
Made a complaint about Other Postal Service	119	25	36	31	27	3	10	12	13	12	11	5	12	14	3	14	10
2%		2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	3%	1%	3%	2%

Questions restructured from Q3 2022
*The option was not shown for Amazon Delivery Service/Logistics
Questions focus on parcels and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - abcd - e(fghij)klm/no

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Table 378

Base : Made a complaint about Royal Mail

	Methodology				Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	435	27	408	174	261	207	228	90	94	96	54	59	28	14	184	150	101	42	338	92		
Weighted Base	475	37**	437	181	294	234	241	109*	106*	107*	48**	63*	27**	15**	215	155*	104*	42**	333	136*		
Effective Base	273	23	250	101	172	130	142	61	62	62	28	37	15	9	123	90	60	23	196	74		
Didn't need this information	55	5	50	17	38	30	24	15	11	13	7	3	3	3	26	20	9	6	34	20		
On Royal Mail's website	300	24%	275	126	174	149	150	70	76	58	68	63	38	18	124	103	62	24	209	86		
	63%	66%	63%	69%	59%	64%	62%	70%	55%	68%	63%	61%	66%	44%	62%	67%	60%	58%	63%	63%		
Speaking to someone who works for Royal Mail over the phone	98	4	94	42	56	64	34	26	35	16	7	13	1	-	61	23	14	1	59	39		
	21%	10%	22%	23%	19%	14%	24%	24%	33%	15%	15%	21%	5%	-	28%	15%	14%	3%	18%	29%		
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	87	1	86	36	51	43	44	21	24	19	7	10	4	3	45	26	17	6	61	26		
	18%	4%	20%	20%	17%	18%	18%	20%	22%	17%	14%	16%	14%	18%	21%	16%	16%	15%	18%	19%		
Another way (please specify)	8	2	6	4	4	*	8	-	-	-	-	4	2	3	-	-	8	4	8	-		
I don't know	12	2%	7%	1%	2%	1%	2%	1%	2%	1%	-	6%	6%	18%	-	-	6%	11%	2%	-		
	3%	-	12%	2	10	5	8	3	2	4	2	2	-	-	4	5	2	-	12	-		
	12	-	3%	1	4%	2%	3%	2%	2%	4%	3%	4%	-	-	2%	4%	2	-	4%	-		

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Table 378

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £28,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	435	151	121	76	87	272	163	316	115	43	42	99	135	93	276	43	373	127	289	19
Weighted Base	475	144*	144*	96*	90*	288	187	381	92*	37**	41**	116*	154*	100*	311	37**	413	113*	335	27**
Effective Base	273	82	79	55	57	161	112	208	66	22	24	67	89	54	181	22	237	72	188	14
Didn't need this information	55	16	18	10	10	34	21	43	11	9	2	16	16	9	37	9	46	9	36	10
On Royal Mail's website	72%	17%	12%	17%	17%	12%	17%	17%	12%	20%	5%	14%	12%	9%	12%	26%	17%	6%	17%	36%
Speaking to someone who works for Royal Mail over the phone	300	95	88	58	59	183	117	247	52	22	26	65	105	62	197	22	299	63	226	11
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	63%	66%	61%	60%	66%	63%	63%	65%	57%	59%	64%	56%	68%	62%	63%	59%	63%	56%	67%	41%
Another way (please specify)	98	28	38	24	9	65	33	83	14	5	5	30	33	20	68	5	89	37	55	6
I don't know	21%	19%	20%	23%	10%	23%	17%	22%	15%	13%	11%	26%	22%	30%	22%	13%	22%	13%	17%	21%
	87	26	23	25	13	49	38	71	16	3	8	27	23	22	57	3	80	39	45	3
	18%	18%	16%	26%	15%	17%	21%	19%	16%	8%	18%	24%	19%	22%	18%	8%	19%	13%	13%	13%
	8	3	-	2	4	3	6	2	6	1	3	2	-	2	5	1	7	2	6	-
	2%	2%	-	2%	4%	1%	3%	1%	3%	3%	7%	2%	-	2%	1%	3%	2%	2%	2%	-
	12	2	-	4	6	2	10	10	2	1	2	2	4	2	9	1	11	3	9	*
	3%	7%	-	4%	7%	1%	9%	3%	2%	3%	6%	2%	3%	2%	3%	3%	3%	3%	3%	*

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	435	300	135	71	252	59	86	58	14	36	29	29	34	34	34	19	23	5	54
Weighted Base	475	413	62*	17**	424	25*	15*	10*	12**	65*	42**	38**	53**	51*	79*	46**	39**	3**	22*
Effective Base	273	244	30	9	225	37	35	39	13	35	28	28	30	31	33	18	21	3	33
Didn't need this information	55	51	4	1	50	3	2	1	2	7	8	2	3	7	8	8	3	*	2
On Royal Mail's website	12%	12%	6%	6%	12%	10%	12%	6%	17%	11%	20%	6%	6%	14%	11%	17%	7%	3%	11%
Speaking to someone who works for Royal Mail over the phone	300	258	42	14	267	17	9	6	5	37	25	26	32	33	58	27	25	2	15
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	63%	62%	68%	85%	63%	69%	59%	62%	41%	57%	59%	68%	60%	64%	74%	58%	64%	68%	69%
Another way (please specify)	98	87	11	3	91	4	1	2	1	15	3	7	18	9	17	13	7	1	3
I don't know	21%	21%	18%	19%	21%	17%	6%	20%	6%	23%	6%	19%	35%	17%	21%	28%	18%	29%	15%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	87	79	9	2	72	9	3	3	3	9	6	10	14	4	14	7	6	-	9
Another way (please specify)	18%	19%	14%	9%	17%	30%	22%	27%	27%	14%	15%	26%	26%	7%	17%	16%	14%	-	48%
I don't know	8	3	5	*	8	-	-	*	2	-	-	1	-	-	-	-	5	-	-
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	2%	1%	3%	1%	2%	-	-	1%	15%	-	-	3%	-	-	-	-	13%	-	-
Another way (please specify)	12	10	3	-	11	1	1	-	-	2	4	-	2	3	-	-	-	-	1
I don't know	3%	2%	4%	-	3%	2%	5%	-	-	3%	8%	-	4%	7%	-	-	-	-	3%

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

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Table 378

Base : Made a complaint about Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	435	214	127	300	213	214	20	42	127	15	48	168	166	48	38	15	334	53	212	166	28	20	8	378	28	249	186
Weighted Base	475	237	122*	343	228	237	15**	33**	122*	14**	34**	186	189	47*	43**	10**	375	52*	224	187	35**	19**	8**	411	27**	271	203
Effective Base	273	135	74	193	132	135	9	26	74	12	28	103	107	31	25	8	210	32	129	105	20	13	6	234	19	156	116
Didn't need this information	85	39	8	45	15	38	7	4	8	2	3	20	10	14	1	1	39	2	17	28	6	1	2	46	3	34	21
On Royal Mail's website	12%	16%	6%	13%	7%	16%	48%	13%	8%	13%	9%	17%	10%	29% sig	1%	13%	77%	4%	8%	15%	16%	8%	24%	71%	13%	10%	10%
Speaking to someone who works for Royal Mail over the phone	300	139	86	207	154	139	6	20	86	9	19	130	120	22	22	6	249	28	162	106	17	8	6	268	14	165	134
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	63%	59%	70%	80%	68%	59%	42%	60%	70%	65%	56%	37% sig	39	63%	46%	52%	62%	47% sig	42% sig	57%	48%	44%	71%	65%	52%	61%	66%
Another way (please specify)	90	52	18	80	46	52	*	8	18	3	4	37	39	7	12	3	76	15	46	37	6	7	2	83	8	62	36
I don't know	21%	22%	14%	23%	20%	22%	2%	25%	14%	18%	13%	20%	20%	15%	29%	28%	20%	28%	20%	20%	18%	36%	20%	20%	31%	23%	18%
	87	48	10	70	38	48	1	1	16	2	8	39	36	6	6	1	75	7	38	38	5	5	-	76	5	82	26
	16%	26%	13%	20%	17%	20%	7%	2%	13%	12%	23%	21%	19%	12%	14%	9%	20%	13%	17%	21%	15%	25%	-	19%	17%	19%	13%
	8	2	6	2	6	2	-	-	6	1	6	2	3	-	2	-	6	2	6	2	-	-	-	8	-	1	7
	2%	1%	8% sig	1%	2%	1%	-	-	5%	7%	17%	1%	2%	-	6%	-	2%	5%	3%	1%	-	-	-	2%	-	-	3%
	12	7	2	10	5	7	*	1	2	-	*	-	3	5	5	-	3	5	1	5	4	2	-	6	2	9	3
	3%	3%	2%	3%	2%	3%	1%	3%	2%	-	*	-	1%	16% sig	12%	-	1%	9% sig	1%	3%	12%	11%	-	1%	7%	3%	2%

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	435	39	390	6	152	254	29	403	17	8	5	428	2
Weighted Base	475	35**	433	7**	150*	291	33**	443	18**	9**	4**	469	2**
Effective Base	273	20	240	4	87	166	20	253	11	5	3	269	1
Didn't need this information	85	3	52	1	20	33	2	53	2	-	-	55	-
	12%	7%	12%	8%	13%	11%	6%	12%	9%	-	-	12%	-
On Royal Mail's website	300	20	278	2	95	178	26	282	12	2	3	295	2
	63%	56%	64%	28%	63%	61%	79%	64%	66%	18%	64%	63%	100%
Speaking to someone who works for Royal Mail over the phone	90	9	87	3	27	67	5	88	6	2	1	97	-
	21%	24%	20%	43%	16%	23%	14%	20%	36%	21%	36%	21%	-
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	87	8	78	1	35	48	4	76	6	5	-	87	-
	18%	23%	18%	22%	23%	17%	12%	17%	33%	61%	-	19%	-
Another way (please specify)	8	-	8	-	4	4	-	8	-	-	-	8	-
	2%	-	2%	-	3%	1%	-	2%	-	-	-	2%	-
I don't know	12	*	12	-	2	10	*	12	-	-	-	12	-
	3%	*	3%	-	1%	4%	*	3%	-	-	-	3%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	436	121	117	99	98	31	41	49	43	35	39	36	43	20	32	37	29
Weighted Base	476	134*	132*	110*	99*	33**	56**	45*	42**	43**	47**	32**	54**	23**	30**	39**	30**
Effective Base	273	79	72	60	62	22	29	30	24	21	28	18	29	13	19	24	20
Didn't need this information	96	11	23	13	8	*	8	2	5	11	8	3	9	2	1	4	2
On Royal Mail's website	12%	8%	18%	12%	8%	1%	14%	5%	11%	25%	18%	8%	16%	8%	4%	11%	8%
Speaking to someone who works for Royal Mail over the phone	300	93	75	73	59	23	36	33	30	22	23	24	34	14	16	25	18
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	43%	69%	57%	66%	59%	71%	64%	74%	77%	57%	50%	74%	63%	62%	54%	63%	59%
Another way (please specify)	96	28	35	19	16	8	8	12	11	10	14	7	9	4	3	10	3
I don't know	21%	27%	27%	18%	16%	24%	14%	28%	27%	23%	30%	20%	16%	18%	10%	25%	9%
	87	26	27	11	23	9	14	3	11	6	11	5	4	3	10	10	2
	18%	19%	21%	10%	23%	27%	25%	6%	26%	14%	23%	14%	7%	12%	34%	28%	7%
	8	1	3	1	3	-	1	-	3	-	-	*	1	-	3	-	-
	2%	1%	2%	1%	3%	-	2%	-	7%	-	-	*	2%	-	10%	-	-
	12	3	2	2	6	-	-	3	2	1	*	1	1	-	-	-	6
	3%	2%	2%	2%	6%	-	-	6%	4%	1%	-	2%	2%	-	-	-	19%

Proportions/Means: Columns Tested (5% risk level) - abcd - efghijklmnop
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	103	3	100	68	35	65	38	25	30	20	14	8	6	-	55	34	14	6	87	15
Weighted Base	103*	3**	100*	67*	36**	71*	32**	24**	32**	22**	12**	7**	6**	**	56*	34**	13**	6**	83*	19**
Effective Base	62	3	59	38	24	40	23	13	19	13	8	5	4	-	32	21	9	4	51	11
Didn't need this information	12	2	10	7	6	9	4	1	6	2	3	2	1	-	7	5	1	1	9	3
On Collect +'s website	12%	81%	10%	10%	16%	12%	12%	4%	18%	7%	26%	2%	18%	-	12%	14%	10%	18%	11%	18%
Speaking to someone who works for Collect + over the phone	48	-	49	32	17	34	15	13	17	12	3	2	1	-	30	15	3	1	37	11
Asking someone who works for Collect + in person (e.g. the postman/woman)	48%	19%	49%	48%	46%	48%	47%	58%	53%	54%	29%	30%	23%	-	54%	45%	26%	23%	45%	59%
Another way (please specify)	36	-	36	26	9	23	12	13	9	6	6	2	-	-	22	12	2	-	29	7
I don't know	35%	-	35%	40%	25%	33%	38%	53%	29%	29%	47%	25%	-	-	39%	35%	13%	-	35%	34%
Unweighted Base	30	-	30	22	7	21	8	7	10	6	5	-	2	-	17	11	2	2	25	5
Weighted Base	29%	-	30%	33%	20%	30%	26%	30%	31%	27%	39%	-	33%	-	30%	31%	16%	33%	30%	23%
Effective Base	2	-	2	2	-	*	2	-	-	-	*	2	-	-	-	*	2	-	2	-
Didn't need this information	2%	-	2%	3%	-	*	5%	-	-	-	3%	23%	-	-	-	1%	12%	-	2%	-
On Collect +'s website	5	-	5	1	3	5	-	-	2	-	1	2	-	-	2	-	3	2	5	-
Speaking to someone who works for Collect + over the phone	5%	-	5%	2%	9%	7%	-	-	5%	-	-	21%	25%	-	3%	-	23%	25%	6%	-

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Table 379

Base : Made a complaint about Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £28,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	103	41	22	15	25	63	40	81	22	10	14	19	31	24	64	10	88	45	54	4
Weighted Base	103*	43**	24**	16**	19**	67*	35**	89*	13**	6**	9**	23**	31**	31**	63*	6**	93*	43**	56*	4**
Effective Base	62	24	13	10	15	38	25	51	12	5	8	13	19	16	39	5	54	26	33	4
Didn't need this information	12	6	*	4	2	6	6	9	3	*	1	3	5	3	8	*	11	5	6	1
On Collect +'s website	12%	14%	2%	24%	12%	9%	17%	10%	24%	2%	6%	15%	14%	6%	13%	2%	12%	11%	11%	36%
Speaking to someone who works for Collect + over the phone	48	18	15	5	12	33	16	43	6	3	6	11	14	15	31	3	46	16	32	1
Asking someone who works for Collect + in person (e.g. the postman/woman)	48%	47%	64%	29%	60%	49%	46%	48%	49%	44%	62%	50%	49%	51%	49%	44%	50%	36%	58%	30%
Another way (please specify)	36	18	11	2	5	29	7	32	3	2	1	6	15	11	22	2	33	18	18	-
I don't know	35%	42%	49%	12%	24%	43%	19%	38%	26%	43%	8%	26%	49%	36%	35%	43%	35%	42%	32%	-
	30	15	5	2	7	20	9	23	7	1	4	7	3	12	15	1	26	17	10	3
	29%	36%	21%	15%	35%	30%	26%	26%	50%	20%	43%	33%	11%	38%	23%	20%	28%	41%	17%	64%
	2	2	-	-	*	2	*	2	-	*	-	-	-	2	-	*	2	2	*	-
	2%	4%	-	-	2%	2%	1%	2%	-	5%	-	-	-	5%	-	5%	2%	4%	1%	-
	6	-	1	3	-	1	3	5	-	1	-	3	-	-	3	1	3	1	3	-
	5%	-	6%	20%	-	2%	9%	5%	-	26%	-	14%	-	-	5%	26%	3%	3%	6%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	103	69	34	13	51	22	19	11	4	4	3	5	10	7	10	1	7	3	19
Weighted Base	103*	91*	12**	3**	85*	9**	5**	2**	3**	8**	4**	7**	16**	10**	25**	2**	11**	2**	8**
Effective Base	62	54	8	2	46	10	12	6	4	4	3	5	10	7	10	1	7	1	10
Didn't need this information	12	12	1	*	10	2	*	-	-	-	3	-	-	5	3	-	-	*	2
	12%	13%	5%	13%	12%	24%	2%	-	-	-	70%	-	-	48%	10%	-	-	12%	26%
On Collect +’s website	49	44	5	*	40	5	2	1	2	6	1	1	10	4	12	-	5	-	5
	48%	49%	38%	5%	47%	57%	40%	57%	54%	74%	30%	15%	60%	36%	49%	-	46%	-	71%
Speaking to someone who works for Collect + over the phone	36	30	5	2	30	1	3	1	1	3	-	-	6	2	15	-	3	-	1
	35%	33%	45%	81%	35%	15%	57%	46%	29%	44%	-	-	38%	16%	59%	-	30%	-	18%
Asking someone who works for Collect + in person (e.g. the postman/woman)	30	24	5	3	25	2	2	1	1	-	-	2	8	-	7	2	5	-	2
	29%	27%	43%	82%	29%	24%	35%	33%	16%	-	-	37%	47%	-	30%	100%	42%	-	29%
Another way (please specify)	2	2	-	-	-	2	-	*	-	-	-	-	-	-	-	-	-	2	-
	2%	2%	-	-	-	17%	-	13%	-	-	-	-	-	-	-	-	-	88%	-
I don't know	6	5	-	-	5	-	-	-	-	-	-	3	-	-	-	-	2	-	-
	5%	5%	-	-	5%	-	-	-	-	-	-	48%	-	-	-	-	14%	-	-

Proportions/Means. Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Table 379

Base : Made a complaint about Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	103	64	17	84	37	64	7	11	17	3	5	47	40	10	4	2	87	6	44	45	7	5	1	89	6	83	20
Weighted Base	103*	61*	17**	84*	40**	61*	2**	7**	17**	4**	3**	46**	40**	12**	3**	2**	86*	5**	46**	44**	7**	4**	***	90*	4**	84*	18**
Effective Base	62	36	11	50	24	36	2	5	11	3	3	27	25	6	3	1	52	4	27	26	4	3	1	53	4	50	12
Didn't need this information	12	5	2	10	8	5	+	2	2	+	+	2	8	1	-	-	11	-	7	3	2	+	-	11	+	12	1
On Collect +’s website	12%	8%	11%	12%	19%	8%	5%	26%	11%	-	2%	5%	22%	13%	-	-	13%	-	16%	7%	25%	2%	-	12%	2%	14%	4%
Asking someone who works for Collect + over the phone	49	27	8	41	21	27	+	3	8	2	2	25	21	1	2	-	46	2	26	18	+	3	-	44	3	39	10
Speaking to someone who works for Collect + in person (e.g. the postman/woman)	46%	45%	45%	49%	53%	45%	9%	44%	45%	61%	72%	54%	53%	12%	45%	-	54%	2	57%	40%	1%	95%	-	49%	86%	47%	52%
Another way (please specify)	36	28	1	34	8	28	1	2	1	1	1	18	11	5	2	+	28	2	15	18	1	+	33	2	29	6	
I don't know	35%	46%	8%	41%	19%	46%	69%	21%	8%	30%	44%	39%	27%	42%	55%	20%	33%	43%	33%	41%	7%	42%	100%	37%	47%	35%	35%
	30	18	8	20	11	18	-	4	8	1	3	14	8	5	2	-	23	2	12	12	3	1	-	24	1	28	2
	29%	29%	47%	24%	27%	29%	-	50%	47%	30%	68%	31%	22%	44%	46%	-	27%	31%	25%	27%	43%	37%	-	26%	33%	33%	11%
	2	2	-	2	-	2	-	-	-	-	-	+	2	-	-	-	2	-	+	2	-	-	-	2	-	-	2
	2%	3%	-	2%	-	3%	16%	-	-	-	-	1%	4%	-	-	-	2%	-	1%	4%	-	-	-	2%	-	-	10%
	5	3	1	3	1	3	-	-	1	1	-	3	-	-	-	1	3	1	3	-	2	-	-	3	-	3	2
	5%	5%	8%	4%	4%	5%	-	-	8%	39%	-	7%	-	-	-	80%	4%	28%	7%	-	23%	-	-	3%	-	4%	9%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - e/f/g - h/i - j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
+ small base, ** very small base (under 30) - ineligible for sig testing

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	103	17	86	1	52	49	2	90	10	2	1	102	-
Weighted Base	103*	13**	86*	2**	46**	54*	2**	94*	6**	2**	***	103*	..**
Effective Base	62	10	51	1	28	32	1	56	6	1	1	62	-
Didn't need this information	12	3	10	-	7	5	-	12	-	-	-	12	-
On Collect +'s website	12%	21%	17%	-	15%	10%	-	13%	1%	-	-	12%	-
Asking someone who works for Collect + over the phone	49	4	45	-	24	25	-	46	3	-	*	49	-
Speaking to someone who works for Collect + in person (e.g. the postman/woman)	46%	34%	51%	-	51%	47%	-	49%	55%	-	100%	48%	-
Another way (please specify)	36	2	33	-	8	25	2	34	1	+	-	36	-
I don't know	35%	17%	38%	-	18%	46%	100%	36%	25%	3%	-	35%	-
Unweighted Base	30	5	25	-	11	16	2	23	5	2	*	30	-
Weighted Base	29%	38%	28%	-	24%	30%	100%	24%	74%	97%	100%	29%	-
Effective Base	2	-	2	-	2	*	-	2	-	-	-	2	-
Didn't need this information	2%	-	2%	-	3%	1%	-	2%	-	-	-	2%	-
On Collect +'s website	5	2	1	2	2	3	-	5	-	-	-	5	-
Asking someone who works for Collect + over the phone	5%	12%	2%	100%	4%	6%	-	5%	-	-	-	5%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Table 379

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	103	37	38	13	15	12	11	14	18	10	10	3	6	4	4	6	5
Weighted Base	103*	35**	37**	12**	19**	11**	12**	11**	18**	10**	10**	2**	6**	5**	4**	10**	5**
Effective Base	62	23	22	7	10	7	8	8	10	5	7	1	3	3	2	5	4
Didn't need this information	12	4	3	3	3	-	1	3	2	1	*	*	3	-	-	-	3
On Collect +'s website	12%	12%	7%	22%	16%	-	9%	27%	9%	6%	4%	6%	46%	-	-	-	60%
Speaking to someone who works for Collect + over the phone	49	13	19	6	10	7	2	4	8	7	5	1	3	2	2	8	*
Asking someone who works for Collect + in person (e.g. the postman/woman)	48%	39%	51%	51%	56%	63%	17%	39%	43%	67%	47%	92%	52%	37%	60%	79%	3%
Another way (please specify)	36	12	18	4	2	*	5	6	5	6	3	1	1	2	*	2	*
I don't know	35%	33%	47%	35%	12%	4%	43%	51%	46%	59%	33%	94%	20%	33%	4%	20%	3%
	30	9	12	3	5	1	7	1	9	-	3	-	1	1	1	4	*
	29%	27%	33%	21%	29%	5%	59%	12%	52%	-	34%	-	20%	29%	31%	41%	3%
	2	2	*	*	*	2	*	*	*	*	*	*	*	*	*	*	*
	2%	4%	-	-	2%	14%	-	-	-	-	-	-	-	-	-	-	6%
	5	2	1	-	2	2	-	-	-	1	-	-	-	-	-	-	2
	5%	5%	4%	-	5%	15%	-	-	-	15%	-	-	-	-	-	-	31%

Proportions/Mean: Columns Tested (5% risk level) - abcd - efghijklmnop
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	121	6	125	71	80	72	59	31	39	33	13	12	2	1	70	46	15	3	85	45
Weighted Base	181*	7**	145*	79*	72*	87*	65*	34**	50**	41**	12**	12**	2**	***	84*	53**	14**	2**	88*	62*
Effective Base	82	5	77	43	38	44	38	19	25	23	7	7	1	1	44	30	8	1	47	34
Didn't need this information	13	1	12	6	7	6	7	5	2	3	2	*	-	-	8	5	*	-	5	8
On DHL's website	9%	17%	8%	8%	10%	7%	11%	15%	9%	7%	20%	3%	-	-	9%	10%	2%	-	6%	12%
Speaking to someone who works for DHL over the phone	77	4	73	38	38	41	36	19	25	23	2	10	3	*	40	25	12	2	46	31
Asking someone who works for DHL, in person (e.g. the postman/woman)	51%	62%	80%	48%	54%	47%	56%	48%	50%	58%	18%	83%	100%	100%	48%	47%	85%	100%	52%	51%
Another way (please specify)	58	-	58	36	21	34	23	10	20	16	8	4	*	*	30	24	4	*	35	23
I don't know	38%	-	40%	46%	30%	40%	36%	30%	40%	38%	67%	31%	4%	100%	36%	45%	28%	7%	39%	37%
	50	1	49	31	19	34	16	10	17	16	4	2	-	*	28	20	2	*	30	19
	33%	21%	34%	40%	26%	39%	26%	30%	35%	40%	33%	19%	-	100%	33%	38%	17%	3%	34%	31%
	*	-	*	-	*	-	*	-	-	*	-	-	-	-	-	*	-	-	*	-
	*	-	*	-	*	-	*	-	-	*	-	-	-	-	-	*	-	-	*	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £28,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	131	60	30	16	25	90	41	107	24	9	9	26	45	37	80	9	117	53	71	7
Weighted Base	161*	64*	40**	24**	24**	104*	48**	137*	14**	3**	5**	44**	50**	45**	98*	3**	143*	49**	90*	12**
Effective Base	82	35	18	13	16	53	29	71	13	4	5	20	30	22	53	4	75	28	49	5
Didn't need this information	13	7	*	2	4	8	6	12	1	1	-	9	2	2	11	1	13	5	6	3
On DHL's website	77	32	25	9	11	57	20	69	9	2	4	15	25	28	44	1	72	17	58	3
Speaking to someone who works for DHL over the phone	51%	51%	63%	38%	45%	55%	41%	50%	61%	76%	82%	33%	51%	62%	45%	76%	50%	34%	64%	22%
Asking someone who works for DHL in person (e.g. the postman/woman)	58	22	16	11	8	39	19	54	4	1	-	14	28	14	42	1	56	24	28	6
Another way (please specify)	38%	35%	41%	48%	33%	37%	46%	39%	28%	42%	-	32%	57%	30%	43%	42%	39%	50%	31%	45%
I don't know	50	20	15	7	8	35	15	46	5	2	2	16	16	13	34	2	47	26	23	1
	33%	32%	37%	31%	34%	34%	32%	33%	33%	63%	38%	36%	33%	29%	35%	63%	33%	52%	26%	11%
	*	-	-	-	*	-	*	-	*	-	*	-	-	-	*	-	*	*	-	-
	*	-	-	-	*	-	*	-	*	-	1%	-	-	-	*	-	*	*	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Table 380

Base : Made a complaint about DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	131	91	40	14	70	22	28	11	3	4	3	5	13	9	16	10	7	3	19
Weighted Base	151*	129*	22**	3**	130*	11**	8**	2**	3**	8**	4**	6**	21**	15**	38**	23**	11**	1**	10**
Effective Base	82	71	11	3	63	14	17	7	3	4	3	5	12	7	15	10	7	2	13
Didn't need this information	13	13	1	*	11	1	2	-	-	-	1	2	-	1	5	-	2	-	1
On DHL's website	95	10%	3%	4%	8%	10%	19%	-	-	-	30%	24%	-	8%	13%	-	14%	-	11%
Speaking to someone who works for DHL over the phone	58	49	8	2	52	3	2	1	3	2	-	4	7	1	9	19	7	*	3
Asking someone who works for DHL in person (e.g. the postman/woman)	38%	38%	38%	73%	40%	26%	22%	40%	100%	23%	-	57%	33%	8%	24%	64%	60%	23%	27%
Another way (please specify)	50	40	11	3	43	6	1	1	2	3	3	-	12	3	15	3	2	*	5
I don't know	33%	37%	48%	78%	33%	49%	15%	34%	66%	40%	70%	-	59%	18%	39%	11%	18%	23%	52%
	*	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	*	2%	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Table 380

Base : Made a complaint about DHL

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	131	91	14	115	38	91	7	16	14	1	3	55	51	16	6	2	106	8	65	42	16	6	2	107	8	105	26
Weighted Base	151*	101*	22**	129*	49**	101*	2**	7**	22**	1**	4**	65*	58*	19**	7**	1**	123*	9**	73*	52**	22**	3**	2**	124*	5**	122*	29**
Effective Base	82	56	10	70	25	56	3	8	10	1	3	34	32	9	5	1	66	6	41	29	9	3	2	70	5	65	17
Didn't need this information	13	10	*	13	4	10	1	1	*	-	-	5	8	-	-	-	13	-	9	1	3	-	-	11	-	10	3
On DHL's website	9%	10%	1%	10%	7%	10%	31%	7%	1%	-	-	8%	14%	-	-	10%	11%	2%	19%	3%	12%	-	-	9%	-	8%	11%
Speaking to someone who works for DHL over the phone	77	48	9	67	28	48	1	5	9	1	1	33	30	9	5	-	63	5	40	24	11	2	-	64	2	62	15
Asking someone who works for DHL in person (e.g. the postman/woman)	81%	48%	41%	52%	56%	48%	54%	72%	41%	100%	29%	51%	52%	48%	70%	-	51%	59%	55%	46%	50%	90%	-	51%	48%	51%	52%
Another way (please specify)	50	39	11	46	19	39	*	*	11	1	4	32	13	11	1	-	45	1	24	28	4	1	1	52	2	44	14
I don't know	38%	39%	53%	36%	38%	39%	12%	3%	53%	100%	100%	43%	23%	55%	18%	-	37%	15%	33%	53%	20%	26%	48%	42%	35%	36%	49%
	50	40	10	40	10	40	1	4	10	1	1	16	20	11	2	1	36	4	13	21	13	2	1	34	3	48	2
	33%	40%	44%	31%	21%	40%	52%	48%	44%	100%	29%	25%	34%	57%	34%	90%	29%	43%	18%	40%	59%	76%	55%	27%	66%	39%	7%
	*	-	-	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	131	13	114	4	56	63	12	117	11	2	1	130	-
Weighted Base	151*	10**	136*	6**	62*	74*	16**	136*	12**	3**	***	151*	..**
Effective Base	82	6	73	3	31	41	9	73	6	2	1	81	-
Didn't need this information	13	2	12	-	7	5	1	12	1	-	-	13	-
On DHL's website	9%	17%	9%	-	12%	6%	8%	9%	8%	-	100%	9%	-
77	81%	-	73	4	27	42	8	71	6	-	-	77	-
81%	3%	54%	72%	44%	57%	49%	52%	49%	-	-	-	51%	-
Speaking to someone who works for DHL over the phone	59	3	54	2	26	26	7	51	4	3	-	59	-
38%	28%	39%	28%	42%	35%	42%	38%	32%	100%	-	-	38%	-
59	33%	5	43	2	17	29	4	46	4	-	-	59	-
33%	54%	32%	28%	28%	39%	27%	34%	36%	-	-	-	33%	-
Asking someone who works for DHL in person (e.g. the postman/woman)	*	*	-	-	*	-	-	*	-	-	-	*	-
Another way (please specify)	*	1%	-	-	*	-	-	*	-	-	-	*	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Total	Quarter				Month												
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)	
Unweighted Base	131	36	34	32	29	4**	13	14	19	9	6	10**	14**	9	13	9	12	8
Weighted Base	151*	41**	36**	44**	30**	3	20**	17**	18**	13**	5**	10**	14**	20**	8**	15**	8**	
Effective Base	82	22	19	23	17	4	8	11	10	6	5	6	7	11	6	8	4	
Didn't need this information	13	2	4	6	2	*	-	2	1	3	*	*	2	4	-	2	-	
On DHL's website	9%	5%	11%	13%	5%	5%	-	11%	4%	20%	8%	*	13%	20%	-	10%	-	
Speaking to someone who works for DHL over the phone	77	20	14	27	16	*	10	10	5	7	2	9	8	10	4	8	4	
Asking someone who works for DHL in person (e.g. the postman/woman)	21%	49%	38%	61%	54%	11%	49%	58%	27%	52%	42%	84%	60%	51%	46%	56%	56%	
Another way (please specify)	88	18	18	16	6	3	11	6	10	4	4	4	8	4	1	1	4	
I don't know	38%	44%	50%	36%	19%	72%	56%	24%	57%	31%	70%	37%	56%	22%	15%	7%	48%	
	50	10	17	9	15	2	4	3	12	1	5	3	*	6	5	5	5	
	33%	24%	46%	20%	50%	59%	21%	18%	64%	4%	84%	30%	1%	29%	60%	34%	69%	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
	*	*	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Means: Columns Tested (5% risk level) - abcd - efghijklmnop
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	116	4	112	64	52	66	50	27	34	35	13	6	-	1	61	48	7	1	82	33
Weighted Base	132*	7**	125*	71*	61*	83*	49*	33**	39**	42**	11**	5**	-**	2**	71*	54*	7**	2**	88*	44**
Effective Base	75	4	71	40	35	43*	34	18	21	25	6	3	-	1	39	31	4	1	51	24
Didn't need this information	13	3	10	6	7	5	8	4	3	4	-	-	-	2	7	4	2	2	8	6
On FedEx's website	10%	46%	8%	8%	12%	7%	16%	13%	7%	10%	-	3%	-	100%	10%	8%	29%	100%	9%	13%
Speaking to someone who works for FedEx over the phone	66	4	62	36	26	48	18	16	14	24	6	5	-	-	30	30	9	-	38	27
Asking someone who works for FedEx in person (e.g. the postman/woman)	30%	54%	49%	51%	46%	58%	36%	49%	37%	58%	53%	95%	-	-	43%	57%	69%	-	43%	62%
Another way (please specify)	49	-	49	28	21	31	18	13	19	11	6	-	-	-	32	17	-	-	33	16
I don't know	37%	-	39%	39%	35%	37%	38%	40%	49%	25%	55%	-	-	-	45%	32%	-	-	36%	36%
Unweighted Base	46	-	46	30	16	34	13	9	17	15	4	1	-	-	26	19	1	-	31	15
Weighted Base	35%	-	37%	42%	27%	41%	26%	29%	44%	34%	38%	27%	-	-	37%	35%	20%	-	36%	34%
Effective Base	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't need this information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
On FedEx's website	2	-	2	-	2	*	2	-	2	-	-	*	-	-	2	-	*	-	2	-
Speaking to someone who works for FedEx over the phone	1%	-	2%	-	3%	*	4%	-	5%	-	-	2%	-	-	3%	-	2%	-	2%	-

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £28,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	116	50	26	17	23	76	40	87	19	11	11	25	35	31	71	11	103	49	65	2
Weighted Base	132*	49**	37**	26**	19**	87*	45**	119*	13**	8**	10**	31**	49**	31**	90*	8**	123*	48**	79*	4**
Effective Base	75	28	19	14	16	46	29	66	9	5	7	19	24	19	49	5	69	27	45	2
Didn't need this information	13	5	2	-	6	7	6	10	3	2	-	5	3	4	8	2	11	6	6	2
	10%	10%	6%	-	31%	6%	13%	9%	23%	24%	-	15%	6%	12%	9%	24%	9%	12%	7%	41%
On FedEx's website	66	23	20	16	7	43	22	61	4	3	8	13	21	17	42	3	61	20	45	-
	46%	46%	54%	61%	34%	50%	49%	52%	32%	42%	79%	43%	42%	55%	46%	42%	50%	42%	57%	-
Speaking to someone who works for FedEx over the phone	49	18	12	11	8	30	19	43	6	1	3	19	20	7	41	1	47	25	24	-
	37%	36%	33%	44%	36%	35%	42%	36%	47%	19%	26%	61%	40%	21%	46%	19%	39%	51%	31%	-
Asking someone who works for FedEx in person (e.g. the postman/woman)	46	20	14	8	5	34	12	43	3	4	5	4	24	10	32	4	43	19	24	3
	35%	47%	36%	37%	23%	39%	28%	37%	23%	46%	53%	12%	48%	34%	36%	46%	35%	40%	31%	59%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	2	*	2	-	-	2	-	2	-	-	-	-	2	-	2	-	2	-	2	-
I don't know	1%	*	5%	-	-	2%	-	2%	-	-	-	-	4%	-	2%	-	2%	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	116	82	34	12	67	17	22	10	3	2	7	4	15	12	9	9	6	2	15
Weighted Base	132*	113*	19**	3**	116*	8**	6**	2**	3**	3**	10**	5**	24**	17**	22**	23**	9**	1**	7**
Effective Base	75	64	10	2	60	10	13	6	3	2	7	4	14	11	9	9	6	1	9
Didn't need this information	13	13	*	*	12	2	*	-	-	1	1	-	2	3	3	2	-	-	2
On FedEx's website	10%	17%	2%	4%	10%	20%	3%	-	-	38%	14%	-	7%	17%	12%	8%	-	-	23%
Speaking to someone who works for FedEx over the phone	49	42	7	3	44	1	3	1	2	-	4	3	9	1	9	13	3	*	*
Asking someone who works for FedEx in person (e.g. the postman/woman)	35%	37%	33%	87%	38%	7%	50%	46%	66%	-	44%	51%	36%	7%	42%	58%	37%	13%	6%
Another way (please specify)	46	37	9	3	41	3	1	1	2	-	1	1	11	3	7	8	8	*	3
I don't know	2	2	*	-	2	-	*	-	66%	-	15%	25%	43%	18%	34%	34%	87%	13%	42%
	1%	2%	1%	-	2%	-	2%	-	-	62%	-	-	-	-	-	-	-	-	-

Proportions/Means. Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Table 381

Base : Made a complaint about FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	116	77	11	102	36	77	8	13	11	2	3	49	48	12	5	2	97	7	57	45	11	2	-	102	2	99	17
Weighted Base	132*	91*	9**	119*	37**	91*	5**	7**	9**	1**	3**	55**	59*	13**	4**	1**	114*	5**	65*	56*	8**	3**	-**	120*	3**	109*	23**
Effective Base	75	50	8	66	23	50	3	7	8	1	2	29	34	8	3	1	63	5	33	34	6	2	-	66	2	63	12
Didn't need this information	13	10	-	13	3	10	2	3	-	-	-	3	10	1	-	-	13	-	9	4	-	-	-	13	-	13	1
On FedEx's website	10%	11%	1%	17%	9%	11%	37%	43%	1%	-	-	3%	17%	4%	-	10%	17%	3%	14%	8%	-	-	-	17%	-	12%	2%
Speaking to someone who works for FedEx over the phone	66	48	2	61	15	48	2	2	2	1	1	37	20	8	1	-	57	1	32	28	5	-	-	60	-	48	18
Asking someone who works for FedEx in person (e.g. the postman/woman)	56%	53%	24%	51%	40%	53%	43%	33%	24%	1	56%	66%	34%	61%	33%	-	50%	24%	50%	50%	66%	-	-	50%	-	44%	76%
Another way (please specify)	49	33	6	42	15	33	-	1	6	1	2	18	26	2	1	1	45	2	28	17	2	1	-	45	1	41	8
I don't know	37%	37%	69%	36%	42%	37%	3%	11%	69%	100%	68%	33%	45%	14%	28%	90%	39%	45%	43%	31%	25%	48%	-	37%	48%	37%	37%
	46	34	3	42	11	34	1	2	3	1	1	21	17	5	3	-	39	3	15	26	4	1	-	41	1	42	5
	35%	38%	38%	35%	29%	38%	17%	23%	36%	100%	56%	38%	30%	41%	72%	-	34%	52%	23%	46%	54%	52%	-	34%	52%	38%	21%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2	2	-	2	-	2	-	-	-	-	-	-	2	-	-	-	2	-	2	-	-	-	-	2	-	2	*
	1%	2%	-	2%	-	2%	-	-	-	-	-	-	3%	-	-	-	2%	-	3%	-	-	-	-	2%	-	2%	*

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig testing

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	116	13	98	5	48	59	9	100	13	2	1	115	-
Weighted Base	132*	15**	111*	6**	60**	63*	9**	118*	11**	3**	***	132*	..**
Effective Base	75	8	63	4	30	39	7	65	8	2	1	74	-
Didn't need this information	13	-	13	-	6	5	3	11	-	2	-	13	-
100%		-	12%	-	9%	7%	32%	10%	-	58%	-	10%	-
On FedEx's website	66	7	55	3	23	40	2	59	6	-	*	65	-
56%		49%	50%	50%	38%	65%	22%	50%	55%	-	100%	50%	-
Speaking to someone who works for FedEx over the phone	49	7	39	3	23	23	3	43	5	1	-	49	-
37%		44%	35%	50%	38%	37%	30%	36%	45%	42%	-	37%	-
Asking someone who works for FedEx in person (e.g. the postman/woman)	46	2	42	3	26	16	5	42	5	-	*	46	-
35%		10%	36%	54%	43%	26%	49%	35%	43%	-	100%	35%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	2	*	-	-	2	-	*	2	-	-	-	2	-
I don't know	1%	12%	*	-	3%	-	1%	2%	-	-	-	1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	116	23	42	28	23	6	6	11	25	8	9	7	9	12	8	5	10				
Weighted Base	132*	27**	40**	43**	21**	4**	8**	15**	24**	8**	8**	9**	14**	20**	5**	6**	10**				
Effective Base	76	16	24	22	14	3	5	8	13	6	5	6	7	10	6	4	6				
Didn't need this information	13	3	3	6	2	-	3	3	1	2	-	*	4	2	-	1	1				
On FedEx's website	10%	11%	7%	13%	9%	-	-	21%	3%	22%	-	1%	28%	8%	-	13%	11%				
Speaking to someone who works for FedEx over the phone	66	15	23	20	8	2	5	9	13	3	6	6	5	8	4	2	2				
Asking someone who works for FedEx in person (e.g. the postman/woman)	90%	57%	96%	45%	36%	86%	54%	59%	58%	47%	77%	70%	40%	38%	77%	32%	18%				
Another way (please specify)	49	12	13	13	11	2	5	5	9	2	2	3	1	9	1	4	5				
I don't know	37%	44%	32%	37%	50%	44%	62%	33%	38%	21%	24%	31%	10%	46%	27%	68%	50%				
	46	10	15	11	10	3	4	3	11	*	3	1	6	4	2	1	7				
	35%	38%	37%	26%	48%	79%	44%	22%	47%	1%	41%	14%	41%	21%	35%	19%	73%				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	2	-	2	-	*	-	-	-	-	2	-	-	-	-	-	-	*				
	1%	-	5%	-	*	-	-	-	-	22%	-	-	-	-	-	-	1%				

Proportions/Means: Columns Tested (5% risk level) - abcd - efghijklmnop
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	248	30	218	101	147	98	150	51	52	60	37	28	11	9	103	97	48	20	205	41
Weighted Base	254	39**	215	93*	161**	103*	151*	61*	60*	54*	40**	24**	6**	8**	121*	94*	38**	14**	193	57*
Effective Base	156	25	132	58	98	59	98	35	36	37	23	15	5	5	71	60	25	10	121	33
Didn't need this information	21	5	15	11	10	7	14	3	5	5	3	1	2	-	9	9	3	2	16	5
On Evri's website	8%	14%	7%	11%	6%	6%	9%	6%	8%	9%	9%	6%	31%	-	7%	9%	9%	14%	8%	8%
Speaking to someone who works for Evri over the phone	164	27	138	50	114	61	103	37	38	34	26	18	4	7	75	60	20	11	125	37
	65%	68%	64%	54%	71% ^c	59%	68%	61%	63%	63%	66%	76%	56%	92%	62%	64%	76%	78%	65%	64%
Asking to someone who works for Evri in person (e.g. the postman/woman)	54	4	50	30	24	36	18	18	20	6	8	1	*	*	39	14	1	*	36	16
	21%	11%	23%	32% ^b	15%	35% ^d	12%	30%	34% ^d	11%	21%	2%	1%	1%	32% ^b	15%	2%	1%	19%	26%
Another way (please specify)	26	-	26	15	11	14	12	5	7	7	5	2	-	*	12	12	2	*	22	3
I don't know	10%	-	12%	16%	7%	13%	8%	8%	12%	13%	12%	7%	-	1%	10%	13%	5%	*	12%	6%
	9	3	6	-	9	1	9	3	2	3	-	1	1	1	4	3	2	1	6	4
	4%	7%	3%	-	6%	1%	6%	4%	3%	5%	-	4%	11%	8%	3%	3%	6%	9%	3%	6%
	12	-	12	2	10	4	8	5	2	2	2	1	-	-	8	3	1	-	8	4
	5%	-	6%	2%	6%	4%	5%	9%	4%	3%	4%	5%	-	-	6%	3%	3%	-	4%	7%

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Table 382

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £28,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	248	96	63	41	48	159	89	177	68	19	23	45	84	60	152	19	218	85	151	12
Weighted Base	254	94*	79*	39**	43*	172*	82*	200	50*	15**	19**	50*	85*	62*	155*	15**	223	75*	167	16**
Effective Base	156	57	43	28	32	99	59	116	42	12	15	30	52	36	96	12	137	49	100	8
Didn't need this information	21	8	5	3	4	13	7	12	8	2	3	4	5	6	12	2	19	8	9	3
On Evri's website	164	57	55	26	26	112	52	132	28	7	7	32	54	45	93	7	143	38	115	11
Speaking to someone who works for Evri over the phone	54	21	19	5	9	40	14	46	8	2	7	11	27	6	45	2	51	15	39	-
Asking someone who works for Evri in person (e.g. the postman/woman)	9	1	4	1	3	5	4	6	4	1	1	-	3	2	4	1	8	4	5	1
Another way (please specify)	4%	1%	5%	3%	7%	3%	5%	3%	8%	-	8%	-	3%	3%	3%	7%	3%	5%	3%	4%
I don't know	12	7	-	2	3	7	5	9	3	4	1	4	2	1	8	4	8	4	7	2
	5%	7%	-	5%	6%	4%	6%	5%	6%	26%	5%	9%	3%	1%	5%	26%	4%	5%	4%	10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Table 382

Base : Made a complaint about Evri

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	248	175	73	26	136	38	52	22	14	20	11	15	15	16	17	13	15	3	35
Weighted Base	254	226	28**	3**	215	16**	18**	5**	10**	34**	15**	19**	22**	23**	40**	29**	23**	***	16**
Effective Base	156	139	17	23	120	20	26	14	14	19	11	15	14	15	17	13	14	3	19
Didn't need this information	21	17	4	1	18	1	1	1	3	1	4	2	2	1	3	2	-	-	1
On Evri's website	85	8%	13%	21%	8%	7%	5%	11%	31%	4%	30%	12%	8%	4%	6%	6%	-	-	7%
Speaking to someone who works for Evri over the phone	164	145	19	1	140	10	12	2	4	21	9	14	14	12	26	23	18	*	10
Asking someone who works for Evri in person (e.g. the postman/woman)	65%	64%	67%	51%	65%	62%	67%	50%	43%	60%	62%	71%	62%	52%	65%	79%	76%	100%	61%
Another way (please specify)	54	49	5	*	46	4	2	2	2	12	1	4	3	5	11	4	3	*	4
I don't know	21%	22%	16%	14%	21%	26%	12%	35%	24%	36%	8%	20%	14%	22%	27%	15%	12%	39%	25%
Asking someone who works for Evri in person (e.g. the postman/woman)	26	22	3	1	19	2	3	2	1	2	-	1	3	4	4	3	1	*	2
Another way (please specify)	10%	10%	12%	26%	9%	10%	16%	36%	10%	5%	-	7%	14%	19%	10%	9%	6%	39%	10%
I don't know	9	9	*	-	8	*	1	-	1	2	-	1	-	1	2	-	1	-	*
Asking someone who works for Evri in person (e.g. the postman/woman)	4%	4%	*	-	4%	1%	6%	-	12%	4%	-	5%	-	4%	5%	-	6%	-	1%
Another way (please specify)	12	12	*	-	10	1	1	*	-	-	-	1	3	1	4	-	-	-	1
I don't know	5%	5%	1%	-	5%	5%	7%	4%	-	-	-	7%	12%	6%	11%	-	-	-	5%

Proportions/Means. Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Table 382

Base : Made a complaint about Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	248	126	71	173	118	126	9	31	71	8	27	93	101	23	24	7	194	31	126	87	23	8	3	213	11	144	104
Weighted Base	254	118*	74*	172	129*	118*	4**	21**	74*	9**	18**	91*	105*	23**	32**	3**	196	35**	127*	97*	18**	8**	2**	224	10**	152*	102*
Effective Base	196	75	49	104	78	75	3	19	49	7	16	54	66	15	19	4	120	22	77	57	15	6	2	134	8	91	66
Didn't need this information	21	12	5	16	8	12	2	6	5	-	2	6	10	1	2	1	17	3	11	5	3	1	-	16	1	12	9
On Evri's website	8%	17%	6%	9%	6%	17%	44%	30%	8%	-	17%	7%	10%	4%	7%	21%	8%	8%	9%	5%	18%	15%	-	7%	12%	8%	9%
Speaking to someone who works for Evri over the phone	164	66	53	105	93	66	1	9	53	5	12	60	60	21	22	1	120	23	86	64	6	6	1	190	8	89	75
Another way (please specify)	85%	56%	72%	61%	72%	56%	34%	43%	72%	57%	68%	66%	57%	89%	68%	46%	62%	66%	66%	66%	35%	79%	61%	67%	75%	58%	74%
I don't know	54	25	8	45	19	35	*	4	8	1	1	21	25	4	4	*	46	4	23	25	4	-	*	48	*	45	8
	27%	30%	11%	30%	15%	30%	12%	20%	17%	12%	8%	23%	24%	16%	12%	3%	24%	17%	18%	26%	21%	-	3%	22%	1%	30%	8%
Asking someone who works for Evri in person (e.g. the postman/woman)	26	14	7	19	11	14	*	*	7	1	2	14	7	1	3	*	21	3	10	12	3	1	-	22	1	25	*
	10%	12%	9%	17%	9%	12%	10%	*	9%	12%	8%	16%	7%	5%	10%	3%	11%	9%	8%	12%	16%	6%	-	10%	5%	17%	*
	9	2	5	4	7	2	-	1	5	1	2	2	6	-	1	-	9	1	2	6	*	-	1	8	1	3	6
	4%	2%	7%	2%	6%	2%	-	7%	7%	11%	13%	3%	6%	-	2%	-	4%	2%	1%	7%	3%	-	38%	4%	7%	2%	6%
	12	5	4	6	5	5	-	-	4	3	1	*	8	*	3	1	8	4	8	2	2	-	-	10	-	5	7
	5%	4%	6%	4%	4%	4%	-	-	6%	32%	6%	*	7%	2%	8%	33%	4%	10%	6%	2%	12%	-	-	4%	-	3%	7%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig testing

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Table 382

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	248	18	225	5	93	134	21	231	15	1	-	247	1
Weighted Base	254	9**	240	4**	87**	142**	25**	236	17**	2**	-.**	254	***
Effective Base	196	7	147	2	54	89	14	146	10	1	-	156	1
Didn't need this information	21	1	19	-	11	7	2	18	1	2	-	21	-
On Evri's website	8%	13%	8%	-	13%	5%	9%	8%	6%	100%	-	6%	-
Speaking to someone who works for Evri over the phone	164 65%	6 68%	153 64%	4 100%	49 57%	97 68%	18 73%	158 67%	6 39%	-	-	164 65%	-
Asking someone who works for Evri in person (e.g. the postman/woman)	54 22%	2 19%	52 22%	-	22 25%	28 20%	4 18%	44 19%	10 61%	-	-	54 21%	-
Another way (please specify)	9 4%	1 5%	9 4%	-	4 5%	5 3%	-	9 4%	-	-	-	9 4%	-
I don't know	12 5%	-	12 5%	-	3 3%	9 6%	* *	12 5%	-	-	-	12 5%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Total	Quarter				Month													
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)		
Unweighted Base	248	66	73	62	47	15	20	31	29	24	20	21	24	17	10	17	20		
Weighted Base	254	61*	71*	72*	50**	15**	17**	29**	21**	30**	20**	22**	27**	24**	12**	20**	18**		
Effective Base	186	43	43	42	29	9	14	20	14	17	12	14	16	12	7	12	11		
Didn't need this information	21	3	8	9	1	1	1	*	1	4	2	2	7	-	-	-	1		
On Evri's website	8%	4%	11%	13%	2%	9%	6%	1%	7%	15%	9%	9%	28%	-	-	-	5%		
Speaking to someone who works for Evri over the phone	164	42	45	38	39	9	9	24	12	19	14	11	16	11	10	17	11		
Asking someone who works for Evri in person (e.g. the postman/woman)	60%	69%	63%	53%	78%	61%	55%	81%	56%	64%	70%	52%	59%	46%	90%	84%	64%		
Another way (please specify)	84	16	14	14	10	4	6	6	4	7	4	2	5	7	1	3	6		
I don't know	21%	27%	20%	19%	19%	30%	36%	20%	17%	22%	19%	7%	18%	31%	10%	14%	31%		
	26	5	8	9	3	2	2	1	5	1	2	4	-	5	1	*	2		
	10%	9%	11%	13%	6%	14%	11%	5%	22%	2%	12%	19%	-	22%	9%	1%	10%		
	9	1	2	2	5	-	-	1	1	1	-	2	*	-	3	2	-		
	4%	2%	3%	2%	9%	-	-	3%	3%	2%	-	9%	-	-	22%	11%	-		
	12	*	3	6	2	-	*	-	2	-	2	4	-	2	-	1	1		
	5%	*	5%	5%	4%	-	1%	-	8%	-	8%	19%	-	10%	-	4%	6%		

Proportions/Means: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Table 383

Base : Made a complaint about DPD

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	118	4	114	68	50	71	47	23	40	27	13	10	2	3	63	40	15	5	91	26
Weighted Base	136*	5**	130*	76*	59*	82*	53*	26**	45**	35**	12**	11**	4**	2**	71*	47**	18**	6**	94*	41**
Effective Base	75	3	72	42	33	43	32	15	26	19	7	6	2	1	41	26	9	3	54	21
Didn't need this information	10	-	10	5	5	5	5	5	1	3	-	2	-	-	5	3	2	-	5	5
On DPD's website	7%	-	8%	7%	8%	6%	9%	17%	2%	8%	-	16%	-	-	7%	6%	10%	-	5%	13%
Speaking to someone who works for DPD over the phone	87	2	84	35	21	38	19	14	18	14	2	4	4	1	32	16	8	4	39	17
	42%	43%	42%	46%	36%	46%	35%	65%	40%	41%	17%	32%	100%	3%	46%	35%	45%	69%	41%	42%
Asking someone who works for DPD in person (e.g. the postman/woman)	43	3	40	25	18	27	16	4	19	9	7	1	-	2	24	16	3	2	29	14
	32%	57%	31%	33%	30%	33%	31%	17%	43%	27%	56%	12%	-	97%	33%	34%	19%	31%	30%	35%
Another way (please specify)	52	-	52	33	19	33	19	7	16	18	7	5	-	1	23	25	5	1	42	10
I don't know	39%	-	40%	44%	32%	41%	36%	25%	37%	52%	57%	40%	-	3%	32%	53%	26%	1%	45%	25%
	3	-	3	-	3	-	3	-	2	1	-	1	-	-	2	1	1	-	1	3
	2%	-	2%	-	5%	-	6%	-	3%	4%	-	1%	-	-	2%	3%	1%	-	1	7%
	2	-	2	-	2	1	1	-	2	-	-	-	-	-	2	-	-	-	2	-
	1%	-	1%	-	3%	2%	1%	-	4%	-	-	-	-	-	3%	-	-	-	2	-

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	118	51	28	15	24	79	39	88	20	9	13	33	36	25	82	9	107	51	63	4
Weighted Base	136*	50**	37**	25**	24**	87*	49**	125*	10**	3**	8**	49**	45**	29**	102*	3**	131*	47**	78*	10**
Effective Base	75	27	20	13	17	46	29	67	10	4	8	25	24	16	56	4	72	27	44	4
Didn't need this information	10	5	-	-	5	5	5	9	1	-	-	8	2	1	9	-	10	1	7	3
On DPD's website	67	18	18	14	7	36	21	53	4	2	4	21	16	12	41	2	53	20	34	3
Speaking to someone who works for DPD over the phone	43	17	11	7	8	28	15	40	3	1	3	12	20	7	35	1	42	21	20	2
Asking someone who works for DPD in person (e.g. the postman/woman)	42%	36%	48%	57%	28%	41%	43%	42%	35%	67%	54%	42%	36%	41%	40%	67%	46%	42%	44%	27%
Another way (please specify)	2%	*	3	-	-	3	-	3	*	-	-	-	*	3	*	-	3	*	3	-
I don't know	1%	-	*	2	-	3%	-	2%	1%	-	-	-	*	10%	*	-	2%	*	4%	-
	2	-	1%	6%	-	1%	3%	-	14%	-	-	1%	-	5%	*	-	7%	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Table 383

Base : Made a complaint about DPD

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East of England/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	118	82	36	19	68	19	19	12	4	3	7	6	8	9	11	9	11	2	17
Weighted Base	136*	123*	13**	4**	121*	8**	5**	2**	4**	6**	10**	8**	14**	13**	27**	22**	17**	***	8**
Effective Base	75	67	8	3	62	12	10	7	4	3	7	6	8	9	11	9	11	2	12
Didn't need this information	10	10	-	-	9	1	-	-	-	-	3	1	-	2	3	-	-	-	1
On DPD's website	75	8%	1%	-	7%	17%	2%	-	-	-	30%	16%	-	14%	10%	-	-	-	17%
Speaking to someone who works for DPD over the phone	57	52	5	1	51	3	2	1	1	3	3	4	9	-	12	15	4	*	3
Asking someone who works for DPD in person (e.g. the postman/woman)	42%	42%	36%	22%	42%	42%	34%	55%	27%	45%	28%	50%	59%	-	46%	67%	26%	100%	41%
Another way (please specify)	43	39	4	3	38	3	2	*	3	2	1	3	5	4	7	6	8	*	3
I don't know	32%	32%	32%	70%	31%	33%	44%	27%	79%	30%	11%	33%	35%	31%	24%	26%	49%	67%	32%
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r	52	44	8	3	48	2	2	1	4	-	5	-	9	6	12	4	8	*	2
* small base, ** very small base (under 30) ineligible for sig testing	39%	36%	65%	80%	39%	20%	51%	37%	100%	-	49%	-	62%	45%	45%	21%	47%	67%	19%
	3	3	*	-	3	-	*	-	-	2	-	-	-	1	-	-	-	-	-
	2%	2%	1%	-	2%	-	2%	-	-	25%	-	-	-	11%	-	-	-	-	-
	2	2	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	1%	1%	-	-	1%	-	-	27%	-	-	-	17%	-	-	-	-	-	-	-

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

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Table 383

Base : Made a complaint about DPD

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	118	72	18	100	46	72	6	10	18	1	3	58	32	20	7	1	90	8	57	46	7	6	1	103	7	96	22	
Weighted Base	136*	85*	22**	114*	51*	85*	1**	5**	22**	1**	2**	67*	38**	20**	11**	***	105*	11**	67*	55*	7**	4**	1**	122*	6**	109*	27**	
Effective Base	78	45	14	62	31	45	2	5	14	1	2	35	23	11	6	1	58	6	36	31	3	3	1	67	4	60	15	
Didn't need this information	10	2	3	7	8	2	-	-	3	-	-	4	5	1	-	-	9	-	5	3	3	-	-	7	-	8	2	
On DPD's website	7%	2%	13%	6%	16%	2%	-	-	13%	-	-	6%	12%	7%	-	-	8%	-	7%	5%	40%	3%	-	6%	2%	7%	6%	
Speaking to someone who works for DPD over the phone	57	39	10	47	18	39	*	*	10	1	2	31	13	9	3	-	44	3	34	19	1	2	1	53	3	44	13	
Asking someone who works for DPD in person (e.g. the postman/woman)	42%	46%	44%	47%	35%	46%	25%	7%	44%	100%	100%	47%	35%	43%	33%	-	42%	33%	51%	34%	11%	43%	100%	43%	55%	40%	48%	
Another way (please specify)	43	34	5	38	10	34	40%	4%	5	1	1	16	20	4	3	-	36	3	22	16	*	3	1	38	5	31	12	
I don't know	32%	40%	24%	33%	19%	40%	4%	20%	24%	100%	49%	24%	52%	21%	27%	100%	34%	28%	33%	29%	8%	78%	100%	31%	83%	29%	45%	
	52	29	8	45	23	29	1	3	8	1	3	30	12	5	5	-	42	5	22	25	3	1	-	47	1	47	5	
	36%	34%	36%	39%	46%	34%	70%	48%	36%	100%	49%	44%	32%	27%	50%	-	40%	50%	32%	46%	50%	11%	-	39%	9%	43%	20%	
	3	1	2	2	2	1	-	-	2	-	-	2	2	-	-	-	3	-	2	2	-	-	3	-	-	1	2	
	2%	2%	7%	1%	3%	2%	-	-	7%	-	-	2%	4%	-	-	-	3%	-	2%	3%	-	-	-	2%	-	-	6%	
	2	1	*	1	*	1	-	1	*	-	1	-	-	1	*	-	-	*	-	2	-	-	-	2	-	-	*	1
	1%	2%	2%	1%	1%	2%	-	27%	2%	-	-	-	-	7%	4%	-	-	4%	-	3%	-	-	-	2%	-	-	*	5%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - e/f/g - h/i - j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig testing

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	118	18	97	3	52	58	8	104	11	1	1	116	1
Weighted Base	136*	13**	118*	5**	57**	68*	11**	120*	12**	3**	***	135*	1**
Effective Base	75	8	65	2	29	40	6	67	7	1	1	74	1
Didn't need this information	10	-	10	-	4	3	3	9	-	-	-	9	1
7%	7%	-	9%	-	7%	5%	24%	8%	-	-	-	7%	100%
On DPD's website	57	9	47	-	17	35	4	49	5	3	*	57	-
42%	42%	72%	40%	-	30%	52%	40%	41%	38%	100%	100%	42%	-
Speaking to someone who works for DPD over the phone	43	7	34	2	18	23	2	40	3	-	-	43	-
32%	32%	52%	29%	41%	31%	34%	21%	33%	27%	-	-	32%	-
Asking someone who works for DPD in person (e.g. the postman/woman)	52	5	44	3	22	28	2	46	7	-	-	52	-
38%	38%	39%	37%	69%	40%	42%	15%	38%	54%	-	-	39%	-
Another way (please specify)	3	*	3	-	2	1	-	3	-	-	-	3	-
2%	2%	1%	2%	-	3%	2%	-	3%	-	-	-	2%	-
I don't know	2	-	2	-	-	1	*	2	-	-	-	2	-
1%	1%	-	2%	-	-	2%	4%	2%	-	-	-	1%	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	118	38	42	19	19	10	16	12	20	10	12	4	11	4	7	7	5				
Weighted Base	136*	41**	46**	27**	21**	9**	21**	11**	16**	16**	15**	4**	16**	7**	6**	10**	5**				
Effective Base	75	24	25	13	13	6	11	6	10	7	9	2	8	3	5	6	3				
Didn't need this information	10	1	8	1	-	-	-	1	-	4	3	-	1	-	-	-	-				
On DPD's website	7%	2%	17%	5%	-	-	-	7%	-	28%	24%	-	9%	-	-	-	-				
Speaking to someone who works for DPD over the phone	57	12	19	10	15	1	6	5	6	7	6	*	10	*	2	10	4				
Asking someone who works for DPD in person (e.g. the postman/woman)	42%	30%	47%	37%	72%	11%	30%	43%	38%	45%	43%	2%	60%	1%	31%	100%	73%				
Another way (please specify)	43	18	12	7	5	4	9	5	6	-	6	-	2	5	3	2	*				
I don't know	32%	44%	26%	28%	25%	51%	41%	46%	39%	-	40%	-	15%	75%	49%	20%	3%				
	52	18	19	10	6	3	10	5	12	4	3	4	4	2	2	4	*				
	39%	43%	42%	36%	28%	39%	46%	40%	73%	27%	23%	95%	27%	24%	28%	41%	3%				
	3	-	-	*	3	-	-	-	-	-	-	*	-	-	2	-	1				
	2%	-	-	*	14%	-	-	-	-	-	-	3%	-	-	24%	-	27%				
	2	1	*	-	-	-	1	-	-	-	*	-	-	-	-	-	-				
	1%	3%	1%	-	-	-	7%	-	-	-	3%	-	-	-	-	-	-				

Proportions/Means: Columns Tested (5% risk level) - abcd - efghijklmnop
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Methodology			Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	124	5	119	66	58	79	45	26	33	31	12	13	3	6	59	43	22	9	100	22
Weighted Base	122*	6**	116*	60*	63*	77*	45**	22**	34**	33**	10**	13**	3**	7**	56*	43**	23**	10**	90*	28**
Effective Base	70	4	65	34	35	45	25	16	21	18	5	7	2	3	36	23	11	5	53	15
Didn't need this information	11	2	10	3	8	7	4	1	2	2	2	-	1	2	4	5	3	3	9	2
On Parcelforce's website	9%	30%	8%	6%	13%	10%	9%	6%	6%	7%	24%	-	40%	27%	6%	11%	13%	31%	10%	7%
Speaking to someone who works for Parcelforce over the phone	61	4	57	30	31	40	21	7	13	24	9	9	2	*	21	30	11	2	40	17
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	36	-	35	19	15	25	9	9	15	8	2	2	-	*	24	9	2	*	22	13
Another way (please specify)	28%	-	30%	32%	24%	33%	20%	39%	44%	24%	16%	12%	-	1%	42%	22%	7%	1%	24%	45%
I don't know	31	-	31	19	13	22	9	7	10	9	2	3	-	1	17	11	4	1	23	8
	26%	-	27%	31%	20%	29%	21%	32%	29%	26%	20%	21%	-	16%	30%	25%	17%	11%	26%	26%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5	-	5	*	4	1	4	1	-	-	-	-	-	4	1	-	4	4	4	1
	4%	-	4%	1%	7%	1%	9%	5%	-	-	-	-	-	53%	2%	-	16%	37%	5%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Table 384

Base : Made a complaint about Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £28,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	124	52	32	16	24	84	40	85	28	16	16	24	37	30	77	16	107	62	59	3
Weighted Base	122*	48**	33**	21**	20**	82*	41**	104*	17**	7**	15**	29**	43**	27**	87*	7**	114*	50*	65*	7**
Effective Base	70	27	19	12	12	46	24	58	11	8	8	17	24	15	48	8	63	31	36	3
Didn't need this information	11	3	2	3	3	5	7	9	1	1	*	2	4	3	6	1	9	4	7	-
On Parcelforce's website	9%	6%	5%	15%	17%	6%	16%	9%	7%	20%	2%	6%	6%	9%	7%	20%	8%	9%	11%	-
Speaking to someone who works for Parcelforce over the phone	61	30	16	12	3	46	15	57	4	4	5	16	19	18	40	4	58	21	36	4
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	50%	62%	48%	56%	17%	57%	37%	55%	25%	53%	32%	56%	44%	65%	46%	53%	51%	42%	55%	62%
Another way (please specify)	35	9	11	9	5	20	14	30	5	1	4	11	16	2	31	1	33	19	13	3
I don't know	28%	19%	33%	43%	27%	25%	35%	29%	26%	18%	24%	38%	38%	9%	36%	18%	29%	38%	20%	38%
Unweighted Base	31	8	12	5	7	20	11	24	7	3	4	7	11	6	23	3	29	21	10	-
Weighted Base	28%	17%	35%	22%	35%	24%	28%	23%	42%	38%	29%	26%	26%	22%	28%	36%	25%	42%	15%	-
Effective Base	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't need this information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
On Parcelforce's website	5	1	*	-	4	1	4	1	4	*	4	-	1	-	4	*	4	*	4	-
Speaking to someone who works for Parcelforce over the phone	4%	1%	1%	-	15%	1%	8%	1%	22%	5%	25%	-	2%	-	5%	5%	4%	1%	7%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	124	78	46	18	57	24	28	15	1	2	3	6	10	9	10	8	8	1	23
Weighted Base	122*	102*	21**	2**	101*	11**	7**	2**	1**	4**	4**	8**	17**	13**	24**	20**	11**	***	11**
Effective Base	70	59	11	16	51	14	18	12	1	2	3	6	10	9	10	8	8	1	14
Didn't need this information	11	11	1	1	10	*	*	1	-	-	1	-	-	5	2	2	-	-	*
On Parcelforce's website	9%	11%	3%	28%	10%	1%	6%	30%	-	-	31%	-	-	37%	10%	10%	-	-	1%
Speaking to someone who works for Parcelforce over the phone	61	49	12	1	53	4	2	2	1	3	-	2	13	4	17	7	6	*	4
	50%	49%	58%	48%	53%	38%	28%	70%	100%	71%	-	20%	79%	31%	72%	36%	57%	100%	37%
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	31	27	5	1	23	4	3	*	-	-	1	4	5	3	2	6	4	*	4
	26%	26%	23%	31%	23%	39%	44%	13%	-	-	37%	45%	28%	22%	7%	28%	33%	100%	39%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5	1	4	-	4	-	1	-	-	-	-	-	-	-	-	4	-	-	-
	4%	1%	18%	-	4%	-	14%	-	-	-	-	-	-	-	-	19%	-	-	-

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

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Table 384

Base : Made a complaint about Parcelforce

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	124	75	26	98	49	75	13	16	26	2	9	58	39	14	6	7	97	13	67	39	10	5	3	106	8	97	27
Weighted Base	122*	79*	22**	100*	43**	79*	6**	9**	22**	1**	7**	57**	41**	13**	7**	4**	98*	12**	62*	44**	9**	4**	4**	106*	8**	89*	34**
Effective Base	70	43	13	57	26	43	6	9	13	1	3	29	26	7	5	4	54	9	34	24	6	4	3	58	7	54	17
Didn't need this information	11	8	3	9	3	8	1	1	3	-	-	2	6	-	4	-	7	4	6	4	-	-	1	10	1	10	2
On Parcelforce's website	9%	11%	13%	9%	7%	11%	25%	13%	13%	-	-	3%	14%	-	49%	10%	8%	34%	10%	9%	-	8%	28%	9%	18%	5%	5%
Asking someone who works for Parcelforce over the phone	36	28%	58%	56%	35%	58%	42%	27%	25%	100%	26%	60%	58%	9%	-	44%	60%	16%	53%	49%	39%	49%	41%	51%	45%	45%	64%
Speaking to someone who works for Parcelforce over the phone	35	22	8	26	13	22	-	3	8	1	1	15	8	7	3	1	24	4	11	19	3	-	1	31	1	28	7
Asking someone who works for Parcelforce in person (e.g. the postman/postwoman)	26%	24%	19%	27%	29%	24%	24%	40%	19%	93%	36%	29%	17%	36%	16%	47%	24%	28%	28%	20%	29%	43%	31%	24%	37%	26	17%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	4%	1%	17%	1%	9%	1%	6%	-	17%	-	54%	7%	2%	-	-	-	5%	-	8%	-	-	-	-	5%	-	1	4

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef/g - h/i - j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Table 384

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	124	9	113	2	60	58	6	105	16	3	-	124	-
Weighted Base	122*	6**	113*	3**	60*	56*	6**	107*	12**	3**	..**	122*	..**
Effective Base	70	5	64	1	33	33	4	60	8	2	-	70	-
Didn't need this information	11	-	11	-	4	7	-	10	-	1	-	11	-
9%		1%	10%	-	7%	12%	5%	10%	-	42%	-	9%	-
On Parcelforce's website	61	5	53	3	31	27	3	54	6	2	-	61	-
36%		77%	47%	100%	52%	48%	49%	51%	44%	57%	-	50%	-
Speaking to someone who works for Parcelforce over the phone	35	1	34	-	18	15	1	31	3	-	-	35	-
28%		17%	30%	-	31%	27%	18%	29%	25%	-	-	28%	-
Asking someone who works for Parcelforce in person (e.g. the postman/postwoman)	31	1	30	-	20	10	2	26	5	-	-	31	-
26%		23%	27%	-	33%	19%	27%	25%	41%	2%	-	26%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	9	-	5	-	-	5	-	5	-	-	-	5	-
4%		-	4%	-	-	9%	-	4%	-	-	-	4%	-

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	124	31	37	33	23	6	10	15	19	8	10	9	17	7	9	8	6				
Weighted Base	122*	31**	34**	35**	22**	5**	8**	18**	12**	11**	11**	10**	17**	9**	8**	7**	7**				
Effective Base	70	19	19	18	15	4	5	11	8	5	7	4	9	4	5	5	5				
Didn't need this information	11	3	2	3	4	-	+	3	+	-	2	+	+	2	1	+	2				
On Parcelforce's website	9%	17	20	6%	8%	18%	-	1%	18%	3%	-	14%	1%	1%	28%	14%	7%	29%			
Speaking to someone who works for Parcelforce over the phone	61	17	20	13	11	2	4	11	8	6	7	5	9	+	5	3	3				
Asking someone who works for Parcelforce in person (e.g. the postman/volunteer)	60%	54%	59%	38%	51%	42%	50%	59%	62%	55%	59%	47%	51%	2%	65%	40%	45%				
Another way (please specify)	36	10	10	11	4	1	5	4	3	3	4	2	8	1	+	2	2				
I don't know	28%	33%	29%	31%	18%	27%	62%	20%	25%	24%	37%	16%	49%	12%	2%	27%	28%				
Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef/ghijklm/no/p	31	9	9	10	4	1	5	3	5	2	2	1	4	4	2	2	+				
* small base, ** very small base (under 30) - ineligible for sig. testing	26%	30%	26%	27%	16%	33%	56%	18%	39%	21%	17%	13%	24%	50%	20%	25%	2%				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	5	+	-	4	-	-	+	-	-	-	-	4	-	1	-	-	-				
	4%	1%	-	13%	-	-	4%	-	-	-	-	38%	-	8%	-	-	-				

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef/ghijklm/no/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	128	11	118	72	57	67	62	23	35	36	20	12	1	2	58	56	15	3	105	23
Weighted Base	123*	12**	111*	66*	58*	66*	57*	20**	39**	33**	16**	11**	2**	2**	59*	49*	15**	4**	91*	31**
Effective Base	78	8	67	39	36	38	37	14	22	20	10	7	1	1	36	30	9	2	56	18
Didn't need this information	10	2	8	7	2	6	3	3	4	6	1	*	-	-	9	1	-	-	8	2
On Yodel's website	8%	15%	7%	11%	4%	10%	5%	13%	16%	4%	2%	1%	-	-	15%	1%	-	-	8%	7%
Speaking to someone who works for Yodel over the phone	74	10	64	34	40	37	37	10	27	23	6	5	3	3	37	29	8	4	49	24
Asking someone who works for Yodel in person (e.g. the postman/woman)	60%	80%	58%	52%	69%	55%	65%	47%	70%	70%	35%	42%	100%	100%	62%	59%	56%	100%	53%	78%
Another way (please specify)	34	1	33	19	14	20	14	4	4	12	6	6	-	*	9	19	6	*	27	7
I don't know	27%	5%	30%	30%	25%	30%	25%	21%	12%	37%	40%	57%	-	3%	15%	36**	44%	2%	30%	23%
Asking someone who works for Yodel in person (e.g. the postman/woman)	32	-	32	21	11	21	11	6	11	6	9	*	-	*	17	15	*	*	28	4
Another way (please specify)	26%	-	29%	32%	19%	32%	19%	28%	29%	19%	55%	1%	-	3%	28%	30%	1%	2%	31%	13%
I don't know	*	-	*	*	*	*	*	-	*	-	*	*	-	-	*	*	*	-	*	-
I don't know	*	-	*	*	*	*	*	-	*	-	*	*	-	-	*	*	*	-	*	-
I don't know	*	-	*	*	*	*	*	1%	-	-	-	-	-	-	*	-	-	-	*	-

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £28,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	129	54	38	17	20	92	37	93	36	8	20	28	37	34	85	8	119	58	66	5
Weighted Base	123*	48**	37**	21**	17**	85*	38**	98*	25**	4**	17**	33**	36**	29**	86*	4**	116*	47**	68*	8**
Effective Base	78	27	24	12	12	51	24	56	20	4	11	19	24	17	53	4	70	29	43	4
Didn't need this information	10	7	2	*	*	9	*	9	*	*	*	2	2	5	4	*	9	3	6	-
On Yodel's website	85	15%	5%	1%	*	11%	1%	9%	2%	4%	2%	6%	5%	16%	8%	4%	8%	7%	9%	-
	74	30	21	11	12	51	23	60	14	4	14	15	23	15	52	4	67	23	47	4
	60%	62%	57%	52%	71%	60%	60%	61%	55%	92%	84%	45%	63%	50%	60%	92%	58%	49%	69%	49%
Speaking to someone who works for Yodel over the phone	34	10	9	11	4	19	15	28	6	1	5	16	6	5	27	1	32	17	14	3
	27%	21%	24%	52%	23%	22%	38%	28%	24%	29%	31%	46%	17%	16%	31%	29%	28%	37%	20%	34%
Asking someone who works for Yodel in person (e.g. the postman/woman)	32	12	9	2	10	20	12	24	8	1	3	8	11	8	22	1	31	19	9	4
	26%	24%	24%	9%	57%	24%	30%	24%	32%	27%	17%	24%	31%	28%	26%	27%	27%	40%	13%	50%
Another way (please specify)	*	*	*	-	-	*	-	-	*	-	*	-	*	-	*	-	*	*	-	-
I don't know	*	-	-	*	-	-	*	-	1%	-	*	-	*	-	*	-	*	1%	-	-
	*	-	-	1%	-	-	1%	-	1%	-	-	-	-	1%	-	-	*	-	*	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	129	81	48	15	64	20	33	12	4	9	1	4	15	8	9	8	6	2	18
Weighted Base	123*	107*	16**	4**	106*	6**	8**	3**	3**	15**	1**	5**	24**	12**	21**	17**	9**	***	6**
Effective Base	75	64	12	3	58	10	19	8	4	9	1	4	14	8	9	8	6	2	10
Didn't need this information	10	9	1	1	8	*	1	*	-	2	-	-	4	-	3	-	-	-	*
On Yodel's website	74	65	9	1	66	4	3	1	1	9	1	2	16	11	11	11	3	*	4
	60%	61%	55%	18%	62%	61%	38%	42%	47%	60%	100%	46%	68%	90%	53%	67%	31%	100%	60%
Speaking to someone who works for Yodel over the phone	34	29	5	2	27	2	4	1	1	1	-	-	3	1	8	8	5	*	2
	27%	27%	30%	63%	26%	32%	49%	21%	23%	8%	-	-	12%	10%	38%	51%	55%	100%	29%
Asking someone who works for Yodel in person (e.g. the postman/woman)	32	25	7	2	24	3	4	1	1	3	-	3	5	1	2	7	3	*	2
	26%	23%	44%	66%	23%	40%	51%	45%	30%	19%	-	54%	20%	10%	10%	39%	36%	100%	38%
Another way (please specify)	*	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	*	-	2%	5%	-	-	2%	3%	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	*	-	-	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Table 385

Base : Made a complaint about Yodel

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time	2nd class - all/most of the time	Use 1st class	Use 2nd class	Use 1st class all/most of the time	Use 1st class all/most of the time and HH income <£11.5	Use 1st class all/most of the time and Not Working	Use 2nd class all/most of the time	Use 2nd class all/most of the time and HH income <£11.5	Use 2nd class all/most of the time and Not Working	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	Any affordability challenges	No affordability challenges
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	129	81	16	110	45	81	7	22	16	1	6	58	45	16	4	6	103	10	60	51	10	5	3	111	8	100	29
Weighted Base	123*	78*	17**	105*	43**	78*	3**	12**	17**	1**	6**	60*	42**	13**	3**	5**	101*	8**	60*	47**	9**	3**	5**	107*	7**	96*	27**
Effective Base	75	47	10	64	27	47	3	14	10	1	4	34	29	7	3	3	62	6	35	29	6	3	3	64	6	60	15
Didn't need this information	10	7	2	8	2	7	-	-	2	-	-	3	6	-	-	-	9	-	2	7	-	-	-	9	-	9	-
8%	8%	10%	12%	7%	5%	10%	5%	2%	12%	-	2%	3%	14%	2%	-	8%	9%	5%	4%	15%	15%	2%	4%	-	9%	2%	1%
On Yodel's website	74	47	10	63	25	47	3	9	10	1	2	37	21	11	2	2	58	4	38	28	5	1	2	66	3	55	19
86%	86%	80%	57%	80%	58%	80%	89%	67%	57%	100%	34%	62%	51%	86%	77%	31%	58%	48%	64%	59%	58%	46%	34%	62%	38%	57%	72%
Speaking to someone who works for Yodel over the phone	34	22	6	28	12	22	-	3	6	1	3	19	10	3	-	1	29	1	17	11	3	1	1	29	2	24	10
27%	27%	28%	35%	26%	27%	28%	4%	19%	35%	100%	48%	32%	24%	24%	-	24%	29%	15%	29%	24%	40%	20%	28%	27%	24%	25%	36%
Asking someone who works for Yodel in person (e.g. the postman/woman)	32	22	4	27	10	22	-	3	4	1	3	11	13	4	1	3	24	4	11	13	4	1	3	24	4	31	1
26%	26%	26%	26%	26%	23%	26%	1%	19%	26%	100%	54%	19%	30%	32%	23%	61%	23%	47%	18%	28%	40%	50%	66%	22%	4	33%	2%
Another way (please specify)	*	-	-	-	-	*	-	*	-	-	-	*	*	-	-	-	*	-	*	*	-	-	-	*	-	*	1%
I don't know	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	*	-	-	-	-	*	-	*	-

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef/fg - hij - klm/n/op/q - rs/tu/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig testing

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	129	12	113	4	59	60	10	111	13	4	1	128	-
Weighted Base	123*	9**	100*	5**	58*	53*	12**	106*	15**	2**	***	123*	..**
Effective Base	75	6	67	2	33	35	7	64	10	1	1	75	-
Didn't need this information	10	-	9	-	3	7	-	10	-	-	-	10	-
On Yodel's website	8%	1%	9%	-	5%	13%	-	9%	-	3%	-	9%	-
Asking someone who works for Yodel over the phone	74	4	69	*	33	32	9	64	9	*	-	74	-
Speaking to someone who works for Yodel over the phone	60%	47%	64%	3%	57%	61%	71%	61%	64%	8%	-	60%	-
Another way (please specify)	34	5	25	4	19	14	1	29	3	2	-	34	-
I don't know	27%	53%	23%	87%	33%	26%	6%	27%	23%	87%	-	27%	-
Asking someone who works for Yodel in person (e.g. the postman/woman)	32	4	27	*	14	13	5	28	4	*	-	32	-
Another way (please specify)	26%	44%	25%	10%	24%	24%	41%	26%	28%	2%	-	26%	-
I don't know	*	*	*	-	*	-	-	*	-	-	-	*	-
Another way (please specify)	*	1%	*	-	*	-	-	*	-	-	-	*	-
I don't know	*	-	*	-	-	-	2%	-	-	-	100%	-	-

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghijk
* small base, ** very small base (under 30) ineligible for sig testing

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Table 385

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	129	30	46	28	25	7	11	12	27	13	6	5	12	11	10	11	4
Weighted Base	123*	35**	36**	32**	20**	4**	15**	16**	17**	15**	4**	4**	13**	14**	7**	10**	3**
Effective Base	75	20	23	18	15	4	7	9	12	7	4	3	7	8	6	7	3
Didn't need this information	10	2	5	+	2	-	-	2	+	5	-	+	+	+	+	2	-
On Yodel's website	8%	6%	14%	1%	11%	-	-	12%	2%	32%	-	2%	1%	1%	3%	20%	-
Speaking to someone who works for Yodel over the phone	74	23	15	21	15	2	8	13	8	6	1	2	9	10	5	8	3
Asking someone who works for Yodel in person (e.g. the postman/woman)	60%	67%	40%	65%	76%	50%	57%	80%	45%	38%	27%	38%	67%	71%	69%	77%	80%
Another way (please specify)	34	10	12	6	5	1	8	1	5	4	3	-	2	4	2	3	+
I don't know	27%	29%	34%	20%	25%	35%	55%	3%	30%	30%	66%	-	17%	28%	28%	30%	4%
	32	6	14	9	3	1	4	1	10	1	4	3	5	2	+	2	+
	26%	17%	39%	28%	14%	14%	27%	8%	58%	4%	89%	60%	35%	12%	1%	22%	14%
	+	+	+	+	+	+	-	-	-	-	+	-	-	-	-	+	-
	+	+	+	-	+	2%	-	-	-	-	2%	-	-	-	-	1%	-
	+	-	-	-	+	-	-	-	-	-	-	-	-	-	-	+	-
	+	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef/ghijklm/no/p
+ small base, ** very small base (under 30) ineligible for sig testing

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Table 386

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	193	29	164	77	116	103	90	44	54	36	22	22	10	5	98	58	37	15	153	36
Weighted Base	206	36**	168*	79*	125*	111*	94*	52**	58*	32**	25**	20**	11**	5**	110*	57*	37**	17**	148*	52**
Effective Base	123	24	99	43	82	63	61	29	35	22	14	14	7	3	65	36	23	9	92	29
Didn't need this information	20	1	19	8	12	12	8	4	8	2	2	*	4	*	11	5	4	4	18	2
On Amazon Delivery Service/Logistics website	107	4%	11%	10%	10%	11%	8%	7%	13%	7%	10%	1%	31%	4%	10%	8%	11%	22%	12%	3%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	107	28	78	31	76	63	54	31	25	16	12	13	5	5	86	28	23	10	73	30
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	92%	77%	47%	39%	60% ns	47%	57%	60%	43%	49%	48%	62%	45%	96%	81%	48%	62%	61%	49%	58%
Another way (please specify)	58	5	54	30	28	33	25	19	21	7	9	2	5	-	40	16	3	1	38	18
I don't know	28%	13%	32%	38%	23%	30%	27%	37%	35%	22%	35%	12%	5%	-	36%	28%	8%	3%	28%	35%
	46	-	46	29	17	28	18	8	20	9	2	5	2	*	28	11	7	2	40	6
	22%	-	27%	37% ns	13%	25%	19%	16%	34%	27%	9%	23%	18%	1%	25%	19%	18%	13%	27%	11%
	4	2	2	-	4	*	4	2	*	*	-	1	*	-	2	*	2	*	4	-
	2%	6%	7%	-	3%	*	4%	3%	1%	1%	-	7%	1%	-	2%	1%	4%	1%	3%	-
	*	-	*	-	*	*	*	*	-	-	-	*	-	-	*	-	*	-	*	-
	*	-	*	-	*	*	*	*	-	-	-	1%	-	-	*	-	*	-	*	-

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Table 386

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£17,500 - £17,499 per year (j)	£17,500 - £28,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	193	79	51	27	36	130	63	137	55	15	16	38	58	47	112	15	162	72	111	10
Weighted Base	205	76*	58*	34**	36**	135*	70*	158*	46*	13**	12**	48**	67*	41**	128*	13**	170	66*	128*	10**
Effective Base	123	45	35	20	23	80	44	90	35	8	10	28	37	27	75	8	103	39	77	7
Didn't need this information	20	8	3	3	6	11	9	11	0	*	3	9	3	4	15	*	19	9	10	*
On Amazon Delivery Service/ Logistics's website	107	17%	4%	9%	17%	8%	13%	7%	100%	1%	24%	18%	5%	10%	12%	1%	17%	14%	8%	3%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	167	37	37	19	14	74	33	82	25	5	4	26	29	26	59	5	87	29	72	5
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/volunteer)	52	48%	64%	55%	39%	55%	47%	52%	53%	41%	35%	54%	43%	64%	46%	41%	51%	44%	56%	47%
Another way (please specify)	4	-	3	-	1	3	1	3	1	-	*	-	*	2	*	-	2	1	3	*
I don't know	2%	-	5%	-	2%	2%	1%	2%	2%	-	1%	-	*	4%	*	-	1%	1%	2%	2%
	*	*	-	-	-	*	-	*	-	-	-	-	*	-	*	-	*	-	*	-
	*	*	-	-	-	*	-	*	-	-	-	-	*	-	*	-	*	-	*	-

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	193	144	49	22	105	28	38	22	7	5	3	14	22	12	19	10	13	4	24
Weighted Base	205	193	12**	4**	172*	16**	13**	4**	5**	9**	4**	18**	31**	17**	42**	25**	19**	1**	14**
Effective Base	123	114	11	4	94	18	17	13	7	5	3	14	21	11	18	10	13	2	16
Didn't need this information	20	19	1	1	12	5	2	1	1	-	-	3	4	1	2	-	2	1	4
On Amazon Delivery Service/ Logistics's website	107	104	2	1	88	10	7	2	2	4	3	10	15	13	18	16	7	1	9
52%		54%	21%	27%	51%	61%	56%	39%	38%	48%	68%	56%	48%	77%	42%	63%	36%	37%	64%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	88	54	4	2	53	1	3	1	1	1	-	2	10	3	25	3	7	*	1
29%		28%	38%	54%	31%	7%	24%	22%	29%	15%	-	13%	32%	17%	59%	11%	38%	9%	7%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	46	41	4	1	41	1	2	2	2	3	1	3	3	3	12	9	3	*	1
22%		21%	36%	15%	24%	7%	17%	36%	38%	37%	32%	15%	10%	16%	29%	37%	17%	9%	7%
Another way (please specify)	4	4	*	-	3	-	1	*	-	-	-	-	1	2	-	-	-	-	-
2%		2%	3%	-	2%	-	6%	3%	-	-	-	-	5%	9%	-	-	-	-	-
*		-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	-	2%	2%	-	-	1%	2%	-	-	-	-	-	-	-	-	-	-	-

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

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Table 386

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Total																											
Unweighted Base	193	125	29	159	63	125	11	31	29	2	11	68	75	29	15	5	143	20	97	71	10	11	3	168	14	124	69
Weighted Base	205	136*	32**	170	66*	136*	9**	23**	32**	1**	12**	77*	83*	29**	14**	1**	160*	14**	104*	79*	7**	10**	3**	182	13**	133*	71*
Effective Base	123	78	20	101	43	78	5	20	20	1	8	42	51	19	11	5	93	12	60	47	5	8	2	107	10	77	47
Didn't need this information	20	16	2	17	4	16	-	6	2	-	2	7	5	4	3	1	12	4	10	5	1	3	-	15	3	10	10
10%	10%	12%	8%	10%	5%	12%	2%	27%	8%	-	17%	10%	6%	13%	21%	100%	8%	29%	9%	6%	8%	27%	11%	8%	24%	7%	14%
On Amazon Delivery Service/ Logistics's website	107	65	20	85	40	65	4	11	20	1	7	45	41	16	5	-	86	5	58	40	2	4	2	99	6	62	44
52%	52%	48%	65%	50%	61%	48%	44%	46%	65%	100%	62%	58%	49%	54%	36%	-	54%	34%	56%	51%	30%	40%	54%	54%	43%	47%	62%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	58	43	7	50	14	43	2	2	7	1	3	21	28	6	4	-	48	4	29	25	4	-	-	54	-	47	12
29%	29%	32%	23%	29%	22%	32%	24%	10%	23%	84%	21%	27%	33%	21%	28%	-	30%	26%	28%	32%	59%	-	-	30%	-	38	17%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	46	28	4	42	17	28	3	4	4	1	2	19	20	3	3	-	39	3	24	14	3	3	1	38	4	43	3
22%	22%	21%	13%	24%	26%	21%	30%	15%	13%	84%	16%	24%	24%	11%	19%	-	24%	18%	23%	16%	40%	33%	35%	21%	33%	38	4%
Another way (please specify)	4	2	2	2	2	2	-	*	2	-	-	*	4	*	-	4	-	*	*	4	-	-	-	4	-	*	4
2%	2%	2%	5%	1%	2%	2%	-	25%	5%	-	25%	-	4%	-	-	25%	-	-	5%	-	-	-	2%	-	-	*	5%
I don't know	*	*	-	*	-	*	-	-	*	-	-	*	*	-	-	*	-	*	*	*	-	-	-	*	-	*	*

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Table 386

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	193	15	175	3	73	105	15	177	14	2	-	193	-
Weighted Base	205	10**	191	4**	75*	113*	17**	192	9**	3**	-.**	205	-.**
Effective Base	123	6	114	3	43	71	10	114	9	2	-	123	-
Didn't need this information	20	-	20	-	11	8	1	17	2	-	-	20	-
10%	10%	-	10%	-	15%	7%	4%	9%	26%	-	-	10%	-
On Amazon Delivery Service/Logistics's website	107	3	103	1	30	68	9	103	4	-	-	107	-
52%	52%	27%	54%	17%	40%	65% d	51%	53%	41%	-	-	52%	-
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	58	1	54	3	21	32	5	55	3	-	-	58	-
29%	29%	11%	26%	83%	27%	29%	33%	29%	31%	-	-	29%	-
Asking someone who works for Amazon Delivery Service/Logistics in person (e.g. the postman/woman)	46	7	39	-	23	21	1	42	1	3	-	46	-
22%	22%	70%	20%	-	31%	19%	8%	22%	8%	100%	-	22%	-
Another way (please specify)	4	-	4	-	2	2	*	4	-	-	-	4	-
2%	2%	-	2%	-	2%	2%	3%	2%	-	-	-	2%	-
I don't know	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	1%	*	-	-	-	*	-

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Table 386

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	193	58	56	38	41	18	22	18	26	17	13	12	16	10	7	16	18				
Weighted Base	205	51*	60*	47**	47**	17**	21**	14**	30**	16**	13**	12**	20**	15**	6**	20**	21**				
Effective Base	123	37	33	27	28	10	16	11	15	10	10	8	11	8	6	12	12				
Didn't need this information	20	6	2	5	6	2	4	*	1	2	-	*	2	3	-	2	4				
10%		13%	4%	11%	12%	13%	20%	1%	2%	10%	-	4%	8%	21%	-	12%	17%				
On Amazon Delivery Service/Logistics's website	107	22	36	27	21	7	6	9	17	12	7	6	14	7	3	10	8				
82%		42%	61%	59%	45%	42%	29%	63%	58%	70%	54%	51%	70%	50%	56%	48%	40%				
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	88	18	17	7	17	5	9	4	6	5	5	2	2	3	3	4	10				
29%		35%	28%	15%	36%	32%	42%	30%	21%	32%	38%	21%	8%	18%	44%	19%	49%				
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	48	4	15	10	13	1	2	1	11	1	6	3	3	4	*	7	6				
22%		8%	31% ^a	21%	28%	4%	12%	8%	38%	3%	48%	25%	14%	29%	8%	35%	27%				
Another way (please specify)	4	2	2	-	-	2	*	-	2	-	-	-	-	-	-	-	-				
2%		4%	3%	-	-	10%	2%	-	6%	-	-	-	-	-	-	-	-				
*		-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*				
I don't know	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	1%				

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) ineligible for sig. testing

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	435	27	428	174	251	207	228	80	94	96	54	59	28	14		184	150	101	42	339	92
Weighted Base	475	37**	437	181	294	234	241	109*	106*	107**	48**	63*	27**	15**		215	155*	104*	42**	333	136*
Effective Base	273	23	250	101	172	130	142	61	62	62	28	37	15	9		123	90	60	23	196	74
Very difficult (1)	33	9	24	6	27	8	24	*	4	8	10	9	-	1		5	18	10	1	27	5
	7%	23%	6%	3%	9%	4%	16%	*	4%	16%	21%	14%	-	4%		2%	12%	9%	1%	8%	4%
Fairly difficult (2)	69	2	48	20	30	29	22	13	13	7	9	7	2	*		26	15	9	2	43	7
	11%	5%	11%	11%	10%	12%	9%	12%	12%	6%	18%	11%	7%	1%		12%	10%	9%	5%	13%	5%
Neither easy nor difficult (3)	81	4	46	21	30	25	25	11	9	10	5	8	-	7		20	15	15	7	34	13
	11%	11%	11%	12%	10%	11%	10%	10%	9%	9%	11%	13%	-	49%		9%	10%	15%	16%	10%	10%
Fairly easy (4)	164	13	171	57	127	80	104	47	40	55	11	19	7	5		87	60	30	12	129	52
	38%	36%	39%	32%	43%	34%	43%	43%	38%	52%	23%	30%	26%	32%		41%	43%	29%	28%	39%	38%
Very easy (5)	148	8	140	76	72	89	59	35	39	25	12	20	16	2		74	36	37	17	93	55
	31%	21%	32%	45%	24%	32%	24%	32%	37%	22%	24%	32%	56%	11%		35%	23%	36%	41%	26%	40%
I don't know	9	1	8	-	9	3	6	3	-	2	2	-	3	*		3	4	3	3	5	4
	2%	3%	2%	-	3%	1%	3%	2%	-	2%	4%	-	9%	3%		1%	2%	3%	7%	2%	3%
NET Very/fairly easy	332	21	311	134	198	169	163	82	80	80	23	39	22	7		162	103	68	29	222	106
	76%	57%	71%	74%	67%	72%	68%	75%	75%	75%	47%	62%	83%	43%		75%	65%	65%	69%	67%	78%
NET Very/fairly difficult	63	11	72	26	57	37	46	14	17	15	19	16	2	1		31	34	19	3	20	12
	17%	29%	16%	15%	19%	16%	19%	12%	16%	14%	39%	25%	7%	5%		14%	22%	18%	6%	11%	9%
Mean	3.78	3.26	3.83	3.86	3.66	3.92	3.65	3.97	3.92	3.78	3.12	3.54	4.48	3.47		3.84	3.58	3.76	4.10	3.67	4.08
Std Dev.	1.20	1.50	1.16	1.14	1.23	1.15	1.24	0.98	1.15	1.12	1.53	1.41	0.87	0.89		1.07	1.29	1.29	1.00	1.25	1.05
Std Error	0.06	0.29	0.08	0.09	0.08	0.08	0.08	0.10	0.12	0.11	0.21	0.18	0.17	0.25		0.08	0.11	0.13	0.16	0.07	0.11

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	435	151	121	76	87	272	163	316	115	43	42	99	135	93	278	43	373	127	289	19
Weighted Base	475	144*	144*	96*	90*	288	187	381	92*	37**	41**	116*	154*	100*	311	37**	413	113*	335	27**
Effective Base	273	82	79	55	57	161	112	208	66	22	24	67	89	54	181	22	237	72	188	14
Very difficult (1)	33	7	16	4	6	23	10	28	5	*	4	5	11	7	20	*	27	2	31	*
	7%	3%	11%	4%	6%	9%	5%	7%	5%	*	9%	4%	7%	7%	6%	*	6%	1%	10%	*
Fairly difficult (2)	50	14	14	15	7	28	22	43	7	2	5	10	16	11	32	2	43	10	38	2
	11%	10%	10%	16%	7%	10%	12%	11%	6%	5%	13%	8%	11%	11%	10%	5%	10%	9%	11%	7%
Neither easy nor difficult (3)	51	10	11	18	13	20	30	32	17	2	6	9	17	12	32	2	44	15	26	10
	11%	7%	8%	23%	14%	7%	19%	8%	15%	7%	16%	7%	11%	12%	10%	7%	11%	13%	8%	38%
Fairly easy (4)	184	52	65	30	38	116	68	153	31	10	16	45	72	36	133	10	171	37	140	7
	39%	36%	45%	31%	42%	40%	36%	40%	34%	27%	39%	39%	47%	37%	43%	27%	41%	32%	42%	27%
Very easy (5)	148	59	37	29	23	96	52	119	29	18	10	47	37	32	93	18	125	49	94	6
	31%	41%	29%	30%	26%	33%	28%	31%	21%	46%	24%	40%	24%	32%	30%	49%	30%	43%	29%	21%
I don't know	9	2	2	-	5	4	5	6	3	4	-	1	*	2	1	4	3	1	6	2
	2%	2%	1%	-	6%	1%	3%	2%	3%	12%	-	*	*	2%	*	12%	1%	1%	2%	8%
NET Veryfairly easy	332	111	102	59	60	212	119	272	60	29	26	92	109	68	226	28	296	85	234	13
	70%	71%	71%	62%	67%	74%	64%	71%	65%	77%	62%	75%	71%	69%	77%	77%	72%	76%	70%	46%
NET Veryfairly difficult	83	22	29	19	12	51	32	71	12	2	9	15	28	18	52	2	70	12	69	2
	17%	15%	21%	20%	14%	18%	17%	19%	13%	5%	22%	13%	18%	16%	17%	5%	17%	11%	21%	7%
Mean	3.78	3.99	3.68	3.68	3.76	3.83	3.71	3.78	3.80	4.36	3.55	4.02	3.70	3.77	3.80	4.36	3.79	4.07	3.69	3.67
Std Dev.	1.20	1.16	1.27	1.18	1.14	1.23	1.16	1.22	1.14	0.88	1.25	1.11	1.16	1.22	1.16	0.88	1.17	1.03	1.26	0.93
Std Error	0.06	0.10	0.12	0.14	0.13	0.07	0.09	0.07	0.11	0.14	0.19	0.11	0.10	0.13	0.07	0.14	0.06	0.09	0.07	0.23

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Table 387

Base : Made a complaint about Royal Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	435	300	135	71	252	59	66	58	14	36	29	29	34	34	34	19	23	5	54	
Weighted Base	475	413	62*	17**	424	25*	15*	10*	12**	65*	42**	38**	53**	51*	79*	46**	39**	3**	22*	
Effective Base	273	244	30	9	225	37	35	39	13	35	28	28	30	31	33	18	21	3	33	
Very difficult	(1)	33	21	11	1	29	2	1	*	2	6	-	4	6	-	8	2	1	1	
	7%	5%	16% a	4%	7%	7%	7%	4%	5%	3%	15%	-	7%	12% a	-	17%	6%	32%	4%	
Fairly difficult	(2)	90	45	6	5	43	2	4	1	-	13	2	4	7	-	8	3	6	2	
	11%	11%	11%	9%	10%	10%	10%	26% a	-	13%	10%	10%	10%	16%	3%	13%	4%	4%	3%	
Neither easy nor difficult	(3)	91	46	4	1	47	1	2	2	-	9	5	5	5	3	7	4	7	-	
	11%	11%	7%	5%	4%	11%	4%	10%	10% a	-	14%	13%	14%	10%	6%	9%	10%	19%	-	
Fairly easy	(4)	184	159	25	3	168	8	4	4	6	34	13	15	23	18	37	5	16	7	
	39%	39%	40%	15%	40%	32%	27%	43%	52%	53%	30%	38%	43%	35%	47%	12%	41%	29%	32%	
Very easy	(5)	148	134	14	8	130	11	5	2	5	6	12	11	21	11	29	22	12	1	
	31%	32%	23%	47%	21%	43% a	30%	21%	43%	9%	29%	30%	39%	21%	43% a	49%	30%	36%	43% a	
I don't know		9	7	2	*	8	1	-	*	-	-	1	-	-	5	2	-	-	1	
	2%	2%	3%	*	2%	2%	-	4%	-	-	2%	-	-	10%	3%	-	-	-	2%	
NET Very/fairly easy	70%	332	293	39	11	297	19	9	7	11	41	25	8	44	29	67	28	28	2	
		63%	71%	63%	63%	70%	78%	57%	64%	55%	62%	79%	68%	83%	56%	73% a	61%	72%	66%	
NET Very/fairly difficult	17%	83	66	17	5	72	4	5	2	1	15	11	7	4	14	3	14	4	1	
		17%	16%	28%	17%	17%	17%	32% a	17%	5%	23% a	25%	19%	7%	28% a	3%	30%	11%	35%	
Mean	3.78	3.84	3.41	3.75	3.78	4.02	3.47	3.67	4.28	3.45	3.49	3.79	4.08	3.42	4.23	3.62	3.85	3.33	4.11	
Std Dev.	1.26	1.15	1.44	1.43	1.19	1.27	1.38	1.14	0.83	1.02	1.43	1.08	1.08	1.39	0.76	1.00	1.11	2.18	1.17	
Std Error	0.06	0.07	0.12	0.17	0.08	0.17	0.17	0.15	0.25	0.17	0.27	0.20	0.18	0.25	0.13	0.37	0.23	0.97	0.16	

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

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Table 387

Base : Made a complaint about Royal Mail

	Total	Stamp usage		1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	435	214	127	300	213	214	20	42	127	15	48	168	166	48	39	15	334	53	212	166	28	20	8	378	28	249	186
Weighted Base	475	237	122*	343	228	237	15**	33**	122*	14**	34**	186	189	47*	43**	10**	375	52*	224	187	35**	19**	8**	411	27**	271	203
Effective Base	273	135	74	193	132	135	9	26	74	12	28	103	107	31	25	8	210	32	129	105	20	13	6	234	19	156	116
Very difficult (1)	33	12	10	21	18	12	*	1	10	-	1	5	9	4	13	2	14	14	6	20	4	*	2	26	2	15	18
	7%	5%	8%	6%	8%	5%	*	4%	8%	-	2%	3%	5%	8%	30%	16%	4%	35%	3%	15%	12%	*	26%	6%	8%	5%	8%
Fairly difficult (2)	80	19	19	28	29	19	*	3	19	2	4	20	17	8	6	*	36	6	13	33	1	3	*	46	3	26	24
	11%	8%	16%	8%	12%	8%	1%	8%	16%	12%	12%	11%	9%	18%	13%	1%	10%	11%	6%	12%	4%	15%	1%	11%	11%	10%	12%
Neither easy nor difficult (3)	51	28	15	35	23	28	2	6	15	*	9	11	25	12	2	*	36	3	17	21	9	4	-	38	4	27	23
	11%	12%	13%	10%	10%	12%	13%	16%	13%	1%	27%	8%	13%	25%	6%	1%	9%	5%	8%	11%	24%	22%	-	9%	15%	10%	11%
Fairly easy (4)	184	79	55	126	102	79	*	9	55	8	12	62	88	15	15	4	149	19	92	69	9	8	4	162	12	106	78
	39%	32%	45%	37%	45%	33%	2%	28%	45%	57%	36%	33%	46%	33%	35%	43%	40%	37%	41%	37%	25%	45%	48%	39%	46%	39%	39%
Very easy (5)	148	82	21	125	54	82	9	12	21	3	6	84	49	5	7	4	133	10	90	42	12	1	2	133	3	92	56
	31%	35%	17%	37%	24%	39%	62%	37%	17%	23%	18%	64%	26%	10%	16%	39%	33%	20%	40%	22%	34%	7%	25%	32%	12%	34%	28%
I don't know	9	7	2	7	2	7	3	1	2	1	1	5	2	3	-	-	7	-	5	2	*	2	-	7	2	6	4
	2%	3%	2%	2%	1%	3%	22%	5%	2%	7%	4%	3%	1%	5%	-	-	2%	-	2%	1%	11%	-	2%	7%	2%	2%	2%
NET Veryfairly easy	332	171	75	252	155	171	9	21	75	11	18	145	136	20	22	8	282	30	183	112	21	10	6	294	16	197	135
	70%	72%	62%	73%	68%	72%	64%	65%	62%	79%	55%	78%	72%	43%	51%	82%	79%	57%	82%	59%	59%	52%	73%	72%	58%	73%	66%
NET Veryfairly difficult	83	31	30	49	47	31	*	4	30	2	5	24	26	12	18	2	51	20	19	53	6	3	2	72	5	41	42
	17%	13%	14%	21%	21%	13%	1%	12%	24%	12%	14%	13%	14%	25%	43%	17%	14%	25%	9%	16%	27%	16%	27%	15%	19%	15%	21%
Mean	3.78	3.58%	3.47	3.52%	3.64	3.95	4.61	3.90	3.47	3.96	3.59	4.11%	3.93%	3.21	2.93	3.86	3.89%	3.10	4.13%	3.44	3.65	3.47	3.45	3.51%	3.46	3.88	3.65
Std Dev.	1.20	1.16	1.20	1.17	1.21	1.16	0.85	1.14	1.20	0.92	1.01	1.09	1.08	1.13	1.54	1.45	1.10	1.55	0.99	1.30	1.34	0.91	1.62	1.19	1.16	1.15	1.25
Std Error	0.06	0.08	0.11	0.07	0.08	0.08	0.20	0.18	0.11	0.25	0.15	0.09	0.08	0.17	0.25	0.37	0.06	0.21	0.07	0.10	0.26	0.21	0.57	0.08	0.22	0.07	0.09

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Table 387

Base : Made a complaint about Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	435	39	390	6	152	254	29	403	17	8	5	428	2
Weighted Base	476	35**	433	7**	150*	291	33**	443	18**	9**	4**	469	2**
Effective Base	273	20	249	4	87	166	20	253	11	5	3	269	1
Very difficult	(1) 33	4	28	-	8	21	4	32	-	-	-	32	-
	7%	13%	6%	-	5%	7%	1%	7%	-	-	6%	7%	-
Fairly difficult	(2) 50	5	45	*	17	33	1	47	2	2	-	50	-
	11%	14%	10%	1%	11%	11%	3%	11%	1%	21%	-	11%	-
Neither easy nor difficult	(3) 51	2	49	*	20	20	10	44	3	3	-	51	-
	11%	5%	11%	8%	14%	7%	31%	10%	19%	38%	-	11%	-
Fairly easy	(4) 184	8	172	4	60	112	12	168	9	1	4	179	2
	39%	23%	40%	62%	40%	39%	35%	38%	53%	10%	94%	38%	97%
Very easy	(5) 148	15	131	2	43	101	4	142	3	3	-	148	-
	31%	42%	30%	29%	28%	35%	13%	32%	17%	31%	-	32%	-
I don't know	9	1	8	-	3	4	2	9	-	-	-	9	*
	2%	3%	2%	-	2%	1%	6%	2%	-	-	-	2%	3%
NET Veryfairly easy	332	23	303	6	103	213	16	311	12	4	4	327	2
	70%	65%	70%	91%	68%	73%	48%	70%	70%	41%	94%	70%	97%
NET Veryfairly difficult	83	10	73	*	24	54	5	79	2	2	*	83	-
	17%	27%	17%	1%	16%	18%	18%	18%	11%	21%	6%	18%	-
Mean	3.78	3.70	3.78	4.19	3.77	3.83	3.38	3.79	3.75	3.52	3.81	3.78	4.00
Std Dev.	1.20	1.49	1.18	0.67	1.14	1.23	1.15	1.22	0.89	1.21	0.84	1.21	-
Std Error	0.06	0.24	0.06	0.27	0.09	0.08	0.22	0.06	0.21	0.43	0.38	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	435	121	117	99	98	31	41	49	43	35	39	36	43	20	32	37	29
Weighted Base	475	134*	132*	110*	99*	33**	56**	45*	42**	43**	47**	32**	54**	23**	30**	39**	30**
Effective Base	273	79	72	60	62	22	29	30	24	21	28	18	29	13	19	24	20
Very difficult	(1) 33	1	12	11	8	-	-	1	4	4	4	1	5	5	2	+	6
	7%	1%	10%	10%	8%	-	-	2%	16%	9%	9%	3%	10%	22%	8%	1%	19%
Fairly difficult	(2) 90	24	8	11	7	9	11	4	+	7	1	3	7	2	4	2	2
	11%	18%	6%	10%	8%	27%	25%	9%	+	15%	2%	9%	12%	8%	12%	3%	6%
Neither easy nor difficult	(3) 91	14	17	13	6	5	8	1	6	3	9	3	7	2	3	1	2
	11%	11%	13%	11%	6%	15%	15%	3%	13%	7%	18%	10%	13%	9%	9%	3%	8%
Fairly easy	(4) 184	54	47	43	39	13	15	28	13	14	20	16	19	8	13	19	7
	39%	40%	38%	40%	39%	41%	27%	57%	31%	32%	43%	49%	36%	38%	41%	50%	24%
Very easy	(5) 148	38	44	31	34	4	21	13	19	13	12	10	15	6	8	15	11
	31%	29%	34%	28%	34%	11%	38%	30%	45%	31%	25%	29%	29%	26%	28%	38%	36%
I don't know	9	2	3	-	4	2	-	-	+	2	1	-	-	-	+	1	2
	2%	2%	3%	-	4%	6%	-	-	+	5%	2%	-	-	-	1%	4%	7%
NET Very/fairly easy	332	93	91	75	73	17	37	39	32	27	32	25	35	14	21	34	18
	70%	69%	69%	68%	74%	52%	65%	86%	76%	64%	68%	79%	65%	61%	69%	88%	60%
NET Very/fairly difficult	83	25	20	22	16	9	11	5	4	10	5	4	12	7	6	2	7
	17%	19%	15%	20%	16%	27%	20%	11%	10%	24%	11%	12%	22%	30%	20%	5%	25%
Mean	3.78	3.80	3.81	3.66	3.88	3.39	3.84	4.03	4.01	3.65	3.75	3.94	3.62	3.36	3.69	4.25	3.57
Std Dev.	1.20	1.07	1.24	1.28	1.23	1.04	1.15	0.93	1.24	1.34	1.15	1.01	1.29	1.52	1.25	0.80	1.57
Std Error	0.06	0.10	0.12	0.13	0.13	0.19	0.18	0.13	0.19	0.23	0.19	0.17	0.20	0.34	0.22	0.13	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
+ small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	103	3	100	68	35	65	38	25	30	20	14	8	6	-	-	55	34	14	6	87	15
Weighted Base	103*	3**	100*	67*	36**	71*	32**	24**	32**	22**	12**	7**	6**	-**	-	56*	34**	13**	6**	83*	19**
Effective Base	62	3	59	38	24	40	23	13	19	13	8	5	4	-	-	32	21	9	4	51	11
Very difficult	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult	8	-	-	1%	-	1%	-	-	-	-	3%	1%	-	-	-	-	1%	1%	-	-	-
Neither easy nor difficult	19	-	8	6	2	3	5	3	5	-	-	-	-	-	-	8	-	-	-	6	3
Fairly easy	43	-	8%	9%	6%	4%	17%	13%	15%	1%	-	-	-	2%	-	14%	-	1%	2%	7%	13%
Very easy	30	-	19	10	9	15	4	4	8	2	-	2	3	-	-	12	2	5	3	11	8
I don't know	2	-	18%	-	15%	21%	13%	16%	26%	9%	-	26%	50%	-	-	22%	6%	37%	50%	13%	42%
NET Very/fairly easy	73	3	71	51	23	51	22	17	17	20	12	5	3	-	-	34	31	8	3	64	9
NET Very/fairly difficult	9	-	9	6	2	3	5	3	5	-	-	-	-	-	-	8	-	-	-	6	3
Mean	3.94	4.55	3.92	3.91	3.99	4.00	3.80	3.78	3.57	4.34	4.43	3.99	3.94	-	-	3.66	4.37	3.97	3.94	4.04	3.50
Std Dev.	0.93	0.64	0.93	0.90	0.98	0.87	1.04	0.94	0.96	0.88	0.78	0.89	1.12	-	-	0.95	0.70	0.96	1.12	0.89	0.95
Std Error	0.09	0.37	0.09	0.11	0.17	0.11	0.17	0.19	0.18	0.16	0.21	0.31	0.46	-	-	0.13	0.12	0.26	0.46	0.10	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	103	41	22	15	25	63	40	81	22	10	14	19	31	24	64	10	88	46	54	4
Weighted Base	103*	43**	24**	16**	19**	67*	35**	89*	13**	6**	9**	23**	31**	31**	63*	6**	93*	43**	56*	4**
Effective Base	62	24	13	10	15	38	25	51	12	5	8	13	19	16	39	5	54	26	33	4
Very difficult	(1)	*	-	*	-	*	-	*	-	*	-	-	-	*	-	*	-	*	-	-
		*	-	-	-	*	1%	*	-	5%	-	-	-	*	-	6%	*	-	-	1%
Fairly difficult	(2)	8	4	-	3	4	4	8	*	-	1	-	3	4	5	-	8	6	3	-
	8%	9%	-	20%	6%	6%	12%	9%	*	-	14%	-	11%	12%	7%	-	9%	13%	5%	-
Neither easy nor		19	4	8	2	5	12	7	16	3	*	5	9	2	15	-	17	1	17	1
difficult	(3)	18%	9%	34%	10%	27%	18%	19%	18%	1%	4%	24%	28%	7%	22%	1%	18%	1%	30%	35%
Fairly easy	(4)	43	23	15	1	5	37	6	38	5	3	5	7	9	19	3	40	24	17	2
	42%	52%	61%	6%	25%	55%	16%	42%	40%	47%	59%	31%	28%	61%	33%	47%	56%	31%	31%	42%
Very easy	(5)	30	13	1	9	8	14	16	25	5	3	2	8	10	6	21	3	27	13	1
	30%	30%	4%	54%	40%	21%	46%	39%	40%	47%	24%	37%	33%	19%	33%	47%	29%	30%	23%	
I don't know		2	-	-	2	*	-	2	-	-	-	2	-	-	2	-	2	-	2	-
	2%	-	-	10%	*	-	5%	2%	-	-	-	8%	-	-	3%	-	2%	-	3%	-
NET Very/fairly easy		73	36	16	10	13	51	22	63	11	5	7	15	19	25	42	5	67	37	3
	71%	62%	66%	60%	66%	76%	62%	70%	80%	94%	92%	68%	67%	81%	67%	94%	71%	86%	61%	65%
NET Very/fairly		9	4	*	3	2	4	5	9	*	*	1	-	3	4	5	*	8	3	-
difficult	8%	9%	*	20%	8%	6%	13%	10%	*	5%	14%	-	11%	12%	7%	5%	9%	13%	5%	-
Mean	3.94	4.03	3.69	4.05	3.95	3.91	4.00	3.90	4.20	4.30	3.92	4.14	3.83	3.87	3.95	4.30	3.92	4.02	3.89	3.89
Std Dev.	0.93	0.87	0.58	1.31	1.06	0.79	1.15	0.94	0.78	1.03	0.96	0.82	1.02	0.88	0.95	1.03	0.92	0.92	0.94	0.87
Std Error	0.09	0.14	0.12	0.35	0.22	0.10	0.19	0.11	0.17	0.32	0.26	0.20	0.18	0.18	0.12	0.32	0.10	0.14	0.13	0.43

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	103	69	34	13	51	22	19	11	4	4	3	5	10	7	10	1	7	3	19
Weighted Base	103*	91*	12**	3**	85*	9**	8**	2**	3**	8**	4**	7**	16**	10**	25**	2**	11**	2**	8**
Effective Base	62	54	8	2	46	10	12	6	4	4	3	5	10	7	10	1	7	1	10
Very difficult	(1)	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		*	*	1%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult	(2)	8	8	*	8	*	-	-	-	2	-	1	-	-	3	-	2	*	*
	8%	9%	3%	8%	9%	4%	-	-	-	26%	-	15%	-	-	10%	-	21%	8%	3%
Neither easy nor	19	19	*	*	16	2	1	-	1	4	-	-	5	2	3	-	2	*	2
difficult	(3)	19%	20%	3%	19%	17%	17%	20%	16%	50%	-	-	33%	18%	12%	-	14%	4%	20%
Fairly easy	(4)	43	36	7	2	36	4	2	1	2	1	3	5	2	17	-	5	2	2
	42%	40%	58%	69%	42%	38%	46%	53%	24%	24%	30%	39%	31%	22%	67%	-	49%	88%	27%
Very easy	(5)	30	26	4	*	24	4	2	2	-	3	1	6	6	3	2	2	-	4
	30%	23%	35%	8%	29%	41%	35%	11%	60%	-	70%	21%	36%	60%	11%	100%	16%	-	50%
I don't know	2	2	*	*	2	-	*	-	-	-	-	2	-	-	-	-	-	-	-
	2%	2%	1%	3%	2%	-	2%	-	-	-	-	25%	-	-	-	-	-	-	-
NET Very/fairly	73	62	11	2	60	7	4	2	3	2	4	4	11	8	19	2	7	2	6
easy	71%	69%	93%	77%	70%	79%	81%	62%	84%	24%	100%	56%	67%	82%	78%	100%	65%	88%	77%
NET Very/fairly	9	8	*	*	8	*	-	-	-	2	-	1	-	-	3	-	2	*	*
difficult	8%	9%	4%	11%	9%	4%	-	17%	-	26%	-	15%	-	-	10%	-	21%	8%	3%
Mean	3.94	3.90	4.24	3.73	3.91	4.16	4.18	3.41	4.44	4.70	3.87	4.04	4.04	4.42	3.78	5.00	3.59	3.81	4.24
Std Dev.	0.93	0.94	0.75	1.05	0.93	0.89	0.78	1.59	0.90	0.76	0.53	1.16	0.85	0.82	0.78	0.00	1.04	-	0.94
Std Error	0.09	0.11	0.13	0.30	0.13	0.19	0.18	0.48	0.45	0.38	0.30	0.58	0.27	0.31	0.25	0.00	0.39	-	0.22

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

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Table 388

Base : Made a complaint about Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	103	64	17	84	37	64	7	11	17	3	5	47	40	10	4	2	87	6	44	45	7	5	1	89	6	83	20	
Weighted Base	103*	61*	17**	84*	40**	61*	2**	7**	17**	4**	3**	46**	40**	12**	3**	2**	86*	5**	46**	44**	7**	4**	***	90*	4**	84*	18**	
Effective Base	62	36	11	50	24	36	2	5	11	3	3	27	25	6	3	1	52	4	27	26	4	3	1	53	4	50	12	
Very difficult (1)	*	*	-	*	-	*	*	-	-	-	-	*	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	
Fairly difficult (2)	8	1%	-	*	-	1%	-	-	-	-	-	1%	*	-	-	-	*	-	1%	*	-	-	-	*	-	-	2%	
Neither easy nor difficult (3)	8%	5	8	8%	12%	5	3	-	-	-	8%	-	4	3	1	-	4	1	3	5	-	*	2%	-	9	2%	7	1
Fairly easy (4)	19	12	2	16	7	12	*	1	2	-	1	4	14	-	1	*	18	1	10	7	1	*	16	2	19	1	18	1
Very easy (5)	18%	19%	14%	20%	18%	19%	3%	19%	14%	-	19%	8%	35%	-	18%	20%	21%	19%	21%	16%	7%	42%	100%	18%	47%	5%	51%	5
I don't know	43	24	11	31	18	24	-	3	11	3	1	18	15	7	2	1	33	3	16	20	4	2	-	36	2	32	11	
NET Very/fairly difficult	42%	40%	62%	37%	44%	40%	-	34%	62%	70%	46%	39%	36%	59%	45%	80%	39%	57%	35%	46%	49%	56%	-	40%	51%	38%	62%	
NET Very/fairly easy	30	20	3	27	10	20	2	3	3	1	1	22	7	2	-	-	29	-	18	11	1	-	-	29	-	28	3	
Mean	30%	33%	16%	33%	24%	33%	81%	47%	16%	30%	35%	48%	16%	13%	-	-	34%	-	38%	26%	20%	-	-	32%	-	33%	15%	
Std Dev	2	2	*	2	*	2	-	-	*	-	-	2	*	-	-	-	2	-	-	*	23%	-	-	*	-	*	2	
Std Error	2%	3%	1%	2%	*	3%	-	-	1%	-	-	4%	*	-	-	-	2%	-	-	*	23%	-	-	*	-	*	9%	
NET Very/fairly difficult	73	45	13	59	27	45	2	6	13	4	3	40	22	8	2	1	62	3	34	31	5	2	-	65	2	59	14	
NET Very/fairly easy	71%	73%	78%	70%	69%	73%	81%	81%	78%	100%	81%	87%	55%	73%	45%	80%	72%	57%	73%	71%	69%	56%	-	72%	51%	70%	77%	
Mean	9	3	1	7	5	3	*	-	1	-	-	*	4	3	1	-	4	1	3	6	-	*	-	9	*	7	2	
Std Dev	0.93	0.90	0.80	0.96	0.97	0.90	-	0.82	0.80	0.53	0.86	0.72	0.90	1.07	1.07	-	0.89	0.93	0.95	0.96	0.64	0.64	-	0.96	0.63	0.94	0.87	
Std Error	0.09	0.11	0.20	0.11	0.16	0.11	-	0.25	0.20	0.31	0.38	0.11	0.14	0.34	0.53	-	0.10	0.38	0.14	0.15	0.26	0.29	-	0.10	0.26	0.10	0.20	

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	103	17	85	1	52	49	2	90	10	2	1	102	-
Weighted Base	103*	13**	88*	2**	46**	54*	2**	94*	6**	2**	***	103*	-.**
Effective Base	62	10	51	1	28	32	1	56	6	1	1	62	-
Very difficult	(1)	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	1%	-	-	-	-	-	-	-
Fairly difficult	(2)	8	-	8	-	5	3	7	1	-	-	8	-
	8%	1%	9%	-	11%	6%	-	7%	20%	-	-	8%	-
Neither easy nor difficult	(3)	19	4	15	-	5	13	19	1	-	-	19	-
	19%	28%	17%	-	12%	25%	5%	19%	10%	-	-	19%	-
Fairly easy	(4)	43	4	39	-	19	22	39	4	-	-	43	-
	42%	35%	44%	-	42%	40%	95%	42%	80%	-	-	42%	-
Very easy	(5)	30	5	26	-	14	16	29	1	2	-	30	-
	30%	37%	29%	-	31%	29%	-	29%	10%	100%	100%	30%	-
I don't know	2	-	-	2	2	-	-	2	-	-	-	2	-
	2%	-	-	100%	4%	-	-	2%	-	-	-	2%	-
NET Very/fairly easy	73	9	64	-	34	38	2	67	4	2	-	73	-
	71%	71%	73%	-	73%	69%	65%	71%	70%	100%	100%	71%	-
NET Very/fairly difficult	9	-	9	-	5	3	-	7	1	-	-	9	-
	8%	1%	10%	-	12%	6%	-	8%	20%	-	-	8%	-
Mean	3.94	4.07	3.92	-	3.96	3.92	3.95	3.94	3.59	5.00	5.00	3.94	-
Std Dev.	0.93	0.86	0.94	-	0.98	0.91	0.29	0.92	1.00	0.00	-	0.92	-
Std Error	0.09	0.21	0.10	-	0.14	0.13	0.21	0.10	0.32	0.00	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	103	37	38	13	15	12	11	14	18	10	10	3	6	4	4	6	5
Weighted Base	103*	35**	37**	12**	19**	11**	12**	11**	18**	10**	10**	2**	6**	5**	4**	10**	5**
Effective Base	62	23	22	7	10	7	8	8	10	5	7	1	3	3	2	5	4
Very difficult	(1)	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	2%	-	-	-	-	1%	-	-	-	-	-	-	6%
Fairly difficult	(2)	8	4	2	3	+	-	3	1	-	-	2	-	3	+	-	-
		8%	10%	8%	23%	+	-	20%	10%	-	-	20%	-	48%	-	1%	-
Neither easy nor difficult	(3)	19	5	2	3	9	2	-	3	-	2	1	+	1	2	5	2
		18%	14%	7%	24%	47%	17%	-	25%	-	19%	8%	92%	2%	29%	65%	49%
Fairly easy	(4)	43	19	21	-	3	7	7	4	11	6	4	-	-	-	1	2
		42%	55%	56%	-	17%	67%	58%	39%	63%	55%	44%	-	-	-	30%	20%
Very easy	(5)	30	6	12	6	6	+	3	3	7	3	3	+	3	3	+	3
		30%	16%	32%	53%	34%	1%	22%	25%	37%	26%	30%	8%	50%	71%	4%	60%
I don't know		2	2	-	-	-	2	-	+	-	-	-	-	-	-	-	-
		2%	5%	-	-	-	15%	-	1%	-	-	-	-	-	-	-	-
NET Very/fairly easy		73	25	33	6	9	7	10	7	18	8	7	+	3	3	1	5
		71%	71%	68%	53%	51%	68%	80%	64%	100%	81%	74%	8%	50%	71%	33%	51%
NET Very/fairly difficult		9	4	2	3	+	-	3	1	-	+	2	-	3	-	+	-
		8%	10%	5%	23%	2%	-	20%	15%	-	1%	20%	-	48%	-	1%	-
Mean	3.94	3.81	4.15	3.84	3.81	3.81	3.81	3.81	4.37	4.05	3.85	3.17	3.52	4.41	3.36	3.83	4.10
Std Dev.	0.93	0.86	0.78	1.34	0.99	0.45	1.04	0.97	0.50	0.76	1.13	-	1.64	1.02	0.68	0.93	1.34
Std Error	0.09	0.15	0.13	0.37	0.26	0.14	0.31	0.27	0.12	0.24	0.36	-	0.67	0.51	0.34	0.38	0.60

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
+ small base, ** very small base (under 30) - ineligible for sig testing

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Table 389

Base : Made a complaint about DHL

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	131	6	125	71	60	72	59	31	39	33	13	12	2	1		70	46	15	3	85	45
Weighted Base	161*	7**	145*	79*	72*	87*	65*	34**	50**	41**	12**	12**	2**	***		84*	53**	14**	2**	88*	62*
Effective Base	82	5	77	43	38	44	38	19	25	23	7	7	1	1		44	30	8	1	47	34
Very difficult	5	1	4	1	4	1	3	-	2	2	-	1	-	-		2	2	1	-	2	2
Fairly difficult	14	-	14	6	8	8	6	3	8	3	-	-	-	-		12	3	-	-	9	5
Neither easy nor difficult	20	-	20	14	6	11	9	9	5	1	5	-	*	-		14	6	*	*	16	4
Fairly easy	46	6	62	31	38	38	29	11	23	21	5	6	2	-		34	20	8	2	39	27
Very easy	45	84%	43%	40%	50%	44%	45%	32%	46%	51%	41%	49%	96%	-		40%	49%	55%	93%	44%	44%
I don't know	113	6	107	59	54	66	47	22	34	36	7	12	2	1		56	43	13	2	61	50
NET Very/fairly easy	75%	91%	74%	74%	75%	76%	72%	64%	69%	80%	62%	93%	96%	100%		67%	81%	94%	96%	69%	81%
NET Very/fairly difficult	19	1	18	6	12	10	9	3	11	4	-	1	-	-		14	4	1	-	11	8
Mean	3.89	3.80	3.89	4.00	3.76	3.96	3.79	3.87	3.66	4.08	3.83	4.24	3.96	5.00		3.75	4.02	4.21	3.99	3.79	4.02
Std Dev.	1.04	0.99	1.04	0.94	1.12	0.98	1.10	1.00	1.14	0.99	0.78	1.03	-	-		1.09	0.95	0.96	-	1.02	1.06
Std Error	0.09	0.40	0.09	0.11	0.14	0.12	0.14	0.18	0.18	0.17	0.22	0.30	-	-		0.13	0.14	0.25	-	0.11	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	131	60	30	16	25	90	41	107	24	9	9	26	45	37	80	9	117	53	71	7
Weighted Base	151*	64*	40**	24**	24**	104*	48**	137*	14**	3**	5**	44**	50**	45**	98*	3**	143*	49**	90*	12**
Effective Base	62	35	18	13	16	53	29	71	13	4	5	20	30	22	53	4	75	28	49	5
Very difficult (1)	5	1	3	-	1	4	1	4	1	-	1	-	3	1	3	-	5	1	3	-
	3%	2%	7%	-	3%	4%	1%	3%	4%	-	13%	-	5%	3%	3%	-	3%	2%	4%	-
Fairly difficult (2)	14	5	4	1	5	9	6	12	2	-	1	3	5	4	9	-	13	2	9	4
	9%	8%	9%	4%	20%	8%	12%	8%	16%	-	17%	8%	11%	9%	10%	-	8%	4%	10%	30%
Neither easy nor difficult (3)	20	5	5	3	6	11	9	20	*	*	2	4	10	2	16	*	18	2	16	1
	13%	8%	13%	14%	24%	10%	9%	14%	*	2%	34%	9%	21%	9%	16%	-	13%	9%	18%	12%
Fairly easy (4)	68	29	20	11	7	49	18	62	6	*	1	24	19	23	43	*	66	21	42	5
	45%	46%	51%	46%	31%	48%	38%	45%	39%	12%	13%	54%	38%	51%	44%	-	46%	43%	47%	37%
Very easy (5)	45	23	8	6	6	31	14	40	6	3	1	13	13	15	27	3	41	23	20	3
	30%	37%	19%	36%	23%	30%	29%	39%	35%	87%	34%	30%	25%	33%	27%	67%	39%	46%	22%	21%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	113	53	28	19	13	81	32	102	11	3	2	36	31	38	69	3	107	43	62	7
	75%	82%	70%	81%	54%	78%	68%	74%	76%	98%	37%	63%	63%	84%	71%	-	75%	89%	69%	56%
NET Very/fairly difficult	19	6	7	1	5	13	6	16	3	-	1	3	8	5	13	-	18	3	12	4
	12%	9%	17%	4%	22%	12%	13%	12%	22%	-	29%	8%	16%	11%	13%	-	12%	6%	13%	30%
Mean	3.89	4.08	3.65	4.13	3.53	3.82	3.83	3.89	3.91	4.85	3.16	4.05	3.86	4.02	3.81	4.85	3.89	4.26	3.74	3.50
Std Dev.	1.04	0.95	1.13	0.83	1.15	1.04	1.03	1.02	1.26	0.48	1.49	0.84	1.14	1.00	1.05	0.48	1.03	0.91	1.03	1.17
Std Error	0.09	0.12	0.21	0.21	0.23	0.11	0.16	0.10	0.26	0.16	0.50	0.16	0.17	0.16	0.12	0.16	0.10	0.12	0.12	0.44

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Table 389

Base : Made a complaint about DHL

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	131	91	40	14	70	22	28	11	3	4	3	5	13	9	16	10	7	3	19	
Weighted Base	151*	129*	22**	3**	130*	11**	8**	2**	3**	4**	4**	6**	21**	15**	38**	23**	11**	1**	10**	
Effective Base	82	71	11	3	63	14	17	7	3	4	3	5	12	7	15	10	7	2	13	
Very difficult	(1) 5	4	*	-	2	1	1	-	-	-	-	-	-	-	-	2	-	-	1	
	3%	3%	1%	-	2%	1%	1%	-	-	-	-	-	-	-	-	10%	-	-	12%	
Fairly difficult	(2) 14	9	5	*	13	1	*	-	1	1	-	-	-	5	2	3	1	-	1	
	9%	7%	22%	3%	10%	8%	1%	-	34%	17%	-	-	-	34%	6%	11%	12%	-	8%	
Neither easy nor	20	20	*	*	18	1	1	-	-	2	1	3	3	-	9	-	-	-	1	
difficult	(3) 13%	15%	1%	2%	14%	7%	7%	-	-	23%	2	34%	41%	14%	-	24%	-	-	8%	
Fairly easy	(4) 68	58	10	1	59	5	3	1	1	5	2	2	11	5	15	13	5	*	5	
	45%	45%	45%	20%	45%	43%	34%	67%	32%	60%	2	36%	34%	55%	40%	54%	43%	11%	47%	
Very easy	(5) 45	38	7	2	37	4	4	1	1	-	1	6	2	6	5	12	6	5	1	
	30%	30%	31%	7%	29%	31%	45%	33%	34%	-	30%	24%	31%	31%	30%	25%	46%	86%	25%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly easy	113	96	17	3	96	9	7	2	2	5	3	4	18	10	27	16	10	1	7	
	75%	74%	78%	80%	74%	75%	79%	100%	66%	60%	66%	59%	86%	66%	70%	79%	88%	100%	72%	
NET Very/fairly	19	14	5	*	16	2	1	-	1	1	-	-	-	5	2	5	1	-	2	
difficult	12%	11%	23%	3%	12%	19%	14%	-	34%	17%	-	-	-	34%	6%	21%	12%	-	21%	
Mean	3.89	3.90	3.62	4.67	3.89	3.77	3.96	4.33	3.66	3.44	3.96	3.83	4.16	3.64	3.95	3.73	4.23	4.89	3.63	
Std Dev.	1.04	1.02	1.15	0.79	0.99	1.33	1.40	-	1.54	0.81	0.91	0.86	0.67	1.28	0.89	1.25	0.88	-	1.34	
Std Error	0.09	0.11	0.18	0.21	0.12	0.28	0.27	-	0.89	0.40	0.53	0.39	0.19	0.43	0.22	0.40	0.37	-	0.31	

Proportions/Means: Columns Tested (5% risk level) - a-b/c/d - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Table 389

Base : Made a complaint about DHL

	Total	Stamp usage				1st class usage		2nd class usage		Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	131	91	14	115	38	91	7	16	14	1	3	55	51	16	6	2	106	8	65	42	16	6	2	107	8	105	26
Weighted Base	151*	101*	22**	128*	49**	101*	2**	7**	22**	1**	4**	65*	58*	19**	7**	1**	123*	9**	73*	52**	22**	3**	2**	124*	5**	122*	29**
Effective Base	82	56	10	70	25	56	3	8	10	1	3	34	32	9	5	1	66	6	41	29	9	3	2	70	5	65	17
Very difficult (1)	5	2	2	2	3	2	-	1	2	-	-	1	1	3	-	-	2	-	4	-	-	1	-	4	1	1	4
Fairly difficult (2)	14	7	1	13	7	7	-	1	1	-	1	1	5	5	2	-	6	2	-	7	5	1	1	7	2	14	-
Neither easy nor difficult (3)	20	14	1	16	6	14	-	-	1	-	-	5	11	4	-	-	16	-	10	8	2	-	-	18	-	17	3
Fairly easy (4)	68	45	12	54	21	45	-	1	12	-	2	32	26	4	5	-	58	5	35	22	10	1	-	57	1	56	11
Very easy (5)	45	42%	56%	42%	44%	45%	-	13%	56%	-	44%	49%	46%	23%	70%	-	47%	59%	48%	43%	45%	24%	-	46%	13%	46%	38%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	113	78	17	95	33	78	2	5	17	1	3	58	40	8	5	1	98	6	59	36	16	1	1	95	2	90	23
NET Very/fairly difficult	19	9	3	15	10	9	-	2	3	-	1	2	6	8	2	-	8	2	4	7	5	2	1	11	3	15	4
Mean	3.89	4.00	3.91	3.91	3.84	4.00	4.94	3.91	3.72	5.00	3.76	4.25	3.82	3.08	3.40	5.00	4.05	3.65	4.03	3.84	3.73	2.30	3.65	3.95	2.92	3.89	3.87
Std Dev.	1.04	0.95	1.21	1.01	1.18	0.95	-	1.57	1.21	-	1.33	0.80	0.95	1.38	0.99	-	0.90	1.09	0.99	0.99	1.07	1.32	2.00	0.99	1.61	0.96	1.33
Std Error	0.09	0.10	0.32	0.09	0.19	0.10	-	0.39	0.32	-	0.77	0.11	0.13	0.35	0.40	-	0.09	0.39	0.12	0.15	0.27	0.54	1.42	0.10	0.57	0.09	0.26

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	131	13	114	4	56	63	12	117	11	2	1	130	-
Weighted Base	161*	10**	136*	6**	62*	74*	16**	136*	12**	3**	***	151*	-.**
Effective Base	82	6	73	3	31	41	9	73	6	2	1	81	-
Very difficult (1)	5	-	5	-	1	3	-	5	-	-	-	5	-
	3%	-	3%	-	2%	5%	-	3%	-	-	-	3%	-
Fairly difficult (2)	14	1	13	-	6	7	1	13	*	1	-	14	-
	9%	8%	10%	-	9%	10%	8%	10%	+	36%	-	9%	-
Neither easy nor difficult (3)	20	1	18	-	-	13	6	18	2	-	+	20	-
	13%	15%	13%	-	1%	15% d	39%	13%	13%	-	100%	13%	-
Fairly easy (4)	68	7	57	4	35	28	4	57	9	2	-	68	-
	45%	70%	42%	53%	57%	39%	28%	42%	69%	62%	-	45%	-
Very easy (5)	45	1	42	2	19	22	4	43	2	-	-	45	-
	30%	7%	31%	37%	31%	30%	28%	31%	16%	-	-	30%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	113	8	100	6	54	50	8	100	11	2	-	113	-
	75%	77%	73%	100%	59% d	68%	53%	74%	87%	62%	-	75%	-
NET Very/fairly difficult	19	1	18	-	7	11	1	18	*	1	-	19	-
	12%	8%	13%	-	11%	15%	8%	13%	+	36%	-	12%	-
Mean	3.88	3.78	3.88	4.37	4.06	3.78	3.71	3.89	4.04	3.25	3.00	3.89	-
Std Dev.	1.04	0.74	1.07	0.53	0.93	1.12	0.97	1.06	0.59	1.22	-	1.04	-
Std Error	0.09	0.21	0.10	0.27	0.12	0.14	0.28	0.10	0.18	0.87	-	0.09	-

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	131	36	34	32	29	9	13	14	19	9	6	10	9	13	9	12	8
Weighted Base	151*	41**	36**	44**	30**	4**	20**	17**	18**	13**	5**	10**	14**	20**	8**	15**	8**
Effective Base	82	22	19	23	17	3	8	11	10	6	5	6	7	11	6	8	4
Very difficult	(1) 5	1	1	3	-	-	1	-	-	1	-	2	1	-	-	-	-
	3%	2%	1%	7%	-	5%	3%	-	-	4%	-	21%	7%	-	-	-	-
Fairly difficult	(2) 14	6	-	4	4	-	5	1	-	-	-	1	3	-	2	2	-
	9%	15%	-	9%	13%	1%	25%	7%	-	-	-	13%	20%	-	27%	12%	-
Neither easy nor difficult	(3) 20	5	7	5	3	-	2	3	1	3	2	-	4	1	1	-	2
	13%	12%	18%	12%	10%	-	10%	16%	8%	21%	44%	1%	29%	7%	10%	-	28%
Fairly easy	(4) 68	17	15	20	16	2	5	10	10	4	1	5	4	10	3	8	5
	45%	43%	40%	45%	52%	45%	26%	60%	54%	28%	22%	55%	31%	53%	38%	55%	62%
Very easy	(5) 45	12	15	11	8	2	7	3	7	6	2	2	2	8	2	5	1
	30%	28%	41%	25%	25%	48%	35%	17%	38%	47%	35%	15%	13%	40%	25%	33%	10%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	113	29	29	31	23	4	12	13	17	10	3	7	6	18	5	13	6
	75%	71%	81%	71%	77%	93%	61%	77%	92%	75%	56%	65%	44%	93%	63%	88%	72%
NET Very/fairly difficult	19	7	1	7	4	-	6	1	-	1	-	4	4	-	2	2	-
	12%	17%	1%	17%	13%	7%	29%	7%	-	4%	-	35%	27%	-	27%	12%	-
Mean	3.89	3.80	4.19	3.72	3.89	4.30	3.63	3.87	4.29	4.15	3.91	3.23	3.22	4.33	3.61	4.08	3.82
Std Dev.	1.04	1.09	0.83	1.17	0.94	1.10	1.31	0.78	0.63	1.05	0.98	1.49	1.17	0.62	1.22	0.93	0.63
Std Error	0.09	0.18	0.14	0.21	0.17	0.37	0.36	0.21	0.14	0.35	0.40	0.47	0.39	0.17	0.41	0.27	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Table 390

Base : Made a complaint about FedEx

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	116	4	112	64	52	66	50	27	34	35	13	6	-	1	61	48	7	1	82	33	
Weighted Base	132*	7**	125*	71*	61*	83*	49*	33**	39**	42**	11**	5**	-**	2**	71*	54*	7**	2**	88*	44**	
Effective Base	75	4	71	40	35	43	34	18	21	25	6	3	-	1	39	31	4	1	51	24	
Very difficult	(1)	9	2	7	3	6	5	4	3	3	1	2	-	-	6	4	-	-	9	-	
	(2)	7%	37%	6%	4%	10%	7%	8%	8%	3%	22%	-	-	-	8%	7%	-	-	11%	-	
Fairly difficult	(3)	6	-	6	6	-	5	1	5	-	1	-	-	-	5	1	-	-	3	3	
	(4)	5%	-	5%	8%	1%	6%	3%	15%	-	4%	-	-	-	7%	3%	-	-	4%	7%	
Neither easy nor difficult	(5)	12	-	12	2	10	6	5	2	3	-	2	-	-	7	3	2	-	7	5	
	(6)	9%	-	10%	3%	16%	7%	12%	15%	6%	-	36%	-	-	10%	5%	27%	-	9%	10%	
Fairly easy	(7)	69	3	56	36	24	39	21	11	21	23	3	2	-	32	24	3	2	40	20	
	(8)	45%	46%	45%	50%	39%	47%	43%	34%	53%	54%	10%	30%	-	100%	45%	45%	49%	100%	45%	
Very easy	(9)	45	1	44	24	28	17	9	12	14	8	2	-	-	21	22	2	-	28	17	
	(10)	34%	17%	35%	34%	34%	33%	35%	26%	32%	33%	66%	33%	-	30%	40%	24%	-	32%	36%	
I don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly easy	104	4	100	60	44	66	38	20	33	37	9	3	-	2	53	46	5	2	67	37	
	(11)	79%	63%	80%	84%	73%	80%	76%	62%	85%	87%	78%	62%	-	100%	75%	85%	73%	100%	77%	
NET Very/fairly difficult	16	2	13	9	7	11	5	8	3	3	2	-	-	-	11	5	-	-	13	3	
	(12)	12%	37%	11%	13%	11%	13%	23%	8%	6%	22%	-	-	-	15%	10%	-	-	15%	7%	
Mean	3.94	3.06	3.98	4.01	3.85	3.94	3.94	3.58	4.01	4.12	4.02	3.95	-	4.00	3.81	4.10	3.97	4.00	3.83	4.14	
Std Dev.	1.13	1.76	1.07	1.05	1.21	1.12	1.15	1.28	1.07	0.88	1.71	0.93	-	-	1.18	1.09	0.77	-	1.23	0.87	
Std Error	0.10	0.88	0.10	0.13	0.17	0.14	0.16	0.25	0.18	0.15	0.47	0.38	-	-	0.15	0.16	0.20	-	0.14	0.15	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	116	50	28	17	23	76	40	87	19	11	11	25	35	31	71	11	103	49	65	2
Weighted Base	132*	49**	37**	26**	19**	87*	45**	119*	13**	8**	10**	31**	49**	31**	90*	8**	123*	48**	79*	4**
Effective Base	75	28	19	14	16	46	29	66	9	5	7	19	24	19	49	5	69	27	45	2
Very difficult (1)	9	6	4	-	-	9	-	9	-	-	-	1	6	2	7	-	9	3	6	-
	7%	11%	10%	-	-	11%	-	8%	-	-	-	4%	12%	8%	8%	-	8%	6%	8%	-
Fairly difficult (2)	6	1	*	5	*	2	5	6	*	*	3	2	1	-	6	*	*	1	6	-
	5%	3%	1%	18%	*	2%	10%	5%	*	1%	27%	8%	3%	-	7%	1%	5%	1%	7%	-
Neither easy nor difficult (3)	12	3	3	2	4	6	5	11	1	2	1	3	2	2	6	2	10	4	8	-
	9%	7%	9%	7%	19%	7%	12%	9%	9%	20%	12%	9%	4%	6%	6%	20%	8%	8%	10%	-
Fairly easy (4)	59	21	19	9	10	40	19	53	7	2	2	12	22	22	35	2	57	18	37	4
	45%	42%	52%	35%	53%	46%	43%	44%	52%	22%	17%	37%	44%	71%	39%	22%	46%	37%	47%	100%
Very easy (5)	45	18	10	10	5	29	16	40	5	5	4	13	19	5	35	5	40	23	22	-
	34%	37%	28%	40%	28%	33%	32%	33%	35%	57%	44%	41%	38%	15%	40%	57%	33%	44%	27%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Veryfairly easy	104	39	30	19	16	69	35	92	12	6	6	24	40	26	70	6	97	41	59	4
	79%	80%	80%	75%	81%	80%	78%	78%	91%	79%	61%	76%	82%	87%	79%	72%	75%	85%	74%	100%
NET Veryfairly difficult	16	7	4	5	*	11	5	16	*	*	3	4	7	2	13	*	16	4	12	-
	12%	14%	12%	18%	*	13%	10%	13%	*	1%	27%	12%	14%	8%	15%	1%	13%	8%	15%	-
Mean	3.94	3.92	3.88	3.98	4.08	3.89	4.02	3.90	4.29	4.35	3.77	4.02	3.94	3.86	3.95	4.35	3.91	4.19	3.78	4.00
Std Dev.	1.13	1.26	1.17	1.11	0.71	1.21	0.65	1.16	0.66	0.88	1.34	1.12	1.26	0.95	1.21	0.88	1.14	1.08	1.16	0.00
Std Error	0.10	0.18	0.23	0.27	0.15	0.14	0.15	0.12	0.15	0.26	0.40	0.22	0.21	0.17	0.14	0.26	0.11	0.15	0.14	0.00

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	116	82	34	12	67	17	22	10	3	2	7	4	15	12	9	9	6	2	15	
Weighted Base	132*	113*	19	3**	116*	8**	6**	2**	3**	3**	10**	5**	24**	17**	22**	23**	9**	1**	7**	
Effective Base	75	64	10	2	60	10	13	6	3	2	7	4	14	11	9	9	6	1	9	
Very difficult	(1) 9	8%	1%	3%	7%	13%	2%	-	-	-	14%	1	26%	-	6	-	-	-	15%	
Fairly difficult	(2) 6	6	-	-	5	-	-	18%	-	-	1	-	-	-	3	-	1	-	-	
	5%	6%	-	-	5%	-	-	18%	-	-	15%	-	-	-	12%	-	15%	-	-	
Neither easy nor	12	12	-	-	11	1	-	-	-	-	1	-	1	3	-	3	3	-	1	
difficult	(3) 9%	10%	2%	6%	9%	10%	2%	9%	-	-	15%	-	5%	17%	-	12%	31%	-	12%	
Fairly easy	(4) 89	48	12	*	54	2	1	2	-	-	3	2	19	10	7	10	3	-	2	
	45%	42%	63%	13%	47%	28%	23%	67%	-	-	30%	49%	77%	58%	34%	44%	30%	-	33%	
Very easy	(5) 45	38	6	2	37	4	3	1	3	3	2	1	5	4	6	10	2	1	3	
	34%	34%	34%	78%	32%	49%	56%	24%	100%	100%	25%	24%	15%	25%	25%	45%	24%	100%	41%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly easy	104	86	18	3	92	6	5	2	3	3	5	4	23	15	13	20	5	1	5	
	79%	78%	97%	91%	79%	77%	78%	97%	100%	100%	95%	74%	95%	63%	62%	88%	54%	100%	73%	
NET Very/fairly difficult	16	16	*	*	14	1	1	-	-	-	3	1	-	-	8	-	1	-	1	
	12%	14%	1%	3%	12%	13%	20%	-	-	-	25%	26%	-	-	38%	-	15%	-	15%	
Mean	3.94	3.88	4.30	4.63	3.92	3.99	4.12	4.15	5.00	5.00	3.38	3.45	4.14	4.08	3.27	4.33	3.83	5.00	3.83	
Std Dev	1.13	1.18	0.59	1.04	1.12	1.43	1.32	0.73	*	0.00	1.46	1.75	0.47	0.66	1.64	0.69	1.07	-	1.48	
Std Error	0.10	0.13	0.10	0.30	0.14	0.35	0.28	0.23	*	0.00	0.85	0.80	0.12	0.19	0.55	0.23	0.44	-	0.38	

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

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Table 390

Base : Made a complaint about FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	116	77	11	102	36	77	8	13	11	2	3	49	48	12	5	2	97	7	57	45	11	2	-	102	2	99	17
Weighted Base	132*	91*	9**	119*	37**	91*	5**	7**	9**	1**	3**	55**	59*	13**	4**	1**	114*	5**	65*	56*	8**	3**	-**	120*	3**	109*	23**
Effective Base	75	50	8	66	23	50	3	7	8	1	2	29	34	8	3	1	63	5	33	34	6	2	-	66	2	63	12
Very difficult	(1)	9	8	1	8	1	8	-	-	1	-	1	7	-	-	1	8	1	4	4	-	1	-	8	1	6	4
		7%	9%	14%	7%	7%	14%	-	-	14%	-	2%	12%	-	-	90%	7%	24%	7%	7%	-	48%	-	7%	48%	9%	15%
Fairly difficult	(2)	6	2	-	6	5	2	-	3	1	-	3	1	3%	4%	1	5	1	2	1	3	-	-	3	-	6	*
		8%	2%	-	5%	13%	2%	1%	1%	-	-	6%	3%	4%	33%	-	4%	24%	3%	2%	40%	-	-	3%	-	5%	2%
Neither easy nor difficult	(3)	9	2	2	28%	6%	20%	-	12	2	7	12	3	2	1	-	9	1	6	3	-	52%	-	9	1	10	2
Fairly easy	(4)	89	45	2	56	13	45	2	4	2	-	20	35	5	*	-	54	*	25	31	3	-	-	56	-	48	11
		45%	50%	24%	47%	30%	50%	34%	53%	24%	-	35%	59%	41%	4%	-	47%	3%	39%	56%	42%	-	-	47%	-	44%	50%
Very easy	(5)	45	34	3	41	10	34	3	3	3	1	24	14	5	1	*	38	1	27	17	1	-	-	43	-	39	6
		34%	38%	33%	35%	28%	38%	65%	47%	33%	84%	56%	44%	23%	41%	33%	33%	27%	41%	30%	18%	-	-	36%	-	36%	24%
I don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	104	70	5	97	23	70	5	7	5	1	1	44	48	10	1	*	92	2	52	47	5	-	-	100	-	87	17
		58%	68%	82%	63%	88%	99%	99%	58%	84%	56%	73%	82%	83%	37%	10%	81%	29%	80%	85%	60%	-	-	83%	-	80%	74%
NET Very/fairly difficult	12%	16	10	1	15	6	10	*	1	-	-	4	9	*	1	1	13	3	6	5	3	1	-	11	1	12	4
		12%	11%	14%	12%	17%	11%	1%	14%	-	-	8%	15%	4%	33%	90%	17%	46%	10%	9%	40%	-	9%	48%	17%	17%	17%
Mean	3.94	4.06	3.62	3.98	3.62	4.06	4.63	4.45	3.62	4.68	4.14	4.12	3.79	4.20	3.37	1.39	3.96	2.83	4.05	3.97	3.38	2.03	-	4.02	2.03	4.00	3.65
Std Dev	1.13	1.13	1.41	1.12	1.13	1.13	0.60	0.58	1.41	-	1.27	0.98	1.20	0.85	1.44	-	1.11	1.67	1.12	1.04	1.26	1.26	-	1.08	1.26	1.08	1.32
Std Error	0.10	0.13	0.42	0.11	0.19	0.13	0.21	0.16	0.42	-	0.74	0.14	0.17	0.25	0.64	-	0.11	0.63	0.15	0.16	0.38	0.89	-	0.11	0.89	0.11	0.32

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	116	13	98	5	48	59	9	100	13	2	1	115	-
Weighted Base	132*	15**	111*	6**	60**	63*	9**	118*	11**	3**	***	132*	-.**
Effective Base	75	8	63	4	30	39	7	65	8	2	1	74	-
Very difficult (1)	9	4	5	-	5	5	-	9	-	1	-	9	-
	7%	25%	5%	-	8%	8%	-	7%	-	42%	-	7%	-
Fairly difficult (2)	6	-	6	*	4	2	*	3	3	-	-	6	-
	5%	-	5%	9%	7%	3%	5%	3%	28%	-	-	5%	-
Neither easy nor difficult (3)	12	1	11	-	1	8	3	10	2	-	-	12	-
	9%	9%	9%	-	2%	13%	28%	6%	21%	-	-	9%	-
Fairly easy (4)	59	6	51	2	30	26	3	54	3	2	-	59	-
	45%	42%	45%	41%	50%	42%	36%	45%	30%	58%	-	45%	-
Very easy (5)	45	4	38	3	20	22	3	42	2	-	*	45	-
	34%	24%	34%	50%	34%	34%	31%	36%	21%	-	100%	34%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	104	10	89	5	50	48	6	97	6	2	-	104	-
	79%	66%	80%	91%	84%	76%	67%	82%	51%	58%	100%	79%	-
NET Very/fairly difficult	16	4	12	*	8	7	*	11	3	1	-	16	-
	12%	25%	10%	9%	14%	11%	8%	10%	28%	42%	-	12%	-
Mean	3.94	3.39	3.99	4.33	3.96	3.92	3.93	4.01	3.44	2.73	5.00	3.94	-
Std Dev.	1.13	1.54	1.06	0.96	1.15	1.15	0.94	1.09	1.16	1.80	-	1.13	-
Std Error	0.10	0.43	0.11	0.43	0.17	0.15	0.31	0.11	0.32	1.27	-	0.11	-

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	116	23	42	28	23	6	6	11	25	8	9	7	9	12	8	5	10
Weighted Base	132*	27**	40**	43**	21**	4**	8**	15**	24**	8**	8**	9**	14**	20**	5**	6**	10**
Effective Base	75	16	24	22	14	3	5	8	13	6	5	6	7	10	6	4	6
Very difficult	(1) 9	-	1	5	3	-	-	-	1	-	-	-	1	2	-	-	3
	7%	-	4%	11%	15%	-	-	-	5%	-	1%	15%	8%	12%	-	-	31%
Fairly difficult	(2) 6	2	4	-	-	*	2	-	4	-	-	-	-	-	-	-	-
	5%	8%	10%	-	-	11%	22%	-	17%	1%	-	-	-	-	-	-	-
Neither easy nor difficult	(3) 12	4	7	2	*	-	3	1	1	3	3	-	-	2	*	-	-
	8%	14%	16%	4%	*	-	30%	9%	3%	36%	38%	-	-	8%	1%	-	-
Fairly easy	(4) 69	14	14	23	8	4	-	10	9	2	2	4	11	8	2	4	2
	45%	52%	35%	54%	37%	85%	-	72%	38%	30%	30%	44%	52%	40%	39%	64%	19%
Very easy	(5) 45	7	14	13	10	*	4	3	9	3	2	4	1	8	3	2	5
	34%	26%	35%	31%	48%	3%	48%	20%	37%	34%	31%	41%	10%	40%	60%	36%	50%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	104	21	28	37	18	4	4	13	18	5	5	8	13	16	5	6	7
	79%	78%	70%	85%	85%	89%	48%	91%	75%	63%	60%	85%	92%	80%	99%	100%	69%
NET Very/fairly difficult	18	2	6	5	3	*	2	-	5	*	*	1	1	2	-	-	3
	12%	8%	14%	11%	15%	11%	22%	-	22%	1%	1%	15%	8%	12%	-	-	31%
Mean	3.94	3.95	3.87	3.93	4.04	3.80	3.75	4.11	3.84	3.96	3.88	3.96	3.88	3.96	4.59	4.36	3.56
Std Dev.	1.13	0.87	1.12	1.18	1.37	0.76	1.34	0.54	1.27	0.91	0.96	1.40	0.91	1.28	0.56	0.52	1.86
Std Error	0.10	0.18	0.17	0.22	0.29	0.31	0.55	0.16	0.25	0.32	0.32	0.63	0.30	0.37	0.20	0.23	0.59

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Table 381

Base : Made a complaint about Evri

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	248	30	218	101	147	98	150	51	52	60	37	28	11	9		103	97	48	20	205	41
Weighted Base	284	39**	215	93*	161*	103*	151*	61*	60*	54*	40**	24**	6**	8**		121*	94*	38**	14**	193	57*
Effective Base	156	25	132	58	98	59	98	35	36	37	23	15	5	5		71	60	25	10	121	33
Very difficult	31	3	28	9	22	8	23	9	5	5	5	5	2	1		14	9	7	2	27	3
12%	12%	7%	13%	10%	14%	8%	15%	15%	8%	9%	11%	21%	24%	8%		12%	10%	19%	15%	14%	6%
Fairly difficult	43	10	32	6	37	14	29	9	6	15	8	2	1	2		15	23	5	3	34	6
17%	17%	26%	15%	6%	33%	13%	19%	15%	10%	27%	20%	9%	15%	20%		12%	24%	12%	18%	18%	15%
Neither easy nor difficult	36	2	34	19	17	15	22	13	4	6	10	1	1	1		17	16	3	2	24	12
14%	14%	6%	16%	21%	11%	14%	14%	22%	7%	12%	25%	5%	13%	9%		14%	17%	7%	11%	12%	22%
Fairly easy	90	12	78	32	57	40	50	21	23	20	9	14	*	3		44	29	17	3	61	29
35%	35%	30%	36%	35%	36%	39%	33%	34%	38%	37%	22%	58%	1%	37%		38%	31%	44%	21%	32%	50**
Very easy	82	11	41	24	28	27	26	8	22	6	9	2	3	2		31	15	6	5	44	7
21%	21%	29%	19%	26%	17%	26%	17%	14%	34**	12%	22%	6%	46%	26%		25%	16%	17%	35%	23%	12%
I don't know	2	-	2	2	*	*	2	*	-	2	-	*	-	-		*	2	*	-	2	-
1%	1%	-	1%	2%	*	*	1%	1%	-	3%	-	*	-	-		*	2%	*	-	1%	-
NET Very/fairly easy	142	23	119	57	85	67	75	29	45	27	18	16	3	5		74	44	23	8	105	36
56%	56%	60%	55%	61%	53%	65%	50%	48%	34**	49%	44%	65%	47%	63%		61%	47%	61%	55%	54%	62%
NET Very/fairly difficult	73	13	60	15	53	22	52	16	11	20	13	7	5	2		29	32	12	5	62	9
29%	29%	34%	28%	16%	38%	21%	34%	30%	18%	36%	31%	30%	40%	29%		24%	34%	31%	34%	32%	16%
Mean	3.36	3.48	3.34	3.64	3.20	3.62	3.18	3.17	3.16	3.23	3.21	3.29	3.52			3.51	3.19	3.28	3.41	3.32	3.52
Std Dev.	1.31	1.36	1.30	1.23	1.34	1.22	1.35	1.29	1.25	1.23	1.32	1.34	1.85	1.38		1.31	1.26	1.40	1.55	1.38	1.03
Std Error	0.08	0.25	0.09	0.12	0.11	0.12	0.11	0.18	0.17	0.16	0.22	0.26	0.56	0.46		0.13	0.13	0.20	0.35	0.10	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Table 391

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	248	96	63	41	48	159	89	177	68	19	23	45	84	60	152	19	218	86	161	12
Weighted Base	264	94*	79*	39**	43*	172*	82*	200	50*	15**	19**	50*	85*	62*	150*	15**	223	71*	167	16**
Effective Base	166	57	43	28	32	99	59	116	42	12	15	30	52	36	96	12	137	49	100	8
Very difficult	(1) 31	11	9	6	6	19	11	22	8	3	6	7	10	5	23	3	28	7	23	-
	12%	11%	11%	15%	13%	11%	14%	11%	17%	20%	29%	14%	12%	7%	15%	20%	12%	10%	14%	-
Fairly difficult	(2) 43	13	10	8	11	23	20	28	13	2	3	5	12	13	20	2	36	10	31	1
	17%	14%	13%	21%	27%	13%	24%	14%	25%	10%	16%	10%	14%	20%	13%	10%	16%	14%	19%	9%
Neither easy nor	36	11	17	4	4	28	9	30	6	1	1	10	15	7	26	1	35	11	25	1
difficult	(3) 14%	12%	21%	11%	10%	16%	10%	13%	12%	7%	9%	20%	17%	11%	17%	7%	16%	13%	13%	8%
Fairly easy	(4) 90	38	31	9	12	68	21	75	15	6	4	25	28	23	54	6	77	22	60	7
	35%	40%	39%	24%	28%	40%	26%	38%	29%	39%	19%	49%	31%	37%	35%	39%	35%	32%	36%	45%
Very easy	(5) 82	21	13	11	7	33	19	42	8	2	6	3	22	16	31	2	47	20	27	5
	21%	22%	16%	29%	17%	19%	22%	21%	16%	13%	30%	7%	23%	20%	13%	21%	28%	16%	16%	31%
I don't know	2	*	-	-	2	*	2	2	-	2	-	*	*	-	*	2	*	-	*	2
	1%	*	-	-	4%	*	2%	1%	-	11%	-	1%	*	-	*	11%	*	-	*	10%
NET Veryfairly easy	142	58	44	21	20	102	40	117	23	8	9	28	48	39	86	8	124	42	87	13
	56%	62%	60%	53%	46%	59%	46%	59%	46%	52%	49%	65%	57%	62%	60%	56%	60%	60%	62%	76%
NET Veryfairly	73	23	19	14	17	42	31	50	21	4	9	12	22	17	43	4	64	17	54	1
difficult	29%	25%	24%	36%	40%	24%	38%	25%	42%	30%	46%	24%	28%	27%	28%	30%	29%	25%	33%	9%
Mean	3.36	3.49	3.36	3.31	3.10	3.43	3.21	3.44	3.03	3.17	3.04	3.24	3.46	3.53	3.33	3.17	3.36	3.53	3.22	4.09
Std Dev.	1.31	1.29	1.22	1.47	1.38	1.26	1.42	1.28	1.38	1.47	1.69	1.18	1.34	1.27	1.34	1.47	1.32	1.32	1.31	0.92
Std Error	0.08	0.13	0.15	0.23	0.20	0.10	0.15	0.10	0.17	0.35	0.35	0.18	0.15	0.18	0.11	0.35	0.09	0.14	0.11	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Table 361

Base : Made a complaint about Evri

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	248	175	73	26	136	38	52	22	14	20	11	15	15	16	17	13	15	3	35	
Weighted Base	254	226	28**	3**	215	16**	18**	5**	10**	34**	15**	19**	22**	23**	40**	29**	23**	***	16**	
Effective Base	166	139	17	23	120	20	26	14	14	19	11	15	14	15	17	13	14	3	19	
Very difficult	(1)	31	28	3	1	28	1	2	*	1	7	3	3	2	-	7	5	-	1	
	12%	12%	11%	20%	13%	9%	11%	1%	6%	19%	21%	13%	10%	-	-	24%	24%	-	9%	
Fairly difficult	(2)	43	40	2	*	37	*	5	1	9	2	2	2	3	9	2	5	-	*	
	17%	18%	9%	15%	17%	2%	26%	12%	7%	26%	16%	13%	13%	15%	23%	7%	22%	-	2%	
Neither easy nor difficult	(3)	36	33	3	1	28	4	2	2	2	2	5	1	2	12	2	1	-	4	
	14%	15%	11%	20%	13%	25%	14%	34%	21%	5%	11%	27%	9%	8%	30%	6%	6%	-	26%	
Fairly easy	(4)	90	78	12	*	78	6	5	1	4	12	6	2	10	14	11	8	*	6	
	35%	34%	43%	14%	36%	40%	26%	24%	37%	34%	38%	12%	47%	46%	35%	39%	36%	19%	40%	
Very easy	(5)	92	45	7	1	43	5	4	1	3	5	2	6	4	7	5	7	3	*	4
	21%	20%	26%	31%	20%	26%	22%	21%	30%	16%	14%	33%	16%	32%	12%	24%	12%	81%	27%	
I don't know		2	2	*	-	2	-	*	*	-	-	-	-	2	-	-	-	-	-	
	1%	1%	*	-	1%	-	1%	7%	-	-	-	-	8%	-	-	-	-	-	-	
NET Very/fairly easy	142	123	20	1	120	11	9	2	7	17	8	9	14	18	19	19	11	*	11	
	56%	54%	69%	45%	55%	68%	46%	46%	66%	50%	32%	46%	64%	73%	47%	64%	48%	100%	67%	
NET Very/fairly difficult	73	68	6	1	65	1	7	1	1	16	5	5	5	3	9	9	11	-	1	
	29%	30%	19%	35%	30%	7%	38%	13%	13%	45%	38%	28%	23%	15%	23%	30%	46%	-	7%	
Mean	3.36	3.32	3.66	3.22	3.33	3.64	3.22	3.56	3.77	3.01	3.06	3.35	3.53	3.95	3.35	3.34	2.90	4.81	3.62	
Std Dev.	1.31	1.31	1.28	1.32	1.33	1.05	1.40	1.14	1.18	1.44	1.44	1.47	1.29	1.01	0.98	1.53	1.44	-	1.05	
Std Error	0.08	0.10	0.15	0.38	0.11	0.17	0.20	0.25	0.32	0.32	0.44	0.38	0.34	0.25	0.24	0.42	0.37	-	0.18	

Proportions/Means. Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Table 361

Base : Made a complaint about Evri

	Total	Stamp usage				1st class usage						2nd class usage						Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
		1st class - all/most of the time (a)		2nd class - all/most of the time (b)		Use 1st class all/most of the time (c)		Use 1st class all/most of the time and HH income <£11.5 (f)		Use 1st class all/most of the time and Not Working (g)		Use 2nd class all/most of the time (h)		Use 2nd class all/most of the time and HH income <£11.5 (i)		Use 2nd class all/most of the time and Not Working (j)		Very reliant (k)		Fairly reliant (l)		Neither reliant nor not reliant (m)		Not very reliant (n)		Not at all reliant (o)		Net reliant (p)		Net not reliant (q)		Very reliant (r)		Fairly reliant (s)		Neither reliant nor not reliant (t)		Not very reliant (u)		Not at all reliant (v)		Net reliant (w)		Net not reliant (x)		ANY affordability challenges (y)		No affordability challenges (z)																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	248	18	225	5	93	134	21	231	15	1	-	247	1
Weighted Base	264	9**	240	4**	87*	142*	25**	236	17***	2**	***	254	***
Effective Base	196	7	147	2	54	89	14	146	10	1	-	156	1
Very difficult (1)	51	-	30	-	10	16	5	29	2	-	-	31	-
	12%	2%	73%	-	12%	11%	19%	12%	13%	-	-	12%	-
Fairly difficult (2)	43	*	42	*	10	29	4	41	2	-	-	43	-
	17%	1%	18%	11%	11%	20%	16%	17%	11%	-	-	17%	-
Neither easy nor difficult (3)	36	*	36	1	16	18	2	35	2	-	-	36	*
	14%	3%	15%	14%	18%	13%	8%	15%	11%	-	-	14%	100%
Fairly easy (4)	90	4	83	3	34	45	10	79	9	2	-	90	-
	35%	40%	35%	61%	39%	32%	41%	34%	54%	100%	-	35%	-
Very easy (5)	62	5	46	1	16	32	4	50	2	-	-	52	-
	21%	54%	19%	14%	19%	23%	15%	21%	11%	-	-	21%	-
I don't know	2	-	2	-	*	2	*	2	-	-	-	2	-
	1%	-	1%	-	*	1%	*	1%	-	-	-	1%	-
NET Very/fairly easy	142	9	130	3	51	77	14	130	11	2	-	142	-
	56%	94%	54%	75%	58%	54%	57%	55%	65%	100%	-	56%	-
NET Very/fairly difficult	73	*	73	*	20	45	9	69	4	-	-	73	-
	29%	3%	30%	11%	23%	31%	35%	29%	24%	-	-	29%	-
Mean	3.36	4.44	3.31	3.78	3.42	3.35	3.18	3.35	3.38	4.00	-	3.36	3.00
Std Dev.	1.31	0.79	1.32	0.93	1.26	1.33	1.41	1.32	1.25	-	-	1.31	-
Std Error	0.08	0.19	0.09	0.42	0.13	0.12	0.32	0.09	0.32	-	-	0.08	-

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	248	66	73	62	47	15	20	31	29	24	20	21	24	17	10	17	20				
Weighted Base	254	61*	71*	72*	50**	15**	17**	29**	21**	30**	20**	22**	27**	24**	12**	20**	18**				
Effective Base	156	43	43	42	29	9	14	20	14	17	12	14	16	12	7	12	11				
Very difficult	(1) 31	9	7	9	6	2	3	4	5	2	*	1	4	5	2	2	2				
	12%	14%	10%	12%	12%	11%	20%	12%	25%	5%	2%	3%	13%	19%	15%	10%	13%				
Fairly difficult	(2) 43	8	8	14	13	3	3	2	2	4	3	6	4	4	3	5	6				
	17%	12%	11%	19%	27%	18%	18%	7%	9%	13%	13%	27%	14%	17%	23%	23%	34%				
Neither easy nor difficult	(3) 36	10	7	11	8	3	5	1	*	4	3	5	2	4	*	6	2				
	14%	16%	10%	16%	17%	18%	32%	5%	*	13%	17%	23%	9%	17%	4%	30%	10%				
Fairly easy	(4) 90	21	37	21	11	4	3	14	11	17	9	5	7	8	1	5	5				
	35%	35%	51%	34%	21%	31%	18%	45%	54%	58%	43%	29%	27%	34%	10%	23%	27%				
Very easy	(5) 62	14	9	18	11	3	2	8	3	3	3	5	10	3	6	3	3				
	21%	23%	13%	24%	23%	23%	13%	28%	12%	11%	17%	22%	36%	13%	48%	14%	16%				
I don't know	2	*	2	-	*	-	-	*	-	-	2	-	-	-	-	-	*				
	1%	1%	2%	-	*	-	-	1%	-	-	8%	-	-	-	-	-	1%				
NET Very/fairly easy	142	35	47	39	22	8	5	22	14	21	12	10	17	11	7	7	8				
	56%	57%	66%	53%	44%	54%	30%	75%	66%	69%	60%	47%	64%	47%	58%	37%	43%				
NET Very/fairly difficult	73	16	15	22	19	4	6	6	7	5	3	6	7	9	4	7	8				
	29%	27%	22%	31%	39%	28%	38%	19%	34%	18%	15%	29%	27%	38%	38%	33%	47%				
Mean	3.36	3.40	3.48	3.35	3.16	3.38	2.85	3.73	3.19	3.58	3.67	3.38	3.59	3.05	3.53	3.08	3.00				
Std Dev.	1.31	1.35	1.19	1.36	1.38	1.35	1.32	1.31	1.48	1.03	1.03	1.20	1.46	1.37	1.67	1.23	1.37				
Std Error	0.08	0.17	0.14	0.17	0.20	0.35	0.29	0.24	0.27	0.21	0.24	0.26	0.30	0.33	0.53	0.30	0.32				

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	118	4	114	68	50	71	47	23	40	27	13	10	2	3	63	40	15	5	91	26
Weighted Base	136*	5**	130*	76*	59*	82*	53*	26**	45**	35**	12**	11**	4**	2**	71*	47**	18**	6**	94*	41**
Effective Base	75	3	72	42	33	43	32	15	26	19	7	6	2	1	41	26	9	3	54	21
Very difficult	6	-	6	3	4	*	6	1	2	3	-	*	-	*	3	3	*	*	3	3
(1)	6%	-	6%	4%	6%	*	12**	5%	4%	8%	-	1%	-	3%	5%	6%	1%	1%	4%	7%
Fairly difficult	10	-	10	5	5	8	2	-	7	1	-	2	-	-	7	1	2	-	9	2
(2)	8%	-	8%	7%	9%	10%	4%	2%	15%	3%	-	20%	-	-	10%	2%	13%	-	9%	5%
Neither easy nor difficult	22	-	22	11	11	14	9	6	5	10	-	*	2	-	11	10	2	2	17	5
(3)	16%	-	17%	15%	18%	17%	16%	23%	11%	27%	-	1%	37%	-	16%	20%	10%	25%	18%	12%
Fairly easy	48	3	45	24	24	31	18	11	14	7	10	7	-	-	25	16	7	-	34	14
(4)	36%	56%	35%	32%	40%	37%	33%	43%	30%	19%	80%	63%	-	-	35%	35%	41%	-	36%	34%
Very easy	48	2	46	32	16	30	18	7	18	15	2	2	3	2	25	17	6	5	31	17
(5)	35%	44%	35%	43%	26%	36%	34%	27%	39%	42%	20%	15%	63%	97%	35%	37%	36%	74%	32%	42%
I don't know	*	-	*	-	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-
NET Very/fairly easy	96	5	91	57	39	60	36	18	31	21	12	9	3	2	50	33	13	5	65	31
(71%)	71%	100%	70%	75%	66%	73%	67%	70%	69%	61%	100%	78%	63%	97%	70%	71%	76%	74%	69%	76%
NET Very/fairly difficult	17	-	17	8	9	8	9	2	9	4	-	2	-	*	10	4	2	*	12	5
(12%)	12%	-	13%	10%	15%	10%	16%	7%	19%	11%	-	21%	-	3%	15%	8%	14%	1%	13%	12%
Mean	3.89	4.44	3.87	4.03	3.72	4.00	3.74	3.85	3.85	3.84	4.20	3.71	4.26	4.86	3.85	3.93	3.97	4.45	3.85	4.00
Std Dev.	1.12	0.55	1.13	1.09	1.14	0.97	1.31	1.02	1.23	1.26	0.42	1.03	1.10	1.02	1.15	1.12	1.06	1.02	1.09	1.18
Std Error	0.10	0.28	0.11	0.13	0.16	0.12	0.19	0.21	0.20	0.24	0.12	0.32	0.78	0.59	0.15	0.18	0.27	0.46	0.11	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	118	51	28	15	24	79	39	98	20	9	13	33	36	25	82	9	107	51	63	4
Weighted Base	136*	50**	37**	25**	24**	87*	49**	129*	10**	3**	8**	49**	45**	29**	102*	3**	131*	47**	78*	10**
Effective Base	75	27	20	13	17	46	29	67	10	4	8	25	24	16	56	4	72	27	44	4
Very difficult (1)	6	1	3	-	2	5	2	6	*	*	-	*	3	3	3	*	6	*	6	-
	5%	3%	9%	-	7%	6%	3%	5%	2%	1%	-	1%	7%	10%	3%	1%	5%	*	8%	-
Fairly difficult (2)	10	8	2	*	*	10	1	10	*	*	*	3	3	5	5	*	10	1	5	5
	8%	15%	6%	2%	*	11%	1%	8%	*	3%	*	6%	6%	17%	5%	3%	8%	1%	7%	46%
Neither easy nor difficult (3)	22	4	7	6	5	11	12	22	-	*	2	12	4	4	18	*	22	5	17	-
	18%	8%	19%	20%	22%	12%	24%	18%	-	13%	29%	24%	9%	13%	18%	*	17%	11%	22%	-
Fairly easy (4)	48	22	14	5	8	36	13	45	3	-	3	16	18	9	37	-	46	19	27	3
	36%	44%	37%	20%	33%	41%	26%	36%	32%	-	35%	32%	41%	33%	36%	-	35%	40%	34%	28%
Very easy (5)	48	15	11	13	9	26	22	41	7	2	3	18	17	8	38	2	46	23	23	3
	35%	30%	29%	53%	38%	30%	46%	33%	65%	82%	35%	37%	38%	27%	37%	62%	35%	46%	39%	27%
I don't know	*	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-
	*	*	-	-	-	*	-	-	1%	-	-	-	-	-	-	-	-	-	*	-
NET Very/fairly easy	96	37	24	18	17	61	35	86	10	2	6	34	35	17	75	2	92	42	49	5
	71%	74%	66%	73%	71%	71%	72%	69%	87%	82%	70%	69%	79%	60%	74%	62%	70%	88%	63%	54%
NET Very/fairly difficult	17	9	6	*	2	15	2	17	*	*	*	3	6	8	9	*	17	1	12	5
	12%	18%	15%	2%	7%	17%	4%	13%	2%	5%	*	7%	12%	28%	9%	5%	13%	2%	15%	46%
Mean	3.89	3.83	3.70	4.24	3.96	3.78	4.10	3.84	4.58	4.58	4.05	3.99	3.97	3.48	3.99	4.58	3.89	4.34	3.89	3.35
Std Dev.	1.12	1.12	1.23	0.92	1.12	1.16	1.02	1.13	0.76	1.17	0.87	0.97	1.15	1.35	1.04	1.17	1.13	0.75	1.19	1.37
Std Error	0.10	0.16	0.23	0.24	0.23	0.13	0.16	0.11	0.17	0.39	0.24	0.17	0.19	0.27	0.11	0.39	0.11	0.10	0.15	0.68

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	118	82	36	19	68	19	19	12	4	3	7	6	8	9	11	9	11	2	17
Weighted Base	136*	123*	13**	4**	121*	8**	5**	2**	4**	6**	10**	8**	14**	13**	27**	22**	17**	***	8**
Effective Base	75	67	8	3	62	12	10	7	4	3	7	6	8	9	11	9	11	2	12
Very difficult	(1) 6	6	*	*	6	*	*	27%	-	2	-	-	-	1	-	-	3	*	-
	9%	9%	2%	3%	9%	1%	3%		-	20%	-	-	-	11%	-	-	17%	33%	-
Fairly difficult	(2) 10	10	*	*	9	1	*	-	-	-	-	-	2	-	-	5	2	-	1
	8%	8%	1%	1%	7%	14%	10%	-	-	-	-	-	14%	-	-	23%	11%	-	15%
Neither easy nor	22	19	3	*	20	1	1	1	1	3	3	3	-	1	5	2	3	-	1
difficult	(3) 16%	15%	26%	6%	17%	9%	15%	35%	21%	43%	31%	34%	-	9%	19%	8%	16%	-	9%
Fairly easy	(4) 48	44	4	1	43	4	2	*	1	2	4	4	6	5	15	-	6	*	4
	36%	36%	31%	19%	35%	45%	37%	20%	27%	30%	44%	50%	40%	37%	54%	-	35%	67%	45%
Very easy	(5) 48	43	5	3	44	2	2	*	2	-	2	1	7	8	7	15	4	-	2
	35%	32%	39%	68%	36%	31%	33%	19%	32%	-	24%	16%	46%	43%	27%	69%	21%	-	31%
I don't know	*	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	1%	2%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	96	87	9	3	86	6	3	1	3	2	7	6	12	10	22	15	10	*	6
	71%	71%	70%	68%	71%	76%	70%	38%	79%	30%	69%	66%	86%	60%	81%	69%	56%	67%	76%
NET Very/fairly	17	16	*	*	15	1	1	-	-	2	-	-	2	1	-	5	5	*	1
difficult	12%	12%	3%	4%	12%	15%	13%	27%	-	25%	-	-	14%	11%	-	23%	28%	33%	15%
Mean	3.89	3.88	4.06	4.53	3.91	3.85	3.88	3.04	4.31	2.81	3.93	3.82	4.19	4.02	4.07	4.15	3.33	3.00	3.63
Std Dev.	1.12	1.14	0.96	1.05	1.12	0.99	1.22	-	0.93	1.22	0.79	0.73	1.03	1.27	0.69	1.32	1.41	-	1.06
Std Error	0.10	0.13	0.16	0.25	0.14	0.25	0.29	-	0.47	0.70	0.30	0.30	0.38	0.42	0.21	0.44	0.43	-	0.26

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

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Table 392

Base : Made a complaint about DPD

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	118	72	18	100	46	72	6	10	18	1	3	58	32	20	7	1	90	8	57	46	7	6	1	103	7	96	22
Weighted Base	136*	85*	22**	114*	51*	85*	1**	5**	22**	1**	2**	67*	38**	20**	11**	***	105*	11**	67*	55*	7**	4**	1**	122*	6**	109*	27**
Effective Base	75	45	14	62	31	45	2	5	14	1	2	35	23	11	6	1	58	6	36	31	3	3	1	67	4	60	15
Very difficult (1)	6	1	4	3	5	1	-	-	4	-	-	2	2	*	3	-	3	3	2	3	-	2	-	5	2	3	3
Fairly difficult (2)	10	6	4	6	5	6	*	-	4	-	-	2	4*	*	31%	-	3%	37%	2%	6%	1%	34%	-	4%	27%	8	12%
Neither easy nor difficult (3)	85	7%	19%	6%	9%	7%	8%	-	19%	-	-	4%	5%	27%	-	-	5%	-	5	5	*	-	-	10	-	8	3
Fairly easy (4)	22	17	4	10	6	17	-	-	4	-	-	12	7	4	-	-	19	-	14	6	*	1	1	20	2	19	4
Very easy (5)	16%	20%	16%	16%	11%	20%	-	-	16%	-	-	18%	18%	18%	-	-	18%	-	20%	12%	3%	19%	100%	16%	37%	17%	14%
I don't know	48	25	9	39	23	25	-	1	9	-	1	17	18	10	4	-	34	4	16	27	3	2	-	43	2	40	8
NET Very/fairly easy	96	61	10	86	36	61	1	5	10	1	2	50	27	11	7	*	78	7	47	40	6	2	-	87	2	79	17
NET Very/fairly difficult	17	7	8	9	10	7	*	-	8	-	-	5	4	5	3	-	8	3	7	8	1	2	-	15	2	11	6
Mean	3.89	4.04	3.01	4.06	3.65	4.04	4.77	4.73	3.01	5.00	4.40	4.17	3.85	3.33	3.40	5.00	4.05	3.42	4.03	3.77	4.21	2.77	3.00	3.91	2.82	3.97	3.60
Std Dev	1.12	1.03	1.25	1.01	1.23	1.03	-	0.50	1.25	-	1.04	1.03	1.01	0.95	1.75	-	1.03	1.75	1.09	1.11	0.94	1.52	-	1.10	1.30	1.04	1.38
Std Error	0.10	0.12	0.29	0.10	0.18	0.12	-	0.17	0.29	-	0.80	0.14	0.18	0.21	0.66	-	0.11	0.62	0.15	0.16	0.35	0.62	-	0.11	0.49	0.11	0.29

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	118	18	97	3	52	58	8	104	11	1	1	116	1
Weighted Base	136*	13**	118*	5**	57**	68*	11**	120*	12**	3**	***	135*	1**
Effective Base	75	8	65	2	29	40	6	67	7	1	1	74	1
Very difficult (1)	6	-	6	-	3	3	-	6	-	-	-	6	-
	5%	1%	9%	-	5%	4%	4%	9%	-	-	-	9%	-
Fairly difficult (2)	10	-	10	*	3	5	2	10	1	-	-	10	-
	8%	-	8%	11%	5%	8%	21%	8%	4%	-	-	8%	-
Neither easy nor difficult (3)	22	3	19	-	10	9	4	19	4	-	-	22	1
	16%	22%	17%	-	18%	13%	34%	15%	32%	-	-	16%	100%
Fairly easy (4)	48	4	40	4	16	29	3	42	6	-	-	48	-
	36%	31%	34%	89%	29%	42%	29%	35%	51%	-	-	36%	-
Very easy (5)	48	6	42	-	24	22	1	44	2	3	-	48	-
	35%	46%	36%	-	43%	33%	12%	36%	13%	100%	-	36%	-
I don't know	-	-	-	-	-	-	-	-	-	-	*	-	-
	*	1%	-	-	*	-	-	-	-	-	100%	-	-
NET Very/fairly easy	96	10	82	4	41	51	5	86	8	3	-	96	-
	71%	77%	70%	89%	72%	75%	41%	72%	64%	100%	-	71%	-
NET Very/fairly difficult	17	-	16	-	6	8	3	16	1	-	-	17	-
	12%	1%	14%	11%	10%	12%	20%	14%	4%	-	-	12%	-
Mean	3.89	4.22	3.86	3.79	4.00	3.91	3.23	3.89	3.73	5.00	-	3.90	3.00
Std Dev.	1.12	0.87	1.15	0.70	1.14	1.08	1.10	1.15	0.77	0.00	-	1.12	-
Std Error	0.10	0.21	0.12	0.40	0.16	0.14	0.39	0.11	0.23	0.00	-	0.10	-

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Table 392

Base : Made a complaint about DPD

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	118	38	42	19	19	10	16	12	20	10	12	4	11	4	7	7	5
Weighted Base	136*	41**	46**	27**	21**	9**	21**	11**	16**	10**	15**	4**	16**	7**	6**	10**	5**
Effective Base	75	24	25	13	13	6	11	6	10	7	9	2	8	3	5	6	3
Very difficult	(1) 6	1	2	*	3	-	1	-	*	-	2	-	-	-	2	-	1
	5%	3%	4%	*	14%	-	6%	-	*	-	14%	3%	-	-	24%	-	28%
Fairly difficult	(2) 10	5	-	4	2	-	5	-	-	-	-	*	4	-	*	2	-
	8%	17%	-	14%	10%	-	22%	-	-	-	-	2%	23%	-	1%	20%	-
Neither easy nor difficult	(3) 22	7	9	3	3	*	3	4	3	4	2	-	3	-	-	2	2
	16%	18%	19%	10%	16%	5%	14%	35%	18%	25%	14%	-	16%	-	-	18%	34%
Fairly easy	(4) 48	14	20	10	4	5	5	3	5	9	6	4	4	2	3	1	-
	36%	33%	43%	39%	20%	59%	24%	30%	29%	56%	42%	95%	26%	36%	49%	13%	-
Very easy	(5) 48	14	15	10	9	3	7	4	8	3	4	-	6	4	2	5	2
	35%	34%	33%	37%	41%	35%	33%	35%	52%	17%	30%	-	35%	64%	30%	49%	38%
I don't know	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	96	28	35	20	13	8	12	7	13	12	10	4	10	7	5	6	2
	71%	67%	76%	76%	60%	94%	58%	65%	82%	75%	72%	95%	62%	100%	76%	62%	38%
NET Very/fairly difficult	17	6	2	4	5	-	6	-	*	-	2	*	4	-	2	2	1
	12%	14%	4%	14%	23%	-	28%	-	*	-	14%	5%	23%	-	24%	20%	28%
Mean	3.89	3.84	4.01	3.99	3.64	4.30	3.57	4.00	4.33	3.92	3.74	3.87	3.74	4.64	3.58	3.90	3.20
Std Dev.	1.12	1.12	0.97	1.05	1.47	0.60	1.35	0.88	0.82	0.66	1.31	0.66	1.20	0.52	1.64	1.28	1.80
Std Error	0.10	0.18	0.15	0.24	0.34	0.20	0.34	0.25	0.18	0.21	0.38	0.33	0.36	0.26	0.62	0.48	0.81

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	124	5	119	66	58	79	45	26	33	31	12	13	3	8	59	43	22	9	100	22	
Weighted Base	122*	6**	116*	60*	63*	77*	45**	22**	34**	33**	10**	13**	3**	7**	56*	43**	23**	10**	90*	28**	
Effective Base	70	4	65	34	35	45	25	16	21	18	5	7	2	3	36	23	11	5	53	15	
Very difficult	(1)	2	-	2	*	2	1	-	1	1	-	-	-	-	1	1	*	-	2	-	
		2%	-	2%	*	1%	3%	-	4%	3%	-	1%	-	-	2%	2%	*	-	3%	-	
Fairly difficult	(2)	2	-	2	*	2	*	-	2	*	-	*	-	*	2	*	*	*	*	2	
		2%	-	2%	*	2%	4%	-	5%	1%	-	1%	-	2%	3%	*	1%	2%	1%	6%	
Neither easy nor difficult	(3)	17	-	17	2	15	9	6	1	1	-	3	2	4	7	1	8	5	13	2	
		14%	-	15%	3%	12%	8%	5%	4%	4%	-	21%	52%	53%	13%	3%	35%	52%	14%	5%	
Fairly easy	(4)	49	3	46	28	21	29	20	7	11	15	5	8	-	3	18	20	11	3	41	
		40%	52%	40%	47%	33%	38%	44%	30%	32%	46%	53%	62%	-	44%	31%	47%	49%	31%	46%	
Very easy	(5)	51	3	48	28	37	14	8	19	15	5	2	1	*	27	20	3	2	32	17	
		42%	48%	41%	47%	36%	46%	30%	56%	46%	47%	15%	46%	1%	49%	47%	15%	15%	36%	61%	
I don't know		1	-	1	1	-	1	-	1	-	-	-	-	-	1	-	-	-	1	-	
		1%	-	1%	2%	-	1%	-	5%	-	-	-	-	-	2%	-	-	-	1%	-	
NET Veryfairly easy	100	6	94	56	44	66	34	15	30	30	10	10	1	3	45	40	15	5	73	25	
		82%	100%	81%	86%	77%	68%	75%	68%	86%	92%	100%	77%	48%	80%	94%	63%	46%	82%	89%	
NET Veryfairly difficult	4	-	4	*	4	1	3	-	3	1	-	*	-	*	3	1	*	*	3	2	
		4%	-	4%	*	7%	2%	7%	-	8%	4%	-	2%	2%	5%	3%	2%	2%	3%	6%	
Mean	4.19	4.48	4.17	4.43%	3.96	4.32	3.95	4.11	4.32	4.31	4.47	3.89	3.97	3.43	4.24	4.35	3.76	3.59	4.13	4.44	
Std Dev.	0.88	0.54	0.89	0.60	1.03	0.80	0.96	0.84	1.02	0.86	0.53	0.70	1.22	0.60	0.95	0.79	0.74	0.80	0.87	0.85	
Std Error	0.08	0.24	0.08	0.07	0.14	0.09	0.14	0.17	0.18	0.15	0.15	0.19	0.70	0.24	0.12	0.12	0.16	0.27	0.09	0.18	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	124	52	32	16	24	84	40	95	28	16	16	24	37	30	77	16	107	62	59	3
Weighted Base	122*	48**	33**	21**	20**	82*	41**	104*	17**	7**	15**	29**	43**	27**	87*	7**	114*	50*	65*	7**
Effective Base	70	27	19	12	12	46	24	58	11	8	8	17	24	15	48	8	63	31	36	3
Very difficult (1)	2	1	1	-	-	2	-	2	-	-	-	1	*	1	1	-	2	-	2	-
	2%	2%	4%	-	-	3%	-	2%	-	-	-	4%	*	4%	2%	-	2%	-	4%	-
Fairly difficult (2)	2	2	*	-	*	2	*	*	2	2	-	*	*	*	*	2	*	*	2	-
	2%	4%	*	-	*	2%	*	11%	11%	24%	-	*	*	1%	*	24%	*	*	3%	-
Neither easy nor difficult (3)	17	1	4	3	9	5	12	11	5	2	5	4	1	4	11	2	15	6	11	-
	14%	2%	11%	19%	49%	6%	30%	11%	31%	28%	36%	16%	3%	14%	13%	28%	13%	11%	17%	-
Fairly easy (4)	49	20	16	6	6	37	12	46	3	*	5	14	18	12	37	*	49	24	21	4
	40%	42%	49%	30%	32%	45%	31%	44%	20%	3%	33%	50%	41%	44%	43%	3%	43%	47%	33%	62%
Very easy (5)	51	23	12	11	5	35	16	44	6	3	5	8	24	10	36	3	46	20	29	3
	42%	47%	36%	55%	23%	43%	39%	42%	32%	46%	30%	27%	52%	38%	42%	46%	41%	39%	44%	38%
I don't know	1	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	1	1	-	-
	1%	2%	-	-	-	1%	-	6%	6%	-	-	4%	-	-	1%	-	1%	2%	-	-
NET Very/fairly easy	100	43	28	18	11	71	28	90	9	3	10	22	41	22	73	3	95	43	50	7
	82%	89%	85%	85%	54%	87%	70%	86%	52%	48%	64%	77%	86%	82%	84%	48%	84%	86%	76%	100%
NET Very/fairly difficult	4	3	1	-	*	4	*	3	2	2	-	1	*	1	2	2	3	*	4	-
	4%	6%	4%	-	*	5%	*	2%	11%	24%	-	5%	*	4%	2%	24%	2%	*	7%	-
Mean	4.19	4.31	4.13	4.41	3.77	4.24	4.09	4.24	3.78	3.88	3.94	3.99	4.51	4.11	4.24	3.68	4.21	4.28	4.10	4.36
Std Dev.	0.88	0.89	0.92	0.75	0.82	0.90	0.84	0.83	1.08	1.36	0.84	0.93	0.61	0.95	0.81	1.36	0.84	0.67	1.03	0.83
Std Error	0.08	0.12	0.16	0.19	0.17	0.10	0.13	0.09	0.21	0.34	0.21	0.19	0.10	0.17	0.09	0.34	0.08	0.09	0.13	0.30

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East of England/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	124	78	46	18	57	24	28	16	1	2	3	6	10	9	10	8	8	1	23
Weighted Base	122*	102*	21**	2**	101*	11**	7**	2**	1**	4**	4**	8**	17**	13**	24**	20**	11**	***	11**
Effective Base	70	59	11	16	51	14	18	12	1	2	3	6	10	9	10	8	8	1	14
Very difficult	(1) 2	2	*	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	2%	2%	-	-	1%	10%	-	-	-	-	33%	-	-	-	-	-	-	-	10%
Fairly difficult	(2) 2	2	*	*	2	*	*	*	-	-	-	-	-	-	-	2	-	-	*
	2%	2%	2%	4%	2%	1%	1%	13%	-	-	-	-	-	-	-	8%	-	-	1%
Neither easy nor difficult	(3) 17	13	4	*	15	1	1	-	-	-	3	1	2	1	3	4	2	-	1
	14%	13%	19%	2%	15%	10%	13%	-	-	-	67%	17%	9%	9%	12%	19%	15%	-	10%
Fairly easy	(4) 49	41	8	1	42	3	3	1	1	-	-	5	7	5	16	-	8	-	3
	40%	40%	41%	44%	42%	31%	39%	27%	100%	-	-	65%	42%	39%	65%	-	75%	-	31%
Very easy	(5) 51	43	8	1	41	5	4	1	-	4	-	1	8	7	6	15	-	-	5
	42%	42%	38%	50%	40%	46%	47%	59%	-	100%	-	17%	46%	52%	23%	73%	-	100%	46%
I don't know	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	1%	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	10%	-	-
NET Very/fairly easy	100	83	16	2	83	9	6	2	1	4	-	7	15	12	21	15	8	+	9
	82%	82%	79%	94%	82%	79%	86%	87%	100%	100%	-	83%	91%	91%	88%	73%	75%	100%	79%
NET Very/fairly difficult	4	4	*	*	3	1	*	*	-	-	1	-	-	-	-	2	-	-	1
	4%	4%	2%	4%	3%	11%	1%	13%	-	-	33%	-	-	-	-	8%	-	-	11%
Mean	4.19	4.19	4.15	4.40	4.19	4.07	4.32	4.32	4.00	5.00	2.35	4.00	4.39	4.43	4.11	4.39	3.84	5.00	4.05
Std Dev.	0.98	0.89	0.83	1.02	0.83	1.29	0.79	1.35	-	*	1.10	0.63	0.67	0.66	0.59	1.07	0.39	-	1.29
Std Error	0.08	0.10	0.12	0.24	0.11	0.28	0.15	0.35	-	*	0.63	0.26	0.21	0.23	0.19	0.38	0.15	-	0.27

Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Table 393

Base : Made a complaint about Parcelforce

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	124	75	26	98	49	75	13	16	26	2	9	58	39	14	6	7	97	13	67	39	10	5	3	106	8	97	27	
Weighted Base	122*	79*	22**	100*	43**	79*	6**	9**	22**	6**	7**	57**	41**	13**	7**	4**	98*	12**	62*	44**	9**	4**	4**	106*	8**	89*	34**	
Effective Base	70	43	13	57	26	43	6	9	13	1	3	29	26	7	5	4	54	9	34	24	6	4	3	58	7	54	17	
Very difficult (1)	2	1	1	1	1	1	-	-	1	-	-	1	1	-	-	-	2	-	2	-	-	-	-	2	-	1	1	
Fairly difficult (2)	2%	1%	6%	1%	3%	1%	-	-	6%	-	-	2%	3%	-	-	-	2%	-	4%	-	-	-	-	2%	-	1%	3%	
Neither easy nor difficult (3)	2	2	*	2	*	2	2	2	2	2	2	*	*	*	*	*	2	*	2	*	-	-	-	2	*	2	*	
Fairly easy (4)	2%	2%	2%	2%	1%	2%	2%	17%	2%	7%	4%	*	1%	-	-	37%	*	14%	1%	-	-	-	41%	*	20%	*	6%	
Very easy (5)	17	7	5	12	9	7	2	2	5	-	4	7	7	2	1	-	14	2	7	3	5	*	1	10	2	9	8	
I don't know	14%	9%	24%	12%	22%	9%	34%	17%	24%	-	54%	12%	17%	17%	15%	-	14%	9%	12%	6%	61%	12%	28%	9%	20%	10%	24%	
NET Very/fairly easy	49	28	11	38	22	28	2%	1	11	-	1	15	22	8	4	*	37	4	22	21	3	3	-	43	3	33	16	
NET Very/fairly difficult	40%	30%	52%	39%	50%	35%	2%	8%	52%	-	21%	26%	55%	62%	56%	3%	39%	37%	36%	46%	38%	62%	-	41%	31%	37%	46%	
Mean	51	40	4	47	11	40	2	4	4	1	1	35	9	3	2	3	43	5	30	19	*	1	1	48	2	45	5	
Std Dev	42%	51%	16%	47%	25%	51%	35%	45%	16%	93%	20%	60%	22%	22%	59%	44%	39%	48%	43%	1%	27%	31%	46%	29%	51%	16%		
NET Very/fairly easy	1	1	-	1	-	1	-	1	-	-	-	1	-	-	-	-	1	-	1	-	-	-	1	-	-	1	-	
NET Very/fairly difficult	1%	1%	-	1%	-	1%	-	12%	-	-	-	-	3%	-	-	-	1%	-	-	3%	-	-	-	1%	-	-	3%	
Mean	100	68	15	85	32	68	2	5	15	1	3	49	31	11	2	6	3	80	9	52	40	3	4	1	92	5	78	22
Std Dev	82%	86%	69%	85%	74%	86%	38%	53%	69%	93%	42%	86%	77%	83%	85%	63%	82%	77%	84%	91%	39%	88%	31%	87%	60%	88%	64%	
Std Error	4	3	2	3	2	3	2	2	2	*	*	1	2	-	-	2	3	2	3	-	-	-	2	3	2	1	3	
Std Error	4%	4%	8%	3%	4%	4%	28%	17%	8%	7%	4%	2%	4%	-	-	37%	3%	14%	5%	-	-	-	41%	3%	20%	2%	9%	
Mean	4.19	4.34	3.72	4.29	3.92	4.34	3.44	3.91	3.72	4.79	3.69	4.42	3.94	4.05	4.12	3.85	4.23	4.02	4.23	4.37	3.40	4.15	3.21	4.29	3.69	4.37	3.70	
Std Dev	0.88	0.85	0.98	0.82	0.88	0.85	1.35	1.30	0.98	-	0.92	0.86	0.86	0.64	0.68	1.64	0.89	1.07	0.96	0.61	0.54	0.69	1.46	0.84	1.16	0.79	0.95	
Std Error	0.08	0.10	0.19	0.08	0.13	0.10	0.37	0.34	0.19	-	0.31	0.11	0.14	0.17	0.28	0.62	0.09	0.30	0.12	0.10	0.17	0.31	0.84	0.08	0.41	0.08	0.19	

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	124	9	113	2	60	58	6	105	16	3	-	124	-
Weighted Base	122*	6**	113*	3**	60*	56*	6**	107*	12**	3**	..**	122*	..**
Effective Base	70	5	64	1	33	33	4	60	8	2	-	70	-
Very difficult (1)	2	-	2	-	-	2	-	2	-	-	-	2	-
	2%	-	2%	-	-	4%	-	2%	-	-	-	2%	-
Fairly difficult (2)	2	*	2	-	2	*	-	*	2	-	-	2	-
	2%	1%	2%	-	3%	*	-	*	13%	-	-	2%	-
Neither easy nor difficult (3)	17	2	15	-	3	11	3	13	2	1	-	17	-
	14%	26%	14%	-	5%	20%	48%	13%	18%	42%	-	14%	-
Fairly easy (4)	49	4	42	3	26	20	3	45	2	2	-	49	-
	40%	64%	37%	100%	43%	36%	49%	42%	19%	57%	-	40%	-
Very easy (5)	51	1	50	-	28	22	*	46	5	*	-	51	-
	42%	9%	44%	-	47%	39%	5%	43%	41%	2%	-	42%	-
I don't know	1	-	1	-	1	-	-	-	1	-	-	1	-
	1%	-	1%	-	2%	-	-	-	9%	-	-	1%	-
NET Very/fairly easy	100	4	92	3	54	42	3	91	7	2	-	100	-
	82%	73%	82%	100%	90%	76%	54%	89%	60%	58%	-	82%	-
NET Very/fairly difficult	4	*	4	-	2	3	-	3	2	-	-	4	-
	4%	1%	4%	-	3%	4%	-	3%	13%	-	-	4%	-
Mean	4.19	3.81	4.21	4.00	4.37	4.06	3.60	4.23	3.97	3.60	-	4.19	-
Std Dev.	0.88	0.66	0.90	0.00	0.73	1.00	0.64	0.85	1.16	0.65	-	0.88	-
Std Error	0.08	0.22	0.08	0.00	0.10	0.13	0.26	0.08	0.30	0.38	-	0.08	-

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	124	31	37	33	23	6	10	15	19	8	10	9	17	7	9	8	6
Weighted Base	122*	31**	34**	35**	22**	5**	8**	18**	12**	11**	11**	10**	17**	9**	8**	7**	7**
Effective Base	70	19	19	18	15	4	5	11	8	5	7	4	9	4	5	5	5
Very difficult	(1) 2	1	-	1	-	1	-	-	-	-	-	-	1	-	-	-	-
	2%	4%	-	3%	-	27%	-	-	-	-	-	-	7%	-	-	-	-
Fairly difficult	(2) 2	*	-	2	*	-	*	-	-	-	-	2	*	-	*	-	-
	2%	*	-	5%	1%	-	1%	-	-	-	-	16%	1%	-	2%	-	-
Neither easy nor difficult	(3) 17	3	*	8	6	-	*	3	-	*	-	4	3	1	4	-	2
	14%	10%	1%	22%	25%	-	4%	16%	-	4%	-	38%	17%	12%	48%	-	24%
Fairly easy	(4) 49	13	20	9	8	3	4	6	8	7	6	3	3	3	2	4	2
	40%	42%	58%	25%	34%	67%	52%	31%	62%	61%	52%	30%	20%	29%	22%	53%	30%
Very easy	(5) 51	13	13	16	9	*	4	10	5	3	5	2	9	5	2	3	3
	42%	43%	37%	45%	40%	7%	43%	53%	38%	25%	48%	16%	56%	58%	29%	47%	46%
I don't know	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	1%	-	3%	-	-	-	-	-	-	10%	-	-	-	-	-	-	-
NET Very/fairly easy	100	26	33	25	16	3	8	15	12	9	11	5	13	8	4	7	5
	82%	85%	95%	70%	74%	73%	94%	84%	100%	85%	100%	46%	75%	88%	50%	100%	76%
NET Very/fairly difficult	4	1	-	3	*	1	*	-	-	-	-	2	1	-	*	-	-
	4%	4%	-	8%	1%	27%	1%	-	-	-	-	16%	8%	-	2%	-	-
Mean	4.19	4.21	4.37	4.04	4.13	3.27	4.36	4.37	4.38	4.23	4.48	3.45	4.16	4.46	3.77	4.47	4.22
Std Dev.	0.88	0.94	0.52	1.09	0.83	1.57	0.66	0.76	0.51	0.55	0.52	1.00	1.20	0.75	0.95	0.54	0.87
Std Error	0.08	0.17	0.09	0.19	0.17	0.64	0.21	0.20	0.12	0.21	0.17	0.33	0.29	0.28	0.32	0.19	0.36

Proportions/Means: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	129	11	118	72	57	67	62	23	35	36	20	12	1	2		58	56	15	3	105	23
Weighted Base	123*	12**	111*	65*	58*	66*	57*	20**	39**	33**	16**	11**	2**	2**		59*	49*	15**	4**	91*	31**
Effective Base	75	8	67	39	36	38	37	14	22	20	10	7	1	1		36	30	9	2	56	18
Very difficult (1)	7	1	5	2	5	-	7	-	4	1	-	2	-	-		4	1	2	-	7	-
	8%	12%	8%	3%	8%	-	11%	-	9%	4%	-	10%	-	-		6%	3%	11%	-	7%	-
Fairly difficult (2)	19	3	7	2	9	4	6	+	6	2	2	1	-	-		6	3	1	-	9	1
	8%	26%	6%	3%	15%	6%	11%	1%	16%	5%	10%	9%	-	-		11%	6%	7%	-	10%	4%
Neither easy nor difficult (3)	16	2	14	6	10	11	5	3	5	1	6	+	2	-		8	7	2	2	7	9
	13%	15%	13%	9%	17%	17%	8%	14%	12%	3%	35%	1%	100%	-		13%	13%	11%	45%	8%	26%
Fairly easy (4)	60	2	48	31	19	25	25	6	15	17	3	8	-	-		21	20	8	-	33	16
	40%	15%	43%	47%	32%	38%	43%	31%	39%	55%	21%	73%	-	-		38%	41%	55%	-	37%	53%
Very easy (5)	39	4	38	25	15	25	15	11	9	12	6	+	-	2		20	17	2	2	34	4
	32%	31%	32%	38%	26%	37%	26%	53%	24%	35%	35%	2%	-	100%		34%	35%	15%	55%	37%	14%
I don't know	1	-	1	-	1	1	+	+	-	1	-	-	-	-		+	1	-	-	1	-
	1%	-	1%	-	2%	2%	+	1%	-	3%	-	-	-	-		+	2%	-	-	1%	-
NET Very/fairly easy	89	6	83	55	34	50	39	17	24	28	9	8	-	2		41	37	10	2	67	21
	72%	46%	75%	76%	58%	75%	69%	84%	63%	85%	56%	75%	-	100%		70%	76%	70%	55%	74%	67%
NET Very/fairly difficult	17	5	12	4	13	4	13	+	10	3	2	3	-	-		10	4	3	-	16	1
	14%	38%	17%	5%	23%	6%	22%	1%	25%	9%	10%	24%	-	-		17%	9%	18%	-	17%	4%
Mean	3.86	3.27	3.93	4.16	3.54	4.08	3.61	4.38	3.53	4.12	3.81	3.38	3.00	5.00		3.82	4.01	3.55	4.11	3.88	3.77
Std Dev.	1.13	1.50	1.06	0.90	1.27	0.90	1.30	0.77	1.28	0.98	1.05	1.22	-	-		1.19	1.01	1.21	1.17	1.23	0.74
Std Error	0.10	0.45	0.10	0.11	0.17	0.11	0.17	0.16	0.22	0.17	0.24	0.35	-	-		0.16	0.14	0.31	0.68	0.12	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
+ small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	129	54	38	17	20	92	37	93	36	8	20	28	37	34	85	8	119	58	66	5
Weighted Base	123*	48**	37**	21**	17**	85*	38**	98*	25**	4**	17**	33**	36**	29**	86*	4**	116*	47**	68*	8**
Effective Base	75	27	24	12	12	51	24	56	20	4	11	19	24	17	53	4	70	29	43	4
Very difficult	(1) 7	-	3	2	2	3	4	7	-	-	5	-	-	1	5	-	7	-	7	-
	5%	-	8%	8%	17%	3%	9%	7%	-	-	31%	-	-	9%	6%	-	6%	-	9%	-
Fairly difficult	(2) 10	4	1	1	5	4	6	5	6	-	2	5	3	*	10	-	10	6	3	1
	8%	8%	2%	3%	30%	5%	15%	5%	23%	-	17%	15%	9%	1%	12%	-	9%	12%	5%	15%
Neither easy nor	16	5	6	4	1	10	5	11	4	1	*	6	4	2	11	1	13	7	9	-
difficult	(3) 13%	10%	16%	18%	9%	12%	14%	12%	17%	28%	2%	19%	11%	7%	12%	28%	11%	14%	13%	-
Fairly easy	(4) 50	19	20	8	2	39	11	41	9	2	4	12	18	13	33	2	47	19	26	5
	40%	40%	54%	39%	14%	46%	28%	42%	36%	38%	24%	35%	49%	46%	39%	38%	40%	40%	38%	68%
Very easy	(5) 39	19	8	6	6	27	12	33	6	1	5	10	11	11	27	1	38	16	22	1
	32%	47%	21%	30%	35%	32%	32%	34%	24%	34%	33%	31%	31%	38%	31%	34%	33%	34%	33%	17%
I don't know	1	1	-	*	-	1	*	1	*	-	-	-	-	1	-	-	1	-	1	-
	1%	2%	-	1%	-	1%	1%	1%	1%	-	-	-	-	4%	-	-	1%	-	2%	-
NET Very/fairly easy	89	39	27	15	8	68	23	74	15	3	9	22	29	24	60	3	85	34	48	7
	72%	61%	74%	69%	30%	78%	61%	76%	69%	72%	56%	66%	80%	83%	70%	72%	73%	74%	70%	85%
NET Very/fairly	17	4	4	2	7	7	10	11	6	-	7	5	3	2	15	-	17	6	10	1
difficult	14%	8%	10%	11%	42%	9%	25%	11%	23%	-	42%	15%	9%	6%	18%	-	15%	12%	15%	15%
Mean	3.86	4.16	3.77	3.81	3.31	3.99	3.59	3.63	3.60	4.06	3.16	3.62	4.02	4.15	3.78	4.06	3.87	3.95	3.80	3.87
Std Dev	1.13	0.90	1.06	1.17	1.53	0.99	1.35	1.13	1.11	0.89	1.75	1.05	0.89	0.99	1.18	0.89	1.14	0.99	1.24	0.93
Std Error	0.10	0.12	0.17	0.29	0.34	0.10	0.23	0.12	0.19	0.32	0.39	0.20	0.15	0.17	0.13	0.32	0.11	0.13	0.15	0.42

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Total	Rurality			Nation				Region											
		Urban	Rural including	Remote Rural	England	Scotland	Wales	NI	North East	North West	Yorkshire/	East Midlands	West Midlands	East of England	London/Greater	South East	South West	Highlands &	Rest of	
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	Humberside	(k)	(l)	(m)	(n)	(o)	(p)	Islands of	(r)	
Unweighted Base	129	81	48	15	64	20	33	12	4	9	1	4	15	8	9	8	6	2	18	
Weighted Base	123*	107*	16**	4**	106*	6**	8**	3**	3**	15**	1**	5**	24**	12**	21**	17**	9**	***	6**	
Effective Base	75	64	9	3	58	10	19	8	4	9	1	4	14	8	9	8	6	2	10	
Very difficult	(1) 7	6	*	-	6	-	-	-	-	1	-	-	-	-	-	2	3	-	-	
2%		6%	1%	-	6%	-	1%	-	-	10%	-	-	-	-	-	12%	32%	-	-	
Fairly difficult	(2) 10	10	1	*	8	*	1	1	1	3	-	1	1	-	-	2	-	-	*	
8%		9%	4%	8%	8%	2%	18%	22%	28%	23%	-	22%	4%	-	-	12%	-	-	2%	
Neither easy nor	16	15	*	*	14	1	1	-	1	-	-	-	6	2	2	2	2	-	1	
difficult	(3) 13%	14%	3%	6%	13%	10%	12%	-	30%	-	-	-	25%	16%	12%	10%	17%	-	11%	
Fairly easy	(4) 90	42	7	*	44	2	2	1	1	3	1	1	9	6	13	8	3	*	2	
40%		39%	46%	9%	42%	36%	32%	29%	49%	23%	21%	100%	26%	36%	46%	63%	48%	29%	50%	
Very easy	(5) 39	32	7	3	33	3	3	1	1	7	-	2	8	5	5	3	2	*	2	
32%		30%	47%	77%	31%	40%	38%	26%	19%	46%	-	52%	35%	38%	26%	18%	22%	50%	40%	
I don't know	1	1	-	-	-	1	*	-	-	-	-	-	-	-	-	-	-	-	1	
1%		1%	-	-	-	16%	3%	-	-	-	-	-	-	-	-	-	-	-	17%	
NET Very/fairly easy	89	74	15	3	77	5	5	2	1	10	1	4	17	10	18	11	5	*	4	
72%		69%	93%	86%	73%	72%	66%	78%	42%	67%	100%	78%	71%	84%	88%	67%	51%	100%	70%	
NET Very/fairly difficult	17	16	1	*	15	*	2	1	1	5	-	1	1	-	-	4	3	-	*	
14%		15%	4%	8%	14%	2%	19%	22%	28%	33%	-	22%	4%	-	-	23%	32%	-	2%	
Mean	3.79	3.86	4.34	4.55	3.83	4.30	3.86	3.83	3.33	3.71	4.00	4.07	4.02	4.22	4.14	3.50	3.09	4.50	4.29	
Std Dev.	1.13	1.15	0.79	1.09	1.13	0.87	1.24	1.37	1.38	1.53	-	1.33	0.89	0.73	0.61	1.29	1.65	-	0.88	
Std Error	0.10	0.13	0.11	0.28	0.14	0.20	0.22	0.39	0.09	0.51	-	0.67	0.23	0.26	0.20	0.45	0.68	-	0.21	

Proportions/Means: Columns Tested (5% risk level) - a-b/c/d - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Table 394

Base : Made a complaint about Yodel

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	129	81	16	110	45	81	7	22	16	1	6	58	45	16	4	6	103	10	60	51	10	5	3	111	8	100	29
Weighted Base	123*	78*	17**	105*	43**	78*	3**	14**	17**	1**	6**	60*	42**	13**	3**	5**	101*	8**	60*	47**	9**	3**	5**	107*	7**	96*	27**
Effective Base	75	47	10	64	27	47	3	12	10	1	4	34	29	7	3	3	62	6	35	29	6	3	3	64	6	60	15
Very difficult (1)	7	3	1	5	3	3	-	-	1	-	-	2	5	-	-	-	7	-	2	4	1	-	-	5	-	3	3
Fairly difficult (2)	10	4%	8%	5%	7%	4%	-	-	8%	-	-	3%	12%	-	-	-	6%	-	3%	8%	15%	-	-	5%	-	3%	12%
Neither easy nor difficult (3)	16	2	4	5	7	2	-	2	4	-	2	1	6	2	-	2	7	2	3	4	-	2	2	7	4	8	3
Fairly easy (4)	80	3%	23%	5%	17%	3%	-	13%	23%	-	34%	1%	15%	13%	-	37%	7%	23%	5%	8%	-	66%	40%	8%	49%	8%	9%
Very easy (5)	39	9	3	13	6	9	1	1	3	-	3	6	5	4	1	-	11	1	6	7	2	1	-	13	1	13	3
I don't know	1	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-
NET Very/fairly easy	89	63	9	80	26	63	2	11	9	1	1	50	25	8	2	3	76	5	48	33	6	*	3	81	3	72	17
NET Very/fairly difficult	17	5	11	10	10	5	-	2	5	-	2	2	11	2	-	2	13	2	5	7	1	2	2	12	4	11	6
Mean	4.05	3.93	3.60	3.93	3.59	4.05	3.74	4.00	3.60	5.00	3.06	4.21	3.39	3.83	4.19	3.58	3.87	3.80	4.08	3.73	3.79	2.43	3.45	3.92	3.09	3.93	3.62
Std Dev.	1.13	0.99	1.48	1.05	1.28	0.99	0.78	1.02	1.48	-	1.16	0.89	1.26	1.12	1.04	1.42	1.13	1.25	0.97	1.17	1.49	0.91	1.41	1.07	1.29	1.05	1.36
Std Error	0.10	0.11	0.37	0.10	0.19	0.11	0.29	0.22	0.37	-	0.47	0.12	0.19	0.28	0.52	0.58	0.11	0.40	0.13	0.16	0.47	0.41	0.81	0.10	0.46	0.11	0.26

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	129	12	113	4	59	60	10	111	13	4	1	128	-
Weighted Base	123*	9**	109*	5**	58*	53*	12**	106*	15**	2**	***	123*	-.**
Effective Base	76	6	67	2	33	35	7	64	10	1	1	75	-
Very difficult (1)	7	2	5	-	-	7	-	5	1	-	-	7	-
	5%	21%	4%	-	-	12% ^{ns}	-	8%	9%	-	-	5%	-
Fairly difficult (2)	10	2	8	-	7	3	*	9	1	*	-	10	-
	8%	21%	8%	-	12%	6%	1%	9%	7%	8%	-	8%	-
Neither easy nor difficult (3)	16	3	12	*	8	5	2	11	3	2	-	16	-
	13%	38%	11%	10%	14%	10%	20%	10%	23%	67%	-	13%	-
Fairly easy (4)	50	1	44	4	24	20	6	48	4	*	-	50	-
	40%	14%	41%	87%	41%	39%	48%	43%	26%	6%	-	40%	-
Very easy (5)	39	1	38	*	19	16	4	34	5	-	-	39	-
	32%	10%	35%	3%	33%	31%	32%	32%	35%	-	-	32%	-
I don't know	1	-	1	-	-	1	*	1	-	-	*	1	-
	1%	-	1%	-	-	2%	2%	1%	-	-	100%	1%	-
NET Very/fairly easy	89	2	83	4	43	37	9	80	9	*	-	89	-
	72%	23%	76%	90%	74%	69%	78%	75%	61%	6%	-	73%	-
NET Very/fairly difficult	17	4	13	-	7	10	*	14	2	-	-	17	-
	14%	41%	12%	-	12%	18%	1%	13%	16%	8%	-	14%	-
Mean	3.86	2.71	3.96	3.92	3.95	3.71	4.11	3.90	3.71	2.98	-	3.86	-
Std Dev.	1.13	1.28	1.08	0.40	0.98	1.32	0.77	1.11	1.31	-	-	1.13	-
Std Error	0.10	0.37	0.10	0.20	0.13	0.17	0.26	0.11	0.36	-	-	0.10	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	129	30	46	28	25	7	11	12	27	13	6	5	12	11	10	11	4
Weighted Base	123*	35**	36**	32**	20**	4**	15**	16**	17**	15**	4**	4**	13**	14**	7**	10**	3**
Effective Base	76	20	23	18	15	4	7	9	12	7	4	3	7	8	6	7	3
Very difficult	(1) 7	1	*	1	4	-	1	-	*	-	-	1	-	-	2	2	-
	8%	4%	*	4%	18%	-	10%	-	1%	-	-	30%	-	-	26%	20%	-
Fairly difficult	(2) 10	2	2	4	2	-	2	-	-	2	-	-	3	1	1	*	-
	8%	6%	7%	12%	9%	-	15%	-	-	17%	-	-	22%	6%	30%	4%	-
Neither easy nor difficult	(3) 16	5	3	4	4	*	*	4	1	2	-	-	*	4	-	1	3
	13%	14%	8%	13%	20%	10%	3%	24%	5%	14%	-	-	1%	28%	-	12%	86%
Fairly easy	(4) 60	13	16	15	5	2	4	7	8	8	1	3	5	7	1	3	*
	49%	38%	44%	46%	25%	53%	26%	46%	44%	52%	20%	68%	41%	49%	16%	33%	14%
Very easy	(5) 39	13	15	6	5	2	7	5	9	3	3	*	4	2	2	3	-
	32%	38%	41%	19%	27%	37%	46%	31%	51%	18%	80%	2%	28%	16%	37%	30%	-
I don't know	1	-	-	1	*	-	-	-	-	-	-	1	-	-	-	*	-
	1%	-	-	3%	1%	-	-	-	-	-	-	-	6%	-	-	2%	-
NET Very/fairly easy	89	27	31	22	10	4	11	12	16	10	4	3	9	9	4	6	*
	72%	76%	65%	68%	52%	90%	71%	76%	94%	69%	100%	70%	69%	65%	55%	62%	14%
NET Very/fairly difficult	17	4	3	5	5	-	4	-	*	2	-	1	3	1	3	2	-
	14%	11%	7%	16%	27%	-	23%	-	1%	17%	-	30%	32%	6%	45%	34%	-
Mean	3.86	3.99	4.18	3.69	3.34	4.27	3.82	4.07	4.44	3.70	4.80	3.11	3.81	3.75	3.20	3.50	3.14
Std Dev.	1.13	1.09	0.88	1.07	1.48	0.73	1.45	0.76	0.67	0.98	0.46	1.60	1.16	0.83	1.83	1.55	0.42
Std Error	0.10	0.20	0.13	0.21	0.30	0.28	0.44	0.22	0.13	0.27	0.19	0.71	0.35	0.25	0.58	0.49	0.21

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	193	29	164	77	116	103	90	44	54	36	22	22	10	5		98	58	37	15	153	36
Weighted Base	205	36**	168*	79*	125*	111*	94*	52**	58*	32**	25**	20**	11**	5**		110*	57*	37**	17**	148*	52**
Effective Base	123	24	99	43	82	63	61	29	35	22	14	14	7	3		65	36	23	9	92	29
Very difficult (1)	7	1	6	4	3	3	4	1	2	3	*	*	-	-		3	4	*	-	3	4
	3%	2%	4%	5%	3%	3%	4%	2%	3%	10%	1%	*	-	-		3%	6%	*	-	2%	7%
Fairly difficult (2)	8	-	8	3	4	6	2	3	2	1	-	-	*	-		5	2	*	*	5	3
	4%	-	5%	4%	3%	5%	2%	5%	4%	2%	6%	-	2%	-		5%	3%	1%	2%	3%	6%
Neither easy nor difficult (3)	34	4	30	16	18	18	16	8	15	3	2	5	1	-		23	5	6	1	26	7
	17%	12%	18%	20%	14%	16%	17%	16%	25%	10%	6%	23%	11%	-		21%	9%	16%	8%	18%	14%
Fairly easy (4)	74	16	59	20	55	43	31	24	20	11	6	10	3	1		43	17	14	4	46	23
	38%	43%	35%	25%	45%	39%	33%	45%	34%	34%	28%	50%	28%	11%		39%	30%	38%	22%	31%	45%
Very easy (5)	80	16	64	37	43	40	39	16	19	13	15	5	7	5		35	28	17	11	66	13
	39%	43%	38%	48%	34%	36%	42%	31%	32%	40%	60%	26%	59%	89%		32%	49%	45%	69%	45%	26%
I don't know	2	-	2	-	2	-	2	-	1	1	-	-	-	-		1	1	-	-	1	1
	1%	-	1%	-	2%	-	2%	-	1%	4%	-	-	-	-		1%	2%	-	-	1%	3%
NET Veryfairly easy	154	31	123	56	98	84	71	40	38	24	21	15	10	5		78	45	31	15	113	37
	75%	86%	73%	71%	78%	76%	75%	76%	66%	74%	86%	76%	87%	100%		71%	79%	83%	91%	76%	71%
NET Veryfairly difficult	15	1	14	7	8	9	6	4	5	4	2	*	*	-		9	6	*	*	9	6
	7%	2%	8%	9%	6%	8%	6%	8%	8%	12%	7%	*	2%	-		8%	10%	1%	2%	6%	12%
Mean	4.05	4.25	4.00	4.04	4.06	4.01	4.10	3.97	3.88	3.96	4.38	4.02	4.44	4.89		3.92	4.15	4.27	4.58	4.14	3.79
Std Dev.	1.01	0.83	1.04	1.12	0.94	1.01	1.02	0.96	1.04	1.27	0.93	0.74	0.81	0.35		1.00	1.14	0.78	0.72	0.98	1.12
Std Error	0.07	0.15	0.08	0.13	0.09	0.10	0.11	0.15	0.14	0.21	0.20	0.16	0.26	0.16		0.10	0.15	0.13	0.19	0.08	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	193	79	51	27	36	130	63	137	55	16	16	38	58	47	112	15	162	72	111	10
Weighted Base	205	76*	58*	34**	36**	135*	70*	158*	46*	13**	12**	48**	67*	41**	128*	13**	170	66*	128*	10**
Effective Base	123	45	35	20	23	80	44	90	35	8	10	28	37	27	75	8	103	39	77	7
Very difficult (1)	7	3	1	1	1	5	2	5	2	1	-	1	2	1	3	1	4	-	6	1
	3%	4%	2%	3%	4%	3%	3%	3%	5%	11%	-	3%	3%	3%	3%	11%	3%	-	8%	10%
Fairly difficult (2)	8	*	5	1	1	5	3	5	3	-	3	*	3	2	6	-	8	2	6	-
	4%	-	8%	4%	3%	4%	4%	3%	7%	-	21%	*	5%	4%	5%	-	4%	3%	5%	-
Neither easy nor difficult (3)	34	15	11	*	8	26	8	23	11	3	4	10	10	4	24	3	29	13	16	5
	17%	20%	19%	1%	21%	19%	11%	15%	23%	23%	35%	21%	15%	9%	19%	23%	17%	19%	12%	53%
Fairly easy (4)	74	25	14	21	15	39	35	60	14	7	4	19	26	9	48	7	57	20	53	1
	36%	32%	25%	61%	41%	29%	51%	38%	30%	52%	30%	39%	38%	23%	38%	52%	34%	31%	41%	11%
Very easy (5)	80	32	27	11	10	59	21	65	15	2	2	18	25	25	45	15	70	31	46	3
	39%	42%	46%	32%	27%	44%	29%	41%	32%	14%	15%	38%	37%	60%	35%	14%	41%	46%	36%	27%
I don't know	2	1	-	-	1	1	1	1	1	-	-	-	1	1	1	-	2	-	2	-
	1%	1%	-	-	4%	1%	2%	-	3%	-	-	-	2%	2%	1%	-	1%	-	2%	-
NET Very/fairly easy	154	57	41	32	24	98	56	125	29	9	5	37	50	34	93	9	127	52	99	4
	75%	72%	71%	92%	68%	73%	80%	72%	62%	66%	45%	76%	73%	83%	73%	66%	74%	78%	77%	37%
NET Very/fairly difficult	16	3	6	2	2	10	5	9	5	1	3	1	5	3	9	1	12	2	12	1
	7%	5%	11%	7%	7%	7%	7%	6%	12%	11%	21%	3%	8%	7%	7%	11%	7%	3%	9%	10%
Mean	4.06	4.09	4.03	4.14	3.99	4.07	4.01	4.12	3.80	3.58	3.59	4.09	4.02	4.36	3.99	3.58	4.07	4.23	4.00	3.44
Std Dev.	1.01	1.01	1.10	0.87	0.99	1.05	0.94	0.96	1.14	1.13	1.01	0.91	1.02	1.00	0.99	1.13	1.00	0.86	1.05	1.23
Std Error	0.07	0.11	0.15	0.17	0.17	0.09	0.12	0.08	0.16	0.29	0.25	0.15	0.13	0.15	0.09	0.29	0.08	0.10	0.10	0.39

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Table 395

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region											
		Urban	Rural including	Remote Rural	England	Scotland	Wales	NI	North East	North West	Yorkshire/	East Midlands	West Midlands	East Anglia/	London/Greater	South East	South West	Highlands &	Rest of	
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	Humberside	(k)	(l)	(m)	(n)	(o)	(p)	Islands of	(r)	
Unweighted Base	193	144	49	22	105	28	38	22	7	5	3	14	22	12	19	10	13	4	24	
Weighted Base	205	193	12**	4**	172*	16**	13**	4**	5**	9**	4**	18**	31**	17**	42**	29**	19**	1**	14**	
Effective Base	123	114	11	4	94	18	17	13	7	5	3	14	21	11	18	10	13	2	16	
Very difficult	(1)	7	6	1	-	6	1	-	2	-	-	-	3	-	-	-	1	-	1	
	3%	3%	12%	6%	3%	7%	2%	1%	33%	-	-	-	8%	-	-	-	7%	-	7%	
Fairly difficult	(2)	8	6	2	*	7	*	1	-	-	-	1	-	-	3	-	3	*	*	
	4%	3%	15%	6%	4%	2%	4%	-	-	-	-	8%	-	-	7%	-	13%	18%	1%	
Neither easy nor	34	33	*	*	28	4	2	-	2	2	3	3	6	3	4	3	2	-	4	
difficult	(3)	17%	17%	3%	2%	16%	25%	17%	-	30%	21%	67%	14%	19%	16%	11%	11%	13%	-	
Fairly easy	(4)	74	71	4	1	64	6	3	2	2	2	-	9	12	6	17	10	6	*	
	36%	37%	32%	19%	37%	35%	24%	50%	30%	24%	-	49%	37%	33%	41%	40%	32%	19%	37%	
Very easy	(5)	80	75	4	3	67	4	7	2	-	3	1	5	11	9	18	12	7	1	
	39%	38%	38%	67%	39%	27%	53%	48%	-	30%	33%	20%	35%	51%	42%	50%	32%	62%	23%	
I don't know	2	2	-	-	1	1	-	-	-	1	-	-	-	-	-	-	-	-	1	
	1%	1%	-	-	1%	5%	-	-	-	16%	-	-	-	-	-	-	-	-	5%	
NET Very/fairly easy	194	146	8	4	130	10	10	4	2	6	1	14	23	15	35	22	13	1	9	
	75%	78%	70%	86%	78%	62%	77%	99%	30%	63%	33%	78%	73%	84%	83%	89%	67%	82%	60%	
NET Very/fairly	15	11	3	1	12	1	1	*	2	-	-	1	3	-	3	-	4	*	1	
difficult	7%	6%	27%	12%	7%	9%	6%	1%	33%	-	-	8%	8%	-	7%	-	20%	18%	8%	
Mean	4.08	4.07	3.70	4.34	4.05	3.77	4.22	4.44	2.64	4.22	3.66	3.89	3.92	4.35	4.17	4.39	3.75	4.28	3.72	
Std Dev.	1.01	0.98	1.47	1.33	1.01	1.13	1.04	0.74	1.36	0.88	1.07	0.88	1.14	0.76	0.88	0.68	1.28	-	1.12	
Std Error	0.07	0.08	0.21	0.28	0.10	0.22	0.17	0.16	0.52	0.44	0.62	0.24	0.24	0.22	0.20	0.22	0.36	-	0.23	

Proportions/Means: Columns Tested (5% risk level) - a-b/c/d - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Table 395

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Stamp usage		1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges						
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (j)	Fairly reliant (k)	Neither reliant nor not reliant (l)	Not very reliant (m)	Not at all reliant (n)	Net reliant (o)	Net not reliant (p)	Very reliant (q)	Fairly reliant (r)	Neither reliant nor not reliant (s)	Not very reliant (t)	Not at all reliant (u)	Net reliant (v)	Net not reliant (w)	ANY affordability challenges (x)	No affordability challenges (y)		
Unweighted Base	193	125	29	159	63	125	11	31	29	2	11	68	75	29	15	5	143	20	97	71	10	11	3	168	14	124	69	
Weighted Base	205	136*	32**	170	66*	136*	9**	23**	32**	1**	12**	77*	83*	29**	14**	1**	160*	14**	104*	79*	7**	10**	3**	182	13**	133*	71*	
Effective Base	123	78	20	101	43	78	5	20	20	1	8	42	51	19	11	5	93	12	60	47	5	8	2	107	10	77	47	
Very difficult	(1)	7	2	2	3	4	-	-	2	-	1	2	1	1	1	-	3	1	3	3	-	-	1	6	1	4	3	
		3%	1%	6%	2%	1%	-	1%	6%	16%	6%	3%	2%	4%	10%	-	2%	6%	3%	3%	-	-	35%	3%	6%	3%	5%	
Fairly difficult	(2)	8	4	3	5	3	4	-	1	3	-	2	3	3	-	-	5	-	1	6	-	1	-	7	1	5	3	
	(2)	4%	3%	9%	3%	3%	-	6%	9%	-	14%	2%	3%	10%	-	-	3%	-	1%	7%	-	5%	-	4%	4%	3%	4%	
Neither easy nor difficult	(3)	34	19	6	28	15	19	2	7	6	-	5	19	7	3	-	23	3	16	12	1	5	-	28	5	24	10	
	(3)	17%	14%	20%	16%	22%	14%	18%	26%	20%	-	15%	7%	22%	25%	24%	-	15%	23%	15%	14%	50%	-	15%	39%	18%	14%	
Fairly easy	(4)	74	55	11	63	20	55	7	8	11	-	2	22	34	12	6	-	56	6	38	30	3	1	*	68	1	45	30
	(4)	38%	40%	34%	37%	30%	40%	35%	34%	-	13%	28%	41%	42%	45%	-	35%	43%	37%	38%	44%	11%	11%	37%	11%	34%	42%	
Very easy	(5)	80	55	9	70	24	55	6	9	1	6	47	24	5	3	1	71	4	44	29	3	2	2	73	4	55	25	
	(5)	39%	40%	27%	41%	36%	40%	8%	24%	27%	84%	49%	56%	29%	18%	22%	100%	44%	25%	42%	37%	41%	20%	54%	40%	28%	41%	35%
I don't know		2	1	1	1	1	-	1	1	-	-	-	2	-	-	-	2	-	1	-	-	-	1	-	1	2	-	
NET Very/fairly easy		2	1%	2%	1%	1	-	6%	2	-	2%	-	3%	-	-	-	1%	-	-	13%	-	-	13%	-	1%	11%	2%	-
NET Very/fairly difficult		154	109	19	133	43	109	8	14	19	1	7	68	58	18	9	1	127	10	82	59	6	3	2	141	5	99	55
		75%	81%	78%	66%	81%	82%	59%	81%	84%	62%	68%	71%	60%	67%	100%	75%	68%	79%	75%	86%	32%	65%	77%	39%	74%	77%	
Mean	75	6	5	8	7	6	-	2	5	*	3	4	4	4	1	-	8	1	5	8	-	1	1	13	2	8	6	
Std Dev	4.16	3.06	4.16	3.06	4.16	3.06	2.81	3.06	2.81	3.06	4.37	3.06	3.06	3.06	4.16	3.06	3.06	4.16	3.06	4.27	4.18	3.55	4.07	3.55	4.07	3.55	3.98	
Std Error	1.01	0.88	1.23	0.92	1.15	0.88	0.53	0.93	1.23	-	1.45	0.91	0.91	1.05	1.15	-	0.94	1.15	0.96	1.05	0.75	0.97	2.30	1.00	1.27	0.99	1.05	
Std Error	0.07	0.08	0.23	0.07	0.15	0.08	0.16	0.17	0.23	-	0.44	0.11	0.11	0.19	0.30	-	0.08	0.26	0.10	0.12	0.24	0.31	1.33	0.08	0.35	0.09	0.13	

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	193	15	175	3	73	105	15	177	14	2	-	193	-
Weighted Base	205	10**	191	4**	75*	113*	17**	192	9**	3**	..**	205	..**
Effective Base	123	6	114	3	43	71	10	114	9	2	-	123	-
Very difficult (1)	7	-	7	-	2	4	-	6	-	1	-	7	-
	3%	-	4%	-	3%	4%	1%	3%	-	33%	-	3%	-
Fairly difficult (2)	8	*	7	-	6	1	-	7	1	-	-	8	-
	4%	3%	4%	-	6%	1%	-	3%	12%	-	-	4%	-
Neither easy nor difficult (3)	34	2	32	-	19	14	1	30	3	-	-	34	-
	17%	21%	17%	-	25%	12%	8%	16%	36%	-	-	17%	-
Fairly easy (4)	74	4	69	2	17	49	8	71	3	-	-	74	-
	36%	36%	36%	56%	23%	43%	50%	37%	34%	-	-	36%	-
Very easy (5)	89	4	74	2	30	43	7	76	2	2	-	89	-
	39%	39%	39%	44%	40%	38%	41%	40%	16%	67%	-	39%	-
I don't know	2	-	2	-	-	2	-	2	-	-	-	2	-
	1%	-	1%	-	-	2%	-	1%	-	-	-	1%	-
NET Very/fairly easy	154	8	143	4	48	92	15	147	5	2	-	154	-
	75%	76%	75%	100%	64%	81%	90%	77%	52%	67%	-	75%	-
NET Very/fairly difficult	15	*	14	-	9	*	-	12	1	1	-	15	-
	7%	3%	7%	-	11%	5%	1%	6%	12%	33%	-	7%	-
Mean	4.05	4.12	4.04	4.44	3.89	4.12	4.28	4.08	3.59	3.69	-	4.05	-
Std Dev.	1.01	0.87	1.02	0.58	1.13	0.95	0.75	0.99	0.97	2.28	-	1.01	-
Std Error	0.07	0.23	0.08	0.34	0.13	0.09	0.19	0.07	0.26	1.81	-	0.07	-

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	193	58	56	38	41	18	22	18	26	17	13	12	16	10	7	16	18
Weighted Base	205	51*	60*	47**	47**	17**	21**	14**	30**	16**	13**	12**	20**	15**	6**	20**	21**
Effective Base	123	37	33	27	28	10	16	11	15	10	10	8	11	8	6	12	12
Very difficult	(1) 7	1	*	3	2	*	1	*	-	-	-	1	2	-	-	1	1
	3%	3%	*	6%	5%	*	6%	*	-	1%	-	11%	9%	-	-	5%	6%
Fairly difficult	(2) 8	3	1	-	4	*	2	-	-	1	-	-	-	-	1	3	-
	4%	3%	1%	-	9%	*	12%	-	-	3%	2%	-	-	-	23%	14%	-
Neither easy nor difficult	(3) 34	7	10	10	8	2	6	*	2	4	3	1	6	3	1	3	3
	17%	13%	16%	21%	16%	11%	23%	1%	6%	27%	24%	10%	29%	18%	21%	16%	15%
Fairly easy	(4) 74	24	25	11	15	9	7	8	18	5	2	4	4	2	2	6	8
	38%	47%	41%	23%	32%	55%	34%	56%	61%	27%	15%	39%	21%	13%	28%	28%	37%
Very easy	(5) 80	16	24	22	18	6	5	6	10	7	7	3	8	10	2	7	9
	39%	32%	40%	46%	38%	33%	24%	43%	33%	41%	54%	28%	41%	69%	28%	37%	42%
I don't know	2	-	1	1	-	-	-	-	-	-	1	1	-	-	-	-	-
	1%	-	1%	3%	-	-	-	-	-	-	6%	12%	-	-	-	-	-
NET Very/fairly easy	154	40	48	32	33	15	12	13	28	11	9	8	13	12	3	13	17
	75%	79%	81%	70%	70%	88%	58%	99%	94%	68%	68%	67%	62%	82%	56%	64%	79%
NET Very/fairly difficult	15	4	1	3	7	*	4	*	-	1	-	1	2	-	1	4	1
	7%	6%	2%	6%	14%	1%	18%	*	-	4%	2%	11%	9%	-	23%	19%	6%
Mean	4.05	4.01	4.20	4.06	3.89	4.20	3.58	4.41	4.27	4.04	4.27	3.84	3.85	4.51	3.62	3.76	4.09
Std Dev.	1.01	0.96	0.79	1.15	1.16	0.69	1.19	0.58	0.58	0.99	0.95	1.29	1.24	0.81	1.22	1.26	1.07
Std Error	0.07	0.13	0.11	0.19	0.18	0.16	0.25	0.14	0.11	0.24	0.27	0.39	0.31	0.26	0.46	0.31	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Table 396

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	292	187	80	848	174
Weighted Base	883	101*	782	295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	829	241
Effective Base	815	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134
Royal Mail	332	21	311	134	198	169	163	82	80	80	23	39	22	7	162	103	68	29	222	106
70%		57%	71%	74%	67%	72%	68%	75%	75%	75%	47%	62%	83%	43%	75%	66%	65%	69%	67%	78%
Collect +	73	3	71	51	23	51	22	17	17	20	12	5	3	-	34	31	8	3	64	9
71%		100%	71%	76%	63%	72%	70%	71%	64%	80%	87%	73%	48%	-	61%	83%	61%	48%	78%	45%
DHL	113	6	107	59	54	66	47	22	34	36	7	12	2	*	56	43	13	2	61	50
75%		91%	74%	74%	75%	76%	72%	64%	69%	86%	62%	93%	96%	100%	67%	81%	94%	96%	69%	81%
FedEx	104	4	100	60	44	66	38	20	33	37	9	3	2	-	53	46	5	2	67	37
79%		63%	80%	84%	73%	80%	78%	62%	85%	87%	78%	62%	-	100%	75%	85%	73%	100%	77%	83%
Evri	142	23	119	57	85	67	75	29	45	27	18	16	3	5	74	44	23	8	105	36
56%		60%	55%	61%	52%	65%	50%	48%	62%	49%	44%	65%	47%	63%	61%	47%	61%	55%	54%	62%
DPD	96	5	91	57	39	60	36	18	31	21	12	9	3	2	50	33	13	5	65	31
71%		100%	70%	75%	66%	73%	67%	70%	69%	61%	100%	78%	63%	97%	70%	71%	76%	74%	69%	76%
Parcelforce	100	6	94	56	44	66	34	15	30	30	10	10	1	3	45	40	15	5	73	25
82%		100%	81%	70%	75%	86%	75%	58%	88%	92%	100%	77%	45%	45%	80%	94%	63%	46%	82%	89%
TNT	67	4	63	42	25	44	23	9	22	18	9	2	*	-	31	27	9	2	45	20
85%		100%	84%	83%	88%	85%	84%	85%	74%	88%	100%	100%	100%	100%	77%	91%	100%	100%	85%	82%
UPS	77	6	71	48	28	49	28	16	20	22	9	5	3	2	35	31	10	5	57	20
74%		83%	74%	90%	57%	76%	71%	66%	72%	64%	87%	80%	56%	56%	78%	70%	78%	78%	72%	80%
UK Mail	81	8	74	40	41	51	31	30	10	25	8	6	-	2	40	33	8	2	53	27
83%		89%	82%	82%	83%	80%	88%	86%	49%	96%	100%	93%	-	100%	72%	97%	95%	100%	83%	82%
Yodel	89	6	83	55	34	50	39	17	24	28	9	8	-	2	41	37	10	2	67	21
72%		46%	75%	74%	58%	75%	69%	64%	63%	65%	56%	75%	-	100%	70%	76%	70%	58%	74%	67%
Amazon Delivery Service/ Logistics	164	31	123	55	98	84	71	40	38	24	21	15	10	5	78	45	31	15	113	37
75%		86%	73%	71%	75%	76%	75%	76%	66%	74%	86%	76%	87%	-	71%	79%	83%	91%	76%	71%
Other	88	3	85	59	29	65	23	15	25	27	13	6	3	-	39	40	9	3	58	30
74%		100%	74%	85%	59%	91%	49%	68%	76%	74%	100%	60%	100%	-	73%	80%	57%	53%	69%	86%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - old - ef - ghijklm - n/op/q - rs
* small base, ** very small base (under 30) - ineligible for sig testing

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Table 396

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	683	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	332	111	102	59	60	212	119	272	60	28	26	92	109	68	228	28	296	85	234	13
	70%	77%	71%	62%	67%	74%	64%	71%	65%	77%	62%	79%	71%	69%	73%	77%	72%	76%	70%	49%
Collect +	73	36	16	10	13	51	22	63	11	5	7	15	19	25	42	5	67	37	34	3
	71%	82%	66%	60%	65%	76%	62%	70%	80%	94%	82%	68%	61%	61%	67%	94%	71%	86%	61%	65%
DHL	113	53	28	19	13	81	32	102	11	3	2	36	31	38	69	3	107	43	62	7
	75%	62%	70%	61%	54%	78%	68%	74%	78%	98%	37%	63%	63%	94%	71%	98%	75%	69%	69%	58%
FedEx	104	39	30	19	16	69	35	92	12	6	6	24	40	26	70	6	97	41	59	4
	79%	80%	80%	75%	81%	80%	78%	79%	91%	79%	61%	78%	82%	67%	79%	79%	79%	85%	74%	100%
Evri	142	58	44	21	20	102	40	117	23	8	9	28	48	39	86	8	124	42	87	13
	95%	62%	65%	63%	46%	59%	49%	59%	46%	82%	46%	55%	57%	62%	55%	62%	56%	60%	52%	76%
DPD	96	37	24	18	17	61	35	86	10	2	6	34	35	17	75	2	92	42	49	5
	71%	74%	66%	73%	71%	71%	72%	69%	97%	82%	70%	69%	79%	60%	74%	82%	70%	88%	63%	54%
Parcelforce	100	43	28	18	11	71	28	90	9	3	10	22	41	22	73	3	95	43	50	7
	82%	69%	65%	65%	54%	67%	70%	86%	86%	48%	64%	77%	86%	62%	84%	84%	84%	86%	76%	100%
TNT	67	35	14	13	6	48	19	59	9	2	5	19	25	16	49	2	65	37	28	3
	85%	87%	87%	72%	100%	87%	79%	84%	89%	100%	99%	92%	85%	73%	89%	100%	84%	94%	82%	42%
UPS	77	40	13	15	9	53	24	71	5	2	4	26	21	23	51	2	75	33	42	1
	74%	81%	84%	68%	54%	82%	62%	78%	45%	100%	43%	78%	76%	80%	73%	100%	75%	67%	69%	30%
UK Mail	81	29	24	15	13	53	29	71	10	6	9	21	31	14	61	6	75	31	43	6
	83%	92%	77%	94%	67%	85%	79%	85%	70%	100%	82%	72%	85%	93%	80%	100%	82%	83%	61%	99%
Yodel	89	39	27	15	8	66	23	74	15	3	9	22	29	24	60	3	85	34	48	7
	72%	81%	74%	69%	50%	78%	61%	76%	59%	72%	58%	66%	80%	63%	70%	72%	73%	74%	70%	85%
Amazon Delivery Service/	154	57	41	32	24	98	56	125	29	9	5	37	50	34	93	9	127	52	99	4
Logistics	75%	75%	71%	92%	68%	73%	80%	86%	62%	86%	45%	78%	75%	83%	73%	86%	74%	78%	77%	37%
Other	68	32	23	18	15	55	33	79	9	3	10	30	33	12	72	3	85	48	35	5
	74%	82%	86%	72%	54%	84%	63%	60%	47%	42%	73%	83%	83%	67%	61%	42%	79%	80%	69%	69%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Table 396

Base : Made a complaint about provider

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/Leeds (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	831	578	253	122	469	125	142	95	39	55	46	56	58	56	65	43	51	16	109	
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*	
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59	
Royal Mail	332	293	39	11	297	19	7	7	11	41	25	26	44	29	87	28	2	2	17	
	70%	71%	63%	63%	70%	78%	57%	64%	95%	62%	59%	68%	83%	56%	83%	61%	72%	63%	79%	
Collect +	73	62	11	2	60	7	4	2	3	2	4	4	11	8	19	2	7	2	8	
	77%	69%	93%	77%	70%	79%	81%	63%	84%	24%	100%	59%	67%	82%	78%	100%	65%	88%	77%	
DHL	113	96	17	3	96	9	7	2	2	5	3	4	18	10	27	18	10	1	7	
	75%	74%	76%	95%	74%	75%	79%	100%	66%	60%	66%	59%	86%	66%	70%	79%	88%	100%	72%	
FedEx	104	86	18	3	92	6	5	2	3	3	5	4	23	15	13	20	5	1	5	
	79%	76%	97%	91%	79%	77%	78%	91%	100%	100%	56%	74%	95%	83%	62%	88%	54%	100%	73%	
Evri	142	123	20	1	120	11	9	2	7	17	8	9	14	18	19	19	11	*	11	
	56%	54%	69%	45%	56%	68%	49%	45%	68%	50%	52%	45%	64%	78%	47%	64%	46%	100%	67%	
DPD	96	87	9	3	86	6	3	1	3	2	7	6	12	10	22	15	10	*	6	
	71%	71%	70%	88%	71%	76%	70%	38%	79%	30%	69%	66%	86%	80%	81%	69%	56%	67%	76%	
Parcelforce	100	83	16	2	83	9	6	2	1	4	-	7	15	12	21	15	8	*	9	
	82%	82%	79%	94%	82%	79%	86%	87%	100%	100%	-	83%	91%	91%	88%	73%	70%	100%	75%	
TNT	67	53	14	1	58	2	5	1	2	5	-	5	17	9	13	4	3	-	2	
	85%	82%	98%	91%	85%	65%	97%	73%	76%	100%	-	65%	86%	100%	100%	60%	100%	100%	64%	
UPS	77	65	12	3	66	8	4	1	2	2	1	5	14	14	20	6	2	1	5	
	74%	73%	72%	95%	74%	70%	87%	73%	63%	18%	100%	65%	73%	82%	88%	100%	100%	100%	66%	
UK Mail	81	71	10	1	70	5	4	1	2	5	3	6	8	11	20	13	1	1	4	
	83%	81%	98%	90%	83%	74%	88%	97%	47%	74%	100%	100%	74%	91%	89%	87%	36%	100%	70%	
Yodel	89	74	15	3	77	5	5	2	1	10	1	4	17	10	18	11	5	*	4	
	72%	69%	93%	88%	73%	72%	66%	78%	42%	67%	100%	78%	71%	84%	88%	67%	51%	100%	70%	
Amazon Delivery Service/ Logistics	154	146	8	4	130	10	10	4	2	6	1	14	23	15	35	22	13	1	9	
	75%	76%	70%	86%	76%	62%	77%	99%	30%	63%	33%	76%	73%	84%	83%	89%	67%	82%	60%	
Other	68	76	10	2	79	4	4	1	3	8	-	4	13	7	19	18	7	-	4	
	74%	76%	63%	94%	76%	62%	54%	91%	77%	64%	-	78%	73%	86%	100%	68%	65%	-	62%	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Table 396

Base : Made a complaint about provider

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Total	410	239	573	402	410	30	97	239	26	92	263	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368
831	434	242	618	426	434	26**	74*	242	27**	73*	310	362	107	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375
515	256	144	358	246	256	16	61	144	19	48	145	131	71	48	14	383	61	227	205	41	28	13	432	41	290	225
332	171	75	252	156	171	9	21	75	11	16	172	216	20	22	8	282	30	103	112	21	10	8	294	16	197	135
70%	72%	62%	73%	68%	72%	64%	65%	62%	79%	55%	78% ^{sig}	72% ^{sig}	43%	51%	82%	73% ^{sig}	57%	59%	59%	52%	73%	72% ^{sig}	58%	73%	66%	69%
73	45	13	59	27	45	2	6	13	4	3	40	22	8	2	1	62	3	34	31	5	2	-	65	2	59	14
71%	73%	78%	70%	69%	73%	81%	81%	78%	100%	81%	87%	55%	73%	45%	80%	72%	57%	73%	71%	69%	56%	-	72%	51%	70%	77%
113	78	17	95	33	78	2	5	17	1	3	58	40	8	5	1	98	6	59	36	16	1	1	95	2	90	23
75%	77%	77%	74%	68%	77%	97%	71%	77%	100%	73%	89%	70%	42%	70%	100%	80%	75%	81%	70%	70%	24%	55%	77%	39%	74%	77%
104	79	5	97	23	79	5	7	5	1	1	44	48	10	1	*	92	2	52	47	5	-	-	100	-	87	17
79%	88%	58%	82%	63%	88%	99%	99%	58%	84%	56%	79%	82%	83%	37%	10%	81%	29%	80%	85%	80%	-	-	83%	-	80%	74%
142	69	36	102	70	69	3	9	36	4	8	60	54	11	15	2	114	17	63	48	7	1	1	131	2	90	52
56%	58%	48%	59%	54%	58%	63%	44%	46%	41%	44%	66%	52%	47%	46%	46%	58%	46%	65%	49%	42%	9%	61%	58%	19%	59%	51%
96	61	10	86	36	61	1	5	10	1	2	50	27	11	7	*	78	7	47	40	6	2	-	87	2	79	17
71%	72%	48%	75%	70%	72%	92%	96%	46%	100%	97%	75%	73%	55%	69%	100%	74%	69%	70%	74%	89%	46%	-	71%	36%	73%	63%
100	68	15	85	32	68	2	5	15	1	3	49	31	11	6	3	80	9	52	40	3	4	1	92	5	79	22
82%	86%	69%	85%	74%	86%	38%	53%	69%	93%	42%	86%	77%	83%	85%	63%	82%	77%	84%	81%	39%	88%	31%	87%	60%	88%	64%
67	47	5	61	19	47	1	7	5	1	2	26	28	8	4	2	54	5	34	27	4	*	1	61	1	61	6
85%	81%	92%	84%	93%	81%	100%	86%	92%	100%	100%	94%	93%	63%	54%	100%	93%	62%	92%	78%	100%	6%	100%	86%	43%	85%	86%
77	53	10	66	23	53	*	1	10	1	3	37	30	8	2	*	66	2	39	31	4	2	-	71	2	66	11
74%	79%	66%	78%	65%	79%	100%	48%	66%	100%	43%	80%	74%	66%	42%	100%	77%	43%	80%	77%	89%	28%	-	78%	23%	73%	70%
81	59	8	71	20	59	5	6	8	2	3	47	26	6	1	*	74	2	50	27	3	*	1	77	1	70	12
83%	86%	65%	85%	72%	86%	100%	85%	69%	100%	80%	89%	81%	79%	41%	18%	86%	31%	94%	76%	69%	13%	28%	87%	26%	84%	74%
89	63	9	80	26	63	2	11	9	1	1	50	25	8	2	3	76	5	48	33	6	*	3	81	3	72	17
72%	80%	53%	76%	61%	80%	63%	78%	53%	100%	20%	84%	61%	58%	71%	63%	75%	66%	80%	70%	64%	4%	60%	75%	40%	75%	63%
154	109	19	133	43	109	8	14	19	1	7	68	58	18	9	1	127	10	82	59	6	3	2	141	5	99	5
79%	81%	61%	78%	66%	81%	82%	69%	61%	84%	62%	71%	67%	60%	67%	100%	79%	66%	79%	75%	86%	32%	65%	77%	39%	74%	77%
89	56	6	80	30	56	*	5	6	2	3	50	28	10	1	-	78	1	48	33	5	2	*	81	2	77	11
74%	81%	37%	80%	64%	81%	100%	73%	37%	38%	25%	78%	75%	75%	46%	-	77%	46%	79%	68%	74%	67%	100%	75%	68%	78%	55%

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	332	23	303	6	103	213	16	311	12	4	4	327	2
70%		65%	70%	91%	68%	73%	48%	70%	70%	41%	94%	70%	97%
Collect +	73	9	64	-	34	38	2	67	4	2	*	73	-
71%		71%	73%	-	73%	69%	95%	71%	70%	100%	100%	71%	-
DHL	113	8	100	6	54	50	8	100	11	2	-	113	-
75%		77%	73%	100%	88%	68%	53%	74%	87%	62%	-	75%	-
FedEx	104	10	89	5	50	48	6	97	6	2	*	104	-
79%		66%	80%	91%	84%	76%	67%	82%	51%	58%	100%	79%	-
Evri	142	9	130	3	51	77	14	130	11	2	-	142	-
56%		94%	75%	75%	58%	54%	57%	55%	65%	100%	-	56%	-
DPD	96	10	82	4	41	51	5	86	8	3	-	96	-
71%		77%	70%	89%	72%	75%	41%	72%	64%	100%	-	71%	-
Parcelforce	100	4	92	3	54	42	3	91	7	2	-	100	-
82%		73%	82%	100%	90%	76%	54%	85%	60%	58%	-	82%	-
TNT	67	6	56	4	39	27	1	56	9	2	-	67	-
85%		98%	82%	100%	89%	78%	100%	84%	89%	97%	100%	85%	-
UPS	77	9	66	2	30	42	4	72	2	3	*	77	-
74%		71%	74%	100%	77%	75%	51%	79%	24%	95%	100%	74%	-
UK Mail	81	8	70	3	38	35	9	74	5	2	-	81	-
83%		80%	82%	100%	80%	85%	85%	82%	83%	97%	100%	83%	-
Yodel	89	2	83	4	43	37	9	80	9	*	-	89	-
72%		23%	76%	90%	74%	69%	78%	75%	61%	6%	-	73%	-
Amazon Delivery Service/ Logistics	154	8	143	4	48	82	15	147	5	2	-	154	-
72%		76%	75%	100%	64%	83%	90%	77%	52%	67%	-	72%	-
Other	88	7	78	3	53	30	6	81	5	3	*	88	-
74%		47%	79%	71%	77%	72%	64%	79%	38%	62%	100%	74%	-

UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - a:b:c - d:e:f - g:h:i/j:k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Table 396

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	186	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	515	143	139	120	114	45	51	49	49	43	48	38	49	33	33	41	40				
Royal Mail	332	70	69	69	68	74%	52%	65%	86%	76%	64%	68%	79%	65%	61%	69%	88%				
Collect +	73	25	33	7	9	7	10	7	18	8	7	*	3	3	1	5	3				
	77%	71%	68%	53%	51%	68%	80%	64%	100%	81%	74%	8%	50%	71%	33%	51%	63%				
DHL	113	29	29	31	23	4	12	13	17	10	3	7	6	18	5	13	6				
	75%	71%	81%	71%	77%	93%	61%	77%	92%	75%	56%	65%	44%	93%	63%	88%	72%				
FedEx	104	21	28	37	18	4	4	13	18	5	5	8	13	16	5	6	7				
	79%	78%	70%	65%	65%	69%	48%	91%	75%	63%	60%	65%	52%	80%	99%	100%	69%				
Evri	142	35	47	39	22	8	5	22	14	21	12	10	17	11	7	7	8				
	56%	57%	66%	53%	44%	54%	30%	75%	66%	69%	60%	47%	64%	47%	58%	37%	43%				
DPD	96	28	35	20	13	8	12	7	13	12	10	4	10	7	5	6	2				
	71%	67%	76%	76%	60%	94%	58%	65%	82%	75%	72%	95%	62%	100%	76%	62%	38%				
Parcelforce	100	26	33	25	16	3	8	15	12	9	11	5	13	8	4	7	5				
	82%	86%	95%	70%	74%	73%	94%	84%	100%	85%	100%	46%	75%	88%	50%	100%	76%				
TNT	67	19	23	15	10	4	5	10	13	7	3	3	5	8	*	6	4				
	85%	82%	94%	66%	80%	100%	72%	100%	94%	86%	86%	64%	42%	100%	100%	100%	75%				
UPS	77	26	28	14	9	5	9	12	17	4	7	5	4	6	3	3	2				
	74%	75%	87%	60%	69%	79%	90%	65%	93%	77%	79%	53%	79%	58%	53%	74%	100%				
UK Mail	81	22	44	15	-	1	9	13	20	13	11	6	9	-	-	-	-				
	83%	77%	86%	82%	-	53%	76%	80%	82%	83%	100%	95%	-	78%	-	-	-				
Yodel	89	27	31	22	10	4	11	12	16	10	4	3	9	9	4	6	*				
	72%	76%	85%	68%	52%	90%	71%	78%	94%	69%	100%	70%	69%	65%	55%	82%	14%				
Amazon Delivery Service/ Logistics	164	40	48	32	33	15	12	13	28	11	9	8	13	12	3	13	17				
	79%	79%	81%	70%	70%	88%	58%	99%	94%	68%	68%	67%	82%	82%	96%	64%	79%				
Other	88	16	31	25	17	3	7	6	13	12	6	5	10	11	*	6	10				
	74%	61%	67%	82%	61%	100%	65%	47%	100%	98%	60%	100%	79%	78%	15%	45%	99%				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - at/bold - e/ighlyh/k/lim/noip
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Table 387

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	831	77	754		296	535	391	440	168	186	186	104	107	53	27	354	290	187	80	648	174
Weighted Base	883	101*	782		295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	629	241
Effective Base	815	64	452		269	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134
Royal Mail	83	11	72		26	57	37	46	14	17	15	19	16	2	1	31	34	19	3	70	12
	15%	20%	16%		19%	16%	19%	16%	10%	10%	10%	19%	12%	2	1	22%	19%	7%	3	21%	9%
Collect +	9	-	9		6	2	3	5	3	5	+	+	+	+	+	8	+	+	+	6	3
	8%	-	9%		10%	6%	9%	17%	13%	15%	1%	3%	1%	2%	-	14%	1%	2%	2%	7%	13%
DHL	19	1	18		8	12	9	11	3	4	11	4	14	4	11	14	11	4	11	8	4
	12%	9%	13%		8%	17%	11%	14%	1%	10%	-	1%	-	-	-	17%	8%	6%	-	13%	12%
FedEx	16	2	13		9	7	11	5	8	3	3	2	-	-	-	11	5	-	-	13	3
	12%	37%	11%		13%	11%	13%	11%	23%	6%	6%	22%	-	-	-	15%	10%	-	-	15%	7%
Evri	73	13	60		15	59	22	52	18	11	20	13	7	3	2	29	32	12	5	62	9
	29%	34%	28%		16%	34%	21%	34%	30%	18%	36%	31%	30%	40%	29%	24%	34%	31%	34%	32%	16%
DPD	17	-	17		9	8	9	2	4	8	-	9	-	-	-	10	2	4	2	12	5
	12%	-	13%		7%	10%	7%	19%	11%	11%	-	21%	-	3%	15%	7%	14%	1%	13%	12%	12%
Parcelforce	4	-	4		-	4	1	3	-	3	1	-	-	-	-	3	1	-	-	3	2
	4%	-	4%		-	7%	2	7%	-	8%	4	-	-	2%	-	5%	3%	2%	2%	3%	6%
TNT	3	-	3		2	1	3	+	3	+	-	-	-	-	-	2	1	-	-	2	2
	4%	-	4%		3%	5%	5%	2%	1%	6%	7%	-	-	-	-	4%	5%	-	-	3%	7%
UPS	16	-	16		3	13	10	6	2	3	8	1	+	-	2	5	9	2	2	16	-
	15%	-	16%		5%	15%	10%	10%	23%	10%	20%	11%	1%	44%	11%	20%	12%	20%	4%	20%	-
UK Mail	5	-	5		1	4	3	2	1	3	1	-	-	-	-	4	1	-	-	5	-
	6%	-	6%		3%	8%	5%	7%	4%	15%	4%	-	-	-	-	8%	3%	-	-	9%	-
Yodel	17	5	12		4	13	4	13	+	10	3	3	2	2	1	10	4	3	3	16	1
	14%	38%	11%		5%	15%	6%	15%	1%	25%	9%	10%	24%	-	-	9	6	19%	-	17%	4%
Amazon Delivery Service/Logistics	15	1	14		7	8	9	6	4	5	4	2	+	+	-	9	6	+	+	8	6
	7%	2%	8%		9%	6%	8%	6%	8%	12%	7%	+	+	2%	-	8%	10%	1%	2%	6%	12%
Other	18	-	18		7	11	6	12	3	6	3	4	-	3	-	9	4	3	2	16	2
	15%	-	15%		10%	23%	8%	26%	26%	10%	11%	-	28%	-	100%	16%	8%	35%	47%	19%	5%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - n/op/q - rs
* small base, ** very small base (under 30) - ineligible for sig testing

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Table 387

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	683	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	83	22	29	19	12	51	32	71	12	2	9	15	28	18	52	2	70	12	69	2
17%	17%	15%	21%	20%	14%	16%	17%	19%	13%	5%	22%	13%	18%	16%	17%	5%	17%	11%	21%	7%
Collect +	9	4	*	3	2	4	5	9	*	*	1	*	3	4	5	*	8	6	3	-
8%	8%	*	*	20%	8%	6%	13%	10%	*	5%	14%	-	11%	12%	7%	5%	9%	13%	5%	-
DHL	19	6	7	1	5	13	6	16	3	-	1	3	8	5	13	-	18	3	12	4
12%	12%	9%	17%	4%	22%	12%	13%	12%	22%	-	29%	8%	16%	11%	13%	-	12%	6%	13%	30%
FedEx	16	7	4	5	*	11	5	16	*	*	3	4	7	2	13	*	16	4	12	-
12%	12%	14%	12%	18%	*	13%	10%	13%	*	1%	27%	12%	14%	8%	15%	1%	13%	8%	15%	-
Evri	73	23	19	14	17	42	31	50	21	4	9	12	22	17	43	4	64	17	54	1
28%	28%	23%	24%	35%	40%	24%	38%	23%	40%	30%	46%	24%	25%	27%	28%	30%	25%	23%	33%	8%
DPD	17	9	6	*	2	15	2	17	*	*	*	3	6	8	9	*	17	1	12	5
12%	12%	18%	15%	2%	7%	17%	4%	13%	2%	5%	*	7%	12%	28%	9%	5%	13%	2%	15%	46%
Parcelforce	4	3	1	-	*	4	*	3	2	2	*	1	*	1	2	3	*	4	-	-
4%	4%	6%	4%	-	*	5%	*	2%	11%	34%	-	5%	*	4%	2%	-	34%	2%	7%	-
TNT	3	1	*	2	-	2	2	3	-	-	*	-	-	3	*	-	3	2	2	-
4%	4%	*	10%	-	-	3%	7%	5%	-	-	1%	-	-	14%	*	-	4%	4%	5%	-
UPS	16	7	*	6	2	8	6	13	3	-	3	4	3	5	10	-	16	2	14	-
15%	15%	15%	1%	27%	15%	12%	21%	14%	24%	-	28%	13%	12%	19%	15%	-	16%	5%	23%	-
UK Mail	5	2	*	-	3	2	3	4	2	-	*	3	1	1	4	-	5	3	2	-
6%	6%	7%	*	-	16%	4%	9%	4%	13%	-	1%	11%	4%	7%	6%	-	6%	8%	4%	-
Yodel	17	4	4	2	7	7	10	11	6	-	7	5	3	2	15	-	17	6	10	1
14%	14%	8%	10%	11%	42%	9%	25%	11%	23%	-	42%	10%	9%	6%	18%	-	15%	12%	15%	15%
Amazon Delivery Service/ Logistics	15	3	6	2	2	10	5	9	5	1	3	1	5	3	9	1	12	2	12	1
7%	7%	5%	11%	7%	7%	7%	7%	8%	12%	11%	21%	3%	8%	7%	7%	11%	7%	3%	9%	10%
18	18	3	2	4	8	5	13	11	7	3	4	5	3	13	3	15	10	8	-	-
Other	15%	8%	9%	16%	31%	8%	24%	11%	34%	41%	26%	10%	14%	15%	14%	41%	14%	16%	16%	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Table 387

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	831	578	253	122	469	125	142	95	39	55	46	56	58	56	65	43	51	16	109
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59
Royal Mail	83	66	16	5	72	4	5	2	1	15	11	7	2	14	3	14	4	3	1
	17%	16%	28%	32%	17%	17%	17%	17%	5%	25%	25%	19%	7%	25%	3%	30%	11%	30%	14%
Collect +	9	8	*	1%	8	*	*	*	-	-	-	-	-	-	3	-	2	*	*
	8%	9%	4%	11%	9%	4%	-	17%	-	26%	-	15%	-	-	10%	-	21%	8%	3%
DHL	19	14	5	*	16	2	1	-	1	1	-	-	-	5	1	2	5	1	2
	12%	11%	23%	3%	12%	19%	14%	-	34%	17%	-	-	-	34%	6%	21%	12%	-	21%
FedEx	16	16	*	*	14	1	1	-	-	-	3	1	-	-	8	-	1	-	1
	12%	14%	1%	3%	12%	13%	20%	-	-	-	29%	26%	-	-	38%	-	15%	-	15%
Evri	73	68	6	1	65	1	7	1	1	16	5	5	5	3	9	9	11	-	1
	29%	30%	19%	35%	30%	7%	38%	13%	13%	46%	38%	26%	23%	15%	23%	30%	46%	-	7%
DPD	17	16	*	*	15	1	1	*	-	2	-	-	2	1	-	5	5	*	1
	12%	13%	3%	4%	12%	15%	13%	27%	-	25%	-	-	14%	11%	-	23%	28%	33%	15%
Parcelforce	4	4	*	*	3	1	-	-	-	-	1	-	-	-	-	2	-	-	1
	4%	4%	2%	4%	3%	11%	1%	13%	-	-	33%	-	-	-	-	8%	-	-	11%
TNT	3	3	*	-	2	1	-	*	-	-	-	-	-	-	-	-	-	-	1
	4%	5%	*	-	2%	35%	-	27%	-	-	-	-	8%	-	-	-	-	-	36%
UPS	16	11	5	-	14	2	*	-	-	7	-	1	3	-	3	-	-	-	2
	15%	13%	27%	-	15%	25%	1%	-	-	68%	-	18%	-	-	12%	-	-	-	26%
UK Mail	5	5	*	-	4	1	-	-	-	-	-	-	-	1	-	2	1	-	1
	6%	6%	1%	-	5%	15%	-	-	-	-	-	-	-	9%	-	13%	36%	-	16%
Yodel	17	16	1	*	15	-	2	1	1	5	-	1	1	-	-	4	3	-	-
	14%	15%	4%	8%	14%	2%	19%	22%	28%	33%	-	22%	4%	-	-	23%	32%	-	2%
Amazon Delivery Service/ Logistics	15	11	3	1	12	1	1	*	2	-	-	1	3	-	3	-	4	*	1
	7%	6%	27%	12%	7%	9%	6%	1%	33%	-	-	8%	8%	-	7%	-	20%	16%	8%
Other	18	15	3	-	14	1	2	-	1	14	-	-	2	1	-	6	2	-	1
	15%	15%	17%	-	14%	16%	33%	-	23%	15%	-	-	9%	14%	-	25%	24%	-	16%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - abcd - dierf - hijklmnopqr
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Table 387

Base : Made a complaint about provider

Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
831	410	239	573	402	410	30	97	239	26	92	263	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368
883	434	242	618	426	434	26**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375
515	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	205	41	28	13	432	41	290	225
83	31	30	49	47	31	-	4	30	2	5	24	26	12	18	2	51	20	19	53	6	3	2	72	5	41	42
9	3	13%	24% sig	21%	13%	-	1%	12%	24%	12%	14%	13%	14%	25%	43%	17%	14%	35%	9%	23% sig	16%	16%	27%	17%	19%	15%
9	3	5	7	5	3	-	-	1	-	-	4	3	-	-	-	1	3	6	3	-	-	-	9	-	7	2
47%	6%	8%	9%	13%	6%	16%	-	-	8%	-	1%	9%	27%	37%	-	-	5%	24%	7%	13%	-	2%	-	10%	2%	8%
19	9	3	15	10	9	-	2	3	-	1	2	6	8	2	-	8	2	4	7	5	2	1	11	3	15	4
12%	9%	16%	12%	21%	9%	-	28%	16%	-	27%	3%	10%	39%	30%	-	7%	25%	6%	14%	20%	76%	48%	9%	61%	12%	14%
16	10	1	15	6	10	-	-	1	-	-	4	9	-	1	1	13	3	6	5	3	1	-	11	1	12	4
17%	11%	14%	12%	17%	11%	1%	1%	14%	-	-	8%	15%	4%	33%	90%	11%	46%	10%	9%	40%	46%	-	9%	46%	11%	17%
73	30	27	43	40	30	2	10	27	3	8	15	34	10	12	1	50	13	32	30	5	6	-	62	6	37	37
29%	25%	37%	25%	31%	25%	37%	46%	37%	31%	42%	17%	33% sig	44%	38%	36%	25%	38%	25%	31%	29%	71%	-	28%	57%	24%	36%
17	7	8	9	10	7	-	-	8	-	-	5	4	5	3	-	8	3	7	8	1	2	-	15	2	11	6
12%	8%	36%	8%	19%	8%	-	3%	36%	-	3%	7%	9%	27%	31%	-	8%	31%	10%	15%	8%	34%	-	12%	27%	10%	23%
4	3	2	3	2	3	2	2	2	-	-	1	2	-	-	2	3	2	3	-	-	-	2	3	2	1	3
4%	4%	8%	3%	4%	4%	28%	17%	8%	8%	7%	2%	4%	-	-	37%	3%	14%	5%	-	-	41%	3%	20%	2%	9%	
3	3	-	3	-	3	-	-	-	-	-	1	2	-	-	-	3	-	3	1	-	-	-	3	-	2	1
4%	5%	6%	4%	2%	5%	-	-	8%	-	-	4%	7%	-	-	-	6%	-	7%	1%	-	-	-	4%	-	3%	14%
16	8	3	13	7	8	-	-	3	-	3	7	5	2	3	-	11	3	9	3	-	2	-	12	2	13	3
15%	12%	18%	15%	21%	12%	-	2%	18%	-	39%	14%	12%	16%	49%	-	13%	47%	18%	8%	-	44%	-	14%	36%	15%	18%
5	1	2	4	4	1	-	-	2	-	2	2	-	-	1	2	2	3	1	3	-	-	2	4	2	4	1
6%	2%	16%	4%	16%	2%	-	-	16%	-	28%	4%	-	-	44%	62%	3%	61%	2%	7%	-	-	42%	4%	35%	-	7%
17	5	5	11	10	5	-	2	5	-	2	2	11	2	-	2	13	2	5	7	1	2	2	12	4	11	6
14%	7%	31%	10%	24%	7%	-	13%	31%	-	34%	4%	26%	13%	-	37%	13%	23%	8%	15%	15%	66%	40%	11%	49%	12%	21%
15	6	5	8	7	6	-	2	5	-	3	4	4	1	-	8	1	5	8	-	-	1	1	13	2	8	6
7%	6%	17%	6%	11%	5%	-	6%	17%	22%	16%	5%	6%	15%	10%	-	6%	9%	5%	10%	-	5%	33%	7%	12%	6%	9%
18	6	7	11	12	6	-	-	7	3	7	6	7	5	-	-	13	-	6	12	-	-	-	17	-	10	8
15%	8%	41%	11%	26%	8%	-	-	41%	43%	64%	10%	18%	31%	-	-	13%	-	9%	24%	7%	-	-	16%	-	10%	40%

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Table 387

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	83	10	73	*	24	54	5	79	2	2	*	83	-
177%		27%	17%	1%	16%	18%	10%	18%	11%	21%	6%	18%	-
Collect +	9	*	9	-	5	3	-	7	1	-	-	9	-
87%		1%	10%	-	12%	6%	-	8%	20%	-	-	8%	-
DHL	19	1	18	-	7	11	1	18	*	1	-	19	-
122%		8%	13%	-	11%	15%	8%	13%	*	38%	-	12%	-
FedEx	16	4	12	*	8	7	*	11	3	1	-	16	-
125%		25%	10%	9%	14%	11%	5%	10%	28%	42%	-	12%	-
Evri	73	*	73	*	20	45	9	69	4	-	-	73	-
29%		3%	30%	11%	23%	31%	35%	29%	24%	-	-	29%	-
DPD	17	*	16	*	6	8	3	16	1	-	-	17	-
125%		1%	14%	11%	10%	12%	25%	14%	4%	-	-	12%	-
Parcelforce	4	*	4	-	2	3	-	3	2	-	-	4	-
4%		1%	4%	-	3%	4%	-	3%	13%	-	-	4%	-
TNT	3	-	3	-	-	3	-	3	-	*	-	3	-
4%		-	9%	-	-	9%	-	5%	-	3%	-	4%	-
UPS	16	1	15	-	5	8	3	11	5	-	-	16	-
15%		7%	17%	-	13%	14%	34%	12%	51%	-	-	15%	-
UK Mail	5	2	4	-	3	1	1	5	-	*	-	5	-
6%		19%	4%	-	7%	3%	17%	6%	-	3%	-	6%	-
Yodel	17	4	13	-	7	10	*	14	2	*	-	17	-
14%		41%	12%	-	12%	18%	1%	13%	16%	8%	-	14%	-
Amazon Delivery Service/	15	*	14	-	9	6	*	12	1	1	-	15	-
Logistics	7%	3%	7%	-	11%	5%	1%	6%	12%	33%	-	7%	-
Other	18	6	11	*	8	7	3	14	2	2	-	18	-
15%		43%	11%	11%	11%	17%	38%	14%	17%	38%	-	15%	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Table 387

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	915	143	139	120	114	45	51	49	49	43	48	38	49	33	33	41	40				
Royal Mail	83	25	20	22	16	9	11	5	4	10	5	4	12	7	6	2	7				
	17%	19%	15%	20%	16%	27%	20%	11%	10%	24%	11%	12%	22%	30%	20%	5%	25%				
Collect +	9	4	2	3	*	-	3	1	-	*	2	-	3	-	*	-	*				
	8%	10%	5%	23%	2%	-	20%	10%	-	1%	20%	-	48%	-	1%	-	6%				
DHL	19	7	1	7	4	*	6	1	-	1	-	4	4	-	2	2	-				
	12%	17%	1%	17%	13%	7%	29%	7%	-	4%	-	35%	27%	-	27%	12%	-				
FedEx	16	2	6	5	3	*	2	-	5	*	-	1	1	2	-	-	3				
	12%	8%	14%	11%	15%	11%	22%	-	22%	1%	1%	15%	8%	12%	-	-	31%				
Evri	73	16	15	22	19	4	6	6	7	5	3	6	7	9	4	7	8				
	29%	27%	22%	31%	39%	28%	38%	19%	34%	18%	15%	29%	27%	36%	38%	33%	47%				
DPD	17	6	2	4	5	-	6	-	*	-	2	*	4	-	2	2	1				
	12%	14%	4%	14%	23%	-	28%	-	*	-	14%	5%	23%	-	24%	20%	28%				
Parcelforce	4	1	-	3	*	1	*	-	-	-	-	2	1	-	*	-	-				
	4%	4%	-	8%	1%	27%	1%	-	-	-	-	16%	8%	-	2%	-	-				
TNT	3	-	1	3	-	-	-	-	-	*	-	-	3	-	-	-	-				
	4%	-	2%	12%	-	-	-	-	-	1%	14%	-	25%	-	-	-	-				
UPS	16	4	3	7	2	1	-	3	-	1	2	3	1	3	2	-	-				
	15%	11%	9%	28%	19%	14%	-	15%	-	23%	21%	32%	21%	27%	41%	-	-				
UK Mail	6	2	*	3	-	-	1	1	-	-	-	-	3	-	-	-	-				
	6%	8%	*	16%	-	-	11%	7%	-	*	-	-	25%	-	-	-	-				
Yodel	17	4	3	5	5	-	4	-	*	2	-	1	3	1	3	2	-				
	14%	11%	7%	16%	27%	-	25%	-	1%	17%	-	30%	22%	6%	45%	24%	-				
Amazon Delivery Service/ Logistics	15	4	1	3	7	*	4	*	-	1	*	1	2	-	1	4	1				
	7%	8%	2%	6%	14%	1%	18%	1%	-	4%	2%	11%	9%	-	23%	19%	6%				
Other	18	3	4	3	8	-	*	3	-	-	4	-	1	2	-	8	-				
	15%	13%	12%	9%	28%	-	5%	23%	-	-	40%	-	8%	12%	-	55%	-				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - abcd - eighijkilmnoip
* small base, ** very small base (under 30) ineligible for sig testing

QJ5_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	292	187	80	648	174
Weighted Base	883	101*	782	295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	629	241
Effective Base	515	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134
Royal Mail	3.78	3.26	3.83	3.98	3.66	3.92*	3.65	3.97%	3.92	3.76	3.12	3.54	4.48	3.47	3.94%	3.58	3.76	4.1%	3.67	4.09
Collect +	3.94	4.55	3.92	3.91	3.99	4.00	3.80	3.78	3.57	4.34	4.43	3.99	3.94	-	3.66	4.37	3.97	3.94	4.04	3.50
DHL	3.89	3.80	3.89	4.00	3.76	3.96	3.79	3.87	3.66	4.08	3.83	4.24	3.96	5.00	3.75	4.02	4.21	3.99	3.79	4.02
FedEx	3.94	3.06	3.98	4.01	3.85	3.94	3.94	3.58	4.01	4.12	4.02	3.95	-	4.00	3.81	4.10	3.97	4.00	3.83	4.14
Evri	3.36	3.48	3.34	3.20	3.18	3.17	3.18	3.17	3.16	3.23	3.21	3.29	3.52	3.52	3.51	3.19	3.28	3.41	3.32	3.52
DPD	3.89	4.44	3.87	4.03	3.72	4.00	3.74	3.85	3.85	3.84	4.20	3.71	4.26	4.86	3.85	3.93	3.97	4.45	3.85	4.00
Parcelforce	4.19	4.48	4.17	4.32	3.96	4.32	3.95	4.11	4.32	4.31	4.47	3.89	3.97	3.43	4.24	4.35	3.76	3.59	4.13	4.44
TNT	4.20	4.45	4.19	4.24	4.15	4.23	4.17	4.13	4.13	4.03	4.69	4.60	4.00	5.00	4.13	4.23	4.46	4.03	4.28	3.99
UPS	3.89	3.90	3.89	4.29	3.44	4.01	3.69	3.88	3.81	3.70	4.35	4.37	4.89	3.13	3.84	3.86	4.16	3.94	3.83	4.07
UK Mail	4.24	4.34	4.23	4.33	4.15	4.29	4.17	4.34	3.52	4.46	4.75	4.27	-	5.00	4.04	4.53	4.43	5.00	4.13	4.44
Yodel	3.86	3.27	3.93	4.1%	3.54	4.08	3.61	4.38	3.53	4.12	3.81	3.38	3.00	5.00	3.82	4.01	3.55	4.11	3.88	3.77
Amazon Delivery Service/Logistics	4.05	4.25	4.00	4.04	4.06	4.01	4.10	3.97	3.88	3.96	4.38	4.02	4.44	4.89	3.92	4.15	4.27	4.58	4.14	3.79
Other	3.97	4.16	3.96	4.22	3.61	4.33	3.40	3.74	4.05	4.04	4.65	3.22	5.00	2.00	3.92	4.20	3.35	3.60	3.83	4.29

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - n/opiq - rs
* small base, ** very small base (under 30) - ineligible for sig testing

QJ5_Mean Making complaint - Difficulty - Mean Summary

Table 308

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	683	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	3.78	3.88	3.66	3.68	3.76	3.83	3.71	3.78	3.80	4.36	3.55	4.62	3.70	3.77	3.80	4.36	3.79	4.04	3.69	3.67
Collect +	3.94	4.03	3.69	4.05	3.95	3.91	4.00	3.90	4.20	4.30	3.92	4.14	3.83	3.87	3.95	4.30	3.92	4.02	3.88	3.88
DHL	3.89	4.08	3.65	4.13	3.53	3.92	3.83	3.89	3.91	4.85	3.18	4.05	3.66	4.02	3.81	4.85	3.88	4.26	3.74	3.50
FedEx	3.94	3.92	3.86	3.98	4.08	3.89	4.02	3.90	4.29	4.35	3.77	4.02	3.94	3.86	3.95	4.35	3.91	4.19	3.78	4.00
Evri	3.36	3.49	3.36	3.31	3.10	3.43	3.21	3.44	3.03	3.17	3.04	3.24	3.46	3.53	3.33	3.17	3.36	3.53	3.22	4.09
DPD	3.89	3.83	3.70	4.24	3.96	3.78	4.10	3.84	4.58	4.58	4.05	3.99	3.97	3.48	3.99	4.58	3.88	4.34	3.69	3.35
Parcelforce	4.19	4.31	4.13	4.41	3.77	4.24	4.09	4.24	3.78	3.68	3.94	3.99	4.51	4.11	4.24	3.68	4.21	4.28	4.10	4.38
TNT	4.20	4.33	4.06	3.92	4.62	4.25	4.10	4.20	4.24	4.77	4.55	4.23	4.21	4.05	4.25	4.77	4.19	4.29	4.16	3.72
UPS	3.89	3.97	4.05	3.82	3.58	3.99	3.73	3.96	3.35	4.81	3.30	4.02	3.98	3.83	3.91	4.81	3.89	4.37	3.64	3.30
UK Mail	4.24	4.29	4.09	4.73	4.00	4.19	4.33	4.31	3.92	4.62	4.44	4.14	4.21	4.25	4.21	4.62	4.22	4.30	4.20	4.29
Yodel	3.86	4.16	3.77	3.81	3.31	3.99	3.59	3.93	3.60	4.06	3.16	3.82	4.02	4.15	3.78	4.06	3.87	3.95	3.80	3.87
Amazon Delivery Service/ Logistics	4.05	4.09	4.03	4.14	3.89	4.07	4.01	4.12	3.80	3.58	3.39	4.09	4.02	4.36	3.99	3.58	4.07	4.23	4.00	3.44
Other	3.97	4.24	4.10	4.01	3.40	4.18	3.70	4.11	3.25	2.83	4.03	4.08	4.23	3.76	4.14	2.83	4.07	4.08	3.82	4.02

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	831	578	253	122	469	125	142	95	39	56	46	56	58	56	65	43	51	16	109
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59
Royal Mail	3.78	3.64b	3.41	3.75	3.78	4.02	3.47	3.67	4.28	3.45	3.49	3.79	4.04bpc	3.42	4.22bpc	3.62	3.85	3.33	4.11
Collect +	3.94	3.90	4.24	3.73	3.91	4.16	4.18	3.41	4.44	2.99	4.70	3.87	4.04	4.42	3.78	5.00	3.99	3.81	4.24
DHL	3.89	3.90	3.82	4.67	3.89	3.77	3.96	4.33	3.68	3.44	3.96	3.83	4.16	3.64	3.95	3.73	4.23	4.89	3.63
FedEx	3.94	3.88	4.30	4.63	3.92	3.99	4.12	4.15	5.00	5.00	3.38	3.45	4.14	4.68	3.27	4.33	3.63	5.00	3.83
Evri	3.36	3.32	3.66	3.22	3.33	3.84	3.22	3.56	3.77	3.01	3.06	3.35	3.53	3.95	3.35	3.34	2.90	4.81	3.82
DPD	3.89	3.88	4.06	4.53	3.91	3.90	3.88	3.04	4.31	2.81	3.93	3.82	4.19	4.02	4.07	4.15	3.33	3.00	3.93
Parcelforce	4.19	4.19	4.15	4.40	4.19	4.07	4.32	4.32	4.00	5.00	2.35	4.00	4.39	4.43	4.11	4.39	3.84	5.00	4.05
TNT	4.20	4.11	4.62	4.33	4.26	3.17	4.24	3.88	4.27	5.00	3.00	3.96	4.12	4.46	4.38	4.48	4.00	5.00	3.09
UPS	3.89	3.91	3.76	4.76	3.89	3.60	4.32	4.27	3.63	2.50	4.00	3.65	3.95	4.08	4.07	5.00	5.00	5.00	3.40
UK Mail	4.24	4.23	4.33	4.44	4.28	3.76	4.43	4.09	4.08	3.93	5.00	4.41	4.32	4.08	4.43	4.49	3.00	4.00	3.72
Yodel	3.86	3.79	4.34	4.55	3.84	4.30	3.86	3.83	3.33	3.71	4.00	4.07	4.02	4.22	4.14	3.50	3.09	4.50	4.29
Amazon Delivery Service/ Logistics	4.05	4.07	3.70	4.34	4.05	3.77	4.22	4.44	2.64	4.22	3.66	3.99	3.92	4.35	4.17	4.39	3.75	4.28	3.72
Other	3.97	4.01	3.68	4.83	4.02	3.60	3.47	4.43	3.72	4.12	-	4.05	3.96	4.19	4.41	3.80	3.79	-	3.60

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

QJ5_Mean Making complaint - Difficulty - Mean Summary

Table 308

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	831	410	239	573	402	410	30	97	239	26	92	293	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368
Weighted Base	883	434	242	618	426	434	26**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375
Effective Base	515	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	205	41	28	13	432	41	290	225
Royal Mail	3.78	3.47	3.47	3.47	3.64	3.95	4.61	3.90	3.47	3.96	3.59	3.47	3.96	3.21	2.93	3.96	3.47	3.10	3.44	3.65	3.47	3.45	3.45	3.46	3.88	3.65	
Collected +	3.94	4.03	3.86	3.95	3.90	4.03	4.30	4.27	3.86	4.30	4.16	4.36	3.83	3.59	3.08	3.80	4.03	3.33	4.04	3.85	4.17	3.54	3.00	3.94	3.49	3.95	3.89
DHL	3.89	4.00	3.72	3.91	3.66	4.00	4.94	3.91	3.72	5.00	3.76	4.25	3.82	3.08	3.40	5.00	4.05	3.65	4.03	3.84	3.75	2.30	3.65	3.95	2.92	3.89	3.87
FedEx	3.94	4.06	3.62	3.98	3.70	4.06	4.63	4.45	3.62	4.68	4.12	4.14	3.79	4.20	3.37	1.39	3.96	2.83	4.05	3.99	3.38	2.03	-	4.02	2.03	4.00	3.65
Evri	3.36	3.47	3.17	3.46	3.28	3.47	3.44	3.09	3.17	2.90	2.98	3.69	3.22	2.97	3.20	2.83	3.44	3.17	3.52	3.23	3.38	2.26	3.61	3.39	2.52	3.44	3.24
DPD	3.89	4.04	3.01	4.06	3.65	4.04	4.77	4.73	3.01	5.00	4.40	4.17	3.85	3.33	3.40	5.00	4.05	3.42	4.03	3.77	4.21	2.77	3.00	3.91	2.82	3.97	3.60
Parcelforce	4.19	4.34	3.72	4.29	3.92	4.34	3.44	3.91	3.72	4.79	3.59	4.42	3.94	4.05	4.12	3.85	4.23	4.02	4.23	4.37	3.40	4.15	3.21	4.29	3.69	4.37	3.70
TNT	4.20	4.15	4.15	4.21	4.37	4.15	4.47	4.07	4.15	5.00	5.00	4.31	4.29	3.78	3.90	5.00	4.30	4.09	4.38	4.05	4.14	3.12	5.00	4.22	3.85	4.27	3.57
UPS	3.89	4.00	3.82	3.90	3.69	4.00	5.00	3.62	3.62	5.00	3.21	4.07	3.85	3.81	2.93	5.00	3.96	2.98	3.92	4.01	4.77	2.67	3.00	3.96	2.73	3.90	3.62
UK Mail	4.24	4.30	4.10	4.27	4.11	4.30	4.61	4.10	4.10	4.65	3.63	4.48	4.19	3.79	3.14	2.46	4.37	2.85	4.47	4.11	3.88	3.26	3.14	4.33	3.16	4.28	4.04
Yodel	3.86	4.05	3.60	3.93	3.59	4.05	3.74	4.00	3.80	5.00	3.06	4.21	3.39	3.83	4.19	3.58	3.87	3.80	4.08	3.73	3.79	2.43	3.45	3.92	3.09	3.93	3.62
Amazon Delivery Service/ Logistics	4.05	4.16	3.66	4.14	3.86	4.16	3.90	3.81	3.66	4.37	3.80	4.40	3.96	3.59	3.69	5.00	4.18	3.76	4.14	3.98	4.27	3.55	3.48	4.07	3.53	4.08	3.99
Other	3.97	4.19	2.86	4.15	3.63	4.19	5.00	4.29	2.86	2.69	2.31	4.19	3.76	3.56	3.92	-	4.03	3.92	4.12	3.77	3.84	4.35	5.00	3.96	4.36	4.13	3.20

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ5_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	3.76	3.70	3.78	4.19	3.77	3.83	3.38	3.79	3.75	3.52	3.81	3.78	4.00
Collied +	3.94	4.07	3.92	-	3.96	3.92	3.95	3.94	3.99	5.00	5.00	3.94	-
DHL	3.89	3.76	3.88	4.37	4.06	3.78	3.71	3.89	4.04	3.25	3.00	3.89	-
FedEx	3.94	3.39	3.99	4.33	3.96	3.92	3.93	4.01	3.44	2.73	5.00	3.94	-
Evri	3.36	4.44	3.31	3.78	3.42	3.35	3.18	3.35	3.38	4.00	-	3.36	3.00
DPD	3.89	4.22	3.86	3.79	4.00	3.91	3.23	3.89	3.73	5.00	-	3.90	3.00
Parcelforce	4.19	3.81	4.21	4.00	4.37	4.06	3.60	4.23	3.97	3.60	-	4.19	-
TNT	4.20	4.27	4.19	4.27	4.37	4.01	4.51	4.18	4.43	3.94	4.00	4.21	-
UPS	3.89	3.88	3.87	5.00	4.02	3.85	3.46	3.99	2.64	4.88	5.00	3.89	-
UK Mail	4.24	4.04	4.27	4.16	4.25	4.27	4.09	4.28	3.83	3.95	5.00	4.24	-
Yodel	3.86	2.71	3.86	3.92	3.95	3.71	4.11	3.90	3.71	2.98	-	3.86	-
Amazon Delivery Service/ Logistics	4.05	4.12	4.04	4.44	3.89	4.12	4.28	4.08	3.59	3.69	-	4.05	-
Other	3.97	3.13	4.11	3.60	4.09	3.94	3.15	4.07	3.30	3.47	5.00	3.97	-

QJ5_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	85*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	515	143	139	120	114	45	51	49	49	43	48	36	49	33	33	41	40				
Royal Mail	3.78	3.80	3.81	3.66	3.88	3.39	3.84	4.03	4.01	3.65	3.75	3.94	3.62	3.36	3.69	4.35	3.57				
Collect +	3.94	3.81	4.15	3.84	3.81	3.81	3.81	3.81	4.37	4.05	3.85	3.17	3.52	4.41	3.36	3.83	4.10				
DHL	3.89	3.80	4.19	3.72	3.89	4.30	3.63	3.87	4.29	4.15	3.91	3.23	3.22	4.33	3.61	4.08	3.82				
FedEx	3.94	3.95	3.87	3.93	4.04	3.80	3.75	4.11	3.84	3.96	3.88	3.96	3.88	3.96	4.59	4.36	3.56				
Evri	3.36	3.40	3.48	3.35	3.16	3.38	2.85	3.73	3.19	3.58	3.67	3.38	3.59	3.05	3.53	3.08	3.00				
DPD	3.89	3.84	4.01	3.99	3.64	4.30	3.57	4.00	4.33	3.92	3.74	3.87	3.74	4.64	3.58	3.90	3.20				
Parcelforce	4.19	4.21	4.37	4.04	4.13	3.27	4.36	4.37	4.38	4.23	4.48	3.45	4.16	4.46	3.77	4.47	4.22				
TNT	4.20	4.18	4.27	4.08	4.32	4.15	3.81	4.43	4.49	3.98	4.07	4.27	3.44	4.86	5.00	4.43	4.17				
UPS	3.89	3.93	4.18	3.53	3.75	3.54	4.54	3.74	4.28	3.94	4.10	3.21	3.73	3.71	3.15	3.90	4.93				
UK Mail	4.24	4.08	4.42	4.00	-	3.60	4.14	4.11	4.52	4.07	4.73	4.18	3.90	-	-	-	-				
Yodel	3.86	3.99	4.18	3.69	3.34	4.27	3.82	4.07	4.44	3.70	4.80	3.11	3.81	3.75	3.20	3.50	3.14				
Amazon Delivery Service/ Logistics	4.05	4.01	4.20	4.06	3.89	4.20	3.58	4.41	4.27	4.04	4.27	3.84	3.85	4.51	3.62	3.76	4.09				
Other	3.97	3.69	4.34	4.20	3.48	4.04	4.11	3.23	4.59	4.58	3.76	4.32	4.41	3.98	3.29	2.93	4.30				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Table 399

Base : Made a complaint about Royal Mail

		Methodology				Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)			
Unweighted Base	435	27	408	174	261	207	228	90	94	96	54	63	28	14	164	150	101	42	339	92			
Weighted Base	475	37**	437	181	294	234	241	109*	106*	107**	48**	63*	27**	15**	215	155*	104*	42**	333	136*			
Effective Base	273	23	250	101	172	130	142	61	62	62	28	37	15	9	123	90	60	23	196	74			
Very dissatisfied	(1) 39	8	31	13	26	20	19	4	*	10	10	10	1	3	4	21	14	4	35	4			
		8%	22%	7%	9%	8%	8%	4%	*	16%ab	21%	16%ab	5%	19%	2%	12%ab	12%ab	10%	11%ab	3%			
Fairly dissatisfied	(2) 88	5	62	17	41	26	31	12	19	12	5	9	*	1	30	17	10	1	47	10			
		12%	15%	12%	9%	14%	11%	13%	11%	16%	11%	15%	*	5%	14%	11%	10%	2%	14%	7%			
Neither satisfied or dissatisfied	(3) 66	2	66	23	45	26	42	20	10	19	8	6	3	2	30	27	12	5	46	20			
		14%	5%	12%	15%	11%	17%	18%	12%	19%	16%	11%	14%	11%	14%	17%	11%	12%	14%	15%			
Fairly satisfied	(4) 158	14	144	55	104	90	68	40	39	40	13	17	4	5	80	53	26	9	97	57			
		33%	38%	33%	30%	35%	39%	28%	37%	38%	26%	27%	14%	33%	37%	34%	25%	21%	29%	42%			
Very satisfied	(5) 137	6	131	66	72	66	71	33	36	22	11	20	14	1	69	33	35	15	94	43			
		29%	17%	30%	26%ab	28%	30%	30%	34%	21%	23%	32%	51%	7%	32%	21%	33%	35%	28%	32%			
I don't know / Not applicable	15	1	14	8	6	5	10	-	2	3	2	*	5	3	2	5	8	8	13	2			
		3%	3%	3%	2%	2%	4%	-	2%	3%	3%	*	18%	21%	1%	3%	6%ab	19%	4%	1%			
NET Very/fairly satisfied	285	21	275	120	175	156	139	74	75	63	23	37	17	6	149	86	61	23	191	100			
		62%	58%	63%	67%	67%	60%	67%	67%	59%	48%	59%	65%	40%	56%ab	55%	58%	56%	58%	59%ab			
NET Very/fairly dissatisfied	97	14	83	30	67	46	50	16	19	22	16	19	2	4	35	38	24	5	83	14			
		20%	19%	16%	23%	20%	21%	14%	16%	21%	33%	30%	6%	24%	16%	24%	23%	12%	23%ab	10%			
Mean	3.65	3.15	3.69	3.83	3.53	3.68	3.61	3.80	3.88	3.51	3.18	3.46	4.28	3.05	3.64ab	3.40	3.60	3.85	3.53	3.94ab			
Std Dev.	1.26	1.48	1.23	1.25	1.26	1.25	1.28	1.10	1.09	1.23	1.49	1.47	1.17	1.41	1.09	1.32	1.44	1.37	1.34	1.02			
Std Error	0.06	0.29	0.06	0.10	0.08	0.09	0.09	0.12	0.11	0.13	0.20	0.19	0.23	0.41	0.08	0.11	0.15	0.23	0.07	0.11			

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Table 399

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	435	151	121	76	87	272	163	316	115	43	42	99	135	93	276	43	373	127	289	19
Weighted Base	476	144*	144*	96*	90*	288	187	381	92*	37**	41**	116*	154*	100*	311	37**	413	113*	335	27**
Effective Base	273	82	79	55	57	161	112	208	66	22	24	67	89	54	181	22	237	72	188	14
Very dissatisfied (1)	39	17	14	2	6	31	8	33	6	1	4	2	15	8	21	1	29	6	33	-
	9%	12%	10%	2%	6%	17%	4%	9%	6%	3%	9%	2%	10%	8%	7%	3%	7%	5%	10%	-
Fairly dissatisfied (2)	58	18	18	14	9	35	22	50	8	4	6	14	19	13	39	4	52	11	46	1
	12%	12%	12%	14%	10%	12%	12%	13%	9%	10%	14%	12%	13%	13%	13%	10%	13%	10%	14%	2%
Neither satisfied or dissatisfied (3)	68	18	24	9	17	42	26	56	12	2	6	28	22	6	86	2	62	11	50	7
	14%	13%	16%	9%	19%	15%	14%	15%	13%	5%	15%	14%	14%	6%	15%	5%	15%	10%	15%	26%
Fairly satisfied (4)	158	42	51	33	32	93	65	124	32	11	9	34	54	43	97	11	142	40	103	16
	33%	29%	35%	35%	36%	32%	35%	33%	35%	30%	22%	29%	35%	43%	31%	30%	34%	35%	31%	57%
Very satisfied (5)	137	46	36	33	23	81	56	107	29	16	14	35	39	28	88	16	118	43	92	2
	29%	32%	29%	34%	26%	28%	30%	28%	32%	44%	34%	30%	26%	29%	28%	44%	28%	38%	28%	8%
I don't know / Not applicable	15	4	2	5	4	6	9	11	4	3	3	3	4	2	10	3	12	2	11	2
	3%	3%	1%	5%	4%	2%	5%	3%	5%	8%	7%	3%	3%	2%	3%	8%	3%	2%	3%	6%
NET Veryfairly satisfied	295	87	87	66	55	174	121	232	62	27	23	69	93	71	185	27	257	82	195	18
	65%	61%	60%	69%	61%	62%	63%	61%	67%	74%	56%	59%	60%	71%	59%	74%	62%	71%	58%	65%
NET Veryfairly dissatisfied	97	35	31	16	14	66	30	83	14	5	9	16	35	21	60	5	82	17	79	1
	20%	24%	22%	16%	16%	23%	16%	22%	15%	12%	22%	14%	22%	22%	19%	13%	20%	15%	24%	2%
Mean	3.65	3.58	3.54	3.89	3.67	3.56	3.78	3.60	3.62	4.10	3.62	3.75	3.55	3.70	3.64	4.10	3.65	3.57	3.54	3.75
Std Dev.	1.26	1.36	1.26	1.13	1.17	1.32	1.15	1.26	1.19	1.15	1.36	1.09	1.28	1.25	1.22	1.15	1.23	1.16	1.31	0.65
Std Error	0.06	0.11	0.12	0.13	0.13	0.08	0.09	0.07	0.11	0.18	0.21	0.11	0.11	0.13	0.07	0.18	0.09	0.11	0.08	0.15

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Table 399

Base : Made a complaint about Royal Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	435	300	135	71	252	59	66	58	14	36	29	29	34	34	34	19	23	5	54	
Weighted Base	475	413	62*	17**	424	25*	15*	10*	12**	65*	42**	38**	53**	51*	79*	46**	39**	3**	22*	
Effective Base	273	244	30	9	225	37	35	39	13	35	28	28	30	31	33	18	21	3	33	
Very dissatisfied	(1)	39	31	8	5	34	2	3	-	5	8	-	-	11	-	7	2	-	2	
	8%	8%	12%	28%	8%	7%	17%	8%	-	8%	19%	-	-	23% <u>ab</u>	-	16%	6%	-	2% <u>a</u>	
Fairly dissatisfied	(2)	59	49	9	1	50	4	2	2	1	12	9	8	6	-	5	3	-	4	
	12%	12%	15%	4%	12%	16%	14%	16%	5%	19% <u>ab</u>	23%	22%	12%	11% <u>ab</u>	-	11%	6%	-	17% <u>ab</u>	
Neither satisfied or dissatisfied	(3)	68	63	4	1	59	4	2	2	2	14	7	8	7	4	15	-	3	1	
	14%	15%	7%	8%	14%	16%	15%	19%	16%	22%	17%	20%	13%	8%	19%	-	7%	32%	16%	
Fairly satisfied	(4)	158	134	24	4	145	7	3	4	3	16	10	15	20	20	32	14	14	2	
	33%	33%	38%	25%	34%	27%	18%	44% <u>cd</u>	27%	25%	24%	39%	37%	39%	47%	31%	37%	68%	22%	
Very satisfied	(5)	137	125	12	6	123	8	6	1	6	16	7	7	19	7	31	20	10	-	
	29%	30%	20%	35%	28% <u>a</u>	30%	29% <u>a</u>	13%	52%	24%	16%	19%	36%	13%	43% <u>ab</u>	43%	26%	-	23% <u>ab</u>	
I don't know / Not applicable	15	10	5	-	14	*	*	*	-	2	1	-	1	3	-	-	7	-	*	
	3%	2%	8%	-	3%	*	1%	4%	-	3%	2%	-	2%	7%	-	17%	-	*		
NET Very/fairly satisfied	295	259	36	10	267	15	8	5	9	32	16	22	39	27	64	34	25	2	13	
	62%	63%	58%	60%	63%	59%	54%	53%	79%	49%	39%	58%	73%	52%	11% <u>ab</u>	74%	63%	68%	68%	
NET Very/fairly dissatisfied	97	80	17	5	84	6	5	2	1	17	17	8	6	17	-	12	5	-	6	
	20%	19%	27%	32%	20%	23%	30%	24%	5%	27% <u>ab</u>	42%	22%	12%	33% <u>ab</u>	-	26%	13%	-	26% <u>ab</u>	
Mean	3.68	3.68	3.42	3.35	3.68	3.61	3.44	3.35	4.26	3.40	2.94	3.55	3.99	3.11	4.21 <u>cd</u>	3.74	3.85	3.68	3.60	
Std Dev.	1.28	1.25	1.35	1.69	1.25	1.31	1.55	1.21	0.94	1.27	1.39	1.05	1.01	1.44	0.74	1.50	1.19	0.59	1.38	
Std Error	0.06	0.07	0.12	0.20	0.08	0.17	0.19	0.16	0.25	0.21	0.26	0.20	0.18	0.25	0.13	0.34	0.27	0.27	0.19	

Proportions/Mean: Columns Tested (5% risk level) - abc - dierf - hijklm/nopq/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Table 399

Base : Made a complaint about Royal Mail

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	435	214	127	300	213	214	20	42	127	15	48	168	166	48	38	15	334	53	212	166	28	20	8	378	28	249	186	
Weighted Base	475	237	122*	343	228	237	15**	33**	122*	14**	34**	189	189	47*	43**	10**	375	52*	224	187	35**	19**	8**	411	27**	271	203	
Effective Base	273	135	74	193	132	135	9	26	74	12	28	103	107	31	25	8	210	32	129	105	20	13	6	234	19	156	116	
Very dissatisfied (1)	39	14	18	18	23	14	-	1	18	1	1	11	14	6	6	2	24	8	14	20	2	-	2	34	2	16	23	
	6%	6%	19%	9%	10%	6%	-	4%	15%	9%	4%	6%	7%	12%	15%	16%	7%	16%	6%	6%	11%	6%	1%	26%	8%	9%	6%	
Fairly dissatisfied (2)	56	30	13	42	25	30	*	3	13	3	2	14	22	6	13	3	36	15	19	26	6	4	2	46	6	28	30	
	12%	13%	11%	12%	11%	13%	2%	10%	11%	23%	7%	7%	12%	14%	29%	27%	10%	29%	9%	14%	16%	23%	24%	11%	23%	10%	16%	
Neither satisfied or dissatisfied (3)	68	28	18	50	40	28	-	4	18	1	7	18	31	12	7	-	49	7	19	30	9	9	*	49	9	46	22	
	14%	12%	15%	15%	18%	12%	-	11%	15%	9%	20%	10%	16%	22%	16%	1%	13%	13%	9%	16%	23%	47%	1%	12%	33%	17%	11%	
Fairly satisfied (4)	188	83	39	116	72	83	6	14	39	4	9	56	76	18	5	2	132	8	72	68	12	3	4	140	7	91	67	
	33%	35%	32%	34%	32%	35%	39%	42%	32%	27%	27%	30%	40%	39%	12%	25%	42%	15%	32%	36%	33%	16%	45%	34%	25%	33%	33%	
Very satisfied (5)	137	77	28	107	58	77	7	11	28	4	10	80	43	3	9	3	123	11	91	38	5	2	*	130	3	88	50	
	29%	32%	23%	31%	26%	32%	47%	33%	23%	26%	29%	41%	23%	5%	20%	29%	53%	22%	41%	21%	14%	13%	4%	32%	10%	32%	24%	
I don't know / Not applicable	15	5	5	9	9	5	2	-	5	1	4	7	3	2	3	-	10	3	8	5	2	-	-	12	-	3	12	
	3%	2%	4%	3%	4%	2%	12%	-	4%	7%	12%	4%	2%	4%	7%	-	3%	6%	4%	2%	6%	-	-	3%	-	1%	1%	
NET Very/fairly satisfied	295	160	67	224	130	160	13	24	67	8	19	136	119	21	14	5	255	19	163	106	17	5	4	269	10	179	117	
	62%	68%	55%	65%	57%	68%	86%	75%	55%	52%	56%	73%	64%	63%	44%	32%	55%	65%	73%	57%	47%	29%	49%	65%	35%	66%	57%	
NET Very/fairly dissatisfied	97	44	32	60	48	44	*	5	32	5	4	24	36	13	19	4	61	23	34	47	36	8	5	4	80	9	44	63
	20%	18%	26%	17%	21%	18%	2%	14%	26%	31%	11%	13%	19%	27%	44%	44%	28%	26%	21%	15%	25%	24%	50%	20%	32%	16%	16%	
Mean	3.65	3.72	3.38	3.54	3.54	3.77	4.48	3.89	3.38	3.41	3.80	4.03	3.95	3.40	2.92	3.22	3.75	2.99	3.57	3.43	3.36	3.17	2.77	3.71	3.04	3.77	3.47	
Std Dev.	1.26	1.21	1.38	1.19	1.28	1.21	0.66	1.11	1.38	1.41	1.16	1.19	1.18	1.16	1.42	1.62	1.20	1.45	1.21	1.28	1.12	1.00	1.44	1.27	1.14	1.18	1.34	
Std Error	0.06	0.08	0.13	0.07	0.09	0.08	0.15	0.17	0.13	0.38	0.17	0.09	0.09	0.17	0.24	0.42	0.07	0.20	0.08	0.10	0.22	0.22	0.51	0.07	0.22	0.08	0.10	

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Table 399

Base : Made a complaint about Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	436	39	390	6	152	254	29	403	17	8	5	428	2
Weighted Base	476	35**	433	7**	150*	291	33**	443	18**	9**	4**	469	2**
Effective Base	273	20	249	4	87	166	20	253	11	5	3	269	1
Very dissatisfied (1)	39	1	38	1	11	25	3	39	-	-	-	38	-
	8%	1%	9%	1%	7%	9%	8%	9%	-	-	-	8%	-
Fairly dissatisfied (2)	58	10	47	-	15	41	1	56	2	*	*	57	-
	12%	25%	11%	-	10%	14%	3%	13%	9%	*	6%	12%	-
Neither satisfied or dissatisfied (3)	66	2	64	1	20	35	13	57	7	2	1	65	2
	14%	7%	15%	20%	13%	12%	38%	13%	37%	19%	34%	14%	97%
Fairly satisfied (4)	158	6	150	3	58	88	12	146	8	2	2	156	*
	33%	15%	35%	42%	39%	30%	36%	33%	43%	23%	60%	33%	3%
Very satisfied (5)	137	15	119	2	42	90	5	130	2	5	-	137	-
	29%	44%	28%	37%	28%	31%	14%	29%	11%	58%	-	29%	-
I don't know / Not applicable	16	1	14	-	4	11	-	15	-	-	-	15	-
	3%	3%	3%	-	3%	4%	-	3%	-	-	-	3%	-
NET Very/fairly satisfied	295	21	269	5	100	178	17	278	10	7	2	293	*
	62%	60%	62%	78%	67%	61%	51%	62%	54%	81%	60%	62%	3%
NET Very/fairly dissatisfied	97	11	86	1	26	66	4	95	2	*	*	96	-
	20%	30%	20%	1%	16%	23%	11%	21%	9%	*	6%	21%	-
Mean	3.65	3.75	3.63	4.13	3.72	3.63	3.46	3.64	3.56	4.38	3.54	3.65	3.03
Std Dev.	1.28	1.34	1.26	0.88	1.20	1.31	1.05	1.28	0.83	0.85	0.71	1.27	-
Std Error	0.06	0.22	0.06	0.36	0.10	0.08	0.20	0.06	0.20	0.30	0.32	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	435	121	117	99	98	31	41	49	43	35	39	36	43	20	32	37	29
Weighted Base	478	134*	132*	110*	99*	33**	56**	45*	42**	43**	47**	32**	54**	23**	50**	39**	30**
Effective Base	273	79	72	60	62	22	29	30	24	21	28	18	29	13	19	24	20
Very dissatisfied	(1) 39	12	12	8	7	4	6	2	4	*	7	3	3	3	3	*	4
	8%	9%	9%	7%	7%	11%	11%	5%	10%	1%	15%	8%	5%	11%	11%	*	12%
Fairly dissatisfied	(2) 55	10	13	10	24	4	3	3	3	5	5	4	5	1	4	6	14
	12%	8%	10%	9%	24.6%	13%	6%	6%	7%	11%	12%	13%	9%	5%	14%	15%	46%
Neither satisfied or dissatisfied	(3) 68	22	18	20	7	10	6	6	1	9	8	4	12	4	1	4	2
	14%	17%	14%	18%	7%	31%	11%	12%	2%	22%	17%	13%	22%	18%	5%	10%	6%
Fairly satisfied	(4) 198	50	39	34	35	10	19	22	14	15	10	12	17	6	12	17	5
	33%	38%	29%	31%	35%	30%	34%	48%	34%	35%	21%	36%	31%	25%	47%	42%	18%
Very satisfied	(5) 137	38	37	36	26	5	20	13	14	12	11	10	17	9	9	13	4
	29%	28%	28%	33%	26%	15%	36%	29%	33%	27%	24%	30%	32%	40%	28%	33%	14%
I don't know / Not applicable	15	1	13	*	1	-	1	-	6	2	5	-	*	-	*	-	*
	3%	1%	10.25%	*	1%	-	2%	-	15%	4%	11%	-	*	-	1%	-	1%
NET Veryfairly satisfied	295	89	76	71	60	15	39	34	28	27	21	22	34	15	21	30	10
	62%	66%	58%	65%	61%	45%	70%	76%	67%	63%	45%	66%	63%	65%	69%	76%	32%
NET Veryfairly dissatisfied	97	22	25	18	31	8	9	5	7	5	13	7	8	4	8	6	18
	20%	17%	19%	17%	31.6%	24%	17%	11%	17%	11%	27%	21%	14%	17%	25%	15%	61%
Mean	3.65	3.69	3.65	3.74	3.48	3.25	3.80	3.88	3.86	3.81	3.30	3.68	3.76	3.77	3.62	3.93	2.73
Std Dev.	1.26	1.22	1.30	1.22	1.31	1.20	1.31	1.06	1.35	1.01	1.45	1.27	1.16	1.36	1.35	1.02	1.31
Std Error	0.06	0.11	0.12	0.12	0.13	0.22	0.21	0.15	0.21	0.17	0.24	0.21	0.18	0.30	0.24	0.17	0.25

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

QJ7_3_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Table 400

Base : Made a complaint about Collect +

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	103	3	100	68	35	66	38	25	30	20	14	8	6	-	55	34	14	6	87	15	
Weighted Base	103*	3**	100*	67*	36**	71*	32**	24**	32**	22**	12**	7**	6**	**	56*	34**	13**	6**	83*	19**	
Effective Base	62	3	59	38	24	40	23	13	19	13	8	5	4	-	32	21	9	4	51	11	
Very dissatisfied	(1) 2	-	2	-	2	1	1	-	-	2	-	-	-	-	-	2	-	-	-	1	
	2%	-	2%	-	7%	2%	4%	-	-	11%	-	-	-	-	-	7%	1%	1%	1%	7%	
Fairly dissatisfied	(2) 12	-	12	4	8	8	4	2	6	2	-	2	-	-	8	2	2	-	12	-	
	12%	-	12%	6%	23%	11%	12%	6%	20%	11%	-	23%	-	-	16%	7%	12%	-	16%	-	
Neither satisfied or dissatisfied	(3) 14	-	14	9	5	10	4	7	-	-	1	2	3	-	7	2	5	3	10	3	
	13%	-	14%	13%	15%	14%	12%	29%	-	2%	12%	27%	50%	-	13%	8%	38%	50%	13%	17%	
Fairly satisfied	(4) 32	1	31	22	10	22	10	8	11	5	8	-	-	-	19	13	-	-	22	9	
	31%	45%	31%	32%	28%	32%	30%	34%	34%	22%	66%	4%	-	-	34%	37%	2%	-	27%	49%	
Very satisfied	(5) 42	1	41	32	10	29	13	7	15	12	3	3	3	-	22	15	6	3	37	5	
	41%	55%	41%	49%	28%	41%	42%	29%	46%	46%	22%	46%	48%	-	39%	43%	47%	48%	45%	27%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	74	3	72	54	20	51	23	15	25	17	10	3	3	-	40	27	6	3	59	15	
	72%	100%	72%	81%	56%	73%	71%	63%	80%	76%	88%	50%	48%	-	73%	80%	49%	48%	72%	76%	
NET Very/fairly dissatisfied	15	-	15	4	11	9	5	2	6	5	-	2	-	-	8	5	2	-	13	1	
	14%	-	15%	6%	30%	13%	17%	6%	20%	22%	-	23%	1%	-	15%	14%	12%	1%	16%	7%	
Mean	3.97	4.55	3.96	4.24	3.47	3.99	3.92	3.84	4.07	3.98	4.11	3.74	3.94	-	3.97	4.02	3.83	3.94	3.99	3.88	
Std Dev.	1.12	0.64	1.12	0.90	1.31	1.08	1.21	0.96	1.13	1.44	0.60	1.35	1.14	-	1.06	1.20	1.21	1.14	1.14	1.06	
Std Error	0.11	0.37	0.11	0.11	0.22	0.13	0.20	0.19	0.21	0.33	0.16	0.48	0.47	-	0.14	0.21	0.32	0.47	0.12	0.27	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_3_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Table 400

Base : Made a complaint about Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	103	41	22	15	25	63	40	81	22	10	14	19	31	24	64	10	88	46	54	4
Weighted Base	103*	43**	24**	16**	19**	67*	35**	89*	13**	6**	9**	23**	31**	31**	63*	6**	93*	43**	56*	4**
Effective Base	62	24	13	10	15	38	25	51	12	5	8	13	19	16	39	5	54	26	33	4
Very dissatisfied	(1) 2	1	-	-	1	1	1	1	1	-	-	-	1	1	1	-	2	-	2	-
	2%	2%	-	-	7%	2%	4%	1%	11%	-	-	-	5%	3%	2%	-	3%	-	4%	-
Fairly dissatisfied	(2) 12	2	4	3	4	6	6	12	1	1	1	4	1	5	6	1	11	3	9	-
	12%	4%	17%	16%	16%	9%	18%	13%	4%	26%	13%	18%	2%	16%	9%	26%	11%	7%	16%	-
Neither satisfied or	14	3	5	4	2	8	5	12	1	-	-	3	10	-	13	-	13	2	12	-
dissatisfied	(3) 13%	8%	22%	23%	9%	13%	15%	14%	10%	-	3%	13%	31%	-	21%	-	14%	9%	21%	-
Fairly satisfied	(4) 32	18	5	3	6	23	9	29	3	-	4	3	14	8	22	-	30	16	13	3
	31%	41%	22%	17%	32%	34%	25%	32%	23%	-	50%	13%	45%	27%	34%	-	32%	36%	24%	77%
Very satisfied	(5) 42	19	10	7	6	29	13	36	7	4	3	12	5	16	21	4	37	22	19	1
	41%	45%	40%	44%	33%	42%	38%	40%	32%	74%	34%	55%	17%	53%	33%	74%	40%	51%	32%	23%
I don't know / Not	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly	74	37	15	10	13	52	22	64	10	4	7	15	20	25	42	4	67	38	33	4
satisfied	72%	88%	62%	60%	63%	77%	63%	72%	75%	74%	83%	68%	62%	81%	67%	74%	72%	86%	68%	100%
NET Very/fairly	15	3	4	3	5	7	8	13	2	1	1	4	2	6	7	1	13	3	11	-
dissatisfied	14%	7%	17%	17%	26%	10%	22%	14%	15%	26%	13%	18%	6%	19%	11%	26%	14%	7%	21%	-
Mean	3.97	4.21	3.85	3.97	3.86	4.06	3.76	3.97	4.01	4.23	4.04	4.06	3.89	4.11	3.97	4.23	3.95	4.32	3.66	4.23
Std Dev.	1.12	0.94	1.14	1.20	1.34	1.02	1.26	1.06	1.38	1.45	1.01	1.21	0.95	1.23	1.06	1.45	1.12	0.88	1.24	0.49
Std Error	0.11	0.15	0.24	0.31	0.27	0.13	0.20	0.12	0.30	0.46	0.27	0.29	0.17	0.25	0.13	0.46	0.12	0.13	0.17	0.24

QJ7_3_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Table 400

Base : Made a complaint about Collect +

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	103	69	34	13	51	22	19	11	4	4	3	5	10	7	10	1	7	3	19	
Weighted Base	103*	91*	12**	3**	85*	9**	5**	2**	3**	8**	4**	7**	16**	10**	25**	2**	11**	2**	8**	
Effective Base	62	54	8	2	46	10	12	6	4	4	3	5	10	7	10	1	7	1	10	
Very dissatisfied	(1) 2	2	*	*	1	1	-	-	-	1	-	-	-	-	-	-	-	*	1	
	2%	3%	1%	3%	2%	12%	-	-	-	10%	-	-	-	-	-	-	-	4%	14%	
Fairly dissatisfied	(2) 12	12	*	*	11	*	1	*	-	2	-	4	-	-	2	-	3	*	*	
	12%	13%	2%	6%	13%	1%	10%	4%	-	32%	-	63%	-	-	8%	-	26%	-	1%	
Neither satisfied or dissatisfied	(3) 14	13	*	*	11	2	*	-	1	2	1	-	-	2	3	-	3	*	2	
	13%	15%	3%	7%	13%	22%	7%	-	16%	20%	34%	-	-	18%	12%	-	20%	8%	23%	
Fairly satisfied	(4) 32	28	4	*	25	2	3	1	1	2	-	2	5	4	10	-	2	-	2	
	31%	30%	35%	7%	30%	19%	61%	63%	31%	24%	-	37%	28%	38%	40%	-	16%	-	23%	
Very satisfied	(5) 42	35	7	2	36	4	1	1	2	-	3	-	12	4	10	2	4	2	3	
	41%	35%	59%	74%	42%	46%	20%	33%	63%	-	66%	-	72%	43%	40%	100%	32%	68%	37%	
I don't know / Not applicable	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	1%	3%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	74	63	11	3	61	6	4	2	3	2	3	2	16	8	20	2	5	2	5	
	72%	69%	94%	81%	72%	65%	81%	66%	84%	24%	66%	37%	100%	82%	81%	100%	48%	68%	60%	
NET Very/fairly dissatisfied	15	14	*	*	13	1	1	*	-	4	-	4	-	-	2	-	3	*	1	
	14%	16%	2%	8%	15%	13%	10%	4%	-	50%	-	63%	-	-	8%	-	28%	4%	15%	
Mean	3.97	3.90	4.52	4.49	3.96	3.67	3.93	4.25	4.37	2.96	4.33	2.74	4.72	4.25	4.14	5.00	3.53	4.67	3.68	
Std Dev.	1.12	1.14	0.72	1.27	1.12	1.41	0.91	0.86	0.89	1.13	1.09	1.05	0.46	0.78	0.92	0.00	1.25	-	1.43	
Std Error	0.11	0.14	0.13	0.37	0.16	0.30	0.21	0.26	0.45	0.56	0.63	0.47	0.15	0.30	0.29	0.00	0.47	-	0.33	

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

QJ7_3_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Table 400

Base : Made a complaint about Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	103	64	17	84	37	64	7	11	17	3	5	47	40	10	4	2	87	6	44	45	7	5	1	89	6	83	20		
Weighted Base	103*	61**	17**	84*	40**	61*	2**	7**	17**	4**	3**	46**	40**	12**	3**	2**	86*	5**	46**	44**	7**	4**	***	90*	4**	84*	18**		
Effective Base	62	36	11	50	24	36	2	5	11	3	3	27	25	6	3	1	52	4	27	26	4	3	1	53	4	50	12		
Very dissatisfied	(1)	2	2	+	2	+	-	1	+	-	+	1	1	-	-	-	2	-	1	+	-	1	-	1	1	1	1		
		2%	4%	+	3%	4%	-	19%	+	-	2%	2%	3%	-	-	-	3%	-	2%	+	-	39%	-	1%	35%	2%	6%		
Fairly dissatisfied	(2)	12	3	6	6	9	-	-	6	1	-	4	5	1	1	1	9	2	4	6	2	+	-	10	+	7	5		
		12%	5%	37%	7%	23%	5%	-	37%	39%	-	8%	13%	10%	15%	80%	10%	37%	8%	14%	31%	2%	-	11%	2%	8%	28%		
Neither satisfied or dissatisfied	(3)	14	8	1	13	6	-	+	1	-	1	4	5	4	1	-	9	1	5	7	1	+	-	12	+	14	+		
		13%	13%	6%	15%	15%	-	1%	6%	-	26%	8%	13%	31%	40%	-	10%	26%	11%	17%	20%	3%	-	14%	2%	16%	1%		
Fairly satisfied	(4)	32	15	7	23	16	-	1	7	-	1	10	15	7	-	+	25	+	13	14	3	1	+	27	2	30	2		
		31%	24%	43%	28%	46%	-	14%	43%	-	37%	21%	38%	55%	-	20%	29%	7%	29%	31%	43%	34%	100%	30%	40%	35%	11%		
Very satisfied	(5)	42	33	2	40	9	33	2	5	2	1	28	13	-	2	-	41	2	23	17	+	1	-	40	1	32	10		
		41%	54%	13%	47%	22%	100%	66%	13%	61%	35%	61%	32%	-	45%	-	48%	30%	50%	38%	6%	22%	-	44%	20%	38%	54%		
I don't know / Not applicable		+	+	1%	+	+	-	-	+	-	-	+	+	-	-	-	+	-	+	+	-	-	-	+	-	+	+		
NET Very/fairly satisfied	74	48	10	63	25	48	2	6	10	2	2	38	28	7	2	+	65	2	36	30	4	2	+	67	2	62	12		
		72%	78%	57%	75%	62%	100%	80%	57%	61%	72%	82%	70%	59%	45%	20%	76%	36%	79%	69%	49%	56%	100%	74%	60%	74%	65%		
NET Very/fairly dissatisfied	16	5	6	8	9	5	-	1	+	+	+	5	7	1	1	1	11	2	5	6	2	1	-	11	1	8	6		
		14%	9%	37%	10%	23%	9%	-	19%	37%	39%	10%	17%	10%	15%	80%	13%	37%	11%	14%	31%	41%	-	12%	38%	10%	34%		
Mean	3.97	4.20	3.33	4.10	3.60	4.20	5.00	4.09	3.33	3.84	4.02	4.31	3.82	3.48	3.75	2.40	4.08	3.28	4.16	3.94	3.24	2.97	4.00	4.05	3.07	4.01	3.78		
Std Dev.	1.12	1.09	1.15	1.08	1.09	1.09	-	1.64	1.15	1.70	1.09	1.07	1.14	0.71	1.40	-	1.12	1.38	1.07	1.06	1.03	1.98	-	1.06	1.88	1.02	1.52		
Std Error	0.11	0.14	0.29	0.12	0.18	0.14	-	0.50	0.29	0.98	0.49	0.16	0.18	0.22	0.70	-	0.12	0.56	0.16	0.16	0.39	0.88	-	0.11	0.77	0.11	0.34		

QJ7_3_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Table 400

Base : Made a complaint about Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	103	17	85	1	52	49	2	90	10	2	1	102	-
Weighted Base	103*	13**	88*	2**	46**	54*	2**	94*	6**	2**	***	103*	..*
Effective Base	62	10	51	1	28	32	1	56	6	1	1	62	-
Very dissatisfied	2	-	2	-	*	2	-	2	-	-	-	2	-
(1)	2%	-	3%	-	*	4%	-	3%	-	-	-	2%	-
Fairly dissatisfied	12	-	10	2	5	7	-	10	2	-	-	12	-
(2)	12%	-	12%	100%	12%	12%	-	11%	28%	-	-	12%	-
Neither satisfied or dissatisfied	14	2	12	-	6	8	*	14	*	-	-	14	-
(3)	13%	18%	13%	-	12%	15%	5%	15%	1%	-	-	13%	-
Fairly satisfied	32	5	27	-	16	14	2	29	3	*	*	32	-
(4)	31%	36%	31%	-	34%	26%	95%	31%	43%	3%	100%	31%	-
Very satisfied	42	6	37	-	19	23	-	39	2	2	-	42	-
(5)	41%	44%	42%	-	42%	43%	-	41%	27%	97%	-	41%	-
I don't know / Not applicable	*	-	*	-	-	*	-	*	-	-	-	*	-
NET Very/fairly satisfied	74	11	64	-	35	37	2	68	4	2	*	74	-
(72%)	72%	82%	72%	-	76%	68%	95%	72%	70%	100%	100%	72%	-
NET Very/fairly dissatisfied	18	-	13	2	5	9	-	13	2	-	-	15	-
(14%)	14%	-	15%	100%	12%	17%	-	14%	28%	-	-	14%	-
Mean	3.97	4.26	3.97	2.00	4.05	3.90	3.95	3.97	3.69	4.97	4.00	3.97	-
Std Dev.	1.12	0.77	1.13	-	1.02	1.22	0.29	1.12	1.26	0.24	-	1.12	-
Std Error	0.11	0.19	0.12	-	0.14	0.18	0.21	0.12	0.40	0.17	-	0.11	-

QJ7_3_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)				
Unweighted Base	103	37	38	13	15	12	11	14	18	10	10	3	6	4	4	6	5				
Weighted Base	103*	35**	37**	12**	19**	11**	12**	11**	18**	10**	10**	2**	6**	5**	4**	10**	9**				
Effective Base	62	23	22	7	10	7	8	8	10	5	7	1	3	3	2	5	4				
Very dissatisfied	(1) 2	-	*	2	-	-	-	-	-	*	-	1	1	-	-	-	-				
	2%	-	*	20%	-	-	-	-	-	1%	-	82%	18%	-	-	-	-				
Fairly dissatisfied	(2) 12	8	2	-	2	5	1	2	-	*	1	-	-	-	2	-	-				
	12%	23%	4%	-	13%	49%	9%	14%	-	15%	15%	-	-	-	65%	-	-				
Neither satisfied or dissatisfied	(3) 14	3	5	*	8	2	1	-	-	2	3	-	*	-	-	3	3				
	13%	8%	12%	15%	31%	17%	11%	-	-	17%	29%	-	3%	-	-	29%	58%				
Fairly satisfied	(4) 32	9	16	4	3	1	6	3	6	6	3	-	3	1	1	-	2				
	31%	27%	42%	34%	15%	8%	45%	26%	37%	55%	36%	-	48%	29%	31%	-	33%				
Very satisfied	(5) 42	14	16	5	8	3	4	7	11	3	2	*	2	3	*	7	*				
	41%	40%	42%	44%	41%	26%	34%	59%	63%	26%	20%	8%	30%	71%	4%	71%	9%				
I don't know / Not applicable	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-				
	*	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-				
NET Veryfairly satisfied	74	23	31	9	10	4	10	10	18	8	5	*	4	5	1	7	2				
	72%	67%	84%	78%	56%	34%	80%	85%	100%	81%	56%	8%	78%	100%	35%	71%	42%				
NET Veryfairly dissatisfied	16	8	2	2	2	5	1	2	-	*	1	1	1	-	2	-	-				
	14%	22%	4%	20%	13%	49%	9%	14%	-	2%	15%	92%	18%	-	65%	-	-				
Mean	3.97	3.83	4.21	3.82	3.85	3.11	4.05	4.30	4.63	4.04	3.61	1.34	3.72	4.71	2.73	4.43	3.50				
Std Dev.	1.12	1.20	0.84	1.56	1.13	1.33	0.94	1.09	0.50	0.77	1.03	-	1.53	0.51	1.20	0.95	0.73				
Std Error	0.11	0.20	0.14	0.43	0.29	0.38	0.28	0.30	0.12	0.24	0.33	-	0.62	0.26	0.60	0.39	0.33				

Proportions/Means: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	131	6	125	71	60	72	59	31	39	33	13	12	2	1	70	46	15	3	85	45	
Weighted Base	151*	7**	145*	79*	72*	87*	65*	34**	50**	41**	12**	12**	2**	***	84*	53**	14**	2**	88*	62*	
Effective Base	82	5	77	43	38	44	38	19	25	23	7	7	1	1	44	30	8	1	47	34	
Very dissatisfied	(1) 2	-	2	1	1	2	-	-	1	1	-	-	-	-	1	1	-	-	1	1	
	1%	-	1%	1%	2%	2%	-	-	2%	3%	-	2%	-	-	1%	2%	2%	-	1%	1%	
Fairly dissatisfied	(2) 12	2	10	4	8	8	4	1	9	*	-	-	2	-	10	*	2	2	9	2	
	8%	26%	7%	5%	11%	9%	6%	4%	17%	*	-	-	96%	-	12%	*	12%	93%	11%	4%	
Neither satisfied or dissatisfied	(3) 21	-	21	8	13	10	11	8	7	5	-	1	-	-	16	5	*	-	15	6	
	14%	-	15%	10%	15%	11%	17%	24%	15%	12%	-	1%	-	-	19%	10%	1%	-	17%	10%	
Fairly satisfied	(4) 52	2	50	23	30	30	22	8	17	11	8	8	*	*	25	19	8	*	26	26	
	35%	30%	35%	28%	41%	35%	34%	24%	35%	27%	66%	62%	4%	100%	30%	36%	54%	7%	29%	43%	
Very satisfied	(5) 64	3	61	44	20	37	27	16	16	24	4	4	-	-	32	28	4	-	36	27	
	42%	45%	42%	35**	28%	42%	42%	48%	32%	58%	34%	34%	-	-	38%	53%	30%	-	41%	43%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	117	5	112	66	50	67	50	25	33	35	12	12	*	*	58	47	12	*	62	53	
	77%	74%	77%	84%	69%	77%	77%	72%	66%	85%	100%	96%	4%	100%	69%	86%	84%	7%	77%	86%	
NET Very/fairly dissatisfied	14	2	12	5	9	10	4	1	9	1	-	-	2	-	11	1	2	2	11	3	
	9%	26%	8%	6%	12%	12%	6%	4%	19%	3%	-	2%	96%	-	13%	2%	14%	93%	12%	5%	
Mean	4.09	3.94	4.10	4.13**	3.84	4.05	4.14	4.16	3.78	4.37	4.34	4.28	2.09	4.00	3.93	4.37	4.00	2.14	3.98	4.22	
Std Dev.	1.00	1.31	0.98	0.92	1.02	1.06	0.90	0.93	1.13	0.91	0.49	0.69	-	-	1.06	0.83	1.01	-	1.07	0.86	
Std Error	0.09	0.54	0.09	0.11	0.13	0.13	0.12	0.17	0.16	0.16	0.14	0.21	-	-	0.13	0.12	0.27	-	0.12	0.13	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Table 401

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	131	60	30	16	25	90	41	107	24	9	9	26	45	37	80	9	117	53	71	7
Weighted Base	151*	64*	40**	24**	24**	104*	48**	137*	14**	3**	8**	44**	50**	45**	98*	3**	143*	49**	90*	12**
Effective Base	82	35	18	13	16	53	29	71	13	4	5	20	30	22	53	4	75	28	49	5
Very dissatisfied (1)	2	2	*	-	-	2	-	2	-	-	1	-	-	1	1	-	2	1	1	-
	1%	3%	1%	-	-	2%	-	1%	-	-	17%	-	-	3%	1%	-	1%	2%	1%	-
Fairly dissatisfied (2)	12	3	9	-	*	12	*	12	*	-	*	-	6	6	6	-	12	*	12	-
	8%	5%	21%	-	*	11%	*	8%	1%	-	1%	-	12%	12%	8%	-	8%	*	13%	-
Neither satisfied or dissatisfied (3)	21	5	6	6	4	11	10	19	2	*	2	8	3	7	12	*	19	8	12	1
	14%	8%	14%	26%	16%	11%	21%	14%	14%	13%	40%	17%	8%	14%	13%	13%	19%	16%	14%	9%
Fairly satisfied (4)	52	22	11	6	14	33	19	46	6	-	1	13	24	12	38	-	50	14	35	3
	39%	34%	27%	23%	58%	32%	41%	34%	42%	-	24%	30%	47%	27%	38%	-	35%	29%	38%	27%
Very satisfied (5)	64	32	14	12	6	46	18	58	6	3	1	23	17	20	41	3	61	26	31	8
	42%	30%	38%	51%	22%	42%	38%	42%	42%	87%	17%	53%	35%	44%	42%	87%	42%	53%	34%	65%
I don't know / Not applicable	*	-	*	-	-	*	-	*	-	-	*	-	-	-	*	-	*	-	*	-
	*	-	*	-	-	*	-	1%	-	-	2%	-	-	-	*	-	*	-	*	-
NET Very/fairly satisfied	117	54	25	16	20	79	37	105	12	3	2	36	41	32	79	3	111	40	65	11
	77%	84%	64%	74%	83%	76%	79%	76%	85%	87%	40%	83%	82%	70%	80%	87%	77%	82%	72%	81%
NET Very/fairly dissatisfied	14	5	9	-	*	14	*	14	*	-	1	-	6	7	7	-	14	1	13	-
	9%	8%	22%	-	*	12%	*	10%	1%	-	18%	-	12%	15%	7%	-	10%	2%	14%	-
Mean	4.09	4.23	3.78	4.25	4.08	4.06	4.16	4.07	4.28	4.74	3.23	4.30	4.04	3.96	4.15	4.74	4.09	4.32	3.90	4.56
Std Dev.	1.06	0.99	1.18	0.86	0.86	1.09	0.76	1.02	0.75	0.82	1.41	0.77	0.95	1.16	0.92	0.82	1.00	0.87	1.06	0.88
Std Error	0.09	0.13	0.22	0.21	0.13	0.12	0.12	0.10	0.16	0.27	0.50	0.15	0.14	0.19	0.10	0.27	0.09	0.12	0.13	0.26

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	131	91	40	14	70	22	28	11	3	4	3	5	13	9	16	10	7	3	19	
Weighted Base	161*	129*	22**	3**	130*	11**	8**	2**	3**	8**	4**	6**	21**	15**	38**	23**	11**	1**	10**	
Effective Base	82	71	11	3	63	14	17	7	3	4	3	5	12	7	15	10	7	2	13	
Very dissatisfied	(1) 2	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	
	1%	1%	1%	-	-	16%	-	-	-	-	-	-	-	-	-	-	-	-	20%	
Fairly dissatisfied	(2) 12	8	4	*	12	*	*	-	-	-	-	-	-	4	3	4	1	-	*	
	8%	6%	17%	2%	9%	1%	1%	-	-	-	-	-	-	26%	7%	17%	12%	-	1%	
Neither satisfied or dissatisfied	(3) 14%	20	1	*	18	1	2	1	1	4	3	1	2	1	5	-	-	-	1	
	10%	15%	6%	5%	14%	7%	10%	29%	34%	50%	70%	3	19%	12%	8%	14%	-	-	7%	
Fairly satisfied	(4) 52	42	10	3	41	7	3	1	1	4	-	4	12	1	9	-	10	1	6	
	38%	32%	47%	77%	32%	59%	3	54%	32%	50%	-	66%	55%	10%	23%	-	88%	89%	55%	
Very satisfied	(5) 64	58	6	*	59	2	3	*	1	-	1	1	7	6	21	19	-	*	2	
	49%	45%	28%	12%	45%	16%	40%	17%	34%	-	30%	12%	32%	57%	55%	63%	-	11%	17%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	117	100	17	3	100	9	7	1	2	4	1	5	18	10	30	19	10	1	7	
	77%	77%	73%	90%	77%	73%	80%	71%	66%	90%	30%	81%	88%	66%	79%	63%	88%	100%	72%	
NET Very/fairly dissatisfied	14	10	4	*	12	2	*	-	-	-	-	-	-	4	3	4	1	-	2	
	9%	7%	18%	2%	9%	2%	18%	1%	-	-	-	-	-	28%	7%	17%	12%	-	20%	
Mean	4.99	4.13	3.84	4.03	4.13	3.55	4.21	3.88	4.00	3.50	3.60	3.96	4.20	3.98	4.29	4.48	3.77	4.11	3.49	
Std Dev.	1.00	0.98	1.08	0.62	0.97	1.34	0.80	-	1.01	0.53	1.04	0.64	0.65	1.34	0.95	1.16	0.67	-	1.41	
Std Error	0.09	0.10	0.17	0.17	0.12	0.29	0.15	-	0.08	0.27	0.60	0.29	0.18	0.45	0.24	0.37	0.25	-	0.32	

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

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Table 401

Base : Made a complaint about DHL

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH Income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH Income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	131	91	14	115	38	91	7	16	14	1	3	55	51	16	6	2	106	8	65	42	16	6	2	107	8	105	26		
Weighted Base	161*	101*	22**	129*	49**	101*	2**	7**	22**	1**	4**	65*	58*	19**	7**	1**	123*	9**	73*	52**	22**	3**	2**	124*	5**	122*	29**		
Effective Base	82	56	10	70	25	56	3	8	10	1	3	34	32	9	5	1	66	6	41	29	9	3	2	70	5	65	17		
Very dissatisfied (1)	2	2	+	2	+	2	-	-	+	-	-	1	+	-	1	-	1	1	1	1	1	-	-	1	-	1	1		
	1%	2%	1%	1%	1%	2%	-	-	1%	-	-	2%	+	-	11%	-	1%	9%	2%	-	4%	-	-	1%	-	1%	4%		
Fairly dissatisfied (2)	12	4	2	9	7	4	-	+	2	-	-	-	8	2	1	-	8	1	7	1	4	-	-	8	-	8	4		
	8%	4%	10%	7%	15%	4%	-	1%	10%	-	-	-	100%	12%	18%	-	7%	15%	9%	3%	17%	-	-	8%	-	8%	14%		
Neither satisfied or dissatisfied (3)	21	10	7	14	11	10	+	1	7	-	1	3	11	5	2	-	14	2	6	6	6	1	1	13	2	21	-		
	14%	10%	33%	17%	22%	10%	3%	13%	33%	-	27%	4%	19%	25%	22%	-	11%	18%	9%	12%	28%	40%	45%	10%	42%	17%	2%		
Fairly satisfied (4)	52	38	4	47	13	38	-	3	4	-	-	20	25	7	1	-	44	1	22	23	6	1	-	45	1	37	16		
	35%	36%	18%	27%	26%	38%	-	43%	18%	-	-	30%	43%	35%	19%	-	36%	16%	30%	45%	27%	56%	-	36%	30%	54%	8		
Very satisfied (5)	64	46	8	55	19	46	2	3	8	1	3	42	14	5	2	1	55	4	37	21	5	1	58	1	57	8			
	42%	46%	38%	44%	36%	46%	97%	42%	38%	100%	73%	45%	24%	26%	30%	100%	45%	41%	50%	41%	24%	-	55%	46%	25%	46%	26%		
I don't know / Not applicable	+	+	+	+	+	+	+	+	-	-	-	-	-	+	-	-	-	-	-	-	-	4%	-	-	+	-	+		
NET Very/fairly satisfied	117	85	12	103	31	85	2	6	12	1	3	61	38	12	4	1	100	5	58	44	11	1	1	103	3	93	23		
	77%	84%	56%	80%	63%	84%	97%	85%	56%	100%	73%	45%	67%	63%	49%	100%	81%	57%	80%	85%	51%	56%	55%	62%	56%	76%	80%		
NET Very/fairly dissatisfied	14	6	2	11	8	6	-	+	2	-	-	1	8	2	2	-	9	2	8	1	5	-	-	9	-	8	5		
	9%	6%	11%	9%	15%	6%	-	1%	17%	-	-	2%	14%	12%	29%	-	8%	24%	11%	3%	21%	-	-	7%	-	7%	10%		
Mean	4.08	4.22	3.82	4.14	3.83	4.22	4.94	4.28	3.82	5.00	4.47	4.58%	3.76	3.79	3.39	5.00	4.18%	3.65	4.18	4.24	3.51	3.59	4.10	4.21	3.83	4.15	3.84		
Std Dev	1.00	0.92	1.11	0.98	1.10	0.92	-	0.76	1.11	-	1.03	0.73	0.99	1.01	1.47	-	0.95	1.47	1.04	0.76	1.16	0.63	1.33	0.94	0.92	0.96	1.11		
Std Error	0.09	0.10	0.30	0.09	0.18	0.10	-	0.20	0.30	-	0.59	0.10	0.14	0.26	0.60	-	0.09	0.52	0.13	0.12	0.29	0.28	0.94	0.09	0.35	0.09	0.22		

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Table 401

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	131	13	114	4	56	63	12	117	11	2	1	130	-
Weighted Base	151*	10**	136*	6**	62*	74*	16**	136*	12**	3**	***	151*	**
Effective Base	82	6	73	3	31	41	9	73	6	2	1	81	-
Very dissatisfied (1)	2	1	1	-	1	1	-	2	-	-	-	2	-
	7%	8%	1%	-	1%	2%	-	1%	-	-	-	1%	-
Fairly dissatisfied (2)	12	*	12	-	1	8	3	12	-	-	-	12	-
	8%	1%	9%	-	2%	10%	16%	9%	-	-	-	8%	-
Neither satisfied or dissatisfied (3)	21	3	17	1	7	11	3	18	2	1	*	21	-
	14%	32%	13%	15%	11%	15%	17%	13%	20%	38%	100%	14%	-
Fairly satisfied (4)	52	3	49	*	14	30	8	45	7	-	-	52	-
	35%	37%	36%	9%	23%	41%	45%	33%	60%	-	-	35%	-
Very satisfied (5)	64	3	57	4	28	23	9	60	3	2	-	64	-
	42%	29%	42%	76%	41%	32%	19%	44%	20%	62%	-	42%	-
I don't know / Not applicable	-	-	*	-	*	-	-	*	-	-	-	*	-
	-	-	*	-	*	-	-	*	-	-	-	*	-
NET Very/fairly satisfied	117	6	108	5	52	54	11	105	10	2	-	117	-
	77%	60%	78%	85%	85%	73%	67%	77%	80%	62%	-	77%	-
NET Very/fairly dissatisfied	14	1	13	-	2	9	3	14	-	-	-	14	-
	9%	9%	9%	-	4%	12%	16%	10%	-	-	-	9%	-
Mean	4.09	3.72	4.10	4.61	4.42%	3.90	3.69	4.10	4.00	4.25	3.00	4.09	-
Std Dev.	1.00	1.19	0.98	0.81	0.88	1.02	0.99	1.02	0.86	1.22	-	1.00	-
Std Error	0.09	0.33	0.09	0.41	0.12	0.13	0.28	0.09	0.20	0.87	-	0.09	-

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	131	36	34	32	29	9	13	14	19	9	6	10	9	13	9	12	8
Weighted Base	151*	41**	36**	44**	30**	4**	20**	17**	18**	13**	5**	10**	14**	20**	8**	15**	8**
Effective Base	82	22	19	23	17	3	8	11	10	6	5	6	7	11	6	8	4
Very dissatisfied	(1) 2	+	-	1	1	+	-	-	-	-	-	-	1	-	-	1	-
	7%	1%	-	2%	3%	5%	-	-	-	-	-	-	7%	-	-	5%	-
Fairly dissatisfied	(2) 12	7	-	5	-	+	5	2	-	-	-	2	3	-	-	-	-
	8%	17%	-	11%	-	3%	26%	10%	-	-	-	21%	19%	-	-	-	-
Neither satisfied or dissatisfied	(3) 21	4	5	5	8	+	+	3	1	1	3	3	-	2	1	5	2
	14%	9%	13%	11%	26%	9%	3%	16%	8%	4%	49%	27%	-	11%	11%	31%	30%
Fairly satisfied	(4) 52	16	12	11	14	2	6	7	8	2	2	3	1	6	4	4	5
	39%	38%	32%	29%	46%	58%	30%	43%	46%	14%	30%	30%	11%	32%	54%	30%	68%
Very satisfied	(5) 64	15	20	22	8	1	8	5	8	11	1	2	9	11	3	5	+
	42%	35%	55%	50%	26%	25%	41%	31%	46%	81%	21%	21%	63%	56%	35%	33%	2%
I don't know / Not applicable	+	-	-	+	-	-	-	-	-	-	-	+	-	-	-	-	-
	+	-	-	+	-	-	-	-	-	-	-	1%	-	-	-	-	-
NET Veryfairly satisfied	117	30	32	33	22	3	14	13	17	12	3	5	10	17	7	9	5
	77%	74%	87%	75%	72%	83%	72%	74%	92%	96%	51%	51%	74%	89%	89%	64%	70%
NET Veryfairly dissatisfied	14	7	-	6	1	+	5	2	-	-	-	2	4	-	-	1	-
	9%	17%	-	12%	3%	8%	26%	10%	-	-	-	21%	26%	-	-	5%	-
Mean	4.09	3.91	4.42	4.10	3.92	3.94	3.87	3.95	4.38	4.77	3.71	3.51	4.04	4.45	4.24	3.86	3.72
Std Dev.	1.00	1.09	0.72	1.13	0.87	1.11	1.24	0.96	0.65	0.53	0.87	1.11	1.48	0.71	0.68	1.09	0.52
Std Error	0.09	0.18	0.12	0.20	0.16	0.37	0.34	0.26	0.15	0.18	0.36	0.37	0.49	0.20	0.23	0.31	0.18

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
+ small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Table 402

Base : Made a complaint about FedEx

	Total	Methodology		Online business/hobby				Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)			
Unweighted Base	116	4	112	64	52	86	50	27	34	35	13	6	-	1	61	48	7	1	82	33			
Weighted Base	132*	7**	125*	71*	61*	83*	49*	33**	39**	42**	11**	5**	-**	2**	71*	54*	7**	2**	88*	44**			
Effective Base	76	4	71	40	35	43	34	18	21	25	6	3	-	1	39	31	4	1	51	24			
Very dissatisfied	(1) 5	2	2	-	5	2	2	1	-	1	2	-	-	-	1	4	-	-	5	-			
	4%	37%	2%	-	8%	3%	5%	4%	-	2%	22%	-	-	-	2%	7%	-	-	6%	-			
Fairly dissatisfied	(2) 9	-	9	8	1	7	2	6	3	-	-	-	-	-	9	-	-	-	7	3			
	7%	-	7%	12%	1%	6%	5%	17%	9%	1%	-	-	-	-	12%	1%	-	-	8%	6%			
Neither satisfied or dissatisfied	(3) 18	-	18	6	11	9	9	4	7	6	-	-	-	-	11	6	-	-	10	7			
	13%	-	14%	9%	19%	10%	18%	12%	19%	15%	-	-	-	-	16%	12%	-	-	12%	16%			
Fairly satisfied	(4) 52	4	48	30	22	31	21	12	17	16	5	-	-	2	29	21	2	2	36	16			
	39%	63%	38%	43%	36%	37%	43%	37%	44%	37%	49%	4%	-	100%	41%	39%	30%	100%	41%	36%			
Very satisfied	(5) 48	-	48	26	22	34	14	10	11	19	4	5	-	-	21	23	5	-	29	19			
	37%	-	39%	37%	36%	41%	26%	30%	28%	45%	33%	94%	-	-	29%	42%	68%	-	34%	42%			
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
NET Very/satisfied	100	4	96	57	44	65	35	22	28	35	9	5	-	2	50	43	7	2	66	35			
NET Very/dissatisfied	14	2	12	8	6	9	5	7	3	1	2	-	-	-	10	4	-	-	11	3			
Mean	3.98	2.89	4.04	4.05	3.91	4.06	3.85	3.72	3.92	4.21	3.67	4.96	-	4.00	3.83	4.10	4.70	4.00	3.90	4.14			
Std Dev.	1.06	1.57	1.00	0.97	1.16	1.06	1.06	1.20	0.92	0.91	1.55	0.21	-	-	1.05	1.08	0.50	-	1.12	0.90			
Std Error	0.16	0.79	0.09	0.12	0.16	0.13	0.15	0.23	0.16	0.15	0.43	0.10	-	-	0.13	0.16	0.20	-	0.12	0.16			

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Table 402

Base : Made a complaint about FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	116	50	26	17	23	76	40	97	19	11	11	25	35	31	71	11	103	49	65	2
Weighted Base	132*	49**	37**	26**	19**	87*	45**	119*	13**	8**	10**	31**	49**	31**	90*	8**	123*	48**	79*	4**
Effective Base	76	28	19	14	16	46	29	66	9	5	7	19	24	19	49	5	69	27	45	2
Very dissatisfied (1)	5	1	4	-	-	5	-	5	-	-	-	1	2	1	4	-	-	5	-	-
	4%	2%	10%	-	-	6%	-	4%	-	-	-	4%	5%	3%	4%	-	4%	-	6%	-
Fairly dissatisfied (2)	9	5	-	3	2	5	4	9	-	-	4	-	4	1	8	-	9	-	7	3
	7%	10%	-	10%	8%	6%	9%	8%	-	-	44%	-	8%	3%	9%	-	7%	-	8%	59%
Neither satisfied or dissatisfied (3)	19	6	4	3	5	9	8	15	2	-	1	6	3	6	11	-	17	9	8	-
	13%	12%	9%	11%	27%	11%	19%	13%	16%	-	16%	21%	6%	20%	12%	-	14%	19%	11%	-
Fairly satisfied (4)	52	15	17	13	8	32	20	46	6	6	2	11	24	9	37	6	46	19	31	2
	39%	30%	46%	49%	39%	37%	44%	39%	46%	81%	16%	36%	50%	28%	41%	81%	39%	39%	40%	41%
Very satisfied (5)	48	22	13	8	5	35	13	44	4	2	2	12	15	14	30	2	47	20	28	-
	37%	45%	35%	30%	26%	41%	38%	37%	35%	19%	25%	35%	31%	45%	33%	16%	38%	42%	32%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	100	37	30	20	13	67	33	90	11	8	4	23	40	23	67	8	92	39	59	2
	79%	76%	80%	79%	63%	78%	73%	75%	82%	100%	41%	75%	81%	74%	75%	100%	75%	87%	72%	47%
NET Very/fairly dissatisfied	14	6	4	3	2	10	4	14	-	-	4	1	7	2	12	-	14	-	11	3
	11%	12%	10%	10%	8%	11%	9%	12%	-	-	44%	4%	12%	6%	12%	-	11%	-	14%	59%
Mean	3.88	4.07	3.94	3.99	3.82	4.02	3.92	3.96	4.17	4.19	3.23	4.05	3.94	4.10	3.90	4.19	3.96	4.23	3.90	2.81
Std Dev.	1.06	1.09	1.18	0.92	0.93	1.13	0.92	1.09	0.73	0.42	1.32	1.01	1.08	1.05	1.10	0.42	1.09	0.75	1.16	1.12
Std Error	0.10	0.16	0.23	0.22	0.19	0.13	0.15	0.11	0.17	0.13	0.40	0.20	0.18	0.19	0.13	0.13	0.11	0.11	0.15	0.79

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Table 402

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	116	82	34	12	67	17	22	10	3	2	7	4	15	12	9	9	6	2	15	
Weighted Base	132*	113*	19**	3**	116*	8**	11**	2**	3**	3**	10**	5**	24**	17**	22**	23**	9**	1**	7**	
Effective Base	76	64	10	2	60	10	13	6	3	2	7	4	14	11	9	9	6	1	9	
Very dissatisfied	(1) 5	5	-	-	4	1	-	-	-	-	1	-	-	-	2	-	-	-	1	
	4%	4%	-	-	3%	13%	-	-	-	-	14%	-	-	-	17%	-	-	-	10%	
Fairly dissatisfied	(2) 9	9	-	-	8	1	-	-	-	-	-	-	2	-	3	3	1	-	1	
	7%	8%	2%	9%	7%	10%	5%	-	-	-	-	-	7%	-	12%	11%	15%	-	11%	
Neither satisfied or dissatisfied	(3) 18	17	-	-	15	1	1	-	-	-	3	4	4	1	3	-	1	-	1	
	13%	15%	-	-	13%	16%	14%	-	-	-	30%	25%	16%	7%	12%	-	13%	-	19%	
Fairly satisfied	(4) 52	42	10	2	45	3	2	1	1	-	5	1	9	9	5	9	5	1	2	
	39%	37%	54%	77%	39%	39%	43%	59%	32%	-	56%	25%	36%	52%	24%	41%	56%	100%	29%	
Very satisfied	(5) 48	40	8	-	44	2	2	1	2	3	-	-	10	7	9	11	1	-	2	
	37%	35%	42%	9%	38%	22%	38%	41%	68%	100%	-	-	41%	41%	46%	46%	16%	-	23%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	100	82	18	3	89	5	5	2	3	3	5	1	19	16	14	21	6	1	4	
	79%	72%	87%	88%	78%	59%	81%	100%	100%	100%	56%	25%	77%	93%	65%	89%	72%	100%	63%	
NET Very/fairly dissatisfied	14	14	-	-	12	2	-	-	-	-	1	-	2	-	5	3	1	-	2	
	17%	12%	2%	9%	10%	23%	5%	-	-	-	14%	-	7%	-	24%	11%	15%	-	26%	
Mean	3.88	3.92	4.39	3.90	4.00	3.44	4.13	4.41	4.68	5.00	3.28	3.25	4.12	4.35	3.70	4.25	3.73	4.00	3.35	
Std Dev.	1.08	1.10	0.60	0.84	1.05	1.38	0.93	0.65	0.57	0.00	1.08	0.48	0.92	0.63	1.43	0.95	0.96	-	1.49	
Std Error	0.10	0.12	0.11	0.25	0.13	0.35	0.20	0.20	0.33	0.00	0.41	0.24	0.24	0.18	0.48	0.32	0.39	-	0.40	

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Table 402

Base : Made a complaint about FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	116	77	11	102	36	77	8	13	11	2	3	49	48	12	5	2	97	7	57	45	11	2	-	102	2	99	17
Weighted Base	132*	91*	9**	119*	37**	91*	5**	7**	9**	1**	3**	55**	59*	13**	4**	1**	114*	5**	65*	56*	8**	3**	-**	120*	3**	109*	23**
Effective Base	75	50	8	66	23	50	3	7	8	1	2	29	34	8	3	1	63	5	33	34	6	2	-	66	2	63	12
Very dissatisfied (1)	5	5	-	5	-	5	-	-	-	-	-	1	4	-	-	-	5	-	1	4	-	-	-	5	-	1	4
	4%	9%	-	4%	-	9%	-	-	-	-	-	2%	7%	-	-	-	4%	-	2%	7%	-	-	-	4%	-	1%	15%
Fairly dissatisfied (2)	9	3	1	8	6	3	-	-	1	-	-	3	1	4	1	-	4	1	1	6	3	-	-	7	-	9	*
	7%	3%	10%	7%	17%	3%	-	-	10%	-	-	5%	2%	34%	33%	-	3%	24%	2%	10%	34%	-	-	5%	-	8%	1%
Neither satisfied or dissatisfied (3)	18	7	4	14	11	7	-	1	4	-	1	4	10	1	1	1	14	3	4	8	3	1	-	12	1	16	2
	13%	8%	42%	12%	28%	8%	-	13%	42%	-	56%	6%	17%	11%	30%	90%	12%	47%	7%	15%	33%	48%	-	10%	48%	15%	7%
Fairly satisfied (4)	52	36	3	48	15	36	5	3	3	*	-	15	31	5	4	-	47	*	24	25	2	1	-	49	1	45	7
	39%	40%	34%	40%	39%	40%	92%	39%	34%	16%	-	28%	53%	42%	4%	-	47%	3%	37%	44%	26%	52%	-	40%	52%	42%	30%
Very satisfied (5)	48	40	1	44	6	40	*	3	1	1	1	33	13	2	1	*	45	1	34	14	1	-	-	48	-	37	11
	37%	44%	12%	37%	15%	44%	8%	48%	12%	84%	44%	59%	21%	13%	33%	10%	40%	27%	53%	24%	8%	-	-	40%	-	34%	46%
I don't know / Not applicable	*	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-	-	*	-	-
NET Very/fairly satisfied	100	76	4	92	20	76	5	6	4	1	1	48	44	7	1	*	92	2	58	38	3	1	-	96	1	83	18
	76%	84%	46%	77%	54%	84%	100%	87%	46%	100%	44%	87%	75%	55%	37%	10%	80%	29%	50%	69%	33%	52%	-	80%	52%	76%	77%
NET Very/fairly dissatisfied	14	8	1	13	6	8	-	-	1	-	-	4	5	4	1	-	9	1	2	9	3	-	-	11	-	10	4
	11%	8%	10%	11%	17%	8%	-	-	10%	-	-	7%	8%	34%	33%	-	7%	24%	3%	17%	34%	-	-	10%	-	10%	16%
Mean	3.98	4.14	3.49	3.99	3.52	4.14	4.08	4.36	3.49	4.84	3.88	4.37	3.81	3.34	3.37	3.19	4.09	3.32	4.38%	3.69	3.07	3.52	-	4.06	3.52	3.99	3.94
Std Dev.	1.06	1.06	0.89	1.07	0.96	1.06	0.30	0.75	0.89	-	1.27	0.94	1.01	1.12	1.44	-	1.02	1.23	0.82	1.16	1.01	0.63	-	1.04	0.63	0.97	1.42
Std Error	0.10	0.12	0.28	0.11	0.16	0.12	0.11	0.21	0.28	-	0.74	0.14	0.15	0.32	0.64	-	0.10	0.46	0.11	0.17	0.30	0.44	-	0.10	0.44	0.10	0.35

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	116	13	98	5	48	59	9	100	13	2	1	115	-
Weighted Base	132*	15**	111*	6**	60**	63*	9**	118*	11**	3**	***	132*	..*
Effective Base	76	8	63	4	30	39	7	65	8	2	1	74	-
Very dissatisfied	(1) 6	2	2	-	-	5	-	5	-	-	-	5	-
	4%	16%	2%	-	-	8%	-	4%	-	-	-	4%	-
Fairly dissatisfied	(2) 9	-	9	-	7	1	2	5	4	-	-	9	-
	7%	-	8%	-	11%	2%	17%	4%	38%	-	-	7%	-
Neither satisfied or dissatisfied	(3) 19	2	14	2	9	7	1	11	5	1	-	18	-
	13%	12%	12%	37%	19%	11%	12%	10%	43%	42%	-	13%	-
Fairly satisfied	(4) 52	6	46	*	19	28	5	49	2	2	-	52	-
	39%	36%	41%	9%	32%	44%	54%	41%	14%	56%	-	39%	-
Very satisfied	(5) 48	5	40	3	25	22	2	48	1	-	*	48	-
	37%	34%	36%	54%	41%	35%	17%	40%	6%	-	100%	37%	-
I don't know / Not applicable	-	-	*	-	-	*	-	*	-	-	-	*	-
	-	-	*	-	-	*	-	*	-	-	-	*	-
NET Veryfairly satisfied	100	11	86	4	44	50	7	96	2	2	*	100	-
	76%	72%	77%	63%	73%	79%	71%	82%	19%	58%	100%	76%	-
NET Veryfairly dissatisfied	14	2	12	-	7	6	2	10	4	-	-	14	-
	11%	16%	10%	-	11%	9%	17%	8%	38%	-	-	11%	-
Mean	3.99	3.73	4.01	4.17	4.04	3.97	3.71	4.10	2.87	3.58	5.00	3.98	-
Std Dev.	1.06	1.41	1.01	1.04	1.01	1.12	0.99	1.02	0.89	0.60	-	1.06	-
Std Error	0.10	0.39	0.10	0.46	0.15	0.15	0.33	0.10	0.25	0.42	-	0.10	-

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	116	23	42	28	23	6	6	11	25	8	9	7	9	12	8	5	10
Weighted Base	132*	27**	40**	43**	21**	4**	8**	15**	24**	8**	8**	9**	14**	20**	5**	6**	10**
Effective Base	75	16	24	22	14	3	5	8	13	6	5	6	7	10	6	4	6
Very dissatisfied	(1) 5	-	-	5	-	-	-	-	-	-	-	1	1	2	-	-	-
	4%	-	-	11%	-	-	-	-	-	-	-	15%	8%	12%	-	-	-
Fairly dissatisfied	(2) 9	3	3	3	-	-	1	2	3	-	1	-	3	-	*	-	-
	7%	11%	9%	6%	1%	-	16%	11%	11%	-	11%	-	19%	-	4%	-	-
Neither satisfied or dissatisfied	(3) 16	4	3	8	2	-	1	3	2	1	*	3	4	1	1	1	-
	13%	15%	8%	18%	8%	-	13%	21%	7%	15%	4%	31%	31%	6%	17%	13%	-
Fairly satisfied	(4) 52	10	15	16	12	3	3	4	10	3	2	3	1	11	2	3	7
	39%	37%	36%	36%	56%	65%	35%	30%	40%	33%	28%	38%	10%	52%	38%	51%	68%
Very satisfied	(5) 48	10	19	12	8	2	3	6	10	4	4	2	4	6	2	2	3
	37%	37%	46%	27%	36%	35%	37%	38%	41%	52%	57%	17%	32%	30%	41%	36%	32%
I don't know / Not applicable	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	100	20	33	27	19	4	6	10	20	7	5	6	17	4	5	10	10
	76%	74%	83%	63%	91%	100%	71%	68%	81%	85%	85%	55%	42%	82%	79%	87%	100%
NET Veryfairly dissatisfied	14	3	9	7	*	-	1	2	3	-	1	1	4	2	*	-	-
	11%	11%	8%	17%	1%	-	16%	11%	11%	-	11%	15%	27%	12%	4%	-	-
Mean	3.98	4.01	4.21	3.62	4.26	4.35	3.92	3.95	4.12	4.38	4.31	3.42	3.39	3.87	4.17	4.23	4.32
Std Dev.	1.06	0.99	0.94	1.27	0.65	0.55	1.13	1.05	0.97	0.77	1.05	1.29	1.36	1.23	0.93	0.72	0.49
Std Error	0.10	0.21	0.15	0.24	0.14	0.22	0.46	0.32	0.20	0.27	0.35	0.49	0.45	0.35	0.33	0.32	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Table 403

Base : Made a complaint about Evri

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	246	30	218	101	147	98	150	51	52	60	37	28	11	9	103	97	48	20	205	41	
Weighted Base	254	39**	215	93*	161**	103*	151*	61**	60*	54*	40**	24**	6**	8**	121*	94*	38**	14**	193	57*	
Effective Base	156	25	132	58	98	59	98	35	36	37	23	15	5	5	71	60	25	10	121	33	
Very dissatisfied	(1) 48	9	39	8	40	18	29	8	17	10	6	2	1	2	25	17	6	3	36	9	
	18%	23%	18%	9%	28%	18%	19%	13%	28%	19%	16%	10%	19%	28%	21%	18%	15%	24%	19%	18%	
Fairly dissatisfied	(2) 28	8	20	7	21	2	25	6	-	5	5	7	2	2	6	10	11	4	25	3	
	11%	21%	9%	7%	13%	2%	13%	11%	-	9%	14%	20%	36%	24%	5%	11%	29%	30%	13%	8%	
Neither satisfied or dissatisfied	(3) 45	5	40	15	30	23	22	12	12	12	8	1	*	-	24	20	1	*	34	11	
	18%	13%	19%	17%	18%	23%	14%	19%	19%	23%	20%	4%	2%	-	19%	21%	3%	1%	17%	20%	
Fairly satisfied	(4) 90	13	76	31	58	34	56	28	18	14	14	11	2	4	46	28	16	6	65	24	
	35%	35%	35%	34%	38%	33%	37%	45%	30%	25%	35%	45%	31%	47%	38%	29%	43%	40%	34%	41%	
Very satisfied	(5) 42	3	39	30	12	25	16	7	14	13	6	2	1	*	21	18	3	1	31	11	
	16%	6%	18%	32%	7%	25%	11%	12%	23%	23%	15%	8%	11%	1%	17%	20%	7%	6%	16%	15%	
I don't know / Not applicable	2	1	1	1	1	-	2	-	-	1	-	1	-	-	-	1	1	-	2	-	
	7%	3%	1%	1%	1%	-	1%	-	-	2%	-	4%	-	-	-	1%	3%	-	1%	-	
NET Very/fairly satisfied	131	16	116	61	70	59	72	35	32	26	20	13	3	4	66	46	19	6	96	34	
	52%	41%	54%	59%	43%	57%	46%	57%	52%	48%	50%	53%	42%	48%	55%	49%	50%	45%	50%	60%	
NET Very/fairly dissatisfied	75	17	58	15	61	21	55	15	17	15	12	9	4	4	32	27	17	7	62	11	
	30%	44%	27%	16%	38%	20%	30%	24%	26%	27%	30%	39%	56%	52%	26%	28%	44%	54%	32%	20%	
Mean	3.20	2.80	3.27	3.78	2.89	3.44	3.03	3.31	3.19	3.25	3.19	3.12	2.79	2.69	3.25	3.23	2.97	2.73	3.15	3.44	
Std Dev.	1.36	1.33	1.36	1.24	1.33	1.37	1.34	1.22	1.53	1.42	1.32	1.25	1.48	1.43	1.38	1.37	1.30	1.39	1.37	1.29	
Std Error	0.09	0.25	0.09	0.12	0.11	0.14	0.11	0.17	0.21	0.19	0.22	0.24	0.45	0.48	0.14	0.14	0.19	0.31	0.10	0.20	

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Table 403

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	249	96	63	41	48	159	89	177	68	19	23	45	84	60	152	19	218	86	151	12
Weighted Base	254	94*	79*	39**	43*	172*	82*	200	50*	15**	19**	50*	85*	62*	155*	15**	223	71*	167	16**
Effective Base	156	57	43	28	32	99	59	116	42	12	15	30	52	36	96	12	137	49	100	8
Very dissatisfied (1)	48	13	13	6	14	26	22	36	11	2	2	9	20	10	31	2	43	9	35	3
	19%	14%	16%	20%	32%	15%	27%	18%	22%	12%	11%	19%	23%	16%	20%	12%	19%	13%	21%	18%
Fairly dissatisfied (2)	29	11	11	2	4	22	6	18	10	2	5	3	7	5	16	2	22	6	21	-
	11%	11%	14%	5%	9%	13%	7%	9%	20%	17%	28%	6%	8%	7%	10%	17%	10%	9%	13%	-
Neither satisfied or dissatisfied (3)	45	13	11	7	14	24	21	34	9	3	5	9	12	13	27	3	40	12	31	2
	18%	13%	15%	18%	29%	14%	26%	17%	18%	21%	29%	19%	15%	20%	18%	21%	18%	17%	19%	11%
Fairly satisfied (4)	90	32	36	15	6	69	21	75	15	5	3	16	36	23	55	5	81	17	65	8
	36%	34%	46%	38%	15%	40%	26%	37%	30%	33%	15%	33%	42%	36%	35%	33%	36%	23%	39%	50%
Very satisfied (5)	42	24	7	7	4	31	11	36	4	2	3	11	11	13	25	2	37	24	15	3
	16%	25%	9%	17%	9%	18%	13%	19%	6%	10%	18%	21%	12%	20%	16%	17%	17%	31%	9%	21%
I don't know / Not applicable	2	1	-	-	1	1	1	1	1	1	-	1	-	-	1	1	1	2	-	-
	1%	1%	-	-	2%	1%	1%	1%	2%	7%	-	2%	-	-	1%	7%	1%	3%	-	-
NET Veryfairly satisfied	131	56	44	22	10	100	32	110	19	6	6	27	46	35	79	6	118	40	79	12
	53%	59%	57%	56%	24%	63%	38%	65%	38%	43%	32%	64%	54%	56%	51%	43%	53%	57%	48%	71%
NET Veryfairly dissatisfied	75	24	24	10	18	48	28	54	21	4	7	13	27	15	47	4	65	16	57	3
	30%	25%	30%	26%	42%	28%	34%	27%	43%	29%	39%	25%	31%	23%	30%	29%	29%	22%	34%	18%
Mean	3.20	3.17	3.18	3.27	2.58	3.34	2.91	3.28	2.80	3.13	3.00	3.32	3.12	3.38	3.17	3.13	3.22	3.17	3.01	3.56
Std Dev.	1.36	1.37	1.26	1.39	1.34	1.33	1.40	1.36	1.32	1.27	1.29	1.41	1.39	1.33	1.38	1.27	1.36	1.41	1.31	1.37
Std Error	0.09	0.14	0.16	0.22	0.20	0.11	0.15	0.10	0.16	0.30	0.27	0.21	0.15	0.17	0.11	0.30	0.09	0.15	0.11	0.39

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Table 403

Base : Made a complaint about Evri

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	248	175	73	26	136	38	52	22	14	20	11	15	15	16	17	13	15	3	35	
Weighted Base	254	226	28**	3**	215	10*	18**	5**	10**	34**	15**	19**	22**	23**	40**	29**	23**	***	16**	
Effective Base	166	139	17	23	120	20	26	14	14	19	11	15	14	15	17	13	14	3	19	
Very dissatisfied	(1)	48	39	9	42	3	2	1	1	7	6	2	3	2	5	9	8	-	3	
	19%	37	31%	24%	19%	20%	12%	15%	13%	21%	36%	8	13%	8%	12%	30%	34%	-	20%	
Fairly dissatisfied	(2)	28	24	3	24	2	2	*	1	3	2	5	*	-	2	3	7	-	2	
	11%	11%	12%	11%	11%	11%	9%	11%	7%	14%	24%	30%	6%	3%	10%	31%	27%	-	11%	
Neither satisfied or dissatisfied	(3)	48	42	3	39	1	4	1	1	5	3	7	3	3	12	4	2	*	1	
	19%	19%	10%	24%	18%	7%	20%	24%	14%	14%	19%	37%	12%	13%	30%	14%	7%	19%	7%	
Fairly satisfied	(4)	90	83	7	74	6	8	2	4	16	4	13	6	7	17	6	7	-	6	
	35%	37%	25%	18%	34%	37%	43%	50%	35%	48%	29%	71%	34%	58%	34%	25%	28%	-	38%	
Very satisfied	(5)	42	36	6	35	4	3	*	3	2	-	4	7	5	8	6	4	-	4	
	16%	16%	22%	23%	16%	22%	16%	6%	31%	7%	-	19%	30%	21%	19%	22%	-	61%	24%	
I don't know / Not applicable	2	2	-	-	2	-	-	-	-	-	-	1	1	-	-	-	-	-	-	
	1%	1%	-	-	1%	-	-	-	-	-	-	5%	5%	-	-	-	-	-	-	
NET Very/fairly satisfied	131	118	13	1	108	10	10	3	7	19	4	5	14	16	21	14	8	-	10	
	52%	52%	47%	41%	50%	52%	47%	56%	52%	55%	29%	62%	64%	69%	63%	58%	62%	81%	62%	
NET Very/fairly dissatisfied	76	63	12	1	66	5	4	1	2	11	8	6	6	7	12	15	15	-	5	
	30%	28%	43%	35%	31%	30%	21%	20%	20%	31%	52%	32%	18%	20%	17%	40%	65%	-	31%	
Mean	3.20	3.23	2.95	3.05	3.17	3.37	3.42	3.27	3.65	3.09	2.39	3.05	3.67	3.85	3.43	2.88	2.29	4.62	3.35	
Std Dev.	1.36	1.33	1.60	1.87	1.37	1.51	1.25	1.30	1.40	1.32	1.30	1.24	1.37	1.03	1.21	1.58	1.23	-	1.51	
Std Error	0.09	0.10	0.19	0.37	0.12	0.25	0.17	0.28	0.37	0.30	0.39	0.33	0.37	0.28	0.29	0.44	0.32	-	0.26	

Proportions/Means. Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
** very small base (under 30) ineligible for sig testing

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Table 403

Base : Made a complaint about Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	248	126	71	173	118	126	9	31	71	8	27	93	101	23	24	7	194	31	126	87	23	8	3	213	11	144	104
Weighted Base	254	118*	74*	172	129*	118*	4**	21**	74*	9**	18**	91*	105*	23**	32**	3**	196	35**	127*	97*	18**	8**	2**	224	10**	152*	102*
Effective Base	156	75	49	104	78	75	3	19	49	7	16	54	66	15	19	4	120	22	77	57	15	6	2	134	8	91	66
Very dissatisfied (1)	46	13	21	24	21	13	-	2	21	2	4	18	15	7	7	-	33	7	27	13	4	3	-	40	3	28	19
	19%	17%	28%	14%	24%	17%	7%	11%	28%	16%	25%	20%	15%	31%	22%	3%	17%	20%	21%	14%	23%	42%	-	18%	34%	19%	19%
Fairly dissatisfied (2)	26	13	10	18	15	13	1	5	10	1	6	7	15	6	-	-	22	-	11	8	5	3	-	20	3	13	15
	11%	17%	13%	10%	12%	17%	30%	22%	13%	13%	31%	8%	14%	24%	-	-	17%	-	9%	8%	30%	33%	-	9%	27%	8%	15%
Neither satisfied or dissatisfied (3)	45	20	10	33	23	20	-	4	10	3	1	4	27	5	7	1	31	8	16	22	4	1	-	38	1	23	22
	18%	17%	13%	19%	18%	17%	-	18%	13%	32%	6%	5%	38%	23%	22%	37%	16%	13%	23%	22%	17%	-	-	17%	13%	15%	22%
Fairly satisfied (4)	90	49	22	67	41	49	2	9	22	2	3	37	39	3	10	2	75	12	46	38	3	1	1	84	2	56	33
	35%	41%	30%	36%	32%	41%	53%	43%	30%	16%	18%	40%	37%	17%	32%	55%	36%	34%	38%	39%	19%	9%	64%	38%	20%	37%	33%
Very satisfied (5)	42	22	10	30	17	22	-	1	10	1	3	24	9	2	6	-	33	6	26	14	1	-	1	40	1	32	10
	16%	19%	13%	17%	13%	19%	10%	6%	13%	12%	15%	32%	9%	10%	20%	5%	17%	19%	20%	15%	5%	-	36%	18%	7%	21%	10%
I don't know / Not applicable	2	-	2	-	2	-	-	-	2	1	1	1	-	-	1	-	1	1	1	1	-	-	-	2	-	-	2
	1%	-	3%	-	2%	-	-	-	3%	11%	6%	1%	-	-	4%	-	1%	3%	1%	1%	-	-	-	1%	-	-	2%
NET Very/fairly satisfied	131	71	32	97	58	71	3	10	32	3	6	61	48	5	17	2	108	19	72	52	4	1	2	124	3	88	43
	52%	60%	43%	56%	45%	60%	63%	49%	43%	28%	32%	47%	46%	21%	52%	60%	55%	53%	57%	54%	24%	9%	100%	55%	27%	58%	42%
NET Very/fairly dissatisfied	76	26	30	42	46	26	2	7	30	3	10	25	30	13	7	-	55	7	38	21	10	6	-	60	6	41	35
	30%	22%	28%	24%	36%	22%	37%	33%	41%	29%	56%	28%	29%	36%	22%	3%	28%	20%	30%	22%	53%	75%	-	27%	60%	27%	34%
Mean	3.20	3.46	2.87	3.30	2.99	3.46	3.28	3.10	2.87	2.94	2.65	3.46	3.11	2.44	3.28	3.58	3.27	3.31	3.26	3.33	2.53	1.92	4.36	3.29	2.40	3.34	2.99
Std Dev.	1.36	1.24	1.46	1.27	1.41	1.24	1.38	1.18	1.46	1.33	1.48	1.47	1.20	1.32	1.44	0.88	1.34	1.39	1.44	1.24	1.21	1.03	0.68	1.36	1.38	1.39	1.29
Std Error	0.09	0.11	0.18	0.10	0.13	0.11	0.46	0.21	0.18	0.50	0.29	0.15	0.12	0.28	0.30	0.33	0.10	0.25	0.13	0.13	0.25	0.36	0.39	0.09	0.42	0.12	0.13

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Table 403

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	248	18	225	5	93	134	21	231	15	1	-	247	1
Weighted Base	254	9**	240	4**	87*	142*	25**	236	17**	2**	-.**	254	***
Effective Base	156	7	147	2	54	89	14	146	10	1	-	156	1
Very dissatisfied (1)	48	-	47	-	9	31	7	46	2	-	-	46	-
	16%	2%	20%	-	10%	22%	29%	16%	11%	-	-	19%	-
Fairly dissatisfied (2)	28	2	26	-	9	13	5	23	5	-	-	28	-
	17%	17%	11%	-	11%	9%	21%	16%	37%	-	-	11%	-
Neither satisfied or dissatisfied (3)	46	-	44	-	13	28	4	41	6	-	-	45	-
	18%	2%	18%	11%	15%	20%	17%	17%	25%	-	-	18%	-
Fairly satisfied (4)	90	4	82	3	38	47	5	82	6	2	-	90	*
	35%	43%	34%	78%	44%	33%	20%	35%	34%	100%	-	35%	100%
Very satisfied (5)	42	3	38	1	17	22	9	42	-	-	-	42	-
	16%	36%	16%	11%	19%	15%	14%	18%	-	-	-	16%	-
I don't know / Not applicable	2	-	2	-	1	1	-	2	-	-	-	2	-
	1%	-	1%	-	1%	1%	-	1%	-	-	-	1%	-
NET Very/fairly satisfied	131	8	120	4	55	68	8	124	6	2	-	131	*
	52%	79%	50%	89%	63%	48%	33%	53%	34%	100%	-	52%	100%
NET Very/fairly dissatisfied	76	2	74	-	18	45	12	68	7	-	-	75	-
	30%	19%	31%	-	21%	32%	50%	29%	42%	-	-	30%	-
Mean	3.29	3.95	3.15	4.00	3.51	3.10	2.68	3.22	2.81	4.00	-	3.20	4.00
Std Dev.	1.36	1.17	1.37	0.54	1.23	1.39	1.45	1.38	1.05	-	-	1.36	-
Std Error	0.09	0.28	0.09	0.24	0.13	0.12	0.32	0.09	0.27	-	-	0.09	-

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	248	66	73	62	47	15	20	31	29	24	20	21	24	17	10	17	20
Weighted Base	254	61*	71*	72*	50**	15**	17**	29**	21**	30**	20**	22**	27**	24**	12**	20**	18**
Effective Base	156	43	43	42	29	9	14	20	14	17	12	14	16	12	7	12	11
Very dissatisfied	(1) 48	15	11	8	13	4	5	6	2	7	2	5	1	4	7	2	9%
	19%	25%	16%	11%	28%	28%	31%	20%	9%	7%	37%	11%	18%	4%	37%	33%	9%
Fairly dissatisfied	(2) 28	*	7	12	9	*	*	*	4	2	*	5	3	4	2	3	4
	11%	1%	10%	19%	18%	*	1%	*	20%	8%	1%	21%	13%	16%	15%	14%	24%
Neither satisfied or dissatisfied	(3) 45	6	13	13	13	1	2	3	6	1	5	2	5	6	2	6	5
	18%	10%	18%	17%	27%	10%	12%	10%	28%	4%	28%	7%	18%	27%	19%	32%	25%
Fairly satisfied	(4) 90	27	29	25	9	6	5	16	3	21	5	12	7	5	1	1	7
	36%	44%	40%	34%	19%	39%	29%	50%	15%	70%	23%	56%	27%	23%	10%	4%	41%
Very satisfied	(5) 42	11	11	15	5	3	3	4	6	3	2	1	7	7	1	3	-
	16%	18%	16%	21%	9%	23%	20%	14%	28%	11%	11%	5%	25%	31%	10%	17%	-
I don't know / Not applicable	2	1	-	-	1	-	1	-	-	-	-	-	-	-	1	-	-
	1%	2%	-	-	2%	-	7%	-	-	-	-	-	-	-	9%	-	-
NET Very/fairly satisfied	131	38	40	40	14	9	8	20	9	24	7	13	14	13	2	4	7
	52%	62%	56%	55%	28%	62%	49%	69%	43%	81%	34%	61%	52%	54%	20%	21%	41%
NET Very/fairly dissatisfied	76	16	18	20	21	4	6	6	6	5	8	7	8	5	6	10	6
	30%	26%	26%	27%	43%	25%	32%	21%	25%	15%	39%	32%	31%	20%	52%	47%	33%
Mean	3.20	3.29	3.30	3.38	2.68	3.28	3.06	3.43	3.32	3.69	2.69	3.23	3.29	3.61	2.36	2.57	2.98
Std Dev.	1.36	1.47	1.31	1.30	1.31	1.59	1.64	1.35	1.34	1.02	1.47	1.19	1.45	1.22	1.46	1.45	1.04
Std Error	0.09	0.18	0.15	0.16	0.19	0.41	0.38	0.24	0.25	0.21	0.33	0.26	0.30	0.29	0.49	0.35	0.23

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	116	4	114	68	50	71	47	23	40	27	13	10	2	3	63	40	15	5	91	26	
Weighted Base	136*	5**	130*	76*	59*	82*	53*	26**	45**	35**	12**	11**	4**	2**	71*	47**	18**	6**	94*	41**	
Effective Base	76	3	72	42	33	43	32	15	26	19	7	6	2	1	41	26	9	3	54	21	
Very dissatisfied	(1) 9	-	9	1	8	3	6	-	2	4	-	2	-	*	2	4	2	*	6	3	
	6%	-	7%	1%	16%	3%	11%	-	5%	11%	-	20%	-	3%	3%	9%	13%	1%	6%	7%	
Fairly dissatisfied	(2) 4	-	4	4	-	3	1	1	3	-	-	-	-	-	4	-	-	-	4	-	
	3%	-	3%	5%	-	3%	2%	5%	6%	-	-	-	-	-	5%	-	-	-	4%	-	
Neither satisfied or dissatisfied	(3) 21	-	21	11	10	16	5	5	11	4	-	*	2	-	16	7	2	2	14	7	
	16%	-	16%	14%	18%	19%	10%	19%	24%	10%	-	1%	37%	-	22%	8%	10%	25%	15%	16%	
Fairly satisfied	(4) 61	4	58	32	29	35	27	15	17	14	8	6	-	2	32	22	8	2	44	17	
	45%	69%	44%	42%	49%	42%	50%	58%	37%	39%	68%	53%	-	97%	45%	46%	45%	31%	46%	42%	
Very satisfied	(5) 38	2	36	26	12	24	14	5	10	14	4	3	3	-	15	18	6	3	24	14	
	28%	31%	28%	34%	20%	29%	26%	19%	22%	39%	32%	26%	63%	-	21%	37%	32%	43%	25%	34%	
I don't know / Not applicable	3	-	3	3	-	3	-	-	3	-	-	-	-	-	3	-	-	-	3	-	
	2%	-	2%	3%	-	3%	-	-	6%	-	-	-	-	-	4%	-	-	-	3%	-	
NET Very/fairly satisfied	99	5	94	58	41	58	41	20	27	27	12	9	3	2	47	39	14	5	68	31	
	73%	100%	72%	77%	69%	71%	77%	76%	59%	76%	100%	79%	63%	97%	65%	84%	77%	74%	72%	77%	
NET Very/fairly dissatisfied	13	-	13	5	8	5	7	1	5	4	-	2	-	*	6	4	2	*	10	3	
	9%	-	10%	6%	13%	6%	14%	5%	11%	11%	-	20%	-	3%	9%	9%	13%	1%	10%	7%	
Mean	3.87	4.31	3.85	4.08	3.62	3.93	3.78	3.90	3.69	3.94	4.32	3.65	4.26	3.90	3.77	4.04	3.82	4.14	3.83	3.96	
Std Dev.	1.07	0.51	1.08	0.90	1.21	0.97	1.20	0.76	1.08	1.25	0.49	1.46	1.10	0.77	0.97	1.12	1.30	0.95	1.06	1.08	
Std Error	0.16	0.26	0.10	0.11	0.17	0.12	0.18	0.16	0.17	0.24	0.14	0.46	0.78	0.44	0.12	0.18	0.33	0.42	0.11	0.21	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Table 404

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	118	51	28	15	24	79	39	98	20	9	13	33	36	25	82	9	107	51	63	4
Weighted Base	130*	50**	37**	25**	24**	87*	49**	125*	10**	3**	8**	49**	45**	29**	102*	3**	131*	47**	78*	10**
Effective Base	76	27	20	13	17	46	29	67	10	4	8	25	24	16	56	4	72	27	44	4
Very dissatisfied	(1) 9	3	5	-	1	8	1	8	1	-	-	3	2	4	5	*	9	1	8	-
	4%	9%	14%	-	3%	9%	2%	9%	0%	-	1%	-	0%	4%	14%	5%	1%	2%	10%	-
Fairly dissatisfied	(2) 4	-	4	-	-	4	-	4	-	-	-	1	3	-	4	-	4	1	3	-
	3%	-	10%	-	-	4%	-	3%	-	-	-	3%	6%	-	4%	-	3%	3%	3%	-
Neither satisfied or	21	7	4	6	5	10	11	20	1	*	1	9	7	3	17	*	21	7	12	2
dissatisfied	(3) 16%	13%	10%	23%	21%	12%	22%	16%	14%	13%	15%	16%	16%	12%	17%	13%	16%	16%	13%	19%
Fairly satisfied	(4) 61	21	17	10	13	38	23	56	5	1	4	19	22	15	44	1	59	22	37	3
	45%	43%	46%	40%	55%	44%	47%	45%	52%	30%	43%	38%	48%	51%	43%	30%	45%	47%	47%	28%
Very satisfied	(5) 38	16	7	9	5	24	14	35	3	2	3	17	9	7	30	2	36	16	19	3
	28%	33%	20%	37%	20%	27%	29%	28%	26%	66%	42%	35%	21%	23%	29%	66%	28%	34%	23%	27%
I don't know / Not	3	3	-	-	-	3	-	3	-	-	-	-	3	-	3	-	3	-	-	3
applicable	2%	5%	-	-	-	3%	-	2%	-	-	-	-	6%	-	3%	-	2%	-	-	27%
NET Very/fairly	99	38	24	19	18	62	37	91	8	2	7	36	31	21	74	2	95	38	56	5
satisfied	73%	75%	66%	77%	73%	72%	76%	77%	73%	88%	85%	73%	69%	74%	72%	66%	72%	80%	71%	94%
NET Very/fairly	13	3	9	-	1	12	1	12	1	*	-	4	4	4	8	*	12	2	10	-
dissatisfied	9%	5%	25%	-	3%	14%	2%	9%	8%	1%	-	9%	9%	14%	8%	1%	10%	4%	13%	-
Mean	3.87	4.04	3.47	4.14	3.89	3.79	4.02	3.87	3.86	4.39	4.26	3.93	3.82	3.68	3.91	4.39	3.86	4.08	3.73	4.10
Std Dev.	1.07	1.01	1.32	0.78	0.85	1.19	0.81	1.07	1.12	1.02	0.75	1.10	0.88	1.25	1.02	1.08	0.87	1.17	0.84	
Std Error	0.10	0.14	0.25	0.20	0.17	0.13	0.13	0.11	0.25	0.34	0.21	0.19	0.17	0.25	0.11	0.34	0.10	0.12	0.15	0.49

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	118	82	36	19	68	19	19	12	4	3	7	6	8	9	11	9	11	2	17	
Weighted Base	136*	123*	13**	4**	121*	8**	5**	2**	4**	6**	10**	8**	14**	13**	27**	22**	17**	***	8**	
Effective Base	76	67	8	3	62	12	10	7	4	3	7	6	8	9	11	9	11	2	12	
Very dissatisfied	(1) 9	9	*	*	7	2	*	-	-	2	2	-	-	1	-	2	-	*	2	
	6%	7%	1%	3%	6%	23%	1%	-	-	29%	17%	-	-	11%	-	11%	-	33%	23%	
Fairly dissatisfied	(2) 4	4	-	-	4	-	-	-	-	-	-	-	-	-	3	-	1	-	-	
	3%	3%	-	-	3%	-	-	-	-	-	-	-	-	-	9%	-	8%	-	-	
Neither satisfied or dissatisfied	(3) 21	21	1	*	17	2	1	*	-	2	4	1	2	2	-	-	6	-	2	
	16%	17%	4%	7%	14%	31%	28%	21%	-	30%	42%	16%	13%	16%	-	-	35%	-	31%	
Fairly satisfied	(4) 61	52	10	3	58	1	1	1	1	3	2	6	8	6	18	7	10	-	1	
	46%	42%	74%	74%	48%	16%	24%	42%	26%	45%	16%	67%	53%	45%	65%	30%	58%	-	16%	
Very satisfied	(5) 38	36	2	1	32	3	2	1	3	-	2	1	5	4	7	10	-	*	2	
	28%	25%	19%	16%	27%	31%	47%	36%	74%	-	26%	17%	33%	30%	26%	47%	-	67%	31%	
I don't know / Not applicable	3	3	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-	
	2%	2%	-	-	2%	-	-	-	-	-	-	-	-	-	-	12%	-	-	-	
NET Very/fairly satisfied	99	87	12	3	91	4	3	1	3	4	3	4	7	12	10	17	10	*	4	
	73%	71%	85%	80%	75%	47%	72%	79%	100%	45%	42%	84%	87%	74%	91%	77%	58%	67%	46%	
NET Very/fairly dissatisfied	13	12	*	*	11	2	*	-	-	2	2	-	-	1	3	2	1	*	2	
	9%	10%	1%	3%	9%	23%	1%	-	-	25%	17%	-	-	11%	9%	11%	8%	33%	23%	
Mean	3.87	3.85	4.12	4.00	3.89	3.32	4.17	4.15	4.74	2.96	3.34	4.01	4.20	3.63	4.07	4.17	3.50	3.66	3.32	
Std Dev.	1.07	1.11	0.56	0.82	1.03	1.59	1.00	-	0.51	1.31	1.39	0.62	0.68	1.22	0.81	1.29	0.65	-	1.58	
Std Error	0.10	0.12	0.09	0.19	0.13	0.36	0.23	-	0.25	0.76	0.52	0.25	0.24	0.41	0.24	0.46	0.20	-	0.38	

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

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Table 404

Base : Made a complaint about DPD

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	118	72	18	100	46	72	6	10	18	1	3	58	32	20	7	1	90	8	57	46	7	6	1	103	7	96	22
Weighted Base	136*	85*	22**	114*	51*	85*	1**	5**	22**	1**	2**	67*	38**	20**	11**	***	105*	11**	67*	55*	7**	4**	1**	122*	6**	109*	27**
Effective Base	75	45	14	62	31	45	2	5	14	1	2	35	23	11	6	1	58	6	36	31	3	3	1	67	4	60	15
Very dissatisfied (1)	9	2	5	3	8	2	-	-	5	-	-	5	2	2	-	-	6	-	2	6	-	-	-	9	-	6	3
	6%	3%	26%	3%	12%	3%	-	-	25%	-	-	7%	4%	17%	-	-	6%	-	4%	17%	1%	-	-	7%	-	6%	10%
Fairly dissatisfied (2)	4	3	1	3	1	3	-	-	1	-	-	-	4	-	-	-	4	-	3	1	-	-	-	4	-	4	-
	3%	3%	6%	2%	3%	3%	-	-	6%	-	-	-	10%	-	-	-	4%	-	4%	2%	-	-	-	3%	-	4%	-
Neither satisfied or dissatisfied (3)	21	8	7	14	13	8	-	-	7	-	-	6	9	6	1	-	14	1	7	10	1	3	-	17	3	17	4
	16%	9%	33%	12%	26%	9%	-	-	33%	-	-	8%	23%	26%	12%	-	13%	12%	11%	16%	11%	66%	-	14%	51%	16%	15%
Fairly satisfied (4)	61	41	4	57	20	41	1	5	4	-	-	33	10	9	9	-	44	9	28	26	3	2	1	54	3	50	11
	45%	46%	20%	50%	39%	49%	66%	94%	20%	-	-	30%	27%	45%	83%	-	42%	82%	42%	47%	49%	34%	100%	44%	49%	46%	41%
Very satisfied (5)	38	28	3	34	10	28	-	-	3	1	2	23	14	1	-	-	37	1	27	9	3	-	-	35	-	29	9
	26%	33%	16%	30%	20%	33%	34%	6%	16%	100%	97%	35%	36%	3%	4%	100%	35%	6%	40%	16%	40%	-	-	29%	-	26%	34%
I don't know / Not applicable	3	3	-	3	-	3	-	-	-	-	-	-	-	3	-	-	-	-	-	3	-	-	-	3	-	3	-
	2%	3%	-	2%	-	3%	-	-	-	-	-	-	-	13%	-	-	-	-	-	5%	-	-	-	2%	-	2%	-
NET Very/fairly satisfied	99	69	8	92	30	69	1	5	8	1	2	57	24	10	9	-	80	9	55	35	6	2	1	89	3	79	20
	73%	62%	36%	60%	59%	62%	100%	100%	36%	100%	97%	85%	63%	47%	88%	100%	77%	88%	61%	63%	89%	34%	100%	73%	49%	73%	75%
NET Very/fairly dissatisfied	13	5	7	6	8	5	-	-	7	-	-	5	5	2	-	-	10	-	5	7	-	-	-	12	-	10	3
	9%	6%	31%	5%	15%	6%	-	-	31%	-	-	7%	14%	17%	-	-	10%	-	8%	14%	-	-	-	10%	-	9%	10%
Mean	3.87	4.06	2.95	4.55	3.52	4.09	4.34	4.06	2.95	5.00	4.88	4.05	3.81	3.31	3.92	5.00	3.96	3.93	4.10	3.57	4.28	3.34	4.00	3.87	3.49	3.87	3.89
Std Dev.	1.07	0.91	1.41	0.89	1.21	0.91	-	0.27	1.41	-	0.92	1.05	1.17	1.06	0.42	-	1.09	0.44	1.00	1.17	0.75	0.54	-	1.10	0.55	1.04	1.19
Std Error	0.10	0.11	0.33	0.09	0.18	0.11	-	0.08	0.33	-	0.53	0.14	0.21	0.24	0.16	-	0.11	0.15	0.13	0.17	0.28	0.22	-	0.11	0.21	0.11	0.25

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	118	18	97	3	52	58	8	104	11	1	1	116	1
Weighted Base	136*	13**	118*	5**	57**	68*	11**	120*	12**	3**	***	135*	1**
Effective Base	78	8	65	2	29	40	6	67	7	1	1	74	1
Very dissatisfied	(1) 9	2	7	-	2	7	-	7	2	-	-	9	-
	6%	12%	6%	-	3%	10%	-	6%	13%	-	-	6%	-
Fairly dissatisfied	(2) 4	-	4	-	-	1	3	4	-	-	-	4	-
	3%	-	3%	-	-	2%	23%	3%	-	-	-	3%	-
Neither satisfied or dissatisfied	(3) 21	3	18	+	9	9	4	15	6	-	-	21	1
	16%	20%	15%	11%	15%	13%	34%	13%	44%	-	-	15%	100%
Fairly satisfied	(4) 61	2	55	4	23	36	3	56	5	-	+	61	-
	45%	14%	47%	89%	40%	52%	27%	47%	43%	-	100%	45%	-
Very satisfied	(5) 35	7	31	-	21	15	2	35	-	3	+	38	-
	26%	54%	26%	-	37%	22%	16%	29%	-	100%	-	28%	-
I don't know / Not applicable	3	-	3	-	3	-	-	3	-	-	-	3	-
	2%	-	2%	-	5%	-	-	2%	-	-	-	2%	-
NET Very/fairly satisfied	99	9	86	4	44	51	5	91	5	3	+	99	-
	73%	68%	73%	89%	77%	75%	43%	76%	43%	100%	100%	74%	-
NET Very/fairly dissatisfied	13	2	11	-	2	8	3	11	2	-	-	13	-
	9%	12%	9%	-	3%	12%	23%	9%	12%	-	-	9%	-
Mean	3.87	3.99	3.86	3.89	4.14	3.74	3.36	3.93	3.17	5.00	4.00	3.88	3.00
Std Dev.	1.07	1.40	1.05	0.35	0.90	1.15	1.06	1.05	0.99	0.00	-	1.07	-
Std Error	0.10	0.33	0.11	0.20	0.13	0.15	0.37	0.10	0.30	0.00	-	0.10	-

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	118	38	42	19	19	10	16	12	20	10	12	4	11	4	7	7	5
Weighted Base	136*	41**	46**	27**	21**	9**	21**	11**	16**	16**	15**	4**	16**	7**	6**	10**	5**
Effective Base	75	24	25	13	13	6	11	6	10	7	9	2	8	3	5	6	3
Very dissatisfied	(1) 9	3	*	3	13	-	2	1	*	-	-	-	3	-	2	-	1
	6%	7%	*	10%	14%	-	11%	7%	*	-	-	-	16%	-	24%	-	28%
Fairly dissatisfied	(2) 4	-	-	3	1	-	-	-	-	-	-	-	3	-	-	1	-
	3%	-	-	10%	6%	-	-	-	-	-	-	-	16%	-	-	13%	-
Neither satisfied or dissatisfied	(3) 21	11	8	*	2	4	5	2	2	1	6	*	*	-	*	2	2
	16%	27%	18%	*	9%	43%	25%	18%	10%	3%	42%	-	1%	-	1%	2%	31%
Fairly satisfied	(4) 61	19	28	6	9	5	8	6	12	12	4	4	*	3	3	3	2
	45%	49%	60%	24%	40%	57%	37%	53%	76%	75%	26%	95%	1%	39%	46%	36%	41%
Very satisfied	(5) 38	8	10	12	7	*	6	3	2	3	5	*	8	4	2	5	-
	28%	21%	22%	46%	31%	1%	28%	23%	13%	22%	33%	5%	51%	61%	30%	49%	-
I don't know / Not applicable	3	-	-	3	-	-	-	-	-	-	-	-	3	-	-	-	-
	2%	-	-	10%	-	-	-	-	-	-	-	-	16%	-	-	-	-
NET Veryfairly satisfied	99	27	38	19	15	5	14	9	14	15	9	4	8	7	5	8	2
	73%	66%	82%	70%	71%	57%	64%	76%	89%	97%	58%	100%	51%	100%	76%	85%	41%
NET Veryfairly dissatisfied	13	3	*	5	4	-	2	1	*	-	-	-	5	-	2	1	1
	9%	7%	*	19%	20%	-	11%	7%	*	-	-	-	32%	-	24%	13%	28%
Mean	3.87	3.72	4.04	3.97	3.69	3.58	3.70	3.85	4.02	4.19	3.91	4.05	3.64	4.61	3.58	4.20	2.85
Std Dev.	1.07	1.04	0.65	1.41	1.37	0.54	1.22	1.04	0.54	0.48	0.89	0.26	1.79	0.53	1.64	1.06	1.37
Std Error	0.10	0.17	0.10	0.33	0.32	0.17	0.30	0.30	0.12	0.15	0.26	0.13	0.57	0.26	0.62	0.40	0.61

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Table 405

Base : Made a complaint about Parcelforce

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	124	5	119	66	58	79	45	26	33	31	12	13	3	6	59	43	22	9	100	22	
Weighted Base	122*	6**	116*	60*	63*	77*	45**	22**	34**	33**	10**	13**	3**	7**	56*	43**	23**	10**	90*	28**	
Effective Base	70	4	65	34	35	45	25	16	21	18	5	7	2	3	36	23	11	5	53	15	
Very dissatisfied	(1) 6	-	6	1	5	5	*	1	-	3	-	2	-	-	1	3	2	-	5	*	
	8%	-	5%	2%	7%	7%	1%	5%	-	9%	-	12%	-	-	2%	7%	7%	-	6%	2%	
Fairly dissatisfied	(2) 6	-	6	4	2	6	1	2	3	1	-	-	-	-	5	1	*	*	6	-	
	5%	-	6%	7%	4%	6%	1%	9%	8%	4%	-	2%	-	2%	8%	3%	2%	1%	7%	-	
Neither satisfied or dissatisfied	(3) 21	-	21	6	16	8	13	3	8	4	-	1	2	4	11	4	6	5	17	4	
	17%	-	18%	10%	25%	11%	29%	13%	23%	13%	-	8%	52%	53%	19%	10%	27%	52%	19%	14%	
Fairly satisfied	(4) 49	4	44	22	26	23	26	8	14	14	2	9	-	3	21	16	12	3	35	11	
	40%	70%	38%	37%	42%	30%	57%	35%	40%	41%	21%	65%	-	45%	38%	37%	51%	32%	39%	40%	
Very satisfied	(5) 40	2	38	26	14	35	5	8	10	10	8	2	1	-	19	18	3	1	26	12	
	33%	30%	33%	44%	22%	45%	12%	36%	30%	32%	75%	13%	40%	-	33%	43%	13%	12%	29%	44%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	89	6	82	49	40	58	31	16	24	24	10	10	1	3	40	34	15	4	61	24	
	73%	100%	71%	82%	64%	75%	69%	73%	70%	73%	100%	78%	40%	45%	71%	80%	63%	44%	68%	84%	
NET Very/fairly dissatisfied	12	-	12	5	7	11	1	3	3	4	-	2	-	*	6	4	2	*	11	*	
	10%	-	10%	9%	11%	14%	2%	13%	8%	13%	-	14%	-	2%	10%	10%	8%	1%	13%	2%	
Mean	3.91	4.30	3.89	4.16	3.68	3.99	3.78	3.94	3.92	3.83	4.79	3.66	3.88	3.43	3.93	4.05	3.62	3.56	3.79	4.24	
Std Dev.	1.06	0.50	1.08	0.98	1.09	1.22	0.70	1.16	0.92	1.21	0.43	1.16	1.24	0.58	1.01	1.15	0.99	0.76	1.12	0.84	
Std Error	0.16	0.22	0.10	0.12	0.14	0.14	0.11	0.23	0.16	0.22	0.12	0.32	0.87	0.24	0.13	0.18	0.22	0.27	0.11	0.18	

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Table 405

Base : Made a complaint about Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	124	52	32	16	24	84	40	95	28	16	16	24	37	30	77	16	107	62	59	3
Weighted Base	122*	48**	33**	21**	20**	82*	41**	104*	17**	7**	19**	29**	43**	27**	87*	7**	114*	50*	65*	7**
Effective Base	70	27	19	12	12	46	24	58	11	8	8	17	24	15	48	8	63	31	36	3
Very dissatisfied	(1) 6	1	4	*	*	5	1	5	1	1	*	2	2	1	4	1	5	1	4	-
	5%	2%	11%	2%	2%	6%	2%	4%	6%	12%	*	7%	4%	4%	4%	12%	4%	3%	6%	-
Fairly dissatisfied	(2) 6	3	*	2	2	3	3	6	*	-	2	*	4	*	6	-	6	-	4	3
	5%	6%	*	9%	8%	4%	8%	6%	1%	-	11%	*	10%	1%	7%	-	6%	-	6%	38%
Neither satisfied or	21	5	4	5	7	9	12	15	7	2	5	4	6	5	15	2	20	6	14	2
dissatisfied	(3) 17%	11%	12%	23%	36%	11%	29%	14%	39%	23%	34%	14%	13%	17%	17%	23%	17%	12%	21%	22%
Fairly satisfied	(4) 49	17	17	6	8	34	14	44	5	2	2	12	21	13	34	2	47	20	26	3
	40%	35%	52%	29%	42%	42%	36%	42%	29%	22%	11%	41%	48%	47%	40%	22%	41%	41%	39%	39%
Very satisfied	(5) 40	22	8	8	2	30	10	34	4	3	6	11	10	8	27	3	36	22	16	-
	33%	46%	23%	36%	12%	37%	25%	33%	25%	43%	42%	37%	24%	31%	32%	43%	31%	43%	27%	-
I don't know / Not		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
applicable		-	1%	-	-	-	-	-	1%	-	2%	-	-	-	-	-	-	-	-	-
NET Very/fairly	89	39	25	14	11	64	24	78	9	5	6	23	31	21	62	5	83	43	44	3
satisfied	73%	81%	75%	66%	55%	75%	60%	75%	54%	66%	53%	75%	73%	78%	71%	65%	72%	65%	67%	35%
NET Very/fairly	12	4	4	2	2	8	4	11	1	1	2	2	6	1	10	1	11	1	8	3
dissatisfied	10%	8%	11%	11%	10%	9%	11%	11%	6%	12%	11%	7%	14%	5%	11%	12%	10%	3%	12%	38%
Mean	3.91	4.17	3.77	3.86	3.55	4.01	3.72	3.94	3.69	3.84	3.86	4.02	3.79	4.00	3.87	3.84	3.91	4.24	3.76	3.01
Std Dev.	1.06	1.00	1.16	1.10	0.89	1.08	1.01	1.06	1.06	1.41	1.14	1.09	1.06	0.94	1.07	1.41	1.04	0.88	1.12	0.95
Std Error	0.10	0.14	0.21	0.28	0.18	0.12	0.16	0.11	0.20	0.35	0.30	0.22	0.17	0.17	0.12	0.35	0.10	0.11	0.15	0.55

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Table 405

Base : Made a complaint about Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	124	78	46	18	57	24	28	15	1	2	3	6	10	9	10	8	8	1	23
Weighted Base	122*	102*	21**	2**	101*	11**	7**	2**	1**	4**	4**	8**	17**	13**	24**	20**	11**	***	11**
Effective Base	70	59	11	16	51	14	18	12	1	2	3	6	10	9	10	8	8	1	14
Very dissatisfied	(1) 6	5	*	*	3	1	1	*	-	-	-	1	-	2	-	-	-	-	1
	5%	9%	1%	4%	3%	11%	14%	12%	-	-	-	16%	-	12%	-	-	-	-	11%
Fairly dissatisfied	(2) 6	6	*	-	6	*	*	*	-	-	-	1	2	-	-	3	-	-	*
	5%	6%	1%	-	6%	1%	5%	12%	-	-	-	17%	9%	-	-	13%	-	-	1%
Neither satisfied or	21	15	7	*	20	1	1	-	-	3	1	4	2	1	-	5	3	-	1
dissatisfied	(3) 17%	14%	32%	2%	19%	7%	11%	-	-	71%	37%	47%	11%	9%	-	27%	29%	-	7%
Fairly satisfied	(4) 49	40	9	1	42	4	1	1	-	1	2	1	7	6	14	4	7	*	4
	40%	39%	44%	52%	42%	38%	15%	49%	-	29%	63%	17%	42%	45%	58%	19%	61%	100%	37%
Very satisfied	(5) 40	36	4	1	31	5	4	*	1	-	-	-	6	4	10	8	1	-	5
	33%	35%	21%	30%	30%	44%	55%	15%	100%	-	-	-	37%	33%	45%	41%	10%	-	44%
I don't know / Not		*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
applicable		*	-	1%	12%	-	-	11%	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly	89	75	13	2	73	9	5	1	1	1	2	1	13	10	24	12	8	*	9
satisfied	73%	74%	65%	82%	72%	81%	70%	66%	100%	29%	63%	17%	75%	75%	100%	60%	77%	100%	83%
NET Very/fairly	12	11	*	*	9	1	1	1	-	-	-	3	2	2	-	3	-	-	1
dissatisfied	10%	11%	2%	4%	9%	12%	19%	25%	-	-	-	35%	9%	12%	-	13%	-	-	12%
Mean	3.91	3.93	3.84	4.17	3.91	4.02	3.93	3.49	5.00	3.29	3.83	2.85	4.06	3.87	4.42	3.88	3.81	4.00	4.02
Std Dev.	1.08	1.10	0.83	-	1.00	1.29	1.85	1.82	-	0.52	0.96	1.03	0.95	1.29	0.90	1.12	0.82	-	1.30
Std Error	0.10	0.12	0.12	-	0.13	0.26	0.29	0.49	-	0.37	0.33	0.42	0.30	0.43	0.18	0.39	0.22	-	0.27

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

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Table 405

Base : Made a complaint about Parcelforce

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	124	75	26	98	49	75	13	16	26	2	9	58	39	14	6	7	97	13	67	39	10	5	3	106	8	97	27
Weighted Base	122*	79*	22**	100*	43**	79*	6**	9**	22**	1**	7**	57**	41**	13**	7**	4**	98*	12**	62*	44**	9**	4**	4**	106*	8**	89*	34**
Effective Base	70	43	13	57	26	43	6	9	13	1	3	29	26	7	5	4	54	9	34	24	6	4	3	58	7	54	17
Very dissatisfied (1)	6	2	3	2	4	2	1	1	3	-	-	1	-	1	3	-	1	3	1	3	-	-	-	5	-	1	4
	6%	2%	15%	2%	9%	2%	13%	8%	15%	7%	2%	2%	-	8%	42%	6%	1%	29%	2%	7%	6%	12%	-	4%	6%	1%	13%
Fairly dissatisfied (2)	6	3	2	5	4	3	-	-	2	-	-	-	2	4	-	-	2	-	2	5	-	-	-	6	-	5	2
	6%	4%	8%	5%	8%	4%	-	-	8%	-	2%	-	4%	33%	5%	-	2%	-	3%	11%	-	-	-	8%	-	5%	5%
Neither satisfied or dissatisfied (3)	21	11	7	14	10	11	2	2	7	-	5	12	6	1	-	2	18	2	11	5	1	3	2	16	4	14	7
	17%	14%	34%	14%	23%	14%	28%	17%	34%	-	74%	21%	15%	11%	-	37%	19%	14%	17%	12%	16%	62%	41%	15%	51%	16%	21%
Fairly satisfied (4)	49	32	7	42	17	32	2	4	7	-	-	30%	21	5	3	2	38	5	23	17	5	1	2	40	3	36	12
	40%	40%	31%	42%	39%	40%	26%	39%	31%	-	2%	30%	52%	43%	42%	53%	39%	48%	38%	39%	57%	27%	59%	38%	43%	41%	37%
Very satisfied (5)	40	31	2	38	9	31	2	3	2	1	1	27	12	1	-	-	38	1	24	14	2	-	-	38	-	32	8
	33%	40%	11%	37%	20%	40%	33%	35%	11%	93%	16%	47%	29%	5%	11%	3%	39%	8%	39%	32%	22%	-	-	36%	-	36%	24%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	89	63	9	79	26	63	3	7	9	1	1	44	33	6	4	2	76	6	48	31	7	1	2	79	3	68	20
	73%	80%	43%	79%	59%	80%	59%	74%	43%	93%	19%	76%	80%	46%	53%	56%	78%	54%	77%	71%	78%	27%	59%	74%	43%	77%	60%
NET Very/fairly dissatisfied	12	5	7	7	7	5	1	1	5	-	-	1	2	5	3	-	3	4	3	8	-	-	-	11	-	6	6
	10%	6%	23%	7%	17%	6%	13%	8%	23%	7%	4%	2%	4%	41%	47%	6%	3%	32%	6%	15%	6%	12%	-	10%	6%	7%	16%
Mean	3.91	4.11	3.17	4.07	3.54	4.07	3.65	3.93	3.17	4.72	3.30	4.19	4.04	3.04	2.74	3.47	4.13	3.02	4.09	3.77	3.88	3.03	3.59	3.96	3.31	4.06	3.53
Std Dev.	1.06	0.94	1.22	0.95	1.18	0.94	1.42	1.19	1.22	-	0.91	0.92	0.81	1.19	1.71	0.95	0.87	1.46	0.95	1.22	1.00	0.98	0.57	1.07	0.81	0.93	1.29
Std Error	0.10	0.11	0.24	0.10	0.17	0.11	0.39	0.30	0.24	-	0.32	0.12	0.13	0.32	0.70	0.36	0.09	0.41	0.12	0.19	0.32	0.44	0.33	0.10	0.28	0.09	0.25

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Table 405

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	124	9	113	2	60	58	6	105	16	3	-	124	-
Weighted Base	122*	6**	113*	3**	60*	56*	6**	107*	12**	3**	-**	122*	-**
Effective Base	76	5	64	1	33	33	4	60	8	2	-	70	-
Very dissatisfied	6	-	5	-	2	3	-	5	1	-	-	6	-
(1)	6%	1%	4%	15%	4%	5%	8%	4%	8%	2%	-	6%	-
Fairly dissatisfied	6	-	6	-	3	2	2	5	2	-	-	6	-
(2)	6%	-	6%	-	3%	4%	26%	5%	13%	-	-	5%	-
Neither satisfied or dissatisfied	21	2	19	-	8	12	1	15	5	2	-	21	-
(3)	17%	34%	17%	-	14%	21%	18%	14%	40%	57%	-	17%	-
Fairly satisfied	49	*	46	3	22	24	3	45	3	1	-	49	-
(4)	40%	2%	41%	85%	36%	43%	46%	42%	21%	42%	-	40%	-
Very satisfied	40	4	36	-	25	15	-	38	2	-	-	40	-
(5)	33%	63%	32%	-	41%	27%	-	35%	16%	-	-	33%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	89	4	82	3	47	39	3	83	5	1	-	89	-
(73%)	73%	65%	73%	85%	78%	70%	48%	77%	39%	42%	-	73%	-
NET Very/fairly dissatisfied	12	*	11	-	5	5	2	9	3	-	-	12	-
(10%)	10%	1%	10%	15%	9%	9%	34%	9%	21%	2%	-	10%	-
Mean	3.91	4.25	3.90	3.54	4.06	3.84	3.07	4.00	3.29	3.39	-	3.91	-
Std Dev.	1.06	1.11	1.06	1.31	1.05	1.03	1.12	1.03	1.19	0.72	-	1.06	-
Std Error	0.10	0.37	0.10	0.92	0.14	0.14	0.46	0.10	0.30	0.42	-	0.10	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	124	31	37	33	23	6	10	15	19	8	10	9	17	7	9	8	6
Weighted Base	122*	31**	34**	35**	22**	5**	8**	18**	12**	11**	11**	10**	17**	9**	8**	7**	7**
Effective Base	70	19	19	18	15	4	5	11	8	5	7	4	9	4	5	5	5
Very dissatisfied	(1) 6	1	4	2	-	-	1	-	-	1	3	1	-	-	-	-	-
	5%	2%	10%	4%	-	-	6%	-	-	4%	27%	1	9%	-	-	-	-
Fairly dissatisfied	(2) 6	2	-	5	-	-	-	2	-	-	-	1	5	1	-	-	-
	5%	5%	-	14%	-	-	-	9%	-	-	-	1%	27%	2%	-	-	-
Neither satisfied or dissatisfied	(3) 21	7	2	8	4	2	-	6	1	-	1	7	1	-	2	1	2
	17%	24%	5%	22%	20%	34%	-	33%	4%	-	9%	67%	8%	-	21%	14%	24%
Fairly satisfied	(4) 49	13	17	7	12	3	4	6	8	7	3	2	4	1	5	2	4
	40%	43%	50%	19%	53%	59%	51%	36%	66%	61%	23%	15%	24%	12%	59%	32%	67%
Very satisfied	(5) 40	8	12	14	6	1	4	4	4	4	5	2	5	7	2	4	1
	33%	25%	35%	41%	28%	1%	43%	23%	30%	35%	40%	17%	32%	86%	21%	53%	9%
I don't know / Not applicable	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	5%	-	-	-	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	89	21	29	21	18	3	8	10	12	10	7	3	9	8	7	6	5
	73%	68%	65%	59%	80%	61%	94%	58%	96%	96%	63%	32%	56%	98%	79%	86%	76%
NET Veryfairly dissatisfied	12	2	4	6	-	-	1	2	-	1	3	1	6	1	-	-	-
	10%	7%	10%	18%	-	-	6%	9%	-	4%	27%	1%	36%	2%	-	-	-
Mean	3.91	3.85	3.99	3.78	4.08	3.65	4.25	3.72	4.26	4.22	3.50	3.47	3.43	4.83	4.00	4.39	3.85
Std Dev.	1.06	0.93	1.17	1.25	0.70	0.57	1.01	0.94	0.55	0.88	1.72	0.84	1.44	0.53	0.69	0.78	0.60
Std Error	0.10	0.17	0.19	0.22	0.15	0.26	0.32	0.24	0.13	0.31	0.54	0.28	0.35	0.20	0.23	0.28	0.24

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	125	11	118	72	57	67	62	23	35	36	20	12	1	2		58	50	15	3	105	23
Weighted Base	123*	12**	111*	65*	58*	66*	57*	20**	39**	33**	16**	11**	2**	2**		59*	49*	15**	4**	91*	31**
Effective Base	76	8	67	39	36	38	37	14	22	20	10	7	1	1		36	30	9	2	56	18
Very dissatisfied	13	3	10	1	11	4	9	2	5	4	*	1	-	-		8	4	1	-	11	2
(1)	10%	23%	9%	2%	20%	6%	15%	11%	14%	12%	*	9%	-	-		13%	8%	7%	-	12%	8%
Fairly dissatisfied	12	2	10	5	7	6	6	2	6	1	3	1	-	-		7	4	1	-	7	5
(2)	10%	20%	9%	7%	12%	9%	11%	8%	14%	4%	18%	5%	-	-		12%	8%	4%	-	8%	16%
Neither satisfied or dissatisfied	20	2	18	9	11	13	7	5	8	1	2	*	2	2		13	3	4	3	15	5
(3)	16%	16%	16%	14%	19%	19%	12%	25%	21%	2%	12%	1%	100%	97%		23%	6%	24%	98%	16%	16%
Fairly satisfied	36	3	33	24	13	17	20	6	10	8	6	6	-	-		16	15	6	*	26	9
(4)	30%	27%	30%	36%	22%	25%	35%	27%	26%	25%	39%	63%	-	3%		27%	30%	41%	2%	29%	29%
Very satisfied	42	2	41	26	16	26	16	6	9	19	5	4	-	-		15	24	4	-	32	10
(5)	34%	14%	37%	41%	27%	40%	26%	29%	24%	57%	30%	31%	-	-		26%	48%	24%	-	35%	34%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-
NET Very/fairly satisfied	79	5	74	50	29	43	35	11	19	27	11	10	-	*		31	38	10	*	58	20
(64%)	64%	41%	65%	74%	49%	65%	62%	36%	30%	62%	69%	85%	-	3%		32%	64%	65%	2%	64%	63%
NET Very/fairly dissatisfied	25	5	19	6	19	10	15	4	11	5	3	2	-	-		15	6	2	-	19	6
(20%)	20%	43%	18%	9%	32%	15%	26%	19%	28%	16%	18%	15%	-	-		26%	17%	11%	-	20%	21%
Mean	3.66	2.88	3.77	4.064	3.25	3.84	3.49	3.55	3.32	4.10	3.81	3.92	3.00	3.03		3.40	4.01	3.70	3.02	3.66	3.71
Std Dev.	1.32	1.45	1.28	1.02	1.48	1.23	1.40	1.31	1.37	1.37	1.11	1.23	-	-		1.34	1.28	1.13	0.15	1.35	1.25
Std Error	0.12	0.44	0.12	0.12	0.20	0.15	0.18	0.27	0.23	0.23	0.25	0.35	-	-		0.18	0.17	0.20	0.08	0.13	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Table 406

Base : Made a complaint about Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	129	54	38	17	20	92	37	93	36	8	20	28	37	34	85	8	119	58	66	5
Weighted Base	123*	48**	37**	21**	17**	85*	38**	98*	25**	4**	17**	33**	36**	29**	86*	4**	116*	47**	68*	8**
Effective Base	76	27	24	12	12	51	24	56	20	4	11	19	24	17	53	4	70	29	43	4
Very dissatisfied	(1) 13	2	5	3	4	6	7	9	4	-	5	2	2	4	9	-	13	5	8	-
	10%	3%	13%	14%	21%	7%	17%	9%	10%	-	32%	9%	5%	14%	10%	-	11%	10%	12%	-
Fairly dissatisfied	(2) 12	4	3	*	4	8	4	7	5	3	2	2	5	*	9	3	9	3	9	-
	10%	9%	9%	1%	20%	9%	12%	7%	20%	65%	10%	6%	15%	1%	10%	65%	8%	6%	13%	-
Neither satisfied or	20	10	2	3	4	12	7	14	5	-	2	6	9	2	18	-	20	3	13	4
dissatisfied	(3) 16%	21%	6%	10%	24%	15%	19%	10%	20%	-	15%	16%	25%	7%	20%	-	17%	5%	20%	47%
Fairly satisfied	(4) 36	11	17	6	2	28	9	31	6	-	4	9	11	10	24	-	35	15	17	4
	30%	22%	46%	30%	14%	33%	23%	32%	22%	-	24%	27%	31%	35%	28%	-	30%	33%	25%	53%
Very satisfied	(5) 42	21	10	9	3	31	11	37	6	2	3	15	9	12	27	2	40	21	21	-
	34%	44%	27%	41%	13%	37%	29%	37%	23%	30%	20%	45%	24%	43%	31%	35%	34%	46%	31%	-
I don't know / Not	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly	79	32	27	15	5	59	20	67	11	2	7	24	20	23	51	2	74	37	38	4
satisfied	64%	66%	73%	71%	26%	69%	52%	69%	45%	30%	44%	71%	65%	78%	59%	35%	64%	78%	53%	55%
NET Very/fairly	25	6	8	3	8	14	11	16	9	3	7	4	7	4	17	3	22	8	17	-
dissatisfied	20%	12%	21%	14%	47%	16%	29%	16%	35%	65%	41%	11%	19%	15%	20%	65%	19%	16%	25%	-
Mean	3.68	3.95	3.66	3.83	2.77	3.82	3.36	3.81	3.17	3.05	2.91	4.01	3.96	3.91	3.81	3.05	3.68	3.97	3.50	3.53
Std Dev.	1.32	1.15	1.32	1.37	1.38	1.23	1.46	1.27	1.41	1.63	1.59	1.16	1.16	1.36	1.50	1.63	1.32	1.31	1.36	0.53
Std Error	0.12	0.16	0.21	0.33	0.31	0.13	0.24	0.13	0.23	0.58	0.36	0.22	0.19	0.23	0.14	0.58	0.12	0.17	0.17	0.24

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	129	81	48	15	64	20	33	12	4	9	1	4	15	8	9	8	6	2	18	
Weighted Base	123*	107*	16**	4**	106*	6**	8**	3**	3**	15**	1**	5**	24**	12**	21**	17**	9**	***	6**	
Effective Base	76	64	12	3	58	10	19	8	4	9	1	4	14	8	10	9	8	6	2	
Very dissatisfied	(1) 13	12	*	*	10	1	1	1	2	1	-	1	1	-	-	4	1	-	1	
	10%	12%	2%	2%	9%	16%	17%	20%	58%	10%	-	22%	4%	-	-	22%	14%	-	17%	
Fairly dissatisfied	(2) 12	12	*	*	12	*	*	-	1	3	1	-	5	-	-	2	-	-	*	
	10%	11%	3%	3%	11%	4%	3%	-	23%	23%	100%	-	20%	-	-	10%	-	-	4%	
Neither satisfied or dissatisfied	(3) 20	19	1	*	17	1	1	1	-	2	-	-	1	4	4	5	2	-	1	
	16%	18%	3%	6%	16%	16%	13%	21%	-	15%	-	-	4%	32%	17%	28%	17%	-	16%	
Fairly satisfied	(4) 36	30	7	1	31	3	2	1	1	4	-	3	9	3	5	2	4	-	3	
	30%	28%	43%	15%	29%	44%	20%	49%	19%	30%	-	54%	39%	22%	23%	12%	47%	-	46%	
Very satisfied	(5) 42	34	8	3	37	1	4	*	-	3	-	1	8	6	12	5	2	*	1	
	34%	32%	46%	75%	35%	18%	47%	10%	-	23%	-	24%	33%	46%	59%	29%	22%	100%	15%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	79	64	15	3	68	4	5	2	1	8	-	4	17	8	17	7	6	4	4	
	64%	60%	92%	89%	64%	62%	67%	59%	19%	32%	-	78%	72%	68%	83%	41%	66%	100%	61%	
NET Very/fairly dissatisfied	25	24	1	*	21	1	2	1	2	5	1	1	6	-	-	5	1	-	1	
	20%	22%	5%	5%	20%	20%	19%	20%	81%	33%	100%	22%	24%	-	-	32%	14%	-	21%	
Mean	3.68	3.58	4.35	4.57	3.69	3.45	3.79	3.30	1.61	3.32	2.00	3.57	3.78	4.15	4.42	3.17	3.83	5.00	3.38	
Std Dev.	1.32	1.35	0.86	1.05	1.30	1.40	1.58	1.61	1.46	1.36	-	1.61	1.23	0.91	0.79	1.54	1.30	-	1.39	
Std Error	0.12	0.15	0.12	0.27	0.16	0.31	0.27	0.46	0.73	0.45	-	0.81	0.32	0.32	0.26	0.54	0.53	-	0.33	

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

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Table 406

Base : Made a complaint about Yodel

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	129	81	16	110	45	81	7	22	16	1	6	58	45	16	4	6	103	10	60	51	10	5	3	111	8	100	29
Weighted Base	123*	78*	17**	105*	43**	78*	3**	14**	17**	1**	6**	60*	42**	13**	3**	5**	101*	8**	60*	47**	9**	3**	5**	107*	7**	96*	27**
Effective Base	75	47	10	64	27	47	3	12	10	1	4	34	29	7	3	3	62	6	35	29	6	3	3	64	6	60	15
Very dissatisfied	(1) 13	5	4	8	6	5	-	1	4	-	3	4	7	1	1	-	11	1	4	6	2	1	-	10	1	8	5
Fairly dissatisfied	(2) 10%	7%	23%	7%	15%	7%	-	5%	23%	-	45%	7%	17%	4%	25%	-	11%	11%	6%	14%	21%	30%	-	9%	11%	8%	17%
Neither satisfied or dissatisfied	(3) 20	11	2	17	8	11	-	1	2	-	2	4	7	7	1	2	10	3	6	9	1	2	2	16	3	19	1
Fairly satisfied	(4) 36	24	2	35	13	24	-	5	2	-	-	21	13	5	1	35	1	23	11	13	1	*	1	34	1	29	7
Very satisfied	(5) 30%	30%	10%	33%	29%	30%	-	35%	10%	-	-	35%	32%	3%	5%	24%	34%	17%	38%	24%	13%	4	26%	32%	19%	30%	27%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	79	56	9	70	23	56	*	9	9	1	1	51	21	3	2	2	72	3	47	25	5	*	1	72	2	62	17
NET Very/fairly dissatisfied	64%	71%	53%	67%	53%	71%	13%	66%	53%	100%	19%	85%	51%	24%	53%	32%	71%	40%	60%	52%	58%	10%	26%	68%	20%	64%	63%
Mean	3.68	3.91	3.37	3.76	3.32	3.91	2.38	3.66	3.37	5.00	2.47	4.20	3.19	3.15	3.43	3.09	3.79	3.22	4.05	3.39	3.45	2.55	2.92	3.76	2.79	3.73	3.49
Std Dev	1.32	1.21	1.70	1.22	1.38	1.21	1.20	1.31	1.70	-	1.67	1.10	1.39	1.15	2.09	1.03	1.32	1.37	1.12	1.40	1.74	1.42	0.86	1.29	0.99	1.25	1.56
Std Error	0.12	0.13	0.43	0.12	0.21	0.13	0.45	0.28	0.43	-	0.68	0.14	0.21	0.29	1.05	0.42	0.13	0.43	0.14	0.20	0.55	0.63	0.50	0.12	0.35	0.12	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	129	12	113	4	59	60	10	111	13	4	1	128	-
Weighted Base	123*	9**	109*	5**	58*	53*	12**	106*	15**	2**	***	123*	**
Effective Base	78	6	67	2	33	35	7	64	10	1	1	75	-
Very dissatisfied	(1)	13	9	4	8	5	8	8	3	2	1	13	-
		16%	36%	8%	10%	7%	15%	4%	8%	18%	89%	-	10%
Fairly dissatisfied	(2)	12	*	12	-	6	5	2	9	3	-	12	-
		15%	1%	11%	-	10%	9%	13%	8%	22%	-	10%	-
Neither satisfied or dissatisfied	(3)	29	16	14	10	5	4	14	5	-	-	20	-
		16%	37%	15%	17%	10%	36%	14%	36%	-	-	16%	-
Fairly satisfied	(4)	36	2	30	4	14	18	4	33	3	*	36	-
		30%	23%	28%	87%	24%	34%	36%	31%	23%	11%	30%	-
Very satisfied	(5)	42	-	42	*	24	17	1	42	*	-	42	-
		34%	-	39%	3%	41%	32%	11%	40%	*	100%	34%	-
I don't know / Not applicable		-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	79	2	72	4	38	35	6	75	3	*	*	78	-
	64%	23%	66%	90%	65%	66%	47%	70%	24%	11%	100%	64%	-
NET Very/fairly dissatisfied	28	4	20	-	10	13	2	17	6	2	-	25	-
	20%	40%	19%	10%	17%	24%	17%	16%	41%	89%	-	20%	-
Mean	3.68	2.43	3.79	3.71	3.82	3.59	3.36	3.86	2.65	1.34	5.00	3.68	-
Std Dev.	1.32	1.29	1.28	1.06	1.28	1.41	1.03	1.25	1.08	-	-	1.32	-
Std Error	0.12	0.37	0.12	0.53	0.17	0.18	0.32	0.12	0.30	-	-	0.12	-

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	129	30	46	28	25	7	11	12	27	13	6	5	12	11	10	11	4
Weighted Base	123*	35**	36**	32**	20**	4**	15**	16**	17**	15**	4**	4**	13**	14**	7**	10**	3**
Effective Base	75	20	23	18	15	4	7	9	12	7	4	3	7	8	6	7	3
Very dissatisfied	(1) 13	3	1	5	4	*			1	-	-	1	1	2	1	3	-
	10%	8%	2%	15%	22%	2%	17%	-	5%	-	-	31%	8%	17%	16%	34%	-
Fairly dissatisfied	(2) 12	5	2	2	2	-	2	4	-	2	-	2	1	-	1	-	1
	10%	15%	6%	7%	12%	-	11%	22%	-	14%	-	38%	5%	-	18%	-	37%
Neither satisfied or dissatisfied	(3) 20	7	1	10	2	1	2	4	1	1	-	-	6	4	*	*	2
	16%	19%	3%	30%	10%	24%	13%	24%	4%	4%	-	-	43%	27%	3%	3%	48%
Fairly satisfied	(4) 36	4	19	5	8	1	-	2	9	8	3	1	2	2	3	5	*
	30%	11%	53%	17%	42%	37%	-	14%	52%	52%	61%	29%	17%	13%	41%	53%	10%
Very satisfied	(5) 42	17	13	10	3	2	9	7	7	4	2	*	4	6	1	1	*
	34%	48%	36%	31%	14%	37%	58%	41%	40%	30%	39%	2%	27%	43%	23%	11%	4%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	79	20	32	15	11	3	9	9	16	12	4	1	6	8	4	6	*
	64%	58%	68%	48%	55%	74%	58%	55%	91%	82%	100%	31%	44%	55%	63%	64%	14%
NET Very/fairly dissatisfied	25	8	3	7	7	*	4	4	1	2	-	3	2	2	2	3	1
	20%	22%	8%	22%	34%	2%	25%	22%	6%	14%	-	69%	13%	17%	34%	34%	37%
Mean	3.68	3.76	4.13	3.41	3.13	4.07	3.70	3.74	4.21	3.97	4.39	2.33	3.51	3.65	3.35	3.08	2.82
Std Dev.	1.32	1.39	0.92	1.40	1.44	1.02	1.68	1.24	0.95	0.99	0.56	1.42	1.22	1.50	1.54	1.60	0.94
Std Error	0.12	0.25	0.14	0.27	0.29	0.39	0.51	0.36	0.18	0.27	0.23	0.64	0.35	0.45	0.49	0.48	0.47

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	193	29	164	77	116	103	90	44	54	36	22	22	10	5		98	58	37	15	153	36
Weighted Base	206	36**	168*	79*	125*	111*	94*	52**	58*	32**	25**	20**	11**	5**		110*	57**	37**	17**	148*	52**
Effective Base	123	24	99	43	82	63	61	29	35	22	14	14	7	3		65	36	23	9	92	29
Very dissatisfied	6	-	6	-	6	4	2	-	1	4	-	1	-	-		1	4	1	-	4	3
(1)	3%	-	4%	-	5%	3%	3%	-	2%	11%	-	7%	-	-		1%	6%	4%	-	2%	6%
Fairly dissatisfied	12	-	12	7	5	7	5	3	3	3	-	1	1	-		6	3	2	1	11	1
(2)	6%	-	7%	9%	4%	6%	5%	6%	6%	10%	1%	7%	7%	-		6%	6%	6%	5%	8%	2%
Neither satisfied or dissatisfied	26	4	24	11	16	15	13	6	12	4	2	3	1	-		19	5	4	1	20	8
(3)	14%	12%	14%	14%	13%	13%	14%	12%	21%	11%	7%	15%	6%	-		17%	9%	10%	4%	13%	16%
Fairly satisfied	80	18	62	25	55	46	32	24	24	6	12	11	2	2		48	17	15	4	55	21
(4)	39%	48%	37%	32%	44%	44%	34%	45%	42%	18%	46%	52%	16%	47%		43%	30%	40%	26%	37%	41%
Very satisfied	77	14	63	36	41	37	40	18	17	16	12	4	8	3		35	28	15	11	56	19
(5)	38%	39%	37%	45%	33%	33%	42%	34%	29%	50%	46%	18%	71%	53%		31%	49%	39%	65%	38%	37%
I don't know / Not applicable	2	-	2	-	2	-	2	2	-	-	-	-	-	-		2	-	-	-	2	-
	1%	-	1%	-	1%	-	2%	3%	-	-	-	-	-	-		1%	-	-	-	1%	-
NET Very/fairly satisfied	157	32	125	61	96	85	72	41	41	22	23	14	10	5		82	45	29	15	112	40
	77%	88%	74%	77%	77%	77%	76%	79%	71%	66%	92%	71%	87%	100%		75%	79%	80%	91%	76%	77%
NET Very/fairly dissatisfied	18	-	18	7	11	11	8	3	4	7	-	3	1	-		8	7	4	1	15	4
	9%	-	11%	9%	9%	10%	8%	6%	8%	21%	1%	14%	7%	-		7%	12%	10%	5%	10%	7%
Mean	4.03	4.27	3.98	4.13	3.97	3.98	4.10	4.10	3.90	3.86	4.38	3.68	4.51	4.53		3.99	4.09	4.05	4.51	4.03	4.02
Std Dev.	1.02	0.67	1.07	0.97	1.04	1.01	1.02	0.85	0.96	1.44	0.66	1.10	0.93	0.55		0.91	1.18	1.05	0.81	1.02	1.04
Std Error	0.07	0.12	0.08	0.11	0.10	0.10	0.11	0.13	0.13	0.24	0.14	0.23	0.30	0.25		0.09	0.16	0.17	0.21	0.08	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Table 407

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	193	79	51	27	36	130	63	137	55	15	16	38	58	47	112	15	182	72	111	10
Weighted Base	205	76*	58*	34**	36**	135*	70*	158*	46*	13**	12**	48**	67*	41**	128*	13**	170	66*	128*	10**
Effective Base	123	45	35	20	23	80	44	90	35	8	10	28	37	27	75	8	103	39	77	7
Very dissatisfied	(1) 6	1	1	1	2	2	4	3	3	1	1	-	3	1	4	1	5	1	5	-
	3%	1%	2%	4%	7%	2%	5%	2%	6%	9%	9%	-	4%	3%	3%	9%	3%	2%	4%	-
Fairly dissatisfied	(2) 12	6	4	1	1	11	2	9	3	*	*	6	5	*	11	*	11	3	5	4
	6%	8%	7%	3%	2%	8%	2%	6%	7%	2%	1%	12%	7%	1%	8%	2%	6%	5%	4%	35%
Neither satisfied or	29	12	9	*	6	22	6	23	5	2	5	6	10	3	21	2	24	10	17	1
dissatisfied	(3) 14%	16%	16%	*	17%	16%	9%	15%	10%	13%	39%	13%	14%	8%	16%	14%	14%	14%	13%	13%
Fairly satisfied	(4) 80	24	22	18	16	46	34	64	16	5	3	18	29	14	50	5	65	18	56	5
	39%	32%	38%	53%	44%	34%	48%	40%	35%	42%	25%	38%	43%	34%	39%	42%	38%	28%	44%	51%
Very satisfied	(5) 77	32	20	14	11	52	24	57	35	5	3	18	21	21	42	5	63	34	43	-
	39%	43%	34%	38%	31%	38%	33%	45%	42%	30%	25%	37%	32%	30%	33%	37%	37%	51%	34%	-
I don't know / Not	2	-	2	-	-	2	-	2	-	-	-	-	-	2	-	-	2	-	2	-
applicable	1%	-	3%	-	-	1%	-	1%	-	-	-	-	-	4%	-	-	1%	-	1%	-
NET Very/fairly	167	57	42	32	27	99	58	121	36	10	6	36	50	35	92	10	129	52	100	5
satisfied	77%	74%	72%	83%	74%	73%	83%	76%	77%	78%	91%	75%	74%	85%	72%	75%	75%	79%	78%	81%
NET Very/fairly	18	7	6	2	3	13	5	13	6	1	1	6	8	1	14	1	16	5	10	4
dissatisfied	9%	10%	9%	7%	9%	10%	8%	8%	12%	11%	10%	12%	11%	3%	11%	11%	9%	7%	8%	35%
Mean	4.03	4.06	3.97	4.21	3.89	4.02	4.09	4.04	4.01	3.91	3.57	4.00	3.91	4.35	3.91	4.01	4.21	4.01	4.01	3.16
Std Dev.	1.02	1.03	1.01	0.92	1.09	1.02	1.02	0.97	1.16	1.22	1.19	1.00	0.88	1.05	1.22	1.02	0.99	1.00	0.97	0.97
Std Error	0.07	0.12	0.14	0.18	0.18	0.09	0.13	0.08	0.16	0.31	0.30	0.16	0.14	0.13	0.10	0.31	0.08	0.12	0.10	0.31

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Table 407

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	193	144	49	22	105	28	38	22	7	5	3	14	22	12	19	10	13	4	24	
Weighted Base	205	163	12**	4**	172*	16**	13**	4**	5**	9**	4**	18**	31**	17**	42**	25**	19**	1**	14**	
Effective Base	123	114	11	4	94	18	17	13	7	5	3	14	21	11	18	10	13	2	16	
Very dissatisfied	(1)	6	*	*	5	1	-	*	-	1	-	1	1	-	-	-	1	-	1	
	3%	3%	1%	1%	3%	7%	-	1%	-	16%	-	7%	4%	-	-	-	6%	-	7%	
Fairly dissatisfied	(2)	12	10	2	1	9	1	2	2	-	-	1	-	-	-	3	3	*	1	
	6%	5%	16%	13%	5%	5%	18%	3%	42%	-	-	8%	-	-	-	11%	14%	18%	4%	
Neither satisfied or dissatisfied	(3)	28	27	1	*	22	3	3	*	1	2	3	-	6	1	10	-	-	3	
	14%	14%	7%	4%	13%	17%	20%	9%	14%	21%	68%	-	18%	7%	23%	-	-	-	18%	
Fairly satisfied	(4)	80	75	5	3	67	8	2	2	3	1	10	10	7	17	5	11	1	8	
	39%	39%	40%	59%	39%	53%	17%	45%	30%	39%	32%	56%	33%	43%	41%	19%	58%	63%	52%	
Very satisfied	(5)	77	73	4	1	67	3	6	2	1	2	-	5	14	7	15	18	4	*	
	38%	38%	37%	23%	39%	18%	44%	42%	14%	24%	-	23%	44%	41%	36%	71%	23%	19%	16%	
I don't know / Not applicable	2	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	
	1%	1%	-	-	1%	-	-	-	-	-	-	-	-	9%	-	-	-	-	-	
NET Very/fairly satisfied	157	148	9	4	134	11	8	4	2	6	1	16	24	15	32	22	15	1	10	
	77%	77%	77%	82%	78%	72%	62%	67%	44%	63%	32%	85%	78%	84%	77%	89%	81%	82%	71%	
NET Very/fairly dissatisfied	18	16	2	1	14	2	2	*	2	1	-	3	1	-	-	3	4	*	2	
	9%	9%	16%	14%	8%	12%	18%	4%	42%	16%	-	15%	4%	-	-	11%	19%	18%	11%	
Mean	4.83	4.03	3.97	3.90	4.07	3.72	3.88	4.23	3.17	3.56	3.32	3.91	4.14	4.36	4.13	4.46	3.83	3.70	3.70	
Std Dev.	1.02	1.01	1.10	1.07	1.00	1.07	1.21	0.96	1.25	1.38	0.53	1.15	1.00	0.64	0.77	0.96	1.15	-	1.08	
Std Error	0.07	0.08	0.16	0.23	0.10	0.20	0.20	0.20	0.47	0.62	0.30	0.31	0.21	0.19	0.18	0.30	0.32	-	0.22	

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Table 407

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	193	125	29	159	63	125	11	31	29	2	11	68	75	29	15	5	143	20	97	71	10	11	3	168	14	124	69
Weighted Base	206	136*	32**	170	66*	136*	9**	23**	32**	1**	14**	77*	83*	29**	14**	1**	160*	14**	104*	79*	7**	10**	3**	182	13**	133*	71*
Effective Base	123	78	20	101	43	78	5	20	20	1	8	42	51	19	11	5	93	12	60	47	5	8	2	107	10	77	47
Very dissatisfied (1)	6	4	1	4	1	4	-	1	1	-	-	1	1	4	-	-	2	-	2	2	-	1	-	5	1	4	2
	3%	3%	2%	2%	2%	3%	-	6%	4%	-	-	1%	2%	13%	-	-	2%	-	2%	3%	-	13%	-	3%	11%	3%	3%
Fairly dissatisfied (2)	12	3	5	7	9	3	-	1	5	*	2	*	4	3	3	-	4	3	3	8	-	1	1	10	2	8	4
	6%	3%	15%	4%	13%	3%	-	2%	15%	16%	16%	1%	5%	17%	25%	-	3%	24%	3%	10%	-	7%	35%	6%	13%	6%	6%
Neither satisfied or dissatisfied (3)	28	20	5	22	8	20	2	4	5	-	-	*	22	5	1	-	22	1	12	9	5	2	-	20	2	20	8
	14%	15%	17%	13%	12%	15%	18%	19%	17%	-	-	*	27%	16%	5%	-	14%	5%	17%	11%	68%	22%	-	17%	17%	15%	11%
Fairly satisfied (4)	80	55	8	72	25	55	4	10	8	-	4	29	34	12	5	*	62	6	39	35	2	4	-	74	4	50	30
	39%	41%	26%	42%	37%	41%	44%	41%	26%	-	35%	37%	41%	40%	20%	40%	39%	39%	38%	44%	26%	35%	-	41%	26%	37%	43%
Very satisfied (5)	77	53	10	65	22	53	3	7	10	6	1	47	20	5	4	1	67	5	48	23	*	2	2	71	4	52	25
	36%	39%	33%	38%	33%	39%	37%	31%	33%	84%	49%	41%	24%	19%	30%	80%	42%	32%	46%	30%	4%	22%	65%	39%	31%	39%	35%
I don't know / Not applicable	2	-	2	-	2	-	-	-	2	-	-	-	2	-	-	-	2	-	-	2	-	-	-	2	-	-	2
	1%	-	5%	-	2%	-	-	-	5%	-	-	-	2%	-	-	-	1%	-	-	2%	-	-	-	1%	-	-	2%
NET Very/fairly satisfied	157	108	19	137	47	108	8	17	18	1	10	75	54	17	9	1	129	10	87	59	2	6	2	145	8	101	55
	77%	80%	59%	80%	71%	80%	82%	73%	59%	84%	84%	65%	65%	59%	70%	100%	81%	71%	84%	74%	32%	57%	65%	80%	59%	76%	78%
NET Very/fairly dissatisfied	16	7	6	11	10	7	-	2	6	*	2	2	5	7	3	-	7	3	5	10	-	2	1	15	3	12	7
	9%	5%	19%	7%	15%	5%	-	9%	19%	16%	16%	2%	6%	24%	25%	-	4%	24%	5%	13%	-	21%	35%	8%	24%	9%	9%
Mean	4.03	4.11	3.72	4.10	3.90	4.11	4.19	3.89	3.72	4.52	4.17	4.50%	3.83	3.41	3.75	4.80	4.10%	3.80	4.22	3.90	3.36	3.45	3.94	4.08	3.66	4.04	4.02
Std Dev	1.02	0.94	1.22	0.94	1.08	0.94	0.76	1.09	1.22	-	1.10	0.68	0.92	1.29	1.18	-	0.89	1.17	0.92	1.05	0.60	1.35	1.78	0.99	1.38	1.02	1.02
Std Error	0.07	0.08	0.23	0.07	0.14	0.08	0.23	0.20	0.23	-	0.33	0.08	0.11	0.24	0.30	-	0.07	0.26	0.09	0.13	0.19	0.41	1.03	0.08	0.37	0.09	0.12

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	193	15	175	3	73	105	15	177	14	2	-	193	-
Weighted Base	205	10**	191	4**	75*	113*	17**	192	9**	3**	-**	205	-**
Effective Base	123	6	114	3	43	71	10	114	9	2	-	123	-
Very dissatisfied (1)	6	-	6	-	1	5	-	5	1	-	-	6	-
	3%	-	3%	-	2%	4%	-	3%	12%	-	-	3%	-
Fairly dissatisfied (2)	12	1	11	-	8	4	*	11	*	1	-	12	-
	6%	10%	6%	-	11%	3%	2%	6%	1%	33%	-	6%	-
Neither satisfied or dissatisfied (3)	28	1	27	-	15	13	*	25	2	-	-	28	-
	14%	6%	14%	-	20%	11%	2%	13%	26%	-	-	14%	-
Fairly satisfied (4)	80	3	75	2	17	53	11	78	2	-	-	80	-
	39%	25%	39%	56%	22%	47%	65%	40%	25%	-	-	39%	-
Very satisfied (5)	77	6	69	2	33	39	5	71	3	2	-	77	-
	38%	59%	36%	44%	44%	34%	31%	37%	36%	67%	-	38%	-
I don't know / Not applicable	2	-	2	-	2	-	-	2	-	-	-	2	-
	1%	-	1%	-	2%	-	-	1%	-	-	-	1%	-
NET Very/fairly satisfied	157	8	145	4	49	92	16	149	6	2	-	157	-
	77%	84%	76%	100%	66%	81%	96%	78%	61%	67%	-	77%	-
NET Very/fairly dissatisfied	18	1	17	-	9	9	*	16	1	1	-	18	-
	9%	10%	9%	-	12%	8%	2%	8%	13%	33%	-	9%	-
Mean	4.03	4.34	4.01	4.44	3.98	4.03	4.25	4.05	3.72	4.02	-	4.03	-
Std Dev.	1.02	1.01	1.02	0.58	1.12	1.00	0.61	0.99	1.36	1.71	-	1.02	-
Std Error	0.07	0.26	0.08	0.34	0.13	0.10	0.16	0.07	0.36	1.21	-	0.07	-

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	193	58	56	38	41	18	22	18	26	17	13	12	16	10	7	16	18
Weighted Base	205	51*	60*	47**	47**	17**	21**	14**	30**	16**	13**	12**	20**	15**	6**	20**	21**
Effective Base	123	37	33	27	28	10	16	11	15	10	10	8	11	8	6	12	12
Very dissatisfied (1)	6	1	-	5	-	-	1	+	-	-	-	4	1	-	-	-	-
	3%	2%	-	11%	-	-	5%	+	-	-	-	34%	5%	-	-	-	-
Fairly dissatisfied (2)	12	2	3	3	4	+	1	+	+	+	2	-	3	-	-	4	-
	6%	3%	5%	7%	9%	+	7%	1%	2%	1%	17%	-	16%	-	-	22%	-
Neither satisfied or dissatisfied (3)	26	7	4	6	11	2	2	3	3	1	-	1	3	2	2	3	6
	14%	14%	6%	12%	24%	12%	9%	22%	8%	8%	-	13%	13%	11%	26%	15%	30%
Fairly satisfied (4)	80	25	24	14	17	10	10	5	11	6	7	4	7	3	3	5	6
	39%	49%	41%	30%	36%	58%	48%	38%	35%	37%	56%	35%	33%	20%	66%	27%	39%
Very satisfied (5)	77	16	27	19	15	5	6	5	15	9	4	2	7	10	1	7	6
	38%	32%	45%	40%	31%	29%	30%	38%	49%	53%	27%	19%	32%	69%	15%	37%	30%
I don't know / Not applicable	2	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	1%	-	3%	-	-	-	-	-	5%	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	157	41	51	33	32	15	16	10	25	15	11	6	13	13	4	13	15
	77%	81%	86%	70%	67%	88%	78%	77%	85%	91%	83%	53%	66%	89%	72%	63%	70%
NET Veryfairly dissatisfied	16	3	3	8	4	+	3	+	+	2	4	4	4	-	-	4	-
	9%	6%	6%	16%	9%	+	12%	1%	2%	1%	17%	34%	21%	-	-	22%	-
Mean	4.03	4.05	4.30	3.82	3.89	4.17	3.91	4.13	4.40	4.43	3.93	3.04	3.72	4.58	3.87	3.78	4.00
Std Dev.	1.02	0.90	0.81	1.33	0.96	0.65	1.10	0.84	0.73	0.72	1.01	1.64	1.24	0.70	0.71	1.18	0.80
Std Error	0.07	0.12	0.11	0.22	0.15	0.15	0.23	0.20	0.15	0.17	0.28	0.47	0.31	0.22	0.27	0.30	0.19

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

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	290	187	80	648	174
Weighted Base	883	101*	782	295	588	425	458	196	217	190	103**	100**	48**	30**	413	293	177	77*	829	241
Effective Base	815	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134
Royal Mail	295	21	275	120	175	156	139	74	75	63	23	37	17	6	149	86	61	23	191	100
Collect +	62%	96%	63%	67%	60%	67%	58%	67%	71%	59%	48%	59%	65%	40%	85%	55%	58%	58%	58%	72%
74	3	72	54	20	51	23	15	25	17	10	3	3	-	40	27	6	3	59	15	
117%	100%	72%	81%	73%	56%	73%	71%	63%	80%	76%	88%	80%	48%	73%	80%	80%	49%	48%	72%	76%
DHL	77%	74%	77%	84%	69%	77%	77%	72%	66%	85%	100%	96%	4%	100%	69%	88%	84%	7%	71%	83%
FedEx	100	4	96	57	44	65	35	22	28	35	9	5	-	2	50	43	7	2	66	35
Evri	76%	63%	79%	78%	72%	78%	72%	67%	72%	78%	72%	97%	-	100%	70%	81%	98%	100%	75%	78%
DPD	131	16	116	61	70	59	72	35	32	26	20	13	3	4	66	46	19	6	96	34
52%	41%	54%	55%	43%	57%	48%	57%	52%	48%	50%	53%	42%	4	48%	55%	49%	50%	45%	50%	60%
73%	100%	72%	77%	69%	71%	77%	76%	73%	59%	78%	100%	79%	63%	97%	65%	84%	77%	74%	72%	77%
Parcelforce	89	6	82	49	40	58	31	16	24	24	10	10	1	3	40	34	15	4	61	24
73%	100%	71%	82%	64%	75%	69%	73%	70%	73%	100%	78%	40%	45%	71%	80%	63%	44%	85%	84%	
TNT	64	4	60	40	25	41	23	9	22	16	9	7	2	*	31	24	9	2	44	19
81%	100%	80%	78%	88%	79%	85%	86%	73%	76%	100%	100%	100%	100%	100%	76%	83%	100%	100%	82%	78%
UPS	80	6	74	49	32	51	30	11	23	27	9	5	3	2	34	36	10	5	58	22
83%	77%	79%	91%	64%	79%	84%	78%	59%	84%	80%	87%	80%	56%	56%	74%	82%	78%	78%	74%	89%
UK Mail	86	8	79	46	41	56	30	31	15	23	8	6	-	2	46	31	8	2	53	32
78%	89%	87%	94%	82%	88%	86%	91%	71%	91%	99%	93%	93%	-	100%	83%	93%	95%	100%	82%	97%
Yodel	79	5	74	50	29	43	35	11	19	27	11	10	-	*	31	38	10	*	58	20
64%	41%	66%	69%	49%	65%	62%	56%	50%	62%	69%	85%	-	3%	52%	73%	65%	2%	64%	63%	
Amazon Delivery Service/ Logistics	157	32	125	61	96	85	72	41	41	22	23	14	10	5	82	45	29	15	112	40
77%	88%	74%	77%	77%	77%	76%	79%	71%	68%	92%	71%	87%	100%	75%	79%	80%	91%	76%	77%	
93%	94	2	90	54	31	59	31	16	33	44	6	3	3	39	44	7	3	59	31	
Other	76%	59%	76%	85%	63%	85%	62%	73%	73%	89%	81%	47%	100%	-	73%	87%	49%	53%	71%	88%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - old - ef - ghijklm - n/op/q - rs
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	683	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	295	87	87	66	55	174	121	232	62	27	23	69	93	71	185	27	257	82	195	18
61%	62%	61%	60%	69%	61%	60%	65%	61%	67%	74%	56%	59%	60%	71%	59%	74%	62%	63%	58%	65%
Collect +	74	37	15	10	13	52	22	64	10	4	7	15	20	25	42	4	67	38	33	4
72%	88%	82%	80%	65%	77%	63%	72%	75%	74%	83%	68%	62%	81%	67%	74%	72%	88%	88%	58%	100%
DHL	117	54	25	18	20	79	37	105	12	3	2	36	41	32	79	3	111	40	65	11
77%	64%	64%	74%	83%	76%	79%	76%	85%	87%	87%	40%	83%	82%	70%	80%	87%	77%	82%	72%	91%
FedEx	100	37	30	20	13	67	33	90	11	8	4	23	40	23	67	8	92	39	59	2
76%	76%	80%	79%	65%	78%	73%	75%	82%	100%	41%	75%	81%	74%	75%	100%	75%	81%	75%	41%	
Evri	131	58	44	22	10	100	32	110	19	6	6	27	46	35	79	6	118	40	79	12
52%	70%	63%	56%	24%	83%	59%	39%	55%	39%	43%	32%	54%	54%	58%	51%	43%	53%	57%	48%	71%
DPD	99	38	24	19	18	62	37	91	8	2	7	36	31	21	74	2	95	38	56	5
73%	78%	66%	77%	75%	72%	76%	73%	77%	86%	85%	73%	69%	74%	72%	86%	73%	80%	71%	54%	
Parcelforce	89	39	25	14	11	64	24	78	9	5	8	23	31	21	62	5	83	43	44	3
73%	81%	75%	66%	55%	79%	60%	73%	75%	54%	65%	53%	79%	73%	76%	65%	73%	68%	67%	35%	
TNT	64	35	11	14	4	46	19	56	9	2	3	19	25	17	46	2	63	35	25	4
81%	88%	69%	81%	70%	83%	78%	80%	89%	77%	51%	92%	84%	75%	84%	77%	81%	90%	75%	59%	
UPS	90	44	12	16	9	56	25	75	5	2	4	27	22	24	53	2	77	34	44	2
76%	89%	76%	73%	53%	86%	65%	82%	45%	81%	41%	81%	75%	83%	75%	81%	77%	90%	73%	35%	
UK Mail	86	29	29	14	14	58	28	75	11	6	7	25	33	14	66	6	80	32	48	6
88%	92%	94%	86%	71%	93%	78%	90%	77%	100%	68%	86%	91%	93%	86%	100%	87%	84%	90%	91%	
Yodel	79	32	27	15	5	59	20	67	11	2	7	24	20	23	51	2	74	37	36	4
64%	66%	73%	71%	29%	69%	52%	69%	45%	35%	44%	71%	56%	78%	59%	35%	78%	64%	55%	53%	
Amazon Delivery Service/ Logistics	157	57	42	32	27	99	58	121	36	10	6	36	50	35	92	10	129	52	100	5
90	77%	74%	72%	93%	74%	73%	83%	78%	77%	76%	51%	75%	74%	85%	72%	76%	75%	79%	78%	51%
Other	90	32	23	22	13	55	35	82	9	2	9	32	28	15	69	2	86	47	38	5
76%	82%	88%	86%	49%	84%	67%	63%	43%	23%	69%	89%	71%	80%	78%	23%	80%	78%	75%	69%	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab/cd - ef - gh - i/jkl/mn - op - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Table 408

Base : Made a complaint about provider

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	831	578	253	122	469	125	142	95	39	55	46	56	58	56	65	43	51	16	109	
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*	
Effective Base	515	468	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59	
Royal Mail	295	259	36	10	267	15	8	5	9	32	16	22	39	27	64	34	25	2	13	
	62%	63%	60%	60%	63%	59%	54%	53%	79%	49%	39%	58%	73%	52%	81%	74%	63%	68%	58%	
Collect +	74	63	11	3	61	6	4	2	3	2	3	2	16	8	20	2	5	2	5	
	72%	69%	94%	81%	72%	65%	81%	96%	84%	24%	66%	37%	100%	82%	81%	100%	48%	88%	60%	
DHL	117	100	17	3	100	9	7	1	2	4	1	5	10	18	30	19	10	1	7	
	77%	77%	75%	90%	77%	75%	80%	71%	66%	50%	30%	81%	88%	66%	79%	83%	88%	100%	72%	
FedEx	100	82	18	3	89	5	5	2	3	3	3	5	1	19	16	14	21	6	1	
	76%	72%	97%	86%	76%	59%	81%	100%	100%	100%	56%	25%	77%	93%	65%	89%	72%	100%	53%	
Evri	131	118	13	1	108	10	10	3	7	19	4	5	14	18	21	14	6	10	10	
	52%	52%	47%	41%	50%	62%	80%	56%	66%	50%	29%	26%	64%	80%	53%	46%	38%	81%	62%	
DPD	99	87	12	3	91	4	3	1	4	3	4	7	12	10	25	17	10	*	4	
	73%	71%	95%	90%	75%	47%	72%	79%	100%	45%	42%	84%	87%	74%	91%	77%	58%	67%	46%	
Parcelforce	89	75	13	2	73	5	5	1	1	1	2	1	13	10	24	12	8	*	9	
	73%	74%	65%	62%	72%	81%	70%	65%	100%	29%	63%	17%	79%	79%	100%	60%	71%	100%	81%	
TNT	64	50	14	1	57	2	4	1	3	3	2	4	16	9	13	4	3	-	2	
	81%	78%	98%	91%	83%	67%	68%	73%	100%	60%	100%	56%	82%	100%	100%	60%	100%	100%	66%	
UPS	90	66	15	3	69	6	4	1	3	3	1	5	15	15	20	6	2	1	5	
	76%	76%	89%	100%	76%	70%	86%	80%	100%	27%	100%	66%	79%	84%	88%	100%	100%	100%	66%	
UK Mail	86	76	10	1	76	6	4	1	2	7	3	5	10	10	23	13	2	1	5	
	88%	86%	98%	89%	89%	81%	76%	62%	71%	100%	100%	80%	91%	78%	100%	87%	64%	100%	76%	
Yodel	79	64	15	3	68	4	5	2	1	8	-	4	17	8	17	7	6	*	4	
	64%	60%	92%	89%	64%	62%	67%	59%	19%	52%	-	78%	72%	68%	83%	41%	69%	100%	61%	
Amazon Delivery Service/ Logistics	157	148	9	4	134	11	8	4	2	6	1	16	24	15	32	22	15	1	10	
	77%	77%	-	62%	76%	72%	62%	87%	44%	63%	32%	65%	78%	84%	77%	89%	81%	82%	71%	
Other	90	77	14	3	80	4	5	2	3	11	-	5	14	7	16	19	5	-	4	
	76%	75%	83%	98%	77%	61%	65%	100%	63%	85%	-	100%	78%	86%	84%	75%	47%	-	61%	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - abcd - dierfgh - hijklm/nopq/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Table 408

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	831	410	239	573	402	410	30	97	239	26	92	293	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368
Weighted Base	883	434	242	618	426	434	28**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375
Effective Base	515	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	205	41	28	13	432	41	290	225
Royal Mail	295	160	67	224	130	160	13	24	67	8	19	136	119	21	14	5	265	19	103	106	17	5	4	269	10	178	117
	62%	68%	55%	66%	57%	68%	86%	75%	55%	52%	56%	72%sig	63%sig	44%	32%	65%	69%sig	36%	73%sig	57%	47%	29%	49%	65%	35%	66%	57%
Collect +	74	48	10	63	25	48	2	6	10	2	2	38	28	7	2	*	65	2	36	30	4	2	*	67	2	62	12
	72%	78%	57%	72%	62%	78%	100%	80%	57%	61%	72%	82%	70%	59%	45%	20%	76%	36%	79%	69%	49%	56%	100%	74%	60%	74%	65%
DHL	117	65	12	103	31	65	2	6	12	1	3	51	38	12	4	1	100	5	58	44	11	1	1	103	3	93	23
	77%	84%	56%	80%	63%	84%	97%	85%	56%	100%	73%	84%sig	67%	63%	49%	100%	81%	57%	80%	88%	51%	56%	55%	82%	56%	76%	80%
FedEx	100	76	4	92	20	76	5	6	48	44	7	48	44	7	1	*	92	2	58	38	3	1	-	96	1	83	18
	76%	84%	46%	77%	54%	84%	100%	87%	46%	100%	67%	87%	75%	55%	37%	10%	80%	29%	69%	69%	33%	52%	-	80%	52%	76%	77%
Evri	131	71	32	67	58	71	3	10	32	3	6	61	48	5	17	2	108	18	72	52	4	1	2	124	3	88	43
	52%	60%	43%	56%	45%	60%	63%	49%	43%	28%	32%	63%sig	46%	21%	52%	60%	55%	53%	57%	54%	24%	9%	100%	55%	27%	58%	42%
DPD	99	69	8	92	30	69	1	5	8	1	2	57	24	10	9	*	80	9	55	35	6	2	1	89	3	79	20
	72%	84%sig	36%	80%sig	59%	82%	100%	100%	36%	100%	97%	85%	63%	47%	88%	100%	77%	86%	81%	63%	6%	34%	100%	73%	49%	73%	75%
Parcelforce	89	63	9	79	26	63	3	7	44	33	6	44	33	6	4	2	76	6	48	31	7	1	2	79	3	69	20
	73%	80%	43%	79%	59%	80%	59%	74%	43%	83%	19%	76%	80%	48%	53%	56%	78%	54%	77%	71%	76%	27%	59%	74%	43%	77%	60%
TNT	64	45	5	58	18	45	*	7	2	23	2	24	23	8	7	2	48	9	30	28	3	2	1	58	3	58	6
	81%	78%	92%	80%	89%	78%	47%	86%	92%	100%	100%	88%	78%	62%	100%	83%	100%	83%	79%	78%	84%	100%	81%	96%	81%	86%	81%
UPS	80	58	12	69	23	58	*	2	12	1	3	39	31	7	3	*	70	4	41	32	4	*	1	73	1	70	11
	78%	86%	74%	79%	64%	86%	100%	53%	74%	100%	42%	84%	79%	57%	62%	100%	82%	63%	83%	79%	89%	3%	100%	81%	21%	79%	70%
UK Mail	86	63	9	74	21	63	5	6	9	2	4	51	29	6	*	*	80	1	52	30	3	1	1	82	2	73	13
	86%	91%	74%	89%	77%	91%	100%	84%	74%	100%	65%	96%	89%	78%	85%	18%	93%	11%	98%	84%	56%	100%	23%	92%	30%	89%	81%
Yodel	79	56	9	70	23	56	*	9	9	1	1	51	21	3	2	2	72	3	47	25	5	*	1	72	2	62	17
	64%	71%	53%	67%	53%	71%	13%	66%	53%	100%	19%	85%	51%	24%	53%	32%	71%	40%	80%	52%	58%	10%	26%	68%	20%	64%	63%
Amazon Delivery Service/Logistics	157	108	18	137	47	108	8	17	18	1	10	75	54	17	9	1	129	10	87	58	2	6	2	145	8	101	55
	77%	80%	59%	71%	71%	80%	82%	73%	59%	84%	84%	88%sig	65%	60%	70%	100%	71%	64%	84%	74%	32%	57%	65%	80%	59%	76%	79%
Other	90	58	6	82	30	58	*	5	6	1	1	55	24	10	2	-	79	2	50	33	6	2	*	82	2	79	12
	76%	84%	36%	82%	63%	84%	100%	68%	36%	18%	13%	88%	65%	61%	96%	-	78%	96%	81%	68%	91%	67%	100%	75%	68%	80%	57%

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	296	21	289	5	100	178	17	276	10	7	2	293	*
62%	62%	62%	62%	78%	67%	61%	51%	62%	54%	81%	60%	62%	3%
Collect *	74	11	64	-	35	37	2	68	4	2	*	74	-
72%	72%	82%	72%	-	78%	68%	95%	72%	70%	100%	100%	72%	-
DHL	117	6	106	5	52	54	11	105	10	2	-	117	-
77%	77%	60%	78%	85%	85%	73%	67%	77%	80%	62%	-	77%	-
FedEx	100	11	86	4	44	50	7	96	2	2	*	100	-
75%	75%	72%	77%	63%	73%	79%	71%	82%	19%	58%	100%	76%	-
Evri	131	8	120	4	55	68	8	124	6	2	-	131	*
52%	52%	79%	50%	89%	63%	48%	33%	53%	34%	100%	-	52%	100%
DPD	99	9	86	4	44	51	5	91	5	3	*	99	-
73%	73%	68%	73%	89%	77%	75%	43%	76%	43%	100%	100%	74%	-
Parcelforce	89	4	82	3	47	39	3	83	5	1	-	89	-
73%	73%	65%	73%	85%	78%	70%	48%	77%	39%	42%	-	73%	-
TNT	64	6	55	3	36	27	1	55	7	2	*	64	-
87%	87%	90%	81%	61%	84%	79%	59%	82%	72%	100%	100%	81%	-
UPS	80	12	67	2	35	43	2	71	7	3	*	80	-
78%	78%	93%	75%	100%	90%	76%	31%	78%	73%	99%	100%	78%	-
UK Mail	86	7	77	3	40	39	7	77	6	2	*	86	-
86%	86%	66%	90%	84%	85%	96%	65%	86%	100%	100%	100%	88%	100%
Yodel	79	2	72	4	38	35	6	75	3	*	*	78	-
64%	64%	23%	66%	90%	65%	66%	47%	70%	24%	11%	100%	64%	-
Amazon Delivery Service/	157	8	145	4	49	92	16	149	6	2	-	157	-
Logistics	77%	84%	76%	100%	66%	61%	96%	78%	61%	67%	-	77%	-
Other	90	6	80	4	51	33	6	78	9	3	*	90	-
76%	76%	39%	61%	87%	74%	80%	69%	77%	74%	62%	100%	76%	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Table 408

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	515	143	139	120	114	45	51	49	49	43	48	38	49	33	33	41	40				
Royal Mail	295	89	76	71	60	15	39	34	28	27	21	22	34	15	21	30	10				
62%		66%	58%	65%	61%	45%	70%	76%	67%	63%	45%	66%	63%	65%	69%	76%	32%				
Collect +	74	23	31	9	10	4	10	10	18	8	5	*	4	5	1	7	2				
72%		67%	84%	78%	56%	34%	80%	85%	100%	87%	56%	8%	78%	100%	35%	71%	42%				
DHL	117	30	32	33	22	3	14	13	17	12	3	5	10	17	7	9	5				
77%		74%	87%	75%	72%	83%	72%	74%	82%	96%	51%	51%	74%	89%	89%	64%	70%				
FedEx	100	20	33	27	19	4	6	10	20	7	7	5	6	17	4	5	10				
76%		74%	63%	63%	51%	100%	71%	68%	81%	85%	85%	55%	42%	82%	79%	87%	100%				
Evri	131	38	40	40	14	9	8	20	9	24	7	13	14	13	2	4	7				
52%		62%	56%	55%	28%	62%	49%	69%	43%	81%	34%	61%	52%	54%	20%	21%	41%				
DPD	99	27	38	19	15	5	14	9	14	15	9	4	8	7	5	8	2				
73%		66%	62%	70%	71%	67%	64%	76%	89%	87%	58%	100%	51%	100%	76%	85%	41%				
Parcelforce	89	21	29	21	18	3	8	10	12	10	7	3	9	8	7	6	5				
73%		68%	85%	59%	86%	61%	94%	58%	96%	96%	63%	32%	56%	98%	79%	86%	76%				
TNT	64	18	22	15	10	4	6	8	12	8	3	3	5	6	*	6	3				
81%		68%	80%	64%	65%	100%	92%	81%	86%	89%	60%	72%	84%	100%	100%	100%	67%				
UPS	80	30	27	15	9	5	8	17	18	3	6	3	4	7	3	3	2				
78%		86%	84%	62%	71%	74%	84%	91%	100%	61%	65%	39%	79%	73%	59%	74%	100%				
UK Mail	86	23	48	15	-	1	8	15	22	16	10	6	9	-	-	-	-				
88%		78%	85%	82%	-	25%	68%	83%	82%	99%	95%	95%	75%	-	-	-	-				
Yodel	79	20	32	15	11	3	9	9	16	12	4	1	6	8	4	6	*				
64%		58%	88%	48%	55%	74%	58%	55%	91%	82%	100%	31%	44%	56%	63%	84%	14%				
Amazon Delivery Service/ Logistics	167	41	51	33	32	15	16	10	25	15	11	6	13	13	4	13	15				
77%		81%	88%	70%	67%	88%	78%	77%	85%	91%	83%	53%	66%	89%	72%	63%	70%				
Other	90	21	28	25	16	3	9	9	12	12	5	4	10	11	3	6	6				
76%		85%	79%	81%	58%	100%	88%	77%	90%	99%	43%	87%	83%	78%	99%	45%	63%				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - at/bcid - e/ghijhijk/lim/noip
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Table 409

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	290	187	80	648	174	
Weighted Base	883	101*	782	295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	629	241	
Effective Base	515	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134	
Royal Mail	97	14	83	30	67	46	50	16	19	22	16	19	2	4	35	38	24	5	82	14	
20%		37%	19%	16%	23%	19%	21%	13%	16%	21%	33%	30%	6%	24%	16%	24%	23%	12%	25%	10%	
Collect +	19	-	15	4	11	9	5	2	6	5	-	2	*	-	8	5	2	*	13	1	
14%		-	10%	6%	30%	13%	17%	6%	20%	22%	-	23%	1%	-	15%	14%	12%	1%	16%	7%	
DHL	14	2	12	5	9	10	4	1	9	1	-	2	1	-	11	2	2	2	11	3	
9%		26%	8%	6%	12%	12%	6%	4%	19%	3%	-	2%	96%	-	13%	2%	14%	93%	12%	5%	
FedEx	14	2	12	8	6	9	5	7	3	1	2	-	-	-	10	4	-	-	11	3	
11%		37%	9%	12%	9%	11%	10%	21%	9%	3%	22%	-	-	-	14%	7%	-	-	13%	6%	
Evri	75	17	58	15	61	21	55	15	17	15	12	9	4	4	32	27	17	7	62	11	
30%		44%	27%	16%	39% L	20%	39% L	24%	28%	27%	30%	39%	56%	-	52%	26%	28%	44%	54%	32%	20%
DPD	13	-	13	5	8	5	7	1	5	4	-	2	-	-	6	4	2	*	10	3	
9%		-	10%	6%	13%	6%	14%	5%	11%	11%	-	20%	-	3%	9%	9%	13%	1%	10%	7%	
Parcelforce	12	-	12	5	7	11	1	3	3	4	-	2	-	*	6	4	2	*	11	*	
10%		-	10%	9%	11%	14%	2%	13%	8%	13%	-	14%	-	2%	10%	10%	8%	1%	13%	2%	
TNT	4	-	4	3	1	4	-	*	3	1	-	-	-	-	3	1	-	-	4	-	
5%		-	5%	5%	4%	7%	-	*	9%	5%	-	-	-	-	7%	3%	-	-	7%	-	
UPS	7	-	7	1	7	7	*	*	-	4	1	*	-	2	*	6	2	2	7	-	
7%		-	8%	1%	13%	11%	*	*	-	12%	13%	1%	-	44%	*	12%	24%	9%	-		
UK Mail	6	-	6	3	3	4	2	1	2	2	-	-	-	-	4	2	-	-	6	-	
6%		-	7%	6%	6%	7%	5%	4%	12%	9%	-	-	-	-	7%	7%	-	-	9%	-	
Yodel	28	5	19	6	19	10	15	4	11	5	3	2	-	-	15	8	2	-	18	6	
20%		43%	18%	9%	34% L	15%	26%	19%	28%	16%	18%	19%	-	-	25%	17%	11%	-	20%	21%	
Amazon Delivery Service/ Logistics	18	-	18	7	11	11	8	3	4	7	*	3	1	-	8	7	4	1	15	4	
9%		-	11%	9%	9%	10%	8%	6%	8%	21%	1%	14%	7%	-	7%	12%	10%	5%	10%	7%	
Other	15	1	14	2	13	4	11	3	2	4	2	4	2	2	5	6	5	2	15	-	
13%		41%	12%	3%	27%	6%	23%	12%	6%	11%	14%	23%	-	100%	8%	12%	33%	47%	18%	-	

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Table 409

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	683	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	97	35	31	16	14	66	30	83	14	5	9	16	35	21	60	5	82	17	79	1
	30%	24%	22%	16%	16%	23%	16%	22%	10%	13%	22%	14%	22%	22%	19%	13%	20%	15%	24%	2%
Collect +	15	3	4	3	5	7	6	13	2	1	1	4	2	6	7	1	13	3	11	-
	14%	7%	17%	17%	26%	10%	22%	14%	15%	26%	13%	18%	6%	19%	11%	26%	14%	7%	21%	-
DHL	14	5	9	-	*	14	*	14	*	-	1	-	6	7	7	-	14	1	13	-
	9%	8%	22%	-	*	13%	*	10%	1%	-	16%	-	12%	18%	7%	-	10%	2%	14%	-
FedEx	14	6	4	3	2	10	4	14	-	-	4	1	7	2	12	-	14	-	11	3
	11%	12%	10%	10%	8%	11%	9%	12%	-	-	44%	4%	13%	6%	13%	-	11%	-	14%	59%
Evri	75	24	24	10	18	46	29	54	21	4	7	13	27	15	47	4	65	16	57	3
	30%	23%	30%	26%	42%	28%	34%	27%	43%	25%	38%	25%	31%	23%	30%	25%	22%	34%	16%	-
DPD	13	3	9	-	1	12	1	12	1	*	-	4	4	4	8	*	12	2	10	-
	9%	5%	25%	-	3%	14%	2%	9%	8%	1%	-	9%	9%	14%	8%	1%	10%	4%	13%	-
Parcelforce	12	4	4	2	2	8	4	11	1	1	2	2	6	1	10	1	11	1	8	3
	10%	8%	11%	17%	10%	9%	11%	11%	6%	11%	11%	7%	14%	8%	11%	12%	10%	3%	12%	38%
TNT	4	4	*	-	-	4	-	4	*	-	-	-	3	1	3	-	4	*	1	3
	5%	9%	*	-	-	7%	-	5%	*	-	-	-	9%	5%	5%	-	5%	*	3%	41%
UPS	7	3	1	4	-	3	4	5	2	-	3	-	2	3	5	-	7	1	7	-
	7%	5%	4%	18%	-	5%	10%	5%	19%	-	28%	-	7%	9%	7%	-	7%	1%	11%	-
UK Mail	6	2	-	1	2	2	4	4	2	-	2	2	1	1	5	-	6	3	2	1
	6%	7%	-	8%	13%	4%	10%	5%	13%	-	17%	7%	4%	7%	7%	-	7%	8%	4%	8%
Yodel	25	6	8	3	8	14	11	16	9	3	7	4	7	4	17	3	22	8	17	-
	20%	12%	21%	14%	47%	16%	29%	16%	35%	65%	41%	11%	19%	15%	20%	65%	19%	16%	25%	-
Amazon Delivery Service/	18	7	6	2	3	13	5	13	6	1	1	6	8	1	14	1	16	5	10	4
Logistics	9%	10%	9%	7%	9%	6%	8%	8%	12%	11%	10%	12%	11%	3%	11%	11%	9%	7%	8%	35%
Other	15	3	3	2	7	6	9	10	5	2	3	2	7	1	12	2	13	4	11	-
	13%	8%	11%	8%	26%	9%	17%	10%	27%	36%	19%	6%	18%	6%	13%	36%	12%	6%	22%	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Mersey (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	831	578	253	122	469	125	142	95	39	55	46	56	58	56	65	43	51	16	109	
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*	
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59	
Royal Mail	97	80	17	5	84	6	5	2	1	17	17	8	2	8	1	12	5	-	6	
	30%	19%	27%	32%	20%	23%	30%	24%	5%	32%	42%	22%	12%	33%	-	28%	13%	-	33%	
Collect +	15	14	*	*	13	1	1	*	-	4	-	4	-	-	2	-	3	*	1	
	14%	16%	2%	8%	15%	13%	10%	4%	-	50%	-	63%	-	-	8%	-	26%	4%	15%	
DHL	14	10	4	*	12	2	*	-	-	-	-	-	-	4	3	4	1	-	2	
	9%	7%	16%	2%	9%	16%	1%	-	-	-	-	-	-	26%	7%	17%	12%	-	20%	
FedEx	14	14	*	*	12	2	*	-	-	-	1	-	2	-	5	3	1	-	2	
	11%	12%	2%	9%	10%	23%	5%	-	-	-	14%	-	7%	-	24%	11%	15%	-	26%	
Evri	75	63	12	1	66	5	4	1	2	11	8	6	4	2	7	12	15	-	5	
	30%	28%	43%	35%	31%	30%	21%	20%	20%	31%	52%	32%	16%	6%	17%	46%	65%	-	31%	
DPD	13	12	*	*	11	2	*	-	-	2	2	-	-	1	3	2	1	*	2	
	9%	10%	1%	3%	9%	23%	1%	-	-	25%	17%	-	-	11%	9%	11%	8%	33%	23%	
Parcelforce	12	11	*	-	9	1	1	1	-	-	-	3	2	2	-	3	-	-	1	
	10%	11%	2%	4%	9%	12%	19%	25%	-	-	-	35%	9%	12%	-	13%	-	-	12%	
TNT	4	4	*	-	3	1	*	-	-	-	-	-	-	-	-	3	-	-	1	
	5%	6%	*	-	4%	33%	1%	-	-	-	-	-	-	-	-	40%	-	-	34%	
UPS	7	5	2	-	5	1	1	-	-	-	-	1	2	-	3	-	-	-	1	
	7%	6%	11%	-	6%	14%	14%	-	-	-	-	18%	6%	-	12%	-	-	-	16%	
UK Mail	6	6	-	-	5	1	1	-	-	-	-	1	-	-	-	2	1	-	1	
	6%	7%	-	-	5%	14%	10%	-	-	-	-	20%	-	-	-	13%	36%	-	16%	
Yodel	25	24	1	*	21	1	2	1	2	5	1	6	6	-	-	5	1	-	1	
	20%	22%	5%	5%	20%	20%	19%	20%	81%	33%	100%	22%	24%	-	-	32%	14%	-	21%	
Amazon Delivery Service/ Logistics	18	16	2	1	14	2	2	*	2	1	-	3	1	-	-	3	4	*	2	
	9%	9%	16%	14%	8%	12%	18%	4%	42%	16%	-	15%	4%	-	-	11%	19%	18%	11%	
Other	15	15	*	*	10	2	3	-	1	2	-	-	-	-	-	2	5	-	2	
	13%	15%	*	2%	10%	37%	35%	-	23%	15%	-	-	-	-	-	6%	53%	-	37%	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Table 409

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	831	410	239	573	402	410	30	97	239	26	92	293	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368
Weighted Base	883	434	242	618	426	434	26**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375
Effective Base	615	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	211	38	22	13	432	41	290	225
Royal Mail	97	44	32	60	48	44	-	5	32	5	24	36	36	13	19	4	61	23	34	47	8	5	4	80	9	44	33
20%		18%	26%	77%	21%	18%	2%	14%	26%	31%	11%	13%	19%	27%	44%	44%	16%	84% 34%	75%	25%	21%	24%	50%	20%	32%	16%	25% y
Collect +	15	5	6	8	9	5	-	1	6	1	*	5	7	1	1	1	11	2	5	6	2	1	-	11	1	8	6
14%		9%	37%	10%	23%	9%	-	19%	37%	39%	2%	10%	17%	10%	15%	80%	13%	37%	71%	14%	31%	41%	-	12%	38%	10%	34%
DHL	14	6	2	11	8	6	-	*	2	-	-	1	6	2	2	-	9	2	8	1	5	-	-	9	-	8	5
9%		6%	17%	9%	15%	6%	-	1%	17%	-	-	2%	14%	12%	29%	-	8%	24%	11%	3%	21%	-	-	7%	-	7%	18%
FedEx	14	8	1	13	6	8	-	-	1	-	-	4	5	4	1	-	9	1	2	9	3	-	-	11	-	10	4
11%		8%	10%	11%	17%	8%	-	-	10%	-	-	7%	8%	34%	33%	-	7%	24%	3%	17%	34%	-	-	10%	-	10%	16%
Evri	75	26	30	42	46	26	2	7	30	10	25	30	13	7	*	55	7	38	21	10	6	-	-	60	41	35	35
36%		22%	41% 34%	24%	36%	22%	37%	33%	41%	29%	56%	28%	29%	58%	22%	3%	28%	20%	30%	22%	53%	75%	-	27%	60%	27%	34%
DPD	13	5	7	6	8	5	-	-	7	-	*	5	14	2	-	-	10	-	5	7	*	-	-	12	-	10	3
9%		6%	31%	5%	15%	6%	-	-	31%	-	-	7%	14%	11%	-	-	10%	-	8%	14%	14%	-	-	10%	-	9%	10%
Parcelforce	12	5	5	7	7	5	1	1	5	*	*	1	2	5	3	-	3	4	3	8	*	-	-	11	*	6	6
10%		6%	23%	7%	17%	6%	13%	8%	23%	7%	4%	2%	4%	41%	47%	6%	3%	32%	5%	18%	6%	12%	-	10%	6%	7%	18%
TNT	4	4	-	4	-	4	-	-	-	-	-	1	-	3	-	-	1	-	1	3	-	-	-	4	-	3	1
5%		6%	-	5%	-	6%	-	1%	-	-	-	4%	-	20%	-	-	2%	-	3%	8%	-	-	-	5%	-	4%	14%
UPS	7	4	2	6	4	4	-	*	2	-	2	4	1	*	2	-	5	2	4	1	1	2	-	5	2	4	3
7%		5%	17%	6%	10%	5%	-	2%	17%	-	23%	8%	4%	*	38%	-	6%	37%	7%	4%	11%	28%	-	6%	23%	4%	22%
UK Mail	6	2	2	4	4	2	-	-	2	-	2	1	1	-	2	2	4	1	2	-	-	-	3	3	5	1	
6%		3%	20%	4%	14%	3%	-	-	20%	-	28%	2%	4%	-	61%	62%	3%	70%	2%	0%	-	-	70%	3%	59%	6%	7%
Yodel	25	11	6	18	12	11	3	4	6	-	3	5	14	3	1	2	19	3	6	13	3	1	2	19	2	16	9
20%		14%	36%	17%	29%	14%	87%	26%	36%	-	47%	8%	33%	26%	29%	31%	19%	30%	10%	28%	36%	30%	34%	18%	32%	16%	33%
Amazon Delivery Service/ Logistics	18	7	6	11	10	7	-	2	6	*	2	2	5	7	3	-	7	3	5	10	-	2	1	15	3	12	7
9%		6%	16%	7%	15%	6%	-	9%	19%	16%	2%	6%	16%	24%	28%	-	4%	24%	6%	13%	-	21%	33%	6%	24%	9%	9%
Other	15	6	5	10	9	6	-	1	5	2	5	6	5	4	-	-	12	-	5	9	1	-	-	15	-	10	5
13%		9%	29%	10%	18%	9%	-	8%	29%	39%	45%	10%	14%	22%	-	-	12%	-	9%	19%	9%	-	-	13%	-	10%	26%

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig. testing

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	97	11	86	*	28	66	4	95	2	*	*	96	-
200%		30%	20%	1%	18%	23%	11%	21%	9%	*	6%	21%	-
Collect *	15	-	13	2	5	9	-	13	2	-	-	15	-
14%		-	15%	100%	12%	17%	-	14%	28%	-	-	14%	-
DHL	14	1	13	-	2	9	3	14	-	-	-	14	-
9%		9%	9%	-	4%	12%	16%	10%	-	-	-	9%	-
FedEx	14	2	12	-	7	6	2	10	4	-	-	14	-
11%		16%	10%	-	11%	9%	17%	8%	38%	-	-	11%	-
Evo	75	2	74	-	18	45	12	68	7	-	-	75	-
30%		19%	31%	-	21%	32%	50%	29%	42%	-	-	30%	-
DPD	13	2	11	-	2	8	3	11	2	-	-	13	-
9%		12%	9%	-	3%	12%	23%	9%	13%	-	-	9%	-
Parcelforce	12	*	11	*	5	5	2	9	3	*	*	12	-
100%		1%	10%	15%	9%	9%	34%	9%	21%	2%	-	10%	-
TNT	4	*	4	-	3	1	-	4	*	-	-	4	-
5%		1%	0%	-	6%	3%	-	5%	*	-	-	5%	-
UPS	7	-	7	-	2	3	3	7	1	*	-	7	-
7%		-	8%	-	5%	5%	34%	7%	6%	1%	-	7%	-
UK Mail	6	3	2	1	5	1	1	6	-	-	-	6	-
6%		32%	3%	16%	10%	3%	5%	7%	-	-	-	6%	-
Yodel	25	4	20	*	10	13	2	17	6	2	-	25	-
200%		40%	19%	10%	17%	24%	17%	16%	41%	89%	-	20%	-
Amazon Delivery Service/	18	1	17	-	9	9	*	16	1	1	-	18	-
Logistics	9%	10%	9%	-	12%	8%	2%	8%	13%	33%	-	9%	-
Other	15	3	12	-	8	7	-	15	1	-	-	15	-
13%		22%	12%	-	12%	17%	-	14%	5%	-	-	13%	-

UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	915	143	139	120	114	45	51	49	49	43	48	38	49	33	33	41	40				
Royal Mail	97	22	25	18	31	8	9	5	7	5	13	7	8	4	8	6	18				
DPD	20%	17%	19%	17%	27%	24%	17%	11%	17%	11%	27%	21%	14%	17%	25%	15%	61%				
Collect +	15	8	2	2	2	5	1	2	-	*	1	1	1	-	2	-	-				
Evri	14%	23%	4%	20%	13%	49%	9%	14%	-	2%	19%	92%	18%	-	65%	-	-				
DHL	14	7	-	6	1	-	5	2	-	-	-	2	4	-	-	1	-				
FedEx	9%	17%	-	13%	3%	8%	26%	10%	-	-	-	21%	26%	-	-	5%	-				
FedEx	14	3	3	7	*	-	1	2	3	-	1	1	4	2	*	-	-				
Evri	11%	11%	9%	17%	1%	-	16%	11%	11%	-	11%	10%	27%	12%	4%	-	-				
Amazon Delivery Service/ Logistics	75	16	18	20	21	4	6	6	6	5	8	7	8	5	6	10	6				
DPD	30%	26%	27%	43%	29%	32%	21%	29%	15%	39%	32%	31%	20%	52%	47%	33%	33%				
DPD	13	3	*	5	4	-	2	1	*	-	-	-	5	-	2	1	1				
DPD	9%	7%	*	19%	20%	-	11%	7%	-	-	-	-	32%	-	24%	13%	28%				
Parcelforce	12	2	4	6	*	-	*	2	-	*	3	*	6	*	*	-	-				
Parcelforce	10%	7%	10%	18%	-	-	6%	9%	-	4%	27%	1%	36%	2%	-	-	-				
TNT	4	*	-	4	-	-	*	-	-	-	-	-	4	-	-	-	-				
UPS	5%	-	-	16%	-	-	1%	-	-	-	-	-	33%	-	-	-	-				
UPS	7	1	-	7	-	*	-	1	-	-	-	1	3	3	-	-	-				
UPS	7%	2%	-	28%	-	1%	-	3%	-	-	-	33%	21%	27%	-	-	-				
UK Mail	6	1	2	3	-	-	1	-	1	-	1	-	3	-	-	-	-				
UK Mail	6%	4%	4%	16%	-	-	11%	-	5%	-	5%	-	25%	-	-	-	-				
Yodel	25	8	3	7	7	*	4	4	1	2	-	3	2	2	2	3	1				
Yodel	20%	22%	8%	22%	34%	2%	29%	22%	5%	14%	-	69%	13%	17%	34%	34%	37%				
Amazon Delivery Service/ Logistics	18	3	3	8	4	*	3	*	-	*	2	4	4	-	-	4	-				
Amazon Delivery Service/ Logistics	9%	5%	5%	18%	9%	*	12%	1%	2%	1%	17%	34%	21%	-	-	22%	-				
Other	15	1	7	1	6	-	1	-	1	-	6	-	1	-	*	5	1				
Other	13%	5%	21%	3%	21%	-	12%	-	10%	-	57%	-	8%	-	1%	36%	6%				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - abcd - ehihiyijkilmnoip
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Table 410

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	292	187	80	648	174
Weighted Base	883	101**	782	295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	629	241
Effective Base	515	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134
Royal Mail	3.65	3.15	3.69	3.83a	3.53	3.68	3.61	3.80	3.80a	3.51	3.18	3.46	4.28	3.05	3.64a	3.40	3.60	3.85	3.53	3.9a
Collect *	3.97	4.55	3.96	4.24	3.47	3.99	3.92	3.84	4.07	3.98	4.11	3.74	3.94	-	3.97	4.02	3.83	3.94	3.99	3.88
DHL	4.09	3.94	4.10	4.32a	3.84	4.05	4.14	4.16	3.78	4.37	4.34	4.28	2.09	4.00	3.93	4.37	4.00	2.14	3.98	4.22
FedEx	3.98	2.89	4.04	4.05	3.91	4.06	3.85	3.72	3.92	4.21	3.67	4.96	-	4.00	3.83	4.10	4.70	4.00	3.90	4.14
Evri	3.20	2.80	3.27	3.29	2.89	3.44	3.03	3.31	3.19	3.25	3.19	3.12	2.79	2.69	3.25	3.23	2.97	2.73	3.15	3.44
DPD	3.87	4.31	3.85	4.08	3.62	3.93	3.78	3.90	3.69	3.94	4.32	3.65	4.26	3.90	3.77	4.04	3.62	4.14	3.83	3.96
Parcelforce	3.91	4.30	3.89	4.16	3.68	3.99	3.78	3.94	3.92	3.83	4.79	3.66	3.88	3.43	3.93	4.05	3.62	3.96	3.79	4.24
TNT	4.08	4.12	4.08	4.10	4.05	3.99	4.25	4.21	3.84	3.93	4.53	4.59	5.00	4.00	3.94	4.10	4.68	4.97	4.12	4.01
UPS	3.98	3.90	3.99	4.33	3.59	3.93	4.08	3.62	4.02	4.06	4.25	4.34	4.89	2.69	3.86	4.11	4.03	3.70	3.90	4.28
UK Mail	4.21	3.94	4.24	4.35	4.08	4.27	4.10	4.40	3.82	4.23	4.63	3.95	-	4.03	4.18	4.33	3.97	4.03	4.03	4.58
Yodel	3.68	2.88	3.77	4.06a	3.25	3.84	3.49	3.55	3.32	4.10	3.81	3.92	3.00	3.03	3.40	4.01	3.70	3.02	3.66	3.71
Amazon Delivery Service/Logistics	4.03	4.27	3.98	4.13	3.97	3.98	4.10	4.10	3.90	3.86	4.38	3.68	4.51	4.53	3.99	4.09	4.05	4.51	4.03	4.02
Other	3.85	2.93	3.98	4.31	3.45	4.18	3.60	4.05	3.91	4.24	3.81	3.14	5.00	2.00	3.97	4.13	3.30	3.60	3.84	4.22

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	663	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	3.65	3.58	3.54	3.89	3.67	3.56	3.78	3.60	3.82	4.10	3.62	3.75	3.55	3.70	3.64	4.10	3.65	3.52	3.54	3.75
Collect +	3.97	4.21	3.85	3.87	3.66	4.08	3.76	3.97	4.01	4.23	4.04	4.06	3.69	4.11	3.87	4.23	3.95	4.32	3.68	4.23
DHL	4.09	4.23	3.78	4.25	4.08	4.06	4.16	4.07	4.28	4.74	3.23	4.36	4.04	3.98	4.15	4.74	4.09	4.32	3.90	4.56
FedEx	3.96	4.07	3.94	3.99	3.82	4.02	3.92	3.96	4.17	4.19	3.23	4.05	3.94	4.10	3.90	4.19	3.96	4.23	3.90	2.81
Evri	3.20	3.40	3.18	3.27	2.58	3.34	2.91	3.28	2.80	3.13	3.00	3.32	3.12	3.38	3.17	3.13	3.22	3.57	3.01	3.56
DPD	3.87	4.04	3.47	4.14	3.89	3.79	4.02	3.87	3.86	4.39	4.26	3.93	3.82	3.68	3.91	4.39	3.86	4.08	3.73	4.10
Parcelforce	3.91	4.17	3.77	3.88	3.55	4.01	3.72	3.94	3.69	3.84	3.86	4.02	3.79	4.00	3.87	3.84	3.91	4.24	3.76	3.01
TNT	4.08	4.10	3.86	4.21	4.17	4.03	4.20	4.02	4.52	4.54	3.98	4.47	3.94	3.89	4.14	4.54	4.07	4.43	3.92	2.76
UPS	3.98	4.16	3.73	3.95	3.74	4.05	3.87	4.05	3.35	4.62	2.99	4.29	3.87	4.01	3.96	4.62	3.97	4.41	3.75	3.39
UK Mail	4.21	4.24	4.21	4.32	4.09	4.22	4.19	4.24	4.05	4.72	4.03	4.29	4.10	4.27	4.16	4.72	4.18	4.26	4.20	4.04
Yodel	3.68	3.95	3.66	3.83	2.77	3.82	3.36	3.81	3.17	3.05	2.91	4.01	3.56	3.91	3.61	3.05	3.68	3.97	3.50	3.53
Amazon Delivery Service/ Logistics	4.03	4.06	3.97	4.21	3.89	4.02	4.05	4.04	4.01	3.91	3.57	4.00	3.91	4.35	3.91	3.91	4.01	4.21	4.01	3.16
Other	3.95	4.18	4.06	4.28	3.22	4.13	3.73	4.11	3.18	2.73	3.94	4.27	3.75	4.24	3.99	2.73	4.03	4.23	3.67	3.69

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	831	578	253	122	469	125	142	95	39	56	46	56	58	56	65	43	51	16	109
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59
Royal Mail	3.65	3.68	3.42	3.35	3.66	3.61	3.44	3.35	4.26	3.40	2.94	3.55	3.58june	3.11	4.21june	3.74june	3.85	3.68	3.60
Collect +	3.97	3.90	4.52	4.49	3.98	3.87	3.93	4.25	4.37	2.56	4.33	2.74	4.72	4.25	4.14	5.00	3.53	4.67	3.68
DHL	4.09	4.13	3.84	4.03	4.13	3.55	4.21	3.88	4.00	3.50	3.80	3.96	4.20	3.98	4.29	4.46	3.77	4.11	3.49
FedEx	3.98	3.92	4.39	3.90	4.00	3.44	4.13	4.41	4.68	5.00	3.28	3.25	4.12	4.35	3.70	4.25	3.73	4.00	3.35
Evri	3.20	3.23	2.95	3.05	3.17	3.37	3.42	3.27	3.65	3.09	2.39	3.05	3.67	3.85	3.43	2.98	2.29	4.62	3.35
DPD	3.87	3.85	4.12	4.00	3.89	3.32	4.17	4.15	4.74	2.96	3.34	4.01	4.20	3.83	4.07	4.17	3.50	3.66	3.32
Parcelforce	3.91	3.93	3.84	4.17	3.91	4.02	3.93	3.49	5.00	3.29	3.63	2.65	4.06	3.87	4.42	3.88	3.81	4.00	4.02
TNT	4.08	3.99	4.50	4.16	4.11	3.62	4.10	3.77	4.76	4.20	4.00	3.90	4.21	4.46	4.18	3.13	4.00	5.00	3.55
UPS	3.98	3.94	4.19	4.77	4.01	3.66	4.09	4.11	4.24	3.62	5.00	3.47	3.89	4.10	3.92	5.00	5.00	4.13	3.59
UK Mail	4.21	4.22	4.11	4.37	4.28	3.58	4.01	3.77	3.89	4.44	4.44	3.80	4.30	3.78	4.66	4.49	3.58	4.00	3.52
Yodel	3.68	3.58	4.35	4.57	3.69	3.45	3.79	3.30	1.81	3.32	2.00	3.57	3.78	4.15	4.42	3.17	3.63	5.00	3.38
Amazon Delivery Service/ Logistics	4.03	4.03	3.97	3.90	4.07	3.72	3.88	4.23	3.17	3.56	3.32	3.91	4.14	4.38	4.13	4.49	3.78	3.83	3.70
Other	3.95	3.91	4.24	4.07	4.01	3.04	3.87	4.31	3.63	4.06	-	4.53	4.09	4.27	4.24	4.17	2.65	-	3.04

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a:b:c - d:e:f:g - h:i:j:k:l:m:n:o:p:q:r
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Table 410

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	831	410	239	573	402	410	30	97	239	26	92	293	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368
Weighted Base	883	434	242	618	426	434	26**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375
Effective Base	515	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	205	41	28	13	432	41	290	225
Royal Mail	3.65	272	3.38	3.40	3.54	3.77	4.48	3.89	3.36	3.41	3.80	4.31	3.82	3.10	2.92	3.22	3.49	2.98	4.26	3.43	3.36	3.17	2.77	3.51	3.04	3.47	3.78
Collected +	3.97	4.20	3.33	4.10	3.60	4.20	5.00	4.09	3.33	3.84	4.02	4.31	3.82	3.48	3.75	2.40	4.09	3.28	4.16	3.94	3.24	2.97	4.00	4.05	3.07	4.01	3.78
DHL	4.09	4.22	3.82	4.14	3.83	4.22	4.94	4.28	3.82	5.00	4.47	4.52	3.76	3.79	3.39	5.00	4.16	3.65	4.18	4.24	3.51	3.59	4.10	4.21	3.83	4.15	3.84
FedEx	3.98	4.14	3.49	3.99	3.52	4.14	4.08	4.36	3.49	4.84	3.88	4.37	3.81	3.34	3.37	3.19	4.09	3.32	4.38	3.69	3.07	3.52	-	4.06	3.52	3.99	3.94
Evri	3.20	3.46	2.87	3.36	2.99	3.46	3.28	3.10	2.87	2.94	2.65	3.46	3.11	2.44	3.28	3.58	3.27	3.31	3.26	3.33	2.53	1.92	4.36	3.29	2.40	3.34	2.99
DPD	3.67	4.09	2.95	4.05	3.52	4.09	4.34	4.06	2.95	5.00	4.88	4.05	3.81	3.31	3.92	5.00	3.96	3.93	4.10	3.57	4.28	3.34	4.00	3.87	3.49	3.87	3.89
Parcelforce	3.91	4.11	3.17	4.07	3.54	4.11	3.65	3.93	3.17	4.72	3.30	4.19	4.04	3.04	2.74	3.47	4.13	3.02	4.09	3.77	3.88	3.03	3.59	3.96	3.31	4.06	3.53
TNT	4.08	4.03	4.37	4.06	4.23	4.03	3.94	4.41	4.37	5.00	5.00	4.38	4.16	3.22	4.19	4.09	4.27	4.17	4.25	3.96	3.76	3.94	4.00	4.11	3.96	4.12	3.75
UPS	3.96	4.18	3.68	4.04	3.62	4.18	5.00	4.16	3.68	5.00	3.20	4.19	4.01	3.56	2.98	5.00	4.11	3.03	4.17	3.95	3.64	2.29	4.00	4.07	2.89	4.02	3.75
UK Mail	4.21	4.24	4.23	4.21	4.16	4.24	4.61	4.09	4.23	5.00	4.02	4.51	4.00	4.26	2.44	2.46	4.32	2.46	4.48	4.12	3.56	4.13	2.47	4.34	2.74	4.24	4.06
Yodel	3.68	3.91	3.37	3.76	3.32	3.91	2.38	3.66	3.37	5.00	2.47	4.20	3.19	3.15	3.43	3.09	3.79	3.22	4.05	3.39	3.45	2.65	2.92	3.78	2.79	3.73	3.49
Amazon Delivery Service/ Logistics	4.03	4.11	3.72	4.10	3.90	4.11	4.19	3.89	3.72	4.52	4.17	4.52	3.83	3.41	3.75	4.80	4.16	3.80	4.22	3.90	3.36	3.45	3.94	4.08	3.56	4.04	4.02
Other	3.95	4.23	3.01	4.11	3.54	4.23	5.00	3.80	3.01	2.58	2.58	4.21	3.65	3.60	4.05	-	4.01	4.05	4.15	3.73	3.90	3.67	5.00	3.96	3.70	4.05	3.49

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	469	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	3.85	3.75	3.63	4.13	3.72	3.63	3.46	3.64	3.56	4.36	3.54	3.65	3.03
Collected +	3.97	4.26	3.97	2.00	4.06	3.90	3.95	3.97	3.69	4.97	4.00	3.97	-
DHL	4.06	3.72	4.10	4.61	4.40	3.90	3.69	4.10	4.00	4.25	3.00	4.09	-
FedEx	3.98	3.73	4.01	4.17	4.04	3.97	3.71	4.10	2.87	3.58	5.00	3.98	-
Evri	3.20	3.95	3.15	4.00	3.51	3.10	2.68	3.22	2.81	4.00	-	3.20	4.00
DPD	3.67	3.99	3.86	3.89	4.14	3.74	3.36	3.93	3.17	5.00	4.00	3.88	3.00
Parcelforce	3.91	4.25	3.90	3.54	4.06	3.84	3.07	4.00	3.29	3.39	-	3.91	-
TNT	4.08	4.73	4.05	3.61	4.17	3.98	4.11	4.05	4.09	5.00	5.00	4.08	-
UPS	3.96	4.38	3.91	5.00	4.32	3.89	2.93	3.96	3.96	4.89	5.00	3.96	-
UK Mail	4.21	3.51	4.31	3.68	4.15	4.36	3.90	4.21	4.17	4.27	5.00	4.21	4.00
Yodel	3.68	2.43	3.79	3.71	3.82	3.59	3.36	3.86	2.65	1.34	5.00	3.68	-
Amazon Delivery Service/ Logistics	4.03	4.34	4.01	4.44	3.98	4.03	4.25	4.05	3.72	4.02	-	4.03	-
Other	3.95	3.42	4.03	3.97	4.04	3.85	3.75	3.92	4.10	4.23	5.00	3.95	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Table 410

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	915	143	139	120	114	45	51	49	49	43	48	36	49	33	33	41	40				
Royal Mail	3.65	3.69	3.65	3.74	3.48	3.25	3.80	3.15	3.86	3.81	3.30	3.68	3.76	3.77	3.62	3.33	2.73				
Collect +	3.97	3.83	4.21	3.82	3.85	3.11	4.05	4.30	4.63	4.04	3.61	1.34	3.72	4.71	2.73	4.43	3.50				
DHL	4.09	3.91	4.42	4.10	3.92	3.94	3.87	3.95	4.38	4.77	3.71	3.51	4.04	4.45	4.24	3.86	3.72				
FedEx	3.98	4.01	4.21	3.62	4.26	4.35	3.92	3.95	4.12	4.38	4.31	3.42	3.39	3.87	4.17	4.23	4.32				
Evri	3.20	3.29	3.30	3.38	2.68	3.28	3.06	3.43	3.32	3.69	2.69	3.23	3.29	3.61	2.36	2.57	2.98				
DPD	3.87	3.72	4.04	3.97	3.69	3.58	3.70	3.85	4.02	4.19	3.91	4.05	3.64	4.61	3.58	4.20	2.85				
Parcelforce	3.91	3.85	3.99	3.78	4.08	3.65	4.25	3.72	4.26	4.22	3.50	3.47	3.43	4.83	4.00	4.39	3.85				
TNT	4.08	4.17	4.20	3.73	4.40	4.03	4.14	4.24	4.16	4.27	4.20	4.06	2.53	4.66	5.00	4.78	3.93				
UPS	3.98	4.11	4.20	3.46	4.02	3.75	4.20	4.19	4.35	3.62	4.22	2.88	3.72	3.78	3.61	4.47	4.16				
UK Mail	4.21	3.87	4.45	4.10	-	3.32	3.86	3.94	4.48	4.41	4.45	4.37	3.95	-	-	-	-				
Yodel	3.68	3.76	4.13	3.41	3.13	4.07	3.70	3.74	4.21	3.97	4.39	2.33	3.51	3.65	3.35	3.08	2.82				
Amazon Delivery Service/ Logistics	4.03	4.05	4.30	3.82	3.89	4.17	3.91	4.13	4.40	4.43	3.93	3.04	3.72	4.58	3.87	3.78	4.00				
Other	3.95	4.14	3.99	4.19	3.46	4.04	4.23	4.09	4.07	4.69	3.12	3.89	4.02	4.44	4.37	3.16	3.57				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 411

Base : Made a complaint about Royal Mail

	Methodology		Online business/hobby		Gender		Age								Age NET			Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	435	27	408	174	261	207	228	90	94	96	54	59	28	14	164	150	101	42	339	92
Weighted Base	478	37**	437	181	294	234	241	109*	106*	107*	48**	63*	27**	15**	215	155*	104*	42**	333	136*
Effective Base	273	23	250	101	172	130	142	61	62	62	28	37	15	9	123	90	60	23	196	74
Very dissatisfied	(1) 41	9	32	14	27	18	23	4	2	10	11	11	*	3	6	21	15	3	35	6
	9%	25%	7%	8%	9%	8%	9%	4%	2%	9%	23%	16%	*	20%	3%	12%	14%	7%	11%	4%
Fairly dissatisfied	(2) 88	4	64	20	38	28	30	11	13	18	7	7	2	1	24	25	10	3	46	11
	12%	11%	12%	11%	13%	12%	12%	10%	12%	17%	14%	11%	6%	0%	11%	16%	9%	6%	14%	8%
Neither satisfied or dissatisfied	(3) 60	3	57	17	43	24	36	18	10	16	5	7	2	2	28	22	11	4	38	21
	13%	9%	13%	9%	15%	10%	15%	17%	9%	15%	11%	11%	6%	15%	13%	14%	10%	10%	11%	15%
Fairly satisfied	(4) 173	12	162	57	116	88	86	42	48	41	13	22	5	3	90	53	30	8	114	56
	37%	31%	37%	32%	40%	37%	36%	39%	45%	38%	26%	35%	18%	18%	42%	34%	28%	18%	34%	41%
Very satisfied	(5) 124	8	117	64	61	68	56	32	31	18	11	15	14	3	64	29	32	17	84	39
	28%	21%	27%	35% <u>sig</u>	21%	29%	23%	30%	30%	17%	23%	24%	51%	20%	30%	19%	31%	40%	25%	29%
I don't know / Not applicable	(6) 18	1	17	10	8	8	10	1	2	4	2	-	5	3	4	6	5	5	16	2
	4%	3%	4%	5%	3%	3%	4%	1%	2%	4%	3%	-	18%	21%	2%	4%	6% <u>sig</u>	19%	5%	1%
NET Very/fairly satisfied	288	19	278	121	177	156	142	75	79	59	24	37	19	6	154	82	61	24	198	96
	63%	52%	64%	67%	60%	67%	59%	69%	78% <u>sig</u>	50%	49%	59%	69%	38%	62% <u>sig</u>	53%	59%	58%	59%	70%
NET Very/fairly dissatisfied	99	14	85	34	65	47	53	15	15	28	18	19	2	4	29	45	24	6	81	19
	21%	37%	20%	19%	22%	20%	22%	13%	14%	26%	37%	30%	7%	29%	14%	23% <u>sig</u>	23%	13%	24% <u>sig</u>	13%
Mean	3.62	3.11	3.66	3.80	3.51	3.70	3.53	3.45	3.91% <u>sig</u>	3.38	3.12	3.36	4.38	3.16	3.89% <u>sig</u>	3.30	3.57	3.95	3.52	3.83
Std Dev.	1.26	1.54	1.22	1.28	1.23	1.25	1.26	1.08	1.02	1.24	1.53	1.44	0.96	1.59	1.05	1.33	1.43	1.33	1.32	1.09
Std Error	0.06	0.30	0.06	0.10	0.08	0.09	0.08	0.11	0.11	0.13	0.21	0.19	0.19	0.46	0.08	0.11	0.15	0.22	0.07	0.11

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 411

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	435	151	121	76	87	272	163	316	115	43	42	99	135	93	276	43	373	127	289	19
Weighted Base	476	144*	144*	96*	90*	288	187	381	92*	37**	41**	116*	154*	100*	311	37**	413	113*	335	27**
Effective Base	273	82	79	55	57	161	112	208	66	22	24	67	89	54	181	22	237	72	188	14
Very dissatisfied (1)	41	21	11	3	6	32	9	32	9	2	4	6	11	11	21	2	31	6	35	-
	9%	13%	8%	4%	7%	11%	5%	9%	10%	4%	9%	6%	7%	11%	7%	4%	8%	6%	10%	-
Fairly dissatisfied (2)	58	15	18	12	13	33	25	50	8	2	5	19	24	7	48	2	55	12	46	-
	12%	10%	13%	13%	14%	11%	13%	13%	8%	8%	12%	16%	16%	7%	15%	6%	13%	11%	14%	-
Neither satisfied or dissatisfied (3)	60	14	18	13	16	32	28	48	11	4	6	17	18	9	41	4	50	11	40	9
	13%	9%	13%	13%	17%	11%	15%	13%	12%	10%	16%	14%	12%	9%	13%	10%	12%	10%	12%	34%
Fairly satisfied (4)	173	50	60	36	28	110	64	141	32	11	10	36	66	44	113	11	158	39	123	11
	37%	35%	42%	37%	31%	38%	34%	37%	34%	29%	26%	31%	43%	44%	36%	29%	38%	34%	37%	42%
Very satisfied (5)	124	41	33	26	24	74	50	96	29	16	13	33	30	27	76	16	103	40	80	5
	28%	29%	23%	27%	27%	26%	27%	25%	31%	44%	31%	29%	20%	27%	23%	44%	25%	35%	34%	16%
I don't know / Not applicable	18	4	3	7	4	7	10	13	4	3	3	5	6	2	13	3	15	4	12	2
	4%	3%	2%	7%	4%	3%	6%	4%	5%	8%	7%	4%	4%	2%	4%	8%	4%	3%	4%	6%
NET Very/fairly satisfied	286	91	93	61	52	184	114	237	60	27	23	70	96	71	189	27	261	79	203	16
	63%	63%	65%	64%	58%	64%	61%	62%	66%	73%	57%	60%	62%	71%	61%	73%	63%	70%	61%	59%
NET Very/fairly dissatisfied	99	36	29	15	19	65	34	83	16	4	8	25	35	18	68	4	86	19	80	-
	21%	25%	20%	16%	21%	23%	18%	22%	16%	10%	21%	22%	23%	18%	22%	10%	21%	17%	24%	-
Mean	3.62	3.54	3.61	3.76	3.60	3.56	3.66	3.59	3.73	4.12	3.63	3.64	3.54	3.70	3.59	4.12	3.62	3.86	3.52	3.62
Std Dev.	1.26	1.40	1.20	1.13	1.23	1.30	1.18	1.25	1.26	1.12	1.33	1.23	1.19	1.26	1.22	1.12	1.23	1.20	1.29	0.74
Std Error	0.06	0.12	0.11	0.13	0.13	0.08	0.09	0.07	0.12	0.17	0.21	0.13	0.10	0.13	0.07	0.17	0.06	0.11	0.08	0.17

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 411

Base : Made a complaint about Royal Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	435	300	135	71	252	59	66	58	14	36	29	29	34	34	34	19	23	5	54	
Weighted Base	475	413	62*	17**	424	25*	15*	10*	12**	65*	42**	38**	53**	51*	79*	46**	39**	3**	22*	
Effective Base	273	244	30	9	225	37	35	39	13	35	28	28	30	31	33	18	21	3	33	
Very dissatisfied	(1) 41	30	11	5	34	3	3	1	-	5	6	-	4	9	-	7	2	1	2	
	9%	7%	17%	29%	6%	11%	15%	14%	-	8%	15%	-	7%	15%	-	16%	6%	29%	3%	
Fairly dissatisfied	(2) 59	49	9	1	51	4	2	1	1	14	11	4	2	1	9	5	4	*	3	
	12%	12%	15%	5%	12%	14%	11%	11%	8%	22%	25%	11%	4%	3%	12%	10%	10%	3%	16%	
Neither satisfied or dissatisfied	(3) 60	59	2	1	53	2	3	2	1	12	6	10	4	4	14	-	3	-	2	
	13%	14%	3%	7%	13%	8%	16%	20%	8%	18%	14%	23%	8%	7%	18%	-	9%	-	9%	
Fairly satisfied	(4) 173	152	22	2	159	8	4	2	5	23	13	14	27	18	31	16	13	2	6	
	37%	37%	35%	13%	38%	31%	28%	22%	44%	35%	30%	36%	50%	35%	40%	35%	34%	68%	27%	
Very satisfied	(5) 124	110	14	8	109	9	4	3	5	9	5	11	14	14	24	18	9	-	9	
	28%	27%	23%	46%	26%	35%	23%	26%	43%	14%	13%	28%	26%	27%	31%	36%	24%	-	13%	
I don't know / Not applicable	18	13	5	-	17	-	*	*	-	2	1	-	3	5	-	-	7	-	-	
	4%	3%	8%	-	4%	-	1%	4%	-	3%	2%	-	5%	16%	-	-	17%	-	-	
NET Very/fairly satisfied	295	262	36	10	268	16	8	5	10	32	18	24	41	32	55	34	23	2	15	
	69%	63%	58%	59%	63%	60%	52%	46%	87%	49%	43%	63%	77%	62%	70%	74%	58%	68%	66%	
NET Very/fairly dissatisfied	99	79	20	6	86	6	4	3	1	19	17	4	6	11	9	12	6	1	5	
	21%	19%	32%	34%	20%	26%	29%	27%	8%	30%	41%	11%	11%	21%	12%	26%	16%	32%	25%	
Mean	3.62	3.66	3.34	3.42	3.63	3.65	3.30	3.36	4.23	3.26	3.00	3.79	3.89	3.55	3.71	3.71	3.72	3.07	3.71	
Std Dev.	1.26	1.22	1.48	1.79	1.24	1.41	1.47	1.46	0.90	1.19	1.33	0.98	1.10	1.47	0.98	1.48	1.23	1.74	1.40	
Std Error	0.06	0.07	0.13	0.21	0.08	0.18	0.18	0.19	0.24	0.20	0.25	0.18	0.19	0.26	0.17	0.34	0.28	0.78	0.19	

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 411

Base : Made a complaint about Royal Mail

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	435	214	127	300	213	214	20	42	127	15	48	168	166	48	38	15	334	53	212	166	28	20	8	378	28	249	186
Weighted Base	475	237	122*	343	228	237	15**	33**	122*	14**	34**	189	189	47*	43**	10**	375	52*	224	187	35**	19**	8**	411	27**	271	203
Effective Base	273	135	74	193	132	135	9	26	74	12	28	103	107	31	25	8	210	32	129	105	20	13	6	234	19	156	116
Very dissatisfied (1)	41	15	18	21	24	15	*	3	18	1	2	14	16	7	5	*	29	5	16	20	2	*	2	36	3	16	26
	9%	6%	18%	6%	10%	6%	2%	8%	15%	9%	6%	7%	8%	14%	11%	3%	8%	10%	7%	11%	6%	2%	26%	9%	10%	6%	12%
Fairly dissatisfied (2)	56	33	12	44	23	33	-	3	12	2	2	12	29	3	12	1	41	13	23	28	4	2	1	50	3	23	35
	12%	14%	10%	13%	10%	14%	-	10%	10%	12%	7%	7%	13%	7%	29%	9%	11%	23%	10%	15%	12%	13%	10%	12%	12%	8%	17%
Neither satisfied or dissatisfied (3)	60	26	16	43	33	26	2	5	16	1	4	16	29	13	2	*	45	2	19	21	9	10	1	40	11	42	18
	13%	11%	13%	13%	14%	11%	13%	16%	13%	9%	13%	8%	15%	25%	4%	3%	12%	4%	8%	11%	23%	52%	15%	10%	41%	16%	9%
Fairly satisfied (4)	173	86	41	130	85	86	4	11	41	5	13	61	73	19	14	6	134	20	68	80	17	5	3	148	8	109	64
	37%	36%	33%	36%	37%	36%	26%	33%	33%	37%	37%	33%	39%	37%	32%	62%	36%	36%	30%	43%	47%	27%	34%	36%	30%	40%	32%
Very satisfied (5)	124	69	28	94	53	69	7	11	28	4	9	76	38	3	5	2	114	7	89	32	1	1	1	121	2	76	48
	26%	29%	23%	27%	23%	29%	47%	33%	23%	26%	25%	41%	20%	7%	12%	24%	30%	14%	40%	17%	3%	5%	15%	29%	8%	28%	24%
I don't know / Not applicable	16	7	7	11	11	7	2	-	4	1	4	7	4	2	5	-	11	5	9	6	2	-	-	15	-	5	13
	4%	3%	6%	3%	5%	3%	12%	-	6%	7%	12%	4%	4%	2%	11%	-	3%	9%	4%	3%	6%	-	-	4%	-	2%	3%
NET Very/fairly satisfied	286	156	69	224	137	156	11	21	69	9	21	137	111	23	19	8	248	27	157	112	18	6	4	269	10	186	112
	63%	66%	57%	65%	60%	66%	73%	66%	57%	63%	63%	41%	59%	48%	44%	86%	66%	52%	70%	60%	50%	33%	49%	65%	38%	60%	55%
NET Very/fairly dissatisfied	99	48	30	65	47	48	*	6	30	3	4	26	45	10	17	1	71	18	39	48	6	3	3	87	6	39	60
	21%	20%	23%	19%	21%	20%	2%	19%	23%	21%	12%	14%	24%	27%	41%	11%	19%	13%	17%	26%	16%	15%	36%	21%	22%	14%	24%
Mean	3.62	3.70	3.43	3.70	3.55	3.70	4.32	3.72	3.43	3.63	3.80	3.92	3.48	3.21	3.05	3.95	3.72	3.23	3.6%	3.42	3.31	3.20	3.02	3.67	3.14	3.7%	3.39
Std Dev.	1.26	1.23	1.38	1.19	1.27	1.23	0.91	1.27	1.38	1.32	1.15	1.22	1.22	1.16	1.34	0.98	1.24	1.31	1.26	1.26	0.97	0.84	1.53	1.28	1.07	1.13	1.38
Std Error	0.06	0.08	0.12	0.07	0.09	0.08	0.21	0.20	0.12	0.35	0.17	0.10	0.10	0.17	0.23	0.25	0.07	0.19	0.09	0.19	0.19	0.19	0.54	0.07	0.20	0.07	0.10

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 411

Base : Made a complaint about Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	436	39	390	6	152	254	29	403	17	8	5	428	2
Weighted Base	476	35**	433	7**	150*	291	33**	443	18**	9**	4**	469	2**
Effective Base	273	20	249	4	87	166	20	253	11	5	3	269	1
Very dissatisfied	(1) 41	1	40	-	12	26	3	41	-	-	-	41	-
	9%	4%	9%	1%	8%	9%	8%	8%	-	-	-	9%	-
Fairly dissatisfied	(2) 58	6	52	-	16	41	*	58	-	*	-	58	-
	12%	17%	12%	-	11%	14%	1%	13%	-	1%	-	12%	-
Neither satisfied or dissatisfied	(3) 60	6	52	2	19	28	13	53	2	2	1	57	2
	12%	17%	12%	28%	13%	10%	40%	12%	14%	18%	34%	12%	97%
Fairly satisfied	(4) 173	8	161	4	58	104	11	164	13	4	3	171	*
	37%	23%	37%	63%	39%	36%	34%	35%	74%	42%	66%	36%	3%
Very satisfied	(5) 124	12	111	1	40	79	6	119	2	3	-	124	-
	26%	35%	26%	8%	26%	27%	17%	27%	12%	38%	-	27%	-
I don't know / Not applicable	18	1	17	-	5	12	-	18	-	-	-	18	-
	4%	3%	4%	-	3%	4%	-	4%	-	-	-	4%	-
NET Very/fairly satisfied	296	21	272	5	98	183	17	273	15	7	3	295	*
	63%	58%	63%	77%	65%	63%	51%	62%	86%	81%	66%	63%	3%
NET Very/fairly dissatisfied	99	8	91	*	28	68	3	99	-	*	-	99	-
	23%	22%	21%	1%	19%	23%	9%	22%	-	1%	-	21%	-
Mean	3.62	3.70	3.61	3.76	3.67	3.60	3.51	3.59	3.98	4.18	3.66	3.62	3.03
Std Dev.	1.26	1.27	1.26	0.69	1.23	1.29	1.06	1.29	0.52	0.82	0.55	1.26	-
Std Error	0.06	0.21	0.06	0.28	0.10	0.08	0.20	0.07	0.13	0.29	0.25	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	435	121	117	99	98	31	41	49	43	35	39	36	43	20	32	37	29
Weighted Base	478	134*	132*	110*	99*	33**	56**	45*	42**	43**	47**	32**	54**	23**	30**	39**	30**
Effective Base	273	79	72	60	62	22	29	30	24	21	28	18	29	13	19	24	20
Very dissatisfied	(1) 41	9	9	13	10	2	6	1	3	1	6	3	6	4	3	2	5
	9%	7%	7%	11%	10%	7%	11%	2%	7%	2%	12%	9%	11%	17%	11%	4%	17%
Fairly dissatisfied	(2) 55	14	14	16	14	4	6	4	3	5	6	6	8	2	4	3	7
	12%	11%	11%	16%	14%	13%	11%	9%	7%	11%	13%	17%	15%	10%	13%	6%	25%
Neither satisfied or dissatisfied	(3) 66	21	15	14	9	9	8	4	4	7	5	4	7	3	1	1	7
	13%	16%	12%	13%	9%	28%	14%	10%	9%	16%	11%	12%	13%	15%	5%	3%	22%
Fairly satisfied	(4) 173	57	39	35	43	17	20	20	9	17	12	12	17	6	15	20	8
	37%	42%	29%	32%	43%	52%	35%	45%	22%	41%	25%	36%	31%	27%	50%	52%	26%
Very satisfied	(5) 124	31	40	31	23	*	15	16	17	11	12	7	17	7	6	14	3
	26%	23%	30%	28%	23%	1%	27%	34%	40%	26%	25%	22%	31%	31%	21%	35%	9%
I don't know / Not applicable	16	1	14	1	1	-	1	-	6	2	6	1	-	-	*	-	*
	4%	1%	11% 11% net	1%	1%	-	2%	-	15%	4%	14%	4%	-	-	1%	-	1%
NET Veryfairly satisfied	298	88	78	65	66	17	35	36	26	29	23	19	33	13	21	34	11
	63%	66%	59%	60%	66%	53%	62%	80%	63%	67%	50%	58%	62%	58%	70%	86%	36%
NET Veryfairly dissatisfied	99	23	23	29	24	6	12	5	6	6	12	8	14	6	7	4	12
	21%	17%	18%	28%	24%	20%	22%	10%	14%	14%	25%	26%	26%	28%	23%	11%	42%
Mean	3.62	3.65	3.73	3.51	3.55	3.28	3.58	4.02	3.96	3.80	3.44	3.48	3.56	3.43	3.58	4.06	2.86
Std Dev.	1.26	1.15	1.27	1.35	1.27	0.96	1.31	0.99	1.29	1.06	1.42	1.29	1.35	1.48	1.27	1.02	1.27
Std Error	0.06	0.11	0.12	0.14	0.13	0.17	0.21	0.14	0.20	0.18	0.24	0.22	0.21	0.33	0.23	0.17	0.24

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

QJ7_3_2. Thinking of Collect +’s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	103	3	100	68	35	66	38	25	30	20	14	8	6	-	55	34	14	6	87	15	
Weighted Base	103*	3**	100*	67*	36**	71*	32**	24**	32**	22**	12**	7**	6**	**	56*	34**	13**	6**	83*	19**	
Effective Base	62	3	59	38	24	40	23	13	19	13	8	5	4	-	32	21	9	4	51	11	
Very dissatisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-</						

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_3_2. Thinking of Collect +’s response to your complaint, how satisfied were you with... The resolution to your complaint

Table 412

Base : Made a complaint about Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	103	41	22	15	25	63	40	81	22	10	14	19	31	24	64	10	88	46	54	4
Weighted Base	103*	43**	24**	16**	19**	67*	35**	89*	13**	6**	9**	23**	31**	31**	63*	6**	93*	43**	56*	4**
Effective Base	62	24	13	10	15	38	25	51	12	5	8	13	19	16	39	5	54	26	33	4
Very dissatisfied	(1) *	-	-	*	-	-	*	-	*	-	-	-	-	-	*	-	*	-	*	-
Fairly dissatisfied	(2) *	-	-	*	-	-	*	-	*	-	-	-	-	-	*	-	*	-	*	-
Neither satisfied or dissatisfied	(3) 19	6	4	1	1	4	2	7	-	1	1	-	3	1	4	1	5	3	4	-
Fairly satisfied	(4) 41	18	11	4	8	29	12	38	4	-	5	10	7	17	22	-	39	21	19	2
Very satisfied	(5) 36	20	2	5	9	22	14	32	3	4	3	7	12	9	22	4	32	16	20	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	77	37	13	6	17	51	26	70	7	4	6	17	20	26	44	4	71	37	39	2
NET Very/fairly dissatisfied	6*	-	4	1	1	4	2	7	*	1	1	-	3	1	4	1	5	3	4	-
Mean	4.04	4.32	3.47	3.81	4.28	4.02	4.07	4.07	3.80	4.23	4.08	4.06	3.93	4.13	3.99	4.23	4.04	4.16	3.98	3.47
Std Dev.	0.90	0.70	0.90	1.00	0.86	0.88	0.94	0.90	0.89	1.45	0.96	0.77	1.05	0.73	0.93	1.45	0.87	0.83	0.95	0.58
Std Error	0.09	0.11	0.19	0.26	0.17	0.11	0.15	0.10	0.19	0.46	0.26	0.18	0.19	0.16	0.12	0.46	0.09	0.12	0.13	0.29

QJ7_3_2. Thinking of Collect +’s response to your complaint, how satisfied were you with... The resolution to your complaint

Table 412

Base : Made a complaint about Collect +

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	103	69	34	13	51	22	19	11	4	4	3	5	10	7	10	1	7	3	19
Weighted Base	103*	91*	12**	3**	85*	9**	5**	2**	3**	8**	4**	7**	16**	10**	25**	2**	11**	2**	8**
Effective Base	62	54	8	2	46	10	12	6	4	4	3	5	10	7	10	1	7	1	10
Very dissatisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	1%	3%	-	1%	-	-	-	-	-	-	-	-	-	-	-	4%	-
Fairly dissatisfied	(2)	7	6	*	6	*	-	-	-	-	-	2	-	-	3	-	1	*	-
	6%	7%	1%	4%	8%	1%	-	-	-	-	-	38%	-	-	12%	-	10%	8%	-
Neither satisfied or dissatisfied	(3)	19	19	*	16	2	1	*	1	3	-	2	3	2	4	-	2	-	2
	18%	21%	2%	6%	19%	20%	12%	20%	16%	44%	-	25%	19%	19%	16%	-	14%	-	24%
Fairly satisfied	(4)	41	34	7	36	2	3	1	1	4	-	1	7	3	11	2	7	-	2
	40%	38%	57%	73%	42%	19%	47%	53%	24%	56%	-	16%	45%	29%	43%	100%	60%	-	23%
Very satisfied	(5)	36	31	5	27	6	2	1	2	-	4	1	6	5	7	-	2	2	4
	35%	34%	39%	14%	32%	59%	41%	27%	50%	-	100%	21%	36%	52%	29%	-	16%	68%	52%
I don't know / Not applicable		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	77	66	11	3	63	7	5	2	3	4	4	2	13	8	18	2	9	2	6
	75%	72%	97%	87%	74%	76%	88%	80%	84%	96%	100%	37%	81%	81%	73%	100%	76%	88%	76%
NET Very/fairly dissatisfied	7	6	*	*	6	*	-	-	-	-	-	2	-	-	3	-	1	*	-
	6%	7%	2%	7%	8%	2%	-	-	-	-	-	38%	-	-	12%	-	10%	12%	-
Mean	4.64	4.00	4.34	3.92	3.98	4.34	4.30	4.07	4.44	3.96	5.00	3.20	4.17	4.33	3.90	4.00	3.82	4.60	4.28
Std Dev.	0.99	0.92	0.66	0.93	0.90	0.85	0.73	0.89	0.90	0.53	0.00	1.25	0.75	0.82	0.97	0.00	0.85	-	0.89
Std Error	0.09	0.11	0.11	0.26	0.13	0.20	0.17	0.27	0.45	0.27	0.00	0.56	0.24	0.31	0.31	0.00	0.32	-	0.20

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

QJ7_3_2. Thinking of Collect +’s response to your complaint, how satisfied were you with... The resolution to your complaint

Table 412

Base : Made a complaint about Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	103	64	17	84	37	64	7	11	17	3	5	47	40	10	4	2	87	6	44	45	7	5	1	89	6	83	20
Weighted Base	103*	61*	17**	84*	40**	61*	2**	7**	17**	4**	3**	46**	40**	12**	3**	2**	86*	5**	46**	44**	7**	4**	***	90*	4**	84*	18**
Effective Base	62	36	11	50	24	36	2	5	11	3	3	27	25	6	3	1	52	4	27	26	4	3	1	53	4	50	12
Very dissatisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied	(2)	7	4	3	4	3	4	-	3	1	-	*	4	1	-	1	4	1	2	5	-	-	-	7	-	5	1
Neither satisfied or dissatisfied	(3)	19	14	5	16	5	5	7	6	-	3	16	10	10	-	8	5	2	3	17	-	-	-	7	-	5	1
Fairly satisfied	(4)	41	23	8	32	23	-	4	8	-	-	20	15	3	3	*	35	3	15	20	3	1	*	36	1	34	8
Very satisfied	(5)	36	21	3	33	21	2	*	3	2	1	19	12	4	*	-	31	*	22	12	2	2	*	34	*	29	7
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	77	43	11	65	32	43	2	4	11	2	1	39	27	7	3	*	66	3	38	32	5	1	*	70	1	62	15
NET Very/fairly dissatisfied	75%	71%	62%	77%	81%	71%	100%	56%	62%	61%	44%	86%	68%	63%	85%	20%	78%	63%	62%	73%	64%	27%	100%	77%	34%	74%	82%
Mean	4.04	3.98	3.61	4.12	4.11	3.98	5.00	3.62	3.61	3.83	3.83	4.27	3.89	3.91	3.88	2.40	4.09	3.37	4.26	3.88	3.90	3.30	4.00	4.08	3.36	4.01	4.14
Std Dev.	0.90	0.91	0.97	0.87	0.88	0.91	-	0.65	0.97	1.70	1.30	0.72	0.97	1.06	0.48	-	0.86	1.00	0.85	0.95	0.84	0.61	-	0.91	0.61	0.90	0.91
Std Error	0.09	0.11	0.23	0.09	0.15	0.11	-	0.20	0.23	0.98	0.58	0.10	0.15	0.33	0.24	-	0.09	0.41	0.13	0.14	0.32	0.27	-	0.10	0.25	0.10	0.20

QJ7_3_2. Thinking of Collect +’s response to your complaint, how satisfied were you with... The resolution to your complaint

Table 412

Base : Made a complaint about Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	103	17	85	1	52	49	2	90	10	2	1	102	-
Weighted Base	103*	13**	88*	2**	46**	54*	2**	94*	6**	2**	***	103*	..**
Effective Base	62	10	51	1	28	32	1	56	6	1	1	62	-
Very dissatisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied	(2)	7	6	-	4	2	-	5	1	-	-	7	-
Neither satisfied or dissatisfied	(3)	6%	7%	-	9%	4%	-	6%	18%	-	-	6%	-
Fairly satisfied	(4)	19	14	2	9	8	2	17	2	-	-	19	-
Very satisfied	(5)	18%	24%	16%	20%	14%	95%	18%	30%	-	-	18%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	77	10	68	-	33	44	*	72	3	2	*	77	-
NET Very/fairly dissatisfied	7	-	6	-	4	2	-	6	1	-	-	7	-
Mean	4.04	4.05	4.05	3.00	3.94	4.15	3.09	4.08	3.35	4.03	5.00	4.03	-
Std Dev.	0.90	0.80	0.91	-	0.95	0.84	0.58	0.89	0.86	0.24	-	0.90	-
Std Error	0.09	0.10	0.10	-	0.13	0.12	0.41	0.09	0.27	0.17	-	0.09	-

QJ7_3_2. Thinking of Collect +’s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	103	37	38	13	15	12	11	14	18	10	10	3	6	4	4	6	5
Weighted Base	103*	35**	37**	12**	19**	11**	12**	11**	18**	10**	10**	2**	6**	5**	4**	10**	9**
Effective Base	62	23	22	7	10	7	8	8	10	5	7	1	3	3	2	5	4
Very dissatisfied	(1)	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
Fairly dissatisfied	(2)	7	2	1	-	3	-	1	-	-	1	-	-	-	-	3	-
	6%	8%	4%	-	19%	-	10%	9%	-	-	15%	-	-	-	-	29%	-
Neither satisfied or dissatisfied	(3)	16	12	4	1	2	6	3	3	-	4	1	-	-	-	-	2
	16%	35%	10%	12%	8%	53%	24%	31%	-	-	38%	92%	-	-	-	-	31%
Fairly satisfied	(4)	41	12	17	3	9	2	6	5	11	6	*	-	1	3	4	2
	40%	36%	46%	21%	50%	20%	49%	40%	63%	54%	6%	-	21%	29%	96%	41%	36%
Very satisfied	(5)	36	8	15	8	5	3	3	2	6	5	4	*	4	3	*	2
	35%	23%	41%	67%	26%	26%	22%	20%	37%	45%	42%	8%	79%	71%	4%	31%	33%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	77	20	32	10	14	5	8	7	18	10	4	*	6	5	4	7	3
	75%	58%	86%	88%	76%	47%	66%	60%	100%	99%	47%	8%	100%	100%	100%	71%	69%
NET Very/fairly dissatisfied	7	2	2	-	3	-	1	1	-	*	1	-	-	-	-	3	-
	6%	6%	4%	-	15%	-	10%	8%	-	1%	15%	-	-	-	-	25%	-
Mean	4.04	3.74	4.22	4.55	3.87	3.73	3.78	3.71	4.37	4.43	3.74	3.17	4.79	4.71	4.04	3.73	4.02
Std Dev.	0.90	0.89	0.80	0.72	1.00	0.89	0.93	0.92	0.50	0.61	1.22	-	0.45	0.51	0.23	1.24	0.90
Std Error	0.09	0.15	0.13	0.20	0.26	0.26	0.28	0.25	0.12	0.19	0.39	-	0.18	0.26	0.11	0.51	0.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 413

Base : Made a complaint about DHL

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	131	6	125	71	60	72	59	31	39	33	13	12	2	1	70	46	15	3	85	45	
Weighted Base	151**	7**	145*	79*	72*	87*	65*	34**	50**	41**	12**	12**	2**	***	84*	53**	14**	2**	88*	62*	
Effective Base	82	5	77	43	38	44	38	19	25	23	7	7	1	1	44	30	8	1	47	34	
Very dissatisfied	(1) 4	-	4	2	2	3	1	*	1	3	-	-	-	-	1	3	*	-	4	-	
	3%	-	3%	2%	3%	4%	1%	1%	2%	7%	-	2%	-	-	1%	5%	2%	-	8%	-	
Fairly dissatisfied	(2) 7	2	6	3	4	5	2	2	3	*	-	-	2	-	5	*	2	2	7	1	
	5%	26%	4%	4%	5%	6%	3%	6%	7%	*	-	-	96%	-	7%	*	12%	93%	7%	1%	
Neither satisfied or dissatisfied	(3) 12	-	12	6	7	5	7	4	4	3	2	-	-	-	8	5	-	-	7	6	
	8%	-	9%	7%	9%	6%	12%	11%	8%	7%	16%	-	-	-	9%	9%	-	-	8%	9%	
Fairly satisfied	(4) 80	3	77	38	42	45	36	21	27	19	7	6	-	-	47	27	6	-	47	32	
	53%	48%	53%	48%	59%	51%	55%	60%	54%	47%	62%	51%	*	*	56%	50%	44%	-	53%	52%	
Very satisfied	(5) 46	2	44	29	17	28	18	7	15	15	3	6	*	*	23	18	6	*	24	22	
	30%	28%	31%	37%	23%	32%	29%	21%	31%	37%	22%	47%	4%	100%	27%	33%	42%	7%	27%	36%	
I don't know / Not applicable	1	-	1	1	*	1	*	-	-	1	-	*	-	-	-	1	*	-	*	1	
	1%	-	1%	1%	*	1%	*	-	-	2%	-	1%	-	-	-	2%	1%	-	*	2%	
NET Very/fairly satisfied	126	5	121	67	59	72	54	28	42	34	10	12	*	*	70	44	12	*	71	54	
	84%	74%	84%	85%	82%	83%	84%	81%	84%	84%	84%	97%	4%	100%	83%	84%	86%	7%	80%	88%	
NET Very/fairly dissatisfied	12	2	10	5	6	9	3	3	4	3	-	*	2	-	7	3	2	2	11	1	
	8%	26%	7%	7%	9%	10%	5%	8%	8%	7%	-	2%	96%	-	8%	5%	14%	93%	12%	1%	
Mean	4.04	3.77	4.06	4.15	3.93	4.03	4.07	3.94	4.05	4.10	4.06	4.42	2.13	5.00	4.00	4.09	4.13	2.22	3.90	4.25	
Std Dev.	0.92	1.21	0.90	0.90	0.93	1.00	0.80	0.85	0.89	1.04	0.64	0.70	-	-	0.87	0.96	1.05	-	1.04	0.68	
Std Error	0.08	0.49	0.08	0.11	0.12	0.12	0.11	0.15	0.14	0.18	0.18	0.21	-	-	0.10	0.14	0.28	-	0.11	0.10	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 413

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	131	60	30	16	25	90	41	107	24	9	9	26	45	37	80	9	117	53	71	7
Weighted Base	151*	64*	40**	24**	24**	104*	48**	137*	14**	3**	8**	44**	50**	45**	98*	3**	143*	49**	90*	12**
Effective Base	82	35	18	13	16	53	29	71	13	4	5	20	30	22	53	4	75	28	49	5
Very dissatisfied	(1) 4	2	1	2	-	2	2	4	-	-	-	2	-	2	2	-	4	-	4	-
	3%	3%	2%	7%	-	2%	4%	3%	-	-	-	4%	1%	4%	2%	-	3%	-	5%	-
Fairly dissatisfied	(2) 7	5	3	-	-	7	-	7	-	-	1	-	3	4	3	-	7	1	7	-
	5%	8%	6%	-	-	7%	-	5%	*	-	17%	-	5%	9%	3%	-	5%	2%	7%	-
Neither satisfied or	12	6	*	2	4	6	6	10	2	*	*	2	7	2	9	-	11	5	6	2
dissatisfied	(3) 8%	9%	1%	9%	17%	6%	13%	7%	17%	2%	1%	4%	14%	9%	8%	2%	8%	10%	6%	16%
Fairly satisfied	(4) 80	32	23	9	16	55	25	76	5	1	2	26	25	24	53	1	77	22	54	4
	53%	49%	59%	37%	68%	53%	53%	55%	33%	26%	47%	58%	50%	54%	54%	26%	54%	46%	60%	33%
Very satisfied	(5) 46	20	13	10	4	33	14	40	6	2	2	15	14	12	31	2	43	21	20	5
	30%	31%	31%	42%	13%	31%	29%	29%	42%	72%	33%	34%	29%	27%	31%	72%	30%	43%	22%	43%
I don't know / Not	1	-	*	1	-	*	1	-	1	-	*	-	-	-	*	-	*	-	*	1
applicable	1%	-	*	4%	-	*	2%	-	8%	-	2%	-	-	-	*	-	-	-	*	8%
NET Very/fairly	126	52	36	19	20	88	39	116	11	3	4	40	39	37	84	3	120	43	74	9
satisfied	84%	81%	90%	80%	83%	84%	81%	84%	72%	98%	80%	82%	79%	81%	85%	89%	84%	89%	82%	76%
NET Very/fairly	12	7	3	2	-	10	2	12	*	-	1	2	3	6	6	-	12	1	11	-
dissatisfied	8%	10%	8%	7%	-	10%	4%	8%	*	-	17%	4%	6%	13%	6%	-	8%	2%	12%	-
Mean	4.04	3.99	4.12	4.13	3.98	4.04	4.05	4.02	4.27	4.71	3.96	4.18	4.01	3.91	4.09	4.71	4.03	4.30	3.87	4.30
Std Dev.	0.93	0.96	0.87	1.11	0.57	0.94	0.87	0.93	0.80	0.59	1.15	0.84	0.86	1.05	0.86	0.59	0.92	0.71	0.99	0.78
Std Error	0.08	0.13	0.16	0.20	0.11	0.10	0.14	0.09	0.17	0.20	0.41	0.16	0.13	0.17	0.10	0.20	0.09	0.10	0.12	0.32

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	131	91	40	14	70	22	28	11	3	4	3	5	13	9	16	10	7	3	19	
Weighted Base	161*	129*	22**	3**	130*	11**	8**	2**	3**	8**	4**	6**	21**	15**	38**	23**	11**	1**	10**	
Effective Base	82	71	11	3	63	14	17	7	3	4	3	5	12	7	15	10	7	2	13	
Very dissatisfied	(1) 4	4	-	-	2	2	-	-	-	-	-	-	2	-	-	-	-	-	2	
	5%	3%	1%	-	1%	17%	6%	-	-	-	-	-	8%	-	-	-	-	-	19%	
Fairly dissatisfied	(2) 7	7	-	-	6	1	-	-	-	-	-	-	-	-	5	2	-	-	1	
	8%	6%	1%	3%	5%	8%	1%	-	-	-	-	-	-	-	12%	8%	-	-	8%	
Neither satisfied or dissatisfied	(3) 12	12	-	-	10	1	1	-	-	3	-	-	1	1	2	-	3	-	1	
	8%	9%	2%	5%	8%	5%	1%	5%	-	40%	-	-	4%	8%	5%	-	28%	-	5%	
Fairly satisfied	(4) 80	62	18	3	71	5	4	1	2	3	-	5	17	6	21	9	8	1	3	
	53%	49%	81%	77%	54%	40%	49%	53%	66%	34%	-	81%	82%	43%	54%	38%	72%	100%	33%	
Very satisfied	(5) 46	44	2	-	40	3	2	1	-	2	-	1	1	7	11	13	-	-	3	
	30%	34%	10%	12%	30%	30%	28%	42%	-	27%	6	19%	5%	49%	38%	55%	-	-	34%	
I don't know / Not applicable	1	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
	1%	-	5%	3%	1%	-	1%	-	34%	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	126	106	20	3	110	8	7	2	2	5	4	6	18	13	31	21	8	1	7	
	82%	82%	91%	89%	85%	70%	78%	65%	66%	65%	100%	100%	88%	92%	82%	92%	72%	100%	67%	
NET Very/fairly dissatisfied	12	11	-	-	8	3	1	-	-	-	-	-	2	-	5	2	-	-	3	
	8%	9%	2%	3%	6%	25%	6%	-	-	-	-	-	8%	-	12%	8%	-	-	28%	
Mean	4.04	4.04	4.04	4.01	4.09	3.88	3.95	4.38	4.00	3.87	5.00	4.19	3.77	4.41	3.99	4.40	3.72	4.00	3.53	
Std Dev.	0.92	0.97	0.51	0.65	0.84	1.50	1.06	-	-	0.86	-	0.43	0.90	0.66	0.92	0.85	0.47	-	1.59	
Std Error	0.08	0.10	0.08	0.18	0.10	0.32	0.20	-	-	0.43	-	0.18	0.25	0.22	0.23	0.27	0.18	-	0.36	

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

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 413

Base : Made a complaint about DHL

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	131	91	14	115	38	91	7	16	14	1	3	55	51	16	6	2	108	8	65	42	16	6	2	107	8	105	26
Weighted Base	161*	101*	22**	129*	49**	101*	2**	7**	22**	1**	4**	65*	58*	19**	7**	1**	123*	9**	73*	52**	22**	3**	2**	124*	5**	122*	29**
Effective Base	82	56	10	70	25	56	3	8	10	1	3	34	32	9	5	1	66	6	41	29	9	3	2	70	5	65	17
Very dissatisfied (1)	4	3	1	3	1	3	-	-	1	-	-	3	1	-	-	-	4	-	4	-	-	-	-	4	-	1	3
	3%	3%	5%	2%	2%	3%	-	-	5%	-	-	5%	2%	-	-	-	3%	-	6%	-	-	-	-	3%	-	1%	12%
Fairly dissatisfied (2)	7	7	-	7	-	7	-	1*	-	-	-	-	7	-	1	-	7	1	4	-	3	*	-	4	*	6	2
	5%	7%	-	8%	-	7%	-	1%	-	-	-	-	100%	-	12%	-	5%	10%	6%	-	13%	4%	-	4%	2%	5%	6%
Neither satisfied or dissatisfied (3)	12	7	2	10	5	7	*	2	-	-	-	3	5	3	1	-	8	1	4	5	1	1	-	10	1	10	2
	6%	7%	11%	8%	10%	7%	3%	31%	11%	-	-	5%	9%	14%	18%	-	7%	15%	6%	10%	5%	53%	-	8%	28%	8%	7%
Fairly satisfied (4)	80	47	12	67	32	47	*	2	12	-	-	34	32	14	-	*	66	*	31	31	17	1	-	62	1	66	15
	53%	47%	57%	52%	65%	47%	26%	31%	57%	-	-	52%	56%	72%	-	10%	54%	2%	42%	60%	76%	40%	-	50%	21%	54%	50%
Very satisfied (5)	46	35	5	41	11	35	1	3	5	1	3	25	12	3	5	1	37	6	29	15	1	1	44	1	39	7	
	36%	35%	23%	32%	21%	35%	69%	36%	23%	100%	73%	38%	22%	14%	70%	90%	30%	73%	40%	30%	4%	-	55%	35%	25%	32%	25%
I don't know / Not applicable	1	*	1	*	1	*	-	*	1	-	1	-	-	*	-	-	-	-	-	-	-	*	1	-	1	1	*
	1%	*	5%	*	2%	*	-	1%	5%	-	27%	-	-	1%	-	-	-	-	-	-	-	4%	45%	-	23%	1%	*
NET Very/fairly satisfied	126	83	17	108	42	83	2	5	17	1	3	59	45	16	5	1	104	6	60	46	18	1	106	2	104	22	
	84%	82%	84%	84%	86%	82%	97%	66%	80%	100%	73%	90%	78%	86%	70%	100%	84%	75%	62%	90%	82%	40%	55%	86%	47%	85%	75%
NET Very/fairly dissatisfied	12	11	1	11	1	11	-	1	3	-	-	3	7	-	1	-	11	1	9	-	3	*	-	9	*	6	5
	8%	11%	5%	8%	2%	11%	-	1%	5%	-	-	5%	13%	-	12%	-	9%	10%	12%	-	13%	4%	-	7%	2%	5%	16%
Mean	4.04	4.04	3.99	4.05	4.06	4.04	4.66	4.03	3.99	5.00	5.00	4.19	3.85	4.00	4.27	4.90	4.03	4.37	4.04	4.19	3.72	3.38	5.00	4.11	3.91	4.12	3.71
Std Dev.	0.92	1.01	0.91	0.92	0.71	1.01	-	0.91	0.91	-	*	0.92	0.95	0.54	1.22	-	0.95	1.14	1.11	0.61	0.75	0.72	-	0.93	1.04	0.80	1.26
Std Error	0.08	0.11	0.25	0.09	0.12	0.11	-	0.23	0.25	-	*	0.12	0.13	0.14	0.50	-	0.09	0.40	0.14	0.09	0.19	0.32	-	0.09	0.42	0.08	0.25

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 413

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	131	13	114	4	56	63	12	117	11	2	1	130	-
Weighted Base	161*	10**	136*	6**	62*	74*	16**	136*	12**	3**	***	151*	**
Effective Base	82	6	73	3	31	41	9	73	6	2	1	81	-
Very dissatisfied (1)	4	-	4	-	2	2	-	4	-	-	-	4	-
	3%	-	3%	-	3%	3%	-	3%	-	-	-	3%	-
Fairly dissatisfied (2)	7	1	7	-	1	4	3	7	-	-	-	7	-
	5%	8%	5%	-	1%	5%	17%	5%	-	-	-	5%	-
Neither satisfied or dissatisfied (3)	12	1	10	1	2	6	5	11	1	-	-	12	-
	8%	6%	8%	24%	3%	8%	32%	8%	11%	-	100%	8%	-
Fairly satisfied (4)	80	7	74	-	28	47	5	71	9	-	-	80	-
	53%	67%	54%	-	46%	63%	33%	52%	72%	-	-	53%	-
Very satisfied (5)	46	2	40	4	28	15	3	42	2	2	-	46	-
	36%	19%	29%	76%	49% 	20%	19%	31%	16%	62%	-	30%	-
I don't know / Not applicable	1	-	1	-	1	-	-	-	-	1	-	1	-
	1%	-	1%	-	2%	-	-	-	-	36%	-	1%	-
NET Very/fairly satisfied	126	9	114	4	57	62	8	114	11	2	-	126	-
	84%	86%	84%	76%	92%	84%	52%	83%	89%	62%	-	84%	-
NET Very/fairly dissatisfied	12	1	11	-	3	6	3	12	-	-	-	12	-
	8%	8%	8%	-	4%	9%	17%	8%	-	-	-	8%	-
Mean	4.04	3.97	4.03	4.52	4.33	3.92	3.53	4.03	4.05	5.00	3.00	4.04	-
Std Dev.	0.92	0.79	0.92	0.94	0.84	0.89	1.01	0.94	0.54	-	-	0.92	-
Std Error	0.08	0.22	0.09	0.47	0.11	0.11	0.29	0.09	0.16	-	-	0.08	-

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	131	36	34	32	29	9	13	14	19	9	6	10	9	13	9	12	8
Weighted Base	151*	41**	36**	44**	30**	4**	20**	17**	18**	13**	5**	10**	14**	20**	8**	15**	8**
Effective Base	82	22	19	23	17	3	8	11	10	6	5	6	7	11	6	8	4
Very dissatisfied (1)	4	1	1	3	-	-	-	-	-	-	1	-	3	-	-	-	-
	3%	2%	2%	6%	-	5%	3%	-	-	-	14%	-	20%	-	-	-	-
Fairly dissatisfied (2)	7	2	-	3	3	-	-	2	-	-	-	-	3	-	-	1	2
	9%	4%	-	6%	10%	1%	-	10%	-	-	-	-	19%	-	-	5%	28%
Neither satisfied or dissatisfied (3)	12	7	2	1	2	-	6	1	1	-	2	1	-	-	1	-	-
	8%	17%	7%	3%	5%	4%	29%	7%	3%	-	36%	13%	-	-	11%	1%	6%
Fairly satisfied (4)	80	23	26	13	19	3	10	10	14	10	1	4	2	7	5	9	4
	53%	57%	71%	29%	61%	79%	51%	58%	80%	78%	22%	37%	13%	36%	67%	64%	49%
Very satisfied (5)	46	8	7	24	6	-	4	4	3	3	2	5	7	13	2	3	1
	30%	20%	20%	55%	21%	10%	18%	25%	17%	21%	28%	49%	48%	64%	22%	22%	17%
I don't know / Not applicable	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	1%	-	-	-	3%	-	-	-	-	-	-	1%	-	-	-	7%	-
NET Veryfairly satisfied	126	32	33	37	25	4	13	14	18	13	3	9	8	20	7	13	5
	84%	77%	91%	84%	82%	90%	69%	83%	97%	100%	51%	86%	61%	100%	89%	87%	66%
NET Veryfairly dissatisfied	12	3	1	5	3	-	-	2	-	-	1	-	5	-	-	1	2
	6%	6%	2%	12%	10%	7%	3%	10%	-	-	14%	-	35%	-	-	5%	28%
Mean	4.04	3.89	4.07	4.21	3.96	3.88	3.82	3.98	4.15	4.21	3.51	4.36	3.50	4.64	4.11	4.11	3.55
Std Dev.	0.82	0.84	0.68	1.17	0.83	0.93	0.84	0.87	0.44	0.43	1.42	0.74	1.73	0.49	0.61	0.71	1.14
Std Error	0.08	0.14	0.12	0.21	0.16	0.31	0.23	0.23	0.10	0.14	0.58	0.25	0.58	0.14	0.20	0.21	0.40

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	116	4	112	64	52	86	50	27	34	35	13	6	-	1	61	48	7	1	82	33	
Weighted Base	132*	7**	125*	71*	61*	83*	49*	33**	39**	42**	11**	5**	-**	2**	71*	54*	7**	2**	88*	44**	
Effective Base	78	4	71	40	35	43	34	18	21	25	6	3	-	1	39	31	4	1	51	24	
Very dissatisfied	(1) 5	2	3	1	4	2	4	2	-	1	2	-	-	-	2	4	-	-	5	*	
	4%	37%	2%	2%	7%	2%	8%	6%	-	3%	22%	-	-	-	3%	7%	-	-	6%	*	
Fairly dissatisfied	(2) 3	-	3	3	*	1	2	1	*	2	-	-	-	-	2	2	-	-	2	1	
	2%	-	2%	4%	*	2%	3%	4%	*	4%	-	-	-	-	2%	3%	-	-	2%	3%	
Neither satisfied or dissatisfied	(3) 26	-	25	10	15	13	12	16	4	5	-	-	-	-	20	5	-	-	21	4	
	19%	-	20%	16%	24%	16%	24%	49%	10%	12%	-	-	-	-	28%	10%	-	-	23%	10%	
Fairly satisfied	(4) 51	2	49	25	27	32	19	6	17	18	5	3	-	2	23	23	5	2	31	20	
	39%	28%	39%	34%	44%	39%	38%	19%	43%	43%	46%	62%	-	100%	32%	44%	73%	100%	36%	45%	
Very satisfied	(5) 47	2	45	32	15	34	13	8	18	16	4	2	-	-	25	20	2	-	29	19	
	36%	34%	36%	45%	25%	41%	37%	23%	46%	39%	32%	35%	-	-	36%	37%	25%	-	33%	42%	
I don't know / Not applicable	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	
NET Very/fairly satisfied	98	4	94	57	42	66	32	13	35	35	9	5	-	2	48	43	7	2	60	39	
(75%)	75%	63%	75%	79%	69%	80%	65%	41%	90%	82%	78%	97%	-	100%	67%	81%	96%	100%	68%	87%	
NET Very/fairly dissatisfied	9	2	6	4	4	3	5	3	*	3	2	-	-	-	3	5	-	-	7	1	
(6%)	6%	37%	5%	6%	7%	4%	11%	10%	*	6%	22%	-	-	-	5%	10%	-	-	8%	3%	
Mean	4.00	3.23	4.04	4.17	3.80	4.15	3.73	3.48	4.36	4.12	3.66	4.36	-	4.00	3.96	4.02	4.26	4.00	3.86	4.26	
Std Dev.	1.01	1.91	0.94	0.95	1.05	0.90	1.13	1.09	0.67	0.95	1.55	0.54	-	-	0.99	1.10	0.47	-	1.09	0.77	
Std Error	0.09	0.95	0.09	0.12	0.15	0.11	0.16	0.21	0.12	0.16	0.43	0.24	-	-	0.13	0.16	0.10	-	0.12	0.13	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 414

Base : Made a complaint about FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	116	50	26	17	23	76	40	97	19	11	11	25	35	31	71	11	103	49	65	2
Weighted Base	132*	49**	37**	26**	19**	87*	45**	119*	13**	8**	10**	31**	49**	31**	90*	8**	123*	48**	79*	4**
Effective Base	76	28	19	14	16	46	29	66	9	5	7	19	24	19	49	5	69	27	45	2
Very dissatisfied (1)	5	2	3	-	-	5	-	5	1	-	1	-	4	1	4	-	5	-	5	-
	4%	9%	8%	-	-	6%	-	4%	9%	-	6%	-	6%	4%	5%	-	4%	-	7%	-
Fairly dissatisfied (2)	3	*	-	3	-	*	3	3	-	-	-	3	*	*	3	-	3	3	*	-
	2%	1%	-	10%	-	*	6%	3%	-	-	-	9%	*	1%	3%	-	2%	6%	*	-
Neither satisfied or dissatisfied (3)	25	5	7	6	7	12	13	19	6	3	4	7	8	2	20	3	22	4	17	4
	19%	10%	20%	23%	34%	14%	28%	16%	46%	40%	44%	23%	17%	7%	22%	40%	18%	6%	21%	100%
Fairly satisfied (4)	51	16	18	8	9	34	17	47	4	3	1	11	19	16	31	3	47	13	38	-
	39%	32%	49%	32%	44%	39%	37%	40%	30%	41%	12%	36%	38%	52%	35%	41%	38%	28%	48%	-
Very satisfied (5)	47	26	8	9	4	34	13	45	2	2	4	10	19	11	32	2	46	28	19	-
	36%	52%	23%	34%	22%	39%	29%	38%	19%	19%	38%	32%	38%	35%	36%	16%	37%	59%	24%	-
I don't know / Not applicable	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*	-	*	-
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*	-	*	-
NET Very/fairly satisfied	98	42	27	17	13	68	30	92	6	5	5	21	37	27	63	5	93	42	57	-
	73%	84%	72%	67%	66%	79%	66%	77%	49%	60%	59%	68%	76%	88%	70%	60%	75%	87%	71%	-
NET Very/fairly dissatisfied	9	3	3	3	-	6	3	8	1	-	1	3	4	1	7	-	9	3	6	-
	6%	5%	8%	10%	-	7%	6%	7%	5%	-	6%	9%	8%	5%	8%	-	7%	6%	7%	-
Mean	4.00	4.26	3.77	3.91	3.88	4.05	3.90	4.04	3.95	3.79	3.75	3.92	3.98	4.15	3.93	3.79	4.01	4.40	3.81	3.00
Std Dev.	1.01	1.01	1.08	1.01	0.76	1.07	0.90	1.01	0.98	0.79	1.21	0.96	1.13	0.89	1.07	0.79	1.03	0.86	1.03	*
Std Error	0.09	0.14	0.21	0.24	0.16	0.12	0.14	0.10	0.23	0.24	0.36	0.19	0.19	0.16	0.13	0.24	0.10	0.12	0.13	*

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	116	82	34	12	67	17	22	10	3	2	7	4	15	12	9	9	6	2	15	
Weighted Base	132	113	19**	3**	116*	8**	6**	2**	3**	3**	10**	5**	24**	17**	22**	23**	9**	1**	7**	
Effective Base	76	64	10	2	60	10	13	6	3	2	7	4	14	11	9	9	6	1	9	
Very dissatisfied	(1) 8	5	*	*	4	1	1	*	-	-	-	-	-	-	2	-	1	-	1	
	4%	9%	*	3%	7%	13%	10%	4%	-	-	-	-	-	-	15%	-	15%	-	10%	
Fairly dissatisfied	(2) 3	3	*	*	3	*	*	-	-	-	-	1	1	-	-	-	-	-	*	
	2%	2%	2%	9%	2%	7%	5%	-	-	-	24%	6%	6%	-	-	-	-	-	1%	
Neither satisfied or dissatisfied	(3) 28	22	3	-	23	1	1	*	-	1	6	1	2	3	3	8	-	-	1	
	19%	19%	16%	-	20%	15%	10%	20%	-	38%	59%	26%	7%	16%	12%	32%	-	-	17%	
Fairly satisfied	(4) 51	42	9	3	45	4	2	1	2	2	4	2	15	9	5	-	6	1	2	
	39%	37%	47%	79%	39%	46%	27%	46%	66%	62%	47%	49%	60%	50%	23%	-	72%	100%	37%	
Very satisfied	(5) 47	41	6	*	42	2	3	1	1	-	-	-	7	6	12	16	1	-	2	
	36%	35%	32%	5%	36%	23%	47%	31%	34%	-	-	-	27%	33%	54%	66%	13%	-	27%	
I don't know / Not applicable	-	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	
	-	-	1%	4%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	2%	
NET Very/fairly satisfied	98	84	15	3	87	5	4	2	3	2	4	2	21	15	17	16	7	1	4	
	75%	74%	79%	84%	75%	69%	74%	76%	100%	82%	47%	49%	68%	78%	75%	69%	85%	100%	64%	
NET Very/fairly dissatisfied	9	8	*	*	6	1	1	*	-	-	-	1	1	-	2	-	1	-	1	
	6%	7%	2%	12%	6%	14%	16%	4%	-	-	-	24%	6%	-	11%	-	15%	-	17%	
Mean	4.00	3.98	4.09	3.77	4.02	3.86	3.95	4.00	4.34	3.62	3.41	3.25	4.09	4.17	4.07	4.35	3.88	4.00	3.61	
Std Dev.	1.01	1.04	0.81	0.98	0.97	1.32	1.44	1.20	0.98	0.80	0.52	0.60	0.77	0.71	1.33	0.96	1.25	-	1.44	
Std Error	0.09	0.12	0.14	0.29	0.12	0.33	0.31	0.38	0.33	0.42	0.20	0.46	0.20	0.20	0.44	0.32	0.51	-	0.38	

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

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 414

Base : Made a complaint about FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	116	77	11	102	36	77	8	13	11	2	3	49	48	12	5	2	97	7	57	45	11	2	-	102	2	99	17
Weighted Base	132*	91*	9**	119*	37**	91*	5**	7**	9**	1**	3**	55**	59*	13**	4**	1**	114*	5**	65*	56*	8**	3**	-**	120*	3**	109*	23**
Effective Base	75	50	8	66	23	50	3	7	8	1	2	29	34	8	3	1	63	5	33	34	6	2	-	66	2	63	12
Very dissatisfied (1)	5	4	-	5	1	4	-	1	-	-	-	1	2	1	1	-	4	1	1	4	1	-	-	5	-	2	4
	4%	5%	-	5%	3%	5%	-	9%	-	-	-	2%	4%	5%	33%	-	3%	24%	2%	7%	8%	-	-	4%	-	2%	15%
Fairly dissatisfied (2)	3	2	*	3	1	2	-	-	*	-	-	1	2	-	*	-	3	*	2	1	-	-	-	3	-	3	*
	2%	2%	2%	2%	4%	2%	-	-	2%	-	-	2%	3%	-	2%	-	3%	2%	3%	2%	-	-	-	3%	-	3%	1%
Neither satisfied or dissatisfied (3)	25	11	1	24	14	11	2	3	1	-	-	7	13	4	-	1	19	1	5	14	3	3	-	19	3	23	2
	19%	12%	14%	20%	37%	12%	34%	42%	14%	-	-	12%	21%	34%	-	90%	17%	24%	8%	25%	43%	100%	-	16%	100%	21%	9%
Fairly satisfied (4)	51	40	5	45	10	40	3	3	5	*	1	19	25	6	1	-	44	1	23	24	3	-	-	47	-	42	9
	39%	44%	54%	38%	25%	44%	55%	40%	54%	16%	44%	34%	44%	46%	28%	-	39%	21%	35%	43%	36%	-	-	39%	-	39%	39%
Very satisfied (5)	47	33	3	42	11	33	*	1	3	1	1	27	16	2	1	*	44	2	34	13	1	-	-	46	-	39	8
	36%	37%	28%	35%	29%	37%	8%	9%	28%	84%	56%	46%	28%	15%	37%	10%	38%	29%	52%	23%	12%	-	-	39%	-	36%	36%
I don't know / Not applicable	*	-	*	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	*	-
NET Very/fairly satisfied	98	74	8	87	21	74	3	3	8	1	3	46	42	8	3	*	88	3	57	37	4	-	-	93	-	81	17
	75%	81%	82%	73%	55%	81%	66%	49%	82%	100%	100%	83%	71%	62%	65%	10%	77%	50%	67%	66%	50%	-	-	78%	-	74%	75%
NET Very/fairly dissatisfied	9	6	*	8	3	6	-	1	2	*	-	2	4	1	1	-	7	1	3	5	1	-	-	8	-	5	4
	6%	6%	2%	7%	7%	6%	-	9%	2%	-	-	4%	7%	5%	35%	-	6%	26%	6%	9%	8%	-	-	7%	-	4%	16%
Mean	4.00	4.07	4.09	3.97	3.74	4.07	3.74	3.41	4.09	4.84	4.56	4.27	3.88	3.67	3.34	3.19	4.07	3.30	4.33%	3.73	3.46	3.00	-	4.06	3.00	4.04	3.80
Std Dev.	1.01	0.99	0.75	1.03	1.05	0.99	0.66	1.05	0.75	-	0.64	0.91	1.00	0.94	2.00	-	0.97	1.67	0.88	1.06	1.04	*	-	1.01	*	0.92	1.37
Std Error	0.09	0.11	0.24	0.10	0.18	0.11	0.23	0.29	0.24	-	0.37	0.13	0.14	0.27	0.89	-	0.10	0.63	0.12	0.16	0.31	*	-	0.10	*	0.09	0.33

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 414

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	116	13	98	5	48	59	9	100	13	2	1	115	-
Weighted Base	132*	15**	111*	6**	60**	63*	9**	118*	11**	3**	***	132*	**
Effective Base	78	8	63	4	30	39	7	65	8	2	1	74	-
Very dissatisfied (1)	6	2	3	-	2	4	-	5	1	-	-	5	-
	4%	16%	3%	-	3%	6%	-	4%	5%	-	-	4%	-
Fairly dissatisfied (2)	3	-	2	1	3	*	-	2	1	-	-	3	-
	2%	-	2%	22%	5%	*	-	2%	11%	-	-	2%	-
Neither satisfied or dissatisfied (3)	25	6	19	-	12	7	6	18	4	3	-	25	-
	19%	38%	17%	-	21%	11%	59%	15%	39%	100%	-	19%	-
Fairly satisfied (4)	51	3	46	2	14	35	2	48	3	-	-	51	-
	39%	17%	42%	41%	24%	56%	19%	41%	31%	-	-	39%	-
Very satisfied (5)	47	4	41	2	29	15	2	46	2	-	-	47	-
	36%	28%	37%	38%	48%	26%	22%	39%	14%	-	100%	36%	-
I don't know / Not applicable	-	-	*	-	-	*	-	*	-	-	-	*	-
	-	-	*	-	-	*	-	*	-	-	-	*	-
NET Very/fairly satisfied	98	7	87	4	43	52	4	93	5	-	*	98	-
	72%	45%	78%	78%	71%	83%	41%	79%	45%	-	100%	75%	-
NET Very/fairly dissatisfied	9	2	5	1	5	4	-	7	2	-	-	9	-
	6%	16%	4%	22%	8%	6%	-	6%	16%	-	-	6%	-
Mean	4.09	3.41	4.08	3.94	4.08	3.97	3.63	4.08	3.38	3.00	5.00	4.00	-
Std Dev.	1.01	1.38	0.92	1.23	1.08	0.96	0.87	0.99	1.08	0.00	-	1.01	-
Std Error	0.09	0.38	0.09	0.55	0.16	0.13	0.29	0.10	0.30	0.00	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	116	23	42	28	23	6	6	11	25	8	9	7	9	12	8	5	10
Weighted Base	132*	27**	40**	43**	21**	4**	8**	15**	24**	8**	8**	9**	14**	20**	5**	6**	10**
Effective Base	75	16	24	22	14	3	5	8	13	6	5	6	7	10	6	4	6
Very dissatisfied (1)	5	1	*	4	1	-	1	-	*	-	-	-	1	2	-	-	1
	4%	5%	*	8%	3%	-	16%	-	*	-	-	-	8%	12%	-	-	6%
Fairly dissatisfied (2)	3	-	*	3	*	-	-	-	-	*	*	1	-	1	*	-	-
	2%	-	*	6%	1%	-	-	-	-	1%	16%	-	6%	-	4%	-	-
Neither satisfied or dissatisfied (3)	26	5	6	12	2	*	1	3	4	2	-	3	4	5	-	1	2
	19%	17%	14%	28%	11%	11%	17%	20%	16%	22%	-	32%	32%	24%	-	13%	16%
Fairly satisfied (4)	51	12	18	11	9	4	1	8	12	4	2	5	1	5	5	1	3
	39%	46%	46%	25%	44%	85%	12%	53%	49%	47%	33%	51%	11%	24%	93%	19%	33%
Very satisfied (5)	47	9	16	14	9	*	5	4	8	2	5	*	7	7	*	4	4
	36%	32%	39%	32%	41%	3%	56%	27%	33%	30%	66%	1%	50%	35%	3%	68%	44%
I don't know / Not applicable	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	88	21	34	25	18	4	6	12	20	6	8	5	8	12	5	5	8
	75%	78%	85%	58%	85%	89%	67%	80%	83%	77%	99%	52%	61%	58%	96%	87%	78%
NET Veryfairly dissatisfied	9	1	*	6	1	-	1	-	*	-	1	1	4	*	-	-	1
	6%	5%	1%	14%	4%	-	16%	-	*	1%	1%	16%	8%	16%	4%	-	6%
Mean	4.00	4.01	4.23	3.68	4.20	3.92	3.92	4.08	4.16	4.06	4.63	3.37	3.96	3.63	3.95	4.55	4.10
Std Dev.	1.01	0.98	0.73	1.23	0.90	0.42	1.55	0.71	0.73	0.79	0.60	0.80	1.27	1.37	0.47	0.78	1.12
Std Error	0.09	0.20	0.11	0.23	0.19	0.17	0.63	0.21	0.15	0.28	0.20	0.30	0.42	0.39	0.16	0.35	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	248	30	218	101	147	98	150	51	52	60	37	28	11	9	103	97	48	20	205	41	
Weighted Base	254	39**	215	93*	161*	103*	151*	61*	60*	54*	40**	24**	6**	8**	121*	94*	38**	14**	193	57*	
Effective Base	156	25	132	58	98	59	98	35	36	37	23	15	5	5	71	60	25	10	121	33	
Very dissatisfied	(1)	43	9	34	8	35	17	26	4	11	13	6	5	2	2	15	19	9	4	34	7
	23%	17%	23%	8%	22%	17%	17%	7%	17%	24%	15%	22%	24%	28%	12%	20%	23%	26%	18%	11%	
Fairly dissatisfied	(2)	23	4	18	6	17	8	15	6	1	5	6	1	2	2	7	11	5	4	18	5
	9%	11%	9%	7%	10%	8%	10%	9%	2%	9%	15%	5%	32%	24%	6%	11%	13%	28%	9%	9%	
Neither satisfied or dissatisfied	(3)	37	6	31	7	30	15	23	14	10	7	4	3	*	-	24	11	3	*	30	7
	15%	16%	15%	8%	19%	14%	15%	23%	16%	7%	18%	11%	1%	-	-	20%	12%	7%	16%	12%	
Fairly satisfied	(4)	93	16	77	36	57	32	61	22	24	20	12	10	1	4	46	32	15	5	71	22
	37%	40%	36%	39%	35%	31%	40%	37%	39%	37%	30%	42%	16%	47%	38%	34%	39%	33%	37%	38%	
Very satisfied	(5)	53	3	51	34	19	31	22	14	15	9	9	4	2	*	30	18	5	2	37	14
	21%	7%	24%	33%	12%	15%	15%	23%	25%	17%	23%	15%	1%	1%	24%	19%	14%	13%	19%	25%	
I don't know / Not applicable		4	1	3	1	3	-	4	-	-	3	-	1	*	-	-	3	1	*	2	2
	2%	3%	2%	1%	2%	-	3%	-	-	6%	-	4%	1%	-	-	3%	3%	-	1%	4%	
NET Very/fairly satisfied	146	18	128	70	76	63	83	37	39	29	21	14	3	4	76	50	20	6	108	36	
	48%	47%	59%	33%	47%	61%	55%	60%	64%	54%	53%	57%	43%	48%	62%	53%	53%	46%	56%	64%	
NET Very/fairly dissatisfied	66	13	53	14	52	25	41	10	12	18	12	7	4	4	22	30	14	7	52	13	
	34%	24%	16%	32%	27%	24%	27%	17%	20%	33%	30%	27%	56%	52%	18%	32%	37%	54%	27%	20%	
Mean	3.36	2.97	3.43	3.81	3.05	3.51	3.26	3.60	3.53	3.14	3.30	3.24	2.90	2.69	3.56	3.21	3.07	2.78	3.31	3.60	
Std Dev.	1.37	1.34	1.37	1.23	1.36	1.43	1.33	1.16	1.37	1.50	1.39	1.44	1.73	1.43	1.27	1.45	1.46	1.51	1.37	1.30	
Std Error	0.09	0.25	0.09	0.12	0.11	0.14	0.11	0.16	0.19	0.20	0.23	0.28	0.55	0.48	0.12	0.15	0.22	0.35	0.10	0.21	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 415

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	248	96	63	41	48	159	89	177	68	19	23	45	84	60	152	19	218	86	151	12
Weighted Base	254	94*	79*	39**	43*	172*	82*	200	50*	15**	19**	50*	85*	62*	155*	15**	223	71*	167	16**
Effective Base	156	57	43	28	32	99	59	116	42	12	15	30	52	36	96	12	137	49	100	8
Very dissatisfied	43	13	11	9	10	24	19	33	10	2	3	11	12	9	27	2	38	10	30	3
(1)	17%	14%	14%	24%	23%	14%	24%	17%	20%	12%	18%	23%	15%	15%	18%	12%	17%	15%	18%	18%
Fairly dissatisfied	23	5	12	2	5	17	6	15	8	1	*	3	12	6	15	1	22	7	16	-
(2)	9%	6%	15%	4%	11%	10%	8%	8%	16%	9%	*	6%	14%	10%	15%	9%	10%	9%	10%	-
Neither satisfied or	37	14	13	3	7	27	10	29	8	1	4	4	17	5	26	1	31	6	30	1
dissatisfied	(3)	16%	15%	17%	9%	16%	13%	15%	16%	8%	23%	9%	20%	7%	17%	8%	14%	9%	18%	9%
Fairly satisfied	93	38	22	16	16	61	32	75	15	7	7	16	24	32	47	7	81	23	62	7
(4)	37%	41%	28%	42%	38%	35%	40%	38%	31%	46%	36%	32%	28%	31%	30%	46%	36%	33%	37%	44%
Very satisfied	53	22	19	8	4	41	12	43	8	3	4	15	19	8	38	3	48	22	27	5
(5)	21%	24%	24%	21%	10%	24%	15%	22%	15%	16%	22%	29%	23%	13%	22%	16%	21%	21%	16%	29%
I don't know / Not	4	1	2	-	1	3	1	3	1	1	-	1	-	2	1	1	3	2	2	-
applicable	2%	1%	3%	-	2%	2%	1%	2%	2%	7%	-	2%	-	4%	1%	7%	2%	3%	1%	-
NET Very/fairly	146	61	41	24	20	101	45	119	23	9	11	31	44	40	85	9	129	45	89	12
satisfied	59%	65%	52%	63%	47%	60%	53%	60%	46%	64%	59%	61%	51%	54%	55%	58%	64%	58%	53%	73%
NET Very/fairly	66	18	23	11	14	41	25	48	18	3	3	14	25	16	42	3	60	17	46	3
dissatisfied	26%	19%	29%	28%	34%	24%	31%	24%	36%	21%	18%	28%	29%	29%	27%	21%	27%	24%	28%	18%
Mean	3.36	3.56	3.34	3.31	3.01	3.46	3.15	3.41	3.06	3.53	3.46	3.40	3.30	3.36	3.35	3.53	3.36	3.57	3.25	3.66
Std Dev.	1.37	1.30	1.38	1.50	1.37	1.34	1.43	1.36	1.40	1.32	1.36	1.55	1.36	1.30	1.42	1.32	1.36	1.42	1.34	1.42
Std Error	0.09	0.13	0.18	0.23	0.20	0.11	0.15	0.10	0.17	0.31	0.28	0.23	0.15	0.17	0.12	0.31	0.09	0.16	0.11	0.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 415

Base : Made a complaint about Evri

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	248	175	73	26	136	38	52	22	14	20	11	15	15	16	17	13	15	3	35	
Weighted Base	254	226	28**	3**	215	10**	18**	5**	10**	34**	15**	19**	22**	23**	40**	29**	23**	***	16**	
Effective Base	166	139	17	23	120	20	26	14	14	19	11	15	14	15	17	13	14	3	19	
Very dissatisfied	(1) 43	36	8	1	37	1	4	1	1	6	4	4	4	-	2	7	8	-	1	
	17%	16%	27%	24%	17%	4%	25%	15%	13%	17%	30%	20%	20%	-	6%	24%	36%	-	4%	
Fairly dissatisfied	(2) 23	20	3	*	18	3	*	1	1	2	2	3	-	-	5	3	4	-	3	
	9%	9%	9%	4%	9%	22%	2%	13%	8%	5%	14%	14%	-	-	12%	10%	17%	-	22%	
Neither satisfied or dissatisfied	(3) 16%	16%	8%	12%	15%	15%	10%	15%	27%	20%	19%	16%	15%	12%	24%	6%	-	-	15%	
Fairly satisfied	(4) 93	81	12	1	80	5	6	2	3	12	2	6	10	13	13	10	10	*	5	
	37%	36%	41%	25%	37%	31%	33%	50%	27%	34%	16%	32%	45%	58%	34%	36%	41%	39%	31%	
Very satisfied	(5) 53	49	4	1	43	5	5	*	3	9	3	3	3	7	8	7	1	*	5	
	21%	22%	15%	33%	20%	29%	30%	7%	25%	25%	21%	14%	14%	30%	15%	24%	6%	41%	29%	
I don't know / Not applicable	4	4	*	*	4	*	-	-	-	-	-	1	1	-	2	-	-	*	-	
NET Very/fairly satisfied	146	130	16	2	123	10	11	3	5	20	5	9	13	20	21	18	11	*	9	
	58%	58%	56%	68%	57%	60%	63%	67%	62%	59%	37%	46%	59%	89%	53%	60%	47%	61%	69%	
NET Very/fairly dissatisfied	66	56	10	1	56	4	5	1	2	7	6	6	4	-	7	10	12	-	4	
	26%	25%	36%	28%	26%	25%	27%	28%	20%	21%	43%	33%	20%	-	18%	34%	53%	-	26%	
Mean	3.16	3.40	3.09	3.40	3.34	3.60	3.41	3.21	3.45	3.47	2.85	3.07	3.34	4.18	3.51	3.27	2.83	4.51	3.59	
Std Dev.	1.37	1.36	1.50	2.02	1.37	1.25	1.59	1.36	1.36	1.38	1.57	1.42	1.38	0.64	1.15	1.55	1.49	-	1.26	
Std Error	0.09	0.10	0.18	0.40	0.12	0.21	0.22	0.29	0.36	0.31	0.47	0.38	0.37	0.16	0.29	0.43	0.38	-	0.21	

Proportions/Means. Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 415

Base : Made a complaint about Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH Income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH Income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)		
Unweighted Base	248	126	71	173	118	126	9	31	71	8	27	93	101	23	24	7	194	31	126	87	23	8	3	213	11	144	104		
Weighted Base	284	118*	74*	172	129*	118*	4**	21**	74*	9**	18**	91*	105*	23**	32**	3**	196	35**	127*	97*	18**	8**	2**	224	10**	152*	102*		
Effective Base	196	75	49	104	78	75	3	19	49	7	16	54	66	15	19	4	120	22	77	57	15	6	2	134	8	91	66		
Very dissatisfied (1)	43	12	22	18	26	12	*	2	22	2	6	17	11	8	7	*	28	7	26	9	*	7	-	35	7	19	24		
	77%	10%	29% 	10%	23% 	10%	7%	11%	29%	16%	37%	19%	10%	36%	21%	3%	14%	16%	27%	8%	3%	90%	-	16%	72%	13%	23%		
Fairly dissatisfied (2)	23	8	7	14	13	8	-	*	7	1	4	2	18	2	*	-	21	*	14	7	2	-	-	21	-	14	9		
	9%	7%	10%	8%	10%	7%	-	1%	10%	13%	24%	3%	13%	8%	1%	-	17%	1%	17%	8%	11%	-	-	9%	-	9%	8%		
Neither satisfied or dissatisfied (3)	37	21	7	31	17	21	1	7	7	-	1	11	17	4	4	1	28	5	7	22	9	*	*	29	*	20	17		
	15%	18%	9%	18%	13%	18%	30%	33%	9%	-	6%	12%	17%	16%	13%	37%	14%	15%	6%	22% 	49%	1%	3%	13%	2%	13%	17%		
Fairly satisfied (4)	93	50	22	71	42	50	2	7	22	5	3	28	49	4	10	2	77	12	47	37	5	1	1	84	2	53	40		
	37%	43%	30%	41%	33%	43%	44%	34%	30%	48%	14%	37%	47%	16%	32%	57%	39%	34%	37%	38%	29%	9%	61%	37%	19%	35%	39%		
Very satisfied (5)	83	28	14	37	25	28	1	4	14	1	3	31	9	3	9	*	41	9	30	21	1	-	1	51	1	43	11		
	21%	22%	18%	22%	19%	22%	19%	21%	18%	12%	19%	33% 	9%	13%	29%	9%	21% 	27%	24%	22%	8%	-	36%	23%	7%	38% 	10%		
I don't know / Not applicable	4	-	2	2	4	-	-	-	2	1	1	1	*	2	1	-	1	1	3	1	-	-	-	4	-	2	2		
	2%	-	3%	1%	3%	-	-	-	3%	11%	6%	1%	*	9%	4%	-	1%	3%	3%	1%	-	-	-	2%	-	1%	2%		
NET Very/fairly satisfied	146	77	36	108	67	77	3	12	36	6	6	60	58	7	20	2	118	21	77	59	7	1	2	135	3	96	50		
	58%	65%	48%	63%	52%	65%	63%	55%	48%	60%	33%	66%	55%	29%	61%	60%	61%	60%	60%	60%	38%	9%	97%	60%	26%	63%	49%		
NET Very/fairly dissatisfied	66	20	29	32	41	20	*	3	29	3	10	20	29	10	7	*	49	7	40	16	2	7	-	56	7	33	33		
	26%	17%	24% 	18%	24% 	17%	7%	12%	39%	29%	55%	22%	28%	42%	22%	3%	25%	20%	32%	32%	17%	90%	-	25%	72%	22%	32%		
Mean	3.36	3.81% 	2.98	3.50% 	3.18	3.61	3.67	3.52	2.98	3.30	2.62	3.61	3.26	2.60	3.49	3.62	3.42	3.50	3.32	3.57	3.30	1.29	4.33	3.43	1.89	3.52% 	3.04		
Std Dev.	1.37	1.20	1.55	1.22	1.46	1.20	1.18	1.19	1.55	1.44	1.59	1.47	1.16	1.54	1.50	0.95	1.32	1.44	1.49	1.18	0.89	0.93	0.74	1.37	1.53	1.34	1.37		
Std Error	0.09	0.11	0.19	0.09	0.14	0.11	0.39	0.21	0.19	0.55	0.32	0.15	0.12	0.33	0.31	0.36	0.10	0.28	0.13	0.13	0.19	0.33	0.43	0.09	0.46	0.11	0.14		

Proportions/Mean: Columns Tested (5% risk level) - ab/cld - e/f/g - h/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 415

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	248	18	225	5	93	134	21	231	15	1	-	247	1
Weighted Base	254	9**	240	4**	87*	142*	25**	236	17**	2**	-.**	254	***
Effective Base	156	7	147	2	54	89	14	146	10	1	-	156	1
Very dissatisfied (1)	43	-	43	-	11	27	8	43	-	-	-	43	-
	17%	2%	18%	-	12%	19%	23%	18%	-	-	-	17%	-
Fairly dissatisfied (2)	23	1	22	-	11	10	2	22	1	-	-	23	-
	9%	14%	9%	-	13%	7%	7%	9%	8%	-	-	9%	-
Neither satisfied or dissatisfied (3)	37	1	36	1	6	24	7	33	4	-	-	37	-
	15%	12%	15%	14%	7%	17%	30%	14%	25%	-	-	15%	-
Fairly satisfied (4)	93	3	87	3	42	45	6	82	9	2	-	93	*
	37%	31%	36%	75%	46%	32%	25%	35%	56%	100%	-	37%	100%
Very satisfied (5)	53	4	49	1	16	33	4	51	2	-	-	53	-
	21%	40%	20%	11%	19%	23%	17%	22%	11%	-	-	21%	-
I don't know / Not applicable	4	-	4	-	1	3	-	4	-	-	-	4	-
	2%	1%	2%	-	1%	2%	-	2%	-	-	-	2%	-
NET Very/fairly satisfied	146	7	135	4	58	78	10	133	11	2	-	146	*
	58%	72%	56%	86%	67%	55%	41%	56%	68%	100%	-	58%	100%
NET Very/fairly dissatisfied	68	2	64	-	22	37	7	65	1	-	-	66	-
	26%	16%	27%	-	25%	26%	29%	27%	6%	-	-	26%	-
Mean	3.36	3.95	3.33	3.97	3.49	3.34	3.06	3.33	3.71	4.00	-	3.36	4.00
Std Dev.	1.37	1.19	1.39	0.57	1.29	1.42	1.40	1.41	0.79	-	-	1.37	-
Std Error	0.09	0.29	0.09	0.26	0.13	0.12	0.31	0.09	0.20	-	-	0.09	-

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	248	66	73	62	47	15	20	31	29	24	20	21	24	17	10	17	20
Weighted Base	254	61*	71*	72*	50**	15**	17**	29**	21**	30**	20**	22**	27**	24**	12**	20**	18**
Effective Base	156	43	43	42	29	9	14	20	14	17	12	14	16	12	7	12	11
Very dissatisfied	(1) 43	9	11	7	15	4	2	3	2	3	6	2	5	-	6	8	2
	17%	15%	16%	10%	31%	28%	11%	12%	10%	10%	30%	11%	19%	-	52%	38%	9%
Fairly dissatisfied	(2) 23	2	7	9	5	*	2	*	6	1	1	5	2	2	-	5	*
	9%	3%	10%	13%	9%	*	9%	*	27%	3%	4%	24%	6%	10%	-	23%	*
Neither satisfied or dissatisfied	(3) 37	7	5	9	16	*	4	3	1	2	2	2	2	5	2	2	11
	15%	12%	8%	13%	32%	1%	25%	10%	4%	8%	11%	10%	8%	21%	19%	11%	64%
Fairly satisfied	(4) 93	29	29	27	8	8	5	16	9	13	7	9	14	4	1	2	4
	37%	47%	41%	38%	15%	54%	30%	53%	40%	45%	37%	43%	51%	17%	10%	11%	24%
Very satisfied	(5) 53	13	18	17	5	2	3	7	4	10	4	3	4	10	1	4	1
	21%	21%	25%	24%	11%	16%	19%	25%	19%	34%	19%	12%	16%	42%	10%	17%	3%
I don't know / Not applicable	4	1	-	2	1	-	1	-	-	-	-	-	-	2	1	-	-
	2%	2%	-	3%	2%	-	7%	-	-	-	-	-	-	9%	10%	-	-
NET Veryfairly satisfied	146	42	47	44	13	10	8	23	13	24	11	12	18	14	2	6	5
	58%	68%	66%	61%	26%	71%	49%	78%	59%	79%	55%	56%	68%	59%	20%	29%	27%
NET Veryfairly dissatisfied	66	11	18	17	20	4	3	4	8	4	7	7	7	2	6	12	2
	26%	18%	26%	23%	40%	25%	20%	12%	37%	13%	33%	35%	25%	10%	52%	61%	10%
Mean	3.36	3.57	3.50	3.53	2.65	3.30	3.40	3.80	3.31	3.90	3.12	3.23	3.40	4.00	2.19	2.48	3.11
Std Dev.	1.37	1.30	1.39	1.29	1.36	1.55	1.28	1.19	1.35	1.23	1.57	1.28	1.37	1.10	1.55	1.55	0.88
Std Error	0.09	0.16	0.16	0.16	0.20	0.40	0.29	0.21	0.25	0.25	0.35	0.28	0.28	0.27	0.55	0.38	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 416

Base : Made a complaint about DPD

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	116	4	114	68	50	71	47	23	40	27	13	10	2	3	63	40	15	5	91	26	
Weighted Base	136*	5**	130*	76*	59*	82*	53*	26**	45**	35**	12**	11**	4**	2**	71*	47**	18**	6**	94*	41**	
Effective Base	75	3	72	42	33	43	32	15	26	19	7	6	2	1	41	26	9	3	54	21	
Very dissatisfied	(1)	6	-	6	-	1	5	-	2	2	-	2	-	*	2	2	2	*	4	3	
8%		-	-	-	-	1%	10%	-	4%	7%	-	20%	-	3%	2%	5%	13%	1%	4%	7%	
Fairly dissatisfied	(2)	9	-	9	6	2	8	1	2	6	-	-	-	-	9	-	*	-	7	2	
7%		-	-	7%	8%	4%	9%	2%	9%	14%	-	-	1%	-	12%	-	1%	-	7%	5%	
Neither satisfied or dissatisfied	(3)	16	-	15	11	5	10	4	5	6	-	-	-	-	9	6	-	-	11	5	
11%		-	-	14%	12%	8%	12%	11%	17%	11%	18%	-	-	-	13%	14%	-	-	11%	12%	
Fairly satisfied	(4)	52	5	47	18	34	26	26	9	17	11	5	6	2	2	26	16	10	3	38	14
36%		91%	36%	24%	134%	32%	48%	34%	39%	31%	44%	54%	37%	94%	37%	34%	55%	55%	40%	35%	
Very satisfied	(5)	50	*	50	38	12	35	15	12	15	7	3	3	*	23	22	6	3	33	17	
37%		9%	38%	104%	20%	43%	26%	40%	27%	44%	56%	25%	63%	3%	32%	47%	31%	44%	35%	41%	
I don't know / Not applicable		3	-	3	-	3	-	-	3	-	-	-	-	-	3	-	-	-	3	-	
2%		-	-	3%	-	6	4	-	6	-	-	-	-	-	4%	-	-	-	3%	-	
NET Very/fairly satisfied	102	5	97	57	46	61	41	20	29	26	12	9	4	2	49	38	15	6	71	31	
75%		100%	74%	74%	77%	75%	76%	74%	66%	75%	100%	79%	100%	97%	69%	81%	66%	99%	75%	76%	
NET Very/fairly dissatisfied	15	-	15	6	9	9	7	2	8	2	-	2	-	*	10	2	2	*	11	5	
11%		-	-	8%	15%	10%	13%	9%	16%	7%	-	21%	-	3%	15%	5%	14%	1%	11%	12%	
Mean	3.98	4.09	3.98	4.20	3.71	4.09	3.82	4.06	3.75	4.05	4.56	3.62	4.63	3.93	3.87	4.18	3.90	4.40	3.98	3.99	
Std Dev.	1.10	0.32	1.12	0.99	1.17	1.03	1.18	0.98	1.15	1.13	0.52	1.46	0.55	0.81	1.09	1.03	1.27	0.67	1.07	1.18	
Std Error	0.10	0.16	0.11	0.12	0.17	0.12	0.17	0.20	0.18	0.22	0.14	0.46	0.39	0.47	0.14	0.16	0.33	0.30	0.11	0.23	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 416

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	118	51	28	15	24	79	39	98	20	9	13	33	36	25	82	9	107	51	63	4
Weighted Base	130*	50**	37**	25**	24**	87*	49**	125*	10**	3**	8**	49**	45**	29**	102*	3**	131*	47**	78*	10**
Effective Base	76	27	20	13	17	46	29	67	10	4	8	25	24	16	56	4	72	27	44	4
Very dissatisfied	(1) 6	1	5	*	-	6	*	6	*	-	-	2	-	4	2	-	-	*	6	-
	9%	2%	14%	1%	-	7%	*	9%	1%	-	-	9%	-	14%	2%	-	9%	*	8%	-
Fairly dissatisfied	(2) 9	6	3	*	-	8	*	9	-	-	-	*	6	3	6	-	9	2	5	2
	7%	12%	7%	2%	-	10%	1%	7%	-	-	-	1%	13%	9%	6%	-	7%	5%	6%	19%
Neither satisfied or	15	4	1	3	8	5	10	11	4	-	2	5	3	5	10	-	15	3	12	-
dissatisfied	(3) 1%	7%	4%	12%	32%	6%	22%	9%	43%	-	19%	11%	6%	17%	10%	-	12%	7%	16%	-
Fairly satisfied	(4) 52	20	13	11	8	33	19	51	1	*	1	19	21	9	41	*	50	13	36	3
	38%	40%	36%	43%	34%	38%	39%	41%	9%	1%	14%	38%	46%	32%	40%	1%	38%	28%	46%	28%
Very satisfied	(5) 50	17	15	11	8	31	19	45	5	3	5	22	12	8	40	3	47	28	19	3
	37%	34%	39%	43%	34%	36%	39%	36%	46%	86%	67%	44%	27%	27%	39%	89%	38%	60%	24%	27%
I don't know / Not	3	3	-	-	-	3	-	3	-	-	-	-	3	-	3	-	3	-	-	3
applicable	2%	5%	-	-	-	3%	-	2%	-	-	-	-	6%	-	3%	-	2%	-	-	27%
NET Very/fairly	102	37	28	21	16	65	39	96	6	3	7	41	33	17	81	3	97	42	55	5
satisfied	73%	74%	72%	86%	68%	74%	77%	77%	57%	100%	81%	83%	74%	59%	73%	100%	74%	88%	70%	94%
NET Very/fairly	15	7	8	1	-	15	1	15	*	-	-	3	6	7	9	-	15	3	11	2
dissatisfied	11%	14%	21%	3%	-	17%	1%	12%	1%	-	-	6%	13%	23%	8%	-	12%	5%	14%	19%
Mean	3.98	3.97	3.80	4.25	4.02	3.89	4.14	3.98	4.03	4.99	4.47	4.16	3.94	3.46	4.09	4.99	3.96	4.42	3.73	3.94
Std Dev.	1.10	1.07	1.41	0.81	0.83	1.23	0.82	1.11	1.03	0.14	0.85	1.02	0.97	1.37	0.99	0.14	1.11	0.86	1.14	1.27
Std Error	0.10	0.15	0.27	0.21	0.17	0.14	0.13	0.11	0.23	0.05	0.24	0.18	0.16	0.27	0.11	0.05	0.11	0.12	0.14	0.73

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 416

Base : Made a complaint about DPD

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	118	82	36	19	68	19	19	12	4	3	7	6	8	9	11	9	11	2	17	
Weighted Base	136*	123*	13**	4**	121*	8**	5**	2**	4**	6**	10**	8**	14**	13**	27**	22**	17**	***	8**	
Effective Base	76	67	8	3	62	12	10	7	4	3	7	6	8	9	11	9	11	2	12	
Very dissatisfied	(1) 6	6	-	-	5	1	-	-	-	2	-	-	-	1	-	2	-	-	1	
	9%	9%	2%	2%	4%	14%	4%	-	-	29%	-	-	-	11%	-	11%	-	33%	13%	
Fairly dissatisfied	(2) 9	9	-	-	8	1	-	-	-	2	-	-	-	-	3	-	3	-	1	
	7%	7%	1%	4%	6%	9%	10%	-	-	30%	-	-	-	-	9%	-	19%	-	9%	
Neither satisfied or dissatisfied	(3) 15	15	-	-	13	2	1	-	-	-	3	3	-	-	5	-	3	-	2	
	11%	12%	1%	-	11%	20%	11%	8%	-	-	26%	33%	-	-	16%	-	16%	-	21%	
Fairly satisfied	(4) 52	44	8	3	47	2	2	1	2	3	5	2	10	8	7	4	7	-	2	
	38%	36%	61%	72%	39%	29%	38%	46%	47%	45%	49%	18%	67%	61%	28%	17%	44%	67%	28%	
Very satisfied	(5) 50	46	4	1	45	2	2	1	2	-	2	4	5	4	12	13	3	-	2	
	37%	37%	34%	23%	37%	28%	37%	46%	63%	-	25%	46%	33%	28%	45%	60%	19%	-	29%	
I don't know / Not applicable	3	3	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-	
	2%	2%	-	-	2%	-	-	-	-	-	-	-	-	-	-	12%	-	-	-	
NET Very/fairly satisfied	102	90	12	3	92	5	4	2	4	3	7	6	14	12	20	17	11	-	5	
	73%	73%	86%	94%	75%	57%	75%	62%	100%	45%	74%	67%	100%	89%	73%	77%	63%	67%	57%	
NET Very/fairly dissatisfied	15	15	-	-	13	2	1	-	-	3	-	-	-	1	3	2	3	-	2	
	11%	12%	3%	6%	11%	23%	15%	-	-	55%	-	-	-	11%	9%	11%	19%	33%	22%	
Mean	3.88	3.95	4.25	4.10	4.01	3.50	3.93	4.37	4.53	2.66	3.99	4.16	4.33	3.96	4.08	4.32	3.63	3.00	3.51	
Std Dev.	1.10	1.13	0.75	0.86	1.08	1.44	1.27	-	0.58	1.39	0.76	0.95	0.49	1.16	1.02	1.32	1.02	-	1.43	
Std Error	0.10	0.13	0.13	0.20	0.13	0.33	0.29	-	0.29	0.80	0.29	0.39	0.17	0.39	0.31	0.47	0.31	-	0.35	

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

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 416

Base : Made a complaint about DPD

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	118	72	18	100	46	72	6	10	18	1	3	58	32	20	7	1	90	8	57	46	7	6	1	103	7	96	22
Weighted Base	136*	85*	22**	114*	51*	85*	1**	5**	22**	1**	2**	67*	38**	20**	11**	***	105*	11**	67*	55*	7**	4**	1**	122*	6**	109*	27**
Effective Base	75	45	14	62	31	45	2	5	14	1	2	35	23	11	6	1	58	6	36	31	3	3	1	67	4	60	15
Very dissatisfied (1)	6	3	4	3	4	3	-	-	4	-	-	2	2	2	-	-	4	-	2	4	-	-	-	6	-	4	3
	6%	3%	18%	2%	8%	3%	-	-	18%	-	-	4%	4%	12%	-	-	4%	-	4%	7%	3%	-	-	5%	-	4%	10%
Fairly dissatisfied (2)	9	5	2	7	4	5	-	-	2	-	-	2	5	*	1	-	7	1	5	2	*	2	-	6	2	6	2
	7%	6%	9%	6%	7%	6%	-	-	9%	-	-	3%	13%	2%	12%	-	7%	12%	7%	3%	8%	42%	-	5%	32%	6%	9%
Neither satisfied or dissatisfied (3)	15	7	7	9	9	7	-	3	7	-	-	*	4	8	3	-	4	3	2	7	3	2	-	9	2	13	3
	11%	8%	31%	8%	17%	8%	-	57%	31%	-	-	*	11%	41%	30%	-	4%	29%	4%	12%	42%	46%	-	8%	36%	12%	11%
Fairly satisfied (4)	52	34	7	45	18	34	-	*	7	-	-	25	15	6	6	-	40	6	26	26	*	*	-	52	*	41	11
	38%	40%	31%	40%	35%	40%	-	2%	31%	-	-	36%	40%	25%	58%	-	36%	57%	36%	47%	2%	3%	-	43%	2%	36%	40%
Very satisfied (5)	50	33	2	48	17	33	1	2	37	12	2	37	12	1	-	*	49	*	32	14	3	*	1	45	2	42	8
	37%	39%	10%	42%	33%	39%	100%	97%	10%	100%	97%	56%	33%	3%	-	100%	47%	1%	47%	25%	46%	10%	100%	37%	30%	39%	30%
I don't know / Not applicable	3	3	-	3	-	3	-	-	-	-	-	-	-	3	-	-	-	-	-	3	-	-	-	3	-	3	-
	2%	3%	-	2%	-	3%	-	-	-	-	-	-	-	13%	-	-	-	-	-	5%	-	-	-	2%	-	2%	-
NET Very/fairly satisfied	102	68	9	83	34	68	1	2	9	1	2	62	27	6	6	*	89	6	58	40	3	1	1	97	2	83	19
	80%	81%	41%	82%	68%	80%	100%	43%	41%	100%	97%	83%	72%	32%	58%	100%	85%	59%	66%	72%	48%	13%	100%	80%	32%	77%	70%
NET Very/fairly dissatisfied	16	8	6	9	8	8	-	-	6	-	*	5	7	3	1	-	11	1	7	6	1	2	-	13	2	10	5
	11%	9%	27%	8%	15%	9%	-	-	27%	-	3%	7%	17%	15%	12%	-	11%	12%	11%	10%	42%	-	10%	32%	9%	19%	19%
Mean	3.86	4.11	3.06	4.16	3.78	4.11	5.00	3.85	3.06	5.00	4.88	4.38	3.83	3.09	3.46	5.00	4.18	3.48	4.19	3.84	3.80	2.81	5.00	4.04	3.30	4.05	3.71
Std Dev.	1.10	1.01	1.26	0.97	1.21	1.01	-	1.09	1.26	-	0.92	0.94	1.16	1.06	0.74	-	1.05	0.76	1.05	1.09	1.29	1.02	-	1.08	1.33	1.04	1.28
Std Error	0.10	0.12	0.30	0.10	0.18	0.12	-	0.35	0.30	-	0.53	0.12	0.20	0.24	0.28	-	0.11	0.27	0.14	0.16	0.49	0.42	-	0.11	0.50	0.11	0.27

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 416

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	118	18	97	3	52	58	8	104	11	1	1	116	1
Weighted Base	136*	13**	118*	5**	57**	68*	11**	120*	12**	3**	***	135*	1**
Effective Base	78	8	65	2	29	40	6	67	7	1	1	74	1
Very dissatisfied	6	-	6	-	2	5	-	6	-	-	-	6	-
(1)	6%	-	6%	-	3%	7%	-	5%	-	-	-	6%	-
Fairly dissatisfied	9	-	8	*	3	1	5	6	2	-	-	8	1
(2)	7%	-	7%	11%	6%	1%	45%	5%	19%	-	-	6%	100%
Neither satisfied or dissatisfied	15	1	14	-	2	12	1	14	2	-	-	15	-
(3)	17%	8%	12%	-	4%	16%	12%	12%	13%	-	-	17%	-
Fairly satisfied	52	5	43	4	18	30	3	44	8	-	-	52	-
(4)	36%	35%	37%	89%	32%	44%	31%	36%	66%	-	-	36%	-
Very satisfied	50	8	43	-	29	20	1	47	*	3	*	50	-
(5)	37%	57%	36%	-	51%	30%	12%	40%	1%	100%	100%	37%	-
I don't know / Not applicable	3	-	3	-	3	-	-	3	-	-	-	3	-
(6)	2%	-	2%	-	5%	-	-	2%	-	-	-	2%	-
NET Very/fairly satisfied	102	12	86	4	47	50	5	91	9	3	*	102	-
(7)	72%	82%	73%	89%	83%	74%	43%	76%	69%	100%	100%	76%	-
NET Very/fairly dissatisfied	18	-	15	*	5	6	5	12	2	-	-	15	1
(8)	17%	-	13%	11%	9%	8%	45%	10%	19%	-	-	17%	100%
Mean	3.98	4.50	3.93	3.79	4.28	3.89	3.11	4.02	3.50	5.00	5.00	3.99	2.00
Std Dev.	1.10	0.66	1.14	0.70	1.02	1.07	1.16	1.11	0.84	0.00	-	1.09	-
Std Error	0.10	0.16	0.12	0.40	0.14	0.14	0.41	0.11	0.25	0.00	-	0.10	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	118	38	42	19	19	10	16	12	20	10	12	4	11	4	7	7	5
Weighted Base	136*	41**	46**	27**	21**	9**	21**	11**	16**	16**	15**	4**	16**	7**	6**	10**	5**
Effective Base	75	24	25	13	13	8	11	6	10	7	9	2	8	3	5	6	3
Very dissatisfied	(1) 6	2	*	1	3	-	2	-	*	-	-	-	1	-	2	*	1
	5%	6%	*	4%	15%	-	11%	-	*	-	-	-	6%	-	24%	2%	27%
Fairly dissatisfied	(2) 9	4	3	3	-	-	4	-	*	-	2	-	3	-	-	-	-
	7%	9%	6%	10%	-	-	17%	-	1%	-	17%	-	16%	-	-	-	-
Neither satisfied or dissatisfied	(3) 15	8	6	-	2	1	6	-	1	1	4	-	-	-	2	-	*
	11%	18%	12%	-	11%	16%	29%	-	9%	3%	25%	-	-	-	33%	-	3%
Fairly satisfied	(4) 52	20	17	5	9	5	4	10	6	10	2	4	2	2	-	1	4
	36%	49%	38%	21%	43%	62%	21%	89%	36%	62%	13%	95%	11%	-	13%	49%	70%
Very satisfied	(5) 50	8	21	15	7	2	5	1	9	5	7	*	8	7	2	5	-
	37%	19%	44%	56%	31%	22%	22%	11%	54%	34%	45%	5%	51%	100%	30%	49%	-
I don't know / Not applicable	3	-	-	3	-	-	-	-	-	-	-	-	3	-	-	-	-
	2%	-	-	10%	-	-	-	-	-	-	-	-	16%	-	-	-	-
NET Very/fairly satisfied	102	28	38	21	16	7	9	11	14	15	8	4	10	7	3	10	4
	75%	67%	82%	77%	75%	84%	43%	100%	89%	97%	58%	100%	62%	100%	43%	98%	70%
NET Very/fairly dissatisfied	16	6	3	4	3	-	6	-	*	-	2	-	4	-	2	*	1
	11%	14%	6%	13%	15%	-	26%	-	1%	-	17%	-	22%	-	34%	2%	27%
Mean	3.98	3.66	4.21	4.28	3.77	4.06	3.25	4.11	4.42	4.31	3.86	4.05	4.00	5.00	3.26	4.43	3.15
Std Dev.	1.10	1.07	0.88	1.19	1.33	0.65	1.31	0.33	0.75	0.55	1.21	0.26	1.49	*	1.62	0.73	1.48
Std Error	0.10	0.17	0.14	0.28	0.31	0.21	0.33	0.10	0.17	0.17	0.35	0.13	0.47	*	0.61	0.28	0.66

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 417

Base : Made a complaint about Parcelforce

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	124	5	119	66	58	79	45	26	33	31	12	13	3	6	59	43	22	9	100	22	
Weighted Base	122*	6**	116*	60*	63*	77*	45**	22**	34**	33**	10**	13**	3**	7**	56*	43**	23**	10**	90*	28**	
Effective Base	70	4	65	34	35	45	25	16	21	18	5	7	2	3	36	23	11	5	53	15	
Very dissatisfied	(1) 6	-	6	4	2	5	1	*	3	1	-	*	-	*	4	1	*	*	5	1	
Fairly dissatisfied	(2) 8%	-	5%	7%	3%	6%	2%	2%	10%	4%	-	2%	-	2%	7%	3%	1%	1%	8%	3%	
Neither satisfied or dissatisfied	(3) 5	-	5	1	5	4	1	-	2	2	-	2	-	*	2	2	2	*	5	*	
Fairly satisfied	(4) 4%	-	5%	1%	7%	5%	3%	-	6%	5%	-	12%	-	2%	4%	4%	6%	2%	6%	*	
Very satisfied	(5) 17	2	15	2	14	3	14	4	3	3	-	1	-	6	7	3	7	6	16	1	
I don't know / Not applicable	(6) 13%	30%	31%	4%	21%	4%	31%	19%	8%	9%	-	8%	-	79%	13%	7%	29%	55%	18%	2%	
NET Very/fairly satisfied	(7) 40	1	38	17	23	21	19	5	11	11	3	7	2	1	16	14	10	3	27	8	
NET Very/fairly dissatisfied	(8) 33%	22%	33%	26%	37%	27%	42%	23%	33%	34%	26%	55%	52%	16%	29%	32%	43%	26%	31%	29%	
Mean	(9) 52	3	49	35	17	42	10	11	15	14	7	3	1	*	26	22	4	1	33	19	
Std Dev.	(10) 42%	48%	42%	35%	27%	54%	22%	49%	43%	44%	74%	23%	40%	1%	45%	51%	19%	13%	37%	66%	
Std Error	(11) 3	-	3	2	2	3	*	2	-	2	-	*	-	*	2	2	*	*	3	-	
Std Error	(12) 3%	-	3%	3%	3%	4%	1%	7%	-	5%	-	-	8%	-	3%	4%	1%	2%	4%	-	
Mean	(13) 91	4	87	51	40	63	29	16	26	25	10	10	3	1	42	35	14	4	60	27	
Std Dev.	(14) 75%	70%	75%	55%	64%	81%	64%	72%	76%	76%	100%	78%	92%	16%	74%	83%	61%	39%	67%	95%	
Std Error	(15) 11	-	11	5	6	9	2	*	5	3	-	2	-	*	6	3	2	*	10	1	
Std Error	(16) 9%	-	9%	8%	10%	11%	5%	2%	16%	9%	-	14%	-	4%	10%	7%	9%	3%	11%	3%	
Mean	(17) 4.07	4.18	4.06	4.33	3.81	4.22	3.80	4.26	3.93	4.14	4.74	3.87	4.44	3.11	4.05	4.29	3.70	3.48	3.91	4.56	
Std Dev.	(18) 1.09	0.94	1.10	1.10	1.02	1.17	0.88	0.95	1.30	1.08	0.46	1.00	0.62	0.57	1.18	1.00	0.93	0.84	1.15	0.81	
Std Error	(19) 0.16	0.42	0.10	0.14	0.14	0.13	0.13	0.19	0.23	0.20	0.13	0.28	0.44	0.23	0.18	0.15	0.20	0.30	0.12	0.17	

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 417

Base : Made a complaint about Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	124	52	32	16	24	84	40	95	28	16	16	24	37	30	77	16	107	62	59	3	
Weighted Base	122*	48**	33**	21**	20**	82*	41**	104*	17**	7**	19**	29**	43**	27**	87*	7**	114*	50*	65*	7**	
Effective Base	70	27	19	12	12	46	24	58	11	8	8	17	24	15	48	8	63	31	36	3	
Very dissatisfied	(1) 6	5	*	*	*	5	1	5	1	*	1	-	3	1	4	*	5	1	2	3	
5%		9%	1%	2%	2%	6%	2%	5%	3%	5%	5%	-	7%	5%	5%	5%	2%	3%	38%		
Fairly dissatisfied	(2) 5	*	4	1	-	4	1	5	*	-	-	3	2	*	5	-	5	-	5	-	
4%		1%	11%	7%	-	5%	4%	5%	1%	-	-	10%	5%	1%	6%	5%	-	8%	-		
Neither satisfied or	17	3	1	-	12	4	12	10	7	1	6	2	3	3	13	1	15	6	10	-	
dissatisfied	(3) 14%	6%	4%	-	62%	5%	30%	9%	41%	16%	50%	8%	6%	10%	15%	14%	12%	16%	-		
Fairly satisfied	(4) 40	14	14	9	3	28	12	36	4	3	1	13	10	13	24	3	37	15	22	3	
33%		28%	43%	42%	15%	34%	29%	35%	22%	37%	9%	45%	23%	47%	28%	37%	33%	30%	34%	39%	
Very satisfied	(5) 52	27	12	9	4	39	13	45	6	3	5	11	22	10	37	3	48	28	24	-	
42%		35%	38%	42%	22%	47%	32%	43%	32%	41%	33%	37%	51%	37%	43%	41%	42%	50%	37%	-	
I don't know / Not	3	-	2	2	-	2	2	3	*	-	*	-	3	-	3	-	3	-	2	2	
applicable	3%	-	5%	7%	-	2%	4%	3%	1%	-	2%	-	7%	-	4%	-	3%	-	3%	22%	
NET Very/fairly	91	41	26	17	7	67	25	81	9	8	6	24	32	23	62	6	85	43	46	3	
satisfied	75%	84%	72%	84%	37%	82%	61%	78%	54%	79%	43%	82%	74%	84%	71%	72%	74%	89%	71%	35%	
NET Very/fairly	11	5	4	2	*	9	2	10	1	*	1	3	5	2	9	*	10	1	7	3	
dissatisfied	9%	10%	11%	9%	2%	11%	5%	10%	4%	5%	5%	10%	13%	6%	10%	5%	9%	2%	11%	38%	
Mean	4.97	4.20	4.08	4.24	3.54	4.15	3.88	4.10	3.79	4.10	3.67	4.09	4.13	4.11	4.04	4.10	4.05	4.36	3.96	2.52	
Std Dev.	1.09	1.22	0.98	0.96	0.91	1.13	0.99	1.09	1.04	1.09	1.14	0.93	1.26	0.98	1.13	1.09	1.09	0.88	1.07	1.66	
Std Error	0.10	0.17	0.18	0.25	0.19	0.12	0.16	0.11	0.20	0.27	0.30	0.19	0.21	0.18	0.13	0.27	0.11	0.11	0.14	1.18	

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	124	78	46	18	57	24	28	15	1	2	3	6	10	9	10	8	8	1	23
Weighted Base	122*	102*	21**	2**	101*	11**	7**	2**	1**	4**	4**	8**	17**	13**	24**	20**	11**	***	11**
Effective Base	70	59	11	16	51	14	18	12	1	2	3	6	10	9	10	8	8	1	14
Very dissatisfied	(1) 6	5	*	*	3	2	*	*	-	-	-	-	-	-	-	3	-	-	2
	5%	5%	2%	4%	3%	19%	6%	16%	-	-	-	-	-	-	-	13%	-	-	19%
Fairly dissatisfied	(2) 5	5	*	*	4	1	-	-	-	-	1	3	-	-	-	-	-	-	1
	4%	5%	1%	4%	4%	7%	-	17%	-	-	33%	35%	-	-	-	-	-	-	7%
Neither satisfied or dissatisfied	(3) 17	10	7	-	16	*	1	-	-	4	1	1	2	3	-	4	1	-	*
	14%	10%	32%	-	15%	3%	9%	-	-	100%	31%	12%	9%	24%	-	19%	10%	-	3%
Fairly satisfied	(4) 40	34	6	*	34	3	2	1	1	-	1	3	7	1	11	4	6	*	3
	33%	34%	27%	20%	33%	26%	32%	26%	100%	-	37%	35%	39%	11%	47%	18%	53%	100%	25%
Very satisfied	(5) 52	44	8	1	42	5	4	1	-	-	-	1	9	7	13	10	2	-	5
	42%	45%	36%	56%	41%	46%	54%	26%	-	-	-	17%	51%	52%	53%	51%	23%	-	46%
I don't know / Not applicable	3	3	*	*	3	-	-	*	-	-	-	-	-	2	-	-	2	-	-
	3%	3%	1%	12%	3%	-	-	11%	-	-	-	-	-	12%	-	-	14%	-	-
NET Very/fairly satisfied	91	78	13	2	79	8	6	1	1	-	1	4	15	8	24	14	8	*	6
	75%	77%	64%	80%	75%	71%	86%	54%	100%	-	37%	52%	91%	63%	100%	68%	76%	100%	75%
NET Very/fairly dissatisfied	11	10	1	*	7	3	*	1	-	-	1	3	-	-	-	3	-	-	3
	9%	10%	3%	8%	7%	26%	6%	36%	-	-	33%	35%	-	-	-	13%	-	-	26%
Mean	4.87	4.09	3.97	4.44	4.10	3.71	4.29	3.31	4.00	3.00	3.04	3.35	4.42	4.32	4.53	3.88	4.15	4.00	3.71
Std Dev.	1.69	1.11	0.96	-	1.00	1.61	1.10	2.20	-	0.00	0.97	1.21	0.68	0.92	0.51	1.40	0.64	-	1.62
Std Error	0.10	0.13	0.14	-	0.13	0.33	0.21	0.59	-	0.00	0.56	0.49	0.21	0.33	0.16	0.49	0.24	-	0.34

Proportions/Means: Columns Tested (5% risk level) - ab/cd - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 417

Base : Made a complaint about Parcelforce

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	124	75	26	98	49	75	13	16	26	2	9	58	39	14	6	7	97	13	67	39	10	5	3	106	8	97	27
Weighted Base	122*	79*	22**	100*	43**	79*	6**	9**	22**	1**	7**	57**	41**	13**	7**	4**	98*	12**	62*	44**	9**	4**	4**	106*	8**	89*	34**
Effective Base	70	43	13	57	26	43	6	9	13	1	3	29	26	7	5	4	54	9	34	24	6	4	3	58	7	54	17
Very dissatisfied (1)	6	5	-	5	1	5	-	-	-	-	-	1	-	3	1	-	1	1	2	3	1	-	-	5	-	4	2
	5%	6%	2%	9%	2%	6%	5%	3%	2%	7%	3%	2%	1%	27%	16%	6%	7%	12%	3%	7%	9%	-	-	5%	-	5%	5%
Fairly dissatisfied (2)	5	1	4	1	4	1	-	-	4	-	*	*	3	-	1	1	3	2	3	1	-	1	-	5	1	2	3
	4%	1%	20%	1%	10%	1%	-	-	20%	-	2%	*	7%	-	20%	18%	3%	19%	5%	3%	-	19%	-	4%	10%	2%	9%
Neither satisfied or dissatisfied (3)	17	7	6	11	9	7	1	2	6	-	5	9	4	4	-	-	13	-	9	5	*	1	1	14	2	13	4
	14%	9%	27%	17%	21%	9%	20%	24%	27%	-	70%	15%	10%	30%	-	-	13%	-	15%	12%	4%	23%	28%	13%	27%	15%	11%
Fairly satisfied (4)	40	26	5	35	14	26	3	3	5	-	-	12	22	2	2	2	34	4	19	13	5	1	2	32	2	24	16
	33%	33%	23%	35%	32%	33%	45%	28%	23%	-	-	27%	54%	17%	27%	37%	35%	31%	30%	37%	61%	20%	47%	30%	27%	2%	46%
Very satisfied (5)	82	40	3	49	12	40	2	4	3	1	1	33	12	4	1	2	45	3	29	19	2	-	1	48	1	44	8
	42%	50%	13%	49%	28%	50%	13%	44%	13%	93%	21%	58%	29%	32%	15%	36%	46%	24%	47%	44%	26%	-	31%	46%	15%	49%	24%
I don't know / Not applicable	3	-	3	-	3	-	-	-	3	-	*	2	-	-	2	-	2	2	*	2	-	2	-	2	2	2	2
	3%	-	15%	-	6%	-	-	-	15%	-	4%	3%	-	-	22%	-	2%	14%	*	4%	-	37%	-	2%	19%	2%	5%
NET Very/fairly satisfied	91	66	8	84	26	66	4	7	8	1	1	45	33	6	3	3	79	6	48	32	7	1	3	80	4	69	24
	75%	83%	36%	83%	59%	83%	76%	72%	36%	93%	21%	79%	82%	49%	42%	76%	80%	55%	77%	74%	87%	20%	72%	76%	45%	77%	70%
NET Very/fairly dissatisfied	11	6	5	6	5	6	*	*	5	*	*	1	3	3	3	1	5	4	5	5	1	1	-	9	1	6	5
	9%	7%	22%	6%	12%	7%	6%	3%	22%	7%	6%	2%	8%	21%	36%	24%	9%	32%	6%	10%	9%	19%	-	9%	10%	7%	14%
Mean	4.07	4.20	3.31	4.21	3.80	4.20	3.97	4.10	3.31	4.72	3.33	4.37	4.03	3.40	3.05	3.83	4.22	3.39	4.14	4.04	3.94	3.01	4.02	4.10	3.62	4.17	3.79
Std Dev.	1.09	1.08	1.09	1.03	1.06	1.08	1.06	1.05	1.09	-	1.04	0.92	0.86	1.53	1.63	1.46	0.91	1.53	1.03	1.19	1.13	0.99	0.89	1.09	1.00	1.07	1.09
Std Error	0.10	0.12	0.23	0.10	0.16	0.12	0.29	0.26	0.23	-	0.37	0.12	0.14	0.41	0.73	0.55	0.09	0.44	0.13	0.19	0.36	0.50	0.51	0.11	0.38	0.11	0.22

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 417

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	124	9	113	2	60	58	6	105	16	3	-	124	-
Weighted Base	122*	6**	113*	3**	60*	56*	6**	107*	12**	3**	-**	122*	-**
Effective Base	76	5	64	1	33	33	4	60	8	2	-	70	-
Very dissatisfied (1)	6	1	5	-	4	2	-	6	*	-	-	6	-
	8%	15%	4%	-	6%	3%	-	5%	*	-	-	6%	-
Fairly dissatisfied (2)	5	-	5	-	2	3	-	5	-	-	-	5	-
	4%	-	5%	-	4%	5%	-	5%	-	-	-	4%	-
Neither satisfied or dissatisfied (3)	17	1	16	-	8	6	3	9	6	1	-	17	-
	14%	8%	14%	-	13%	10%	46%	9%	49%	43%	-	14%	-
Fairly satisfied (4)	40	3	34	3	17	20	3	37	3	-	-	40	-
	33%	42%	31%	85%	28%	36%	46%	35%	22%	-	-	33%	-
Very satisfied (5)	53	2	49	*	28	24	*	48	4	-	-	52	-
	42%	35%	43%	15%	46%	42%	8%	45%	28%	-	-	42%	-
I don't know / Not applicable	3	-	3	-	2	2	-	2	-	2	-	3	-
	3%	-	3%	-	3%	3%	-	2%	-	57%	-	3%	-
NET Very/fairly satisfied	91	5	84	3	44	44	3	85	6	-	-	91	-
	72%	77%	74%	100%	74%	78%	54%	80%	50%	-	-	75%	-
NET Very/fairly dissatisfied	11	1	10	-	6	5	-	11	*	-	-	11	-
	9%	15%	9%	-	10%	8%	-	10%	*	-	-	9%	-
Mean	4.07	3.82	4.08	4.15	4.06	4.13	3.62	4.11	3.78	3.00	-	4.07	-
Std Dev.	1.09	1.44	1.08	0.44	1.17	1.03	0.68	1.10	0.91	-	-	1.09	-
Std Error	0.10	0.48	0.10	0.31	0.15	0.14	0.28	0.11	0.23	-	-	0.10	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	124	31	37	33	23	6	10	15	19	8	10	9	17	7	9	8	6
Weighted Base	122*	31**	34**	35**	22**	5**	8**	18**	12**	11**	11**	10**	17**	9**	8**	7**	7**
Effective Base	76	19	19	18	15	4	5	11	8	5	7	4	9	4	5	5	5
Very dissatisfied	(1) 6	*	-	5	1	-	*	-	-	-	-	*	4	*	-	1	-
	5%	*	-	13%	4%	-	1%	-	-	-	-	1%	27%	2%	-	11%	-
Fairly dissatisfied	(2) 5	1	2	2	1	1	-	-	*	-	1	-	2	-	1	-	-
	4%	4%	5%	4%	4%	27%	-	-	1%	-	13%	-	9%	-	11%	-	-
Neither satisfied or dissatisfied	(3) 17	9	1	4	3	-	1	8	1	-	-	4	*	-	1	1	1
	14%	28%	1%	12%	15%	-	13%	42%	4%	-	-	38%	2%	-	14%	14%	17%
Fairly satisfied	(4) 40	6	13	11	10	-	3	4	5	4	3	6	4	1	4	*	5
	33%	20%	38%	31%	44%	2%	32%	20%	43%	41%	30%	60%	26%	8%	54%	5%	72%
Very satisfied	(5) 52	13	18	14	7	1	4	7	6	6	5	*	6	8	2	5	1
	42%	42%	52%	39%	34%	32%	54%	38%	52%	59%	43%	1%	35%	80%	21%	70%	11%
I don't know / Not applicable	3	2	2	-	-	2	-	-	-	2	-	-	-	-	-	-	-
	3%	6%	6%	-	-	39%	-	-	-	14%	-	-	-	-	-	-	-
NET Veryfairly satisfied	91	29	31	25	17	2	7	10	12	11	8	6	10	8	6	5	6
	75%	62%	89%	70%	77%	34%	86%	58%	95%	100%	73%	61%	62%	98%	75%	75%	83%
NET Veryfairly dissatisfied	11	1	2	6	2	1	-	-	-	-	1	*	6	*	1	1	-
	9%	4%	5%	16%	8%	27%	1%	-	1%	-	13%	1%	35%	2%	11%	11%	-
Mean	4.07	4.05	4.43	3.78	4.00	3.65	4.39	3.96	4.47	4.59	4.20	3.60	3.35	4.85	3.84	4.22	3.94
Std Dev.	1.09	0.98	0.76	1.38	1.01	1.84	0.81	0.92	0.64	0.52	1.09	0.60	1.70	0.61	0.94	1.44	0.57
Std Error	0.10	0.18	0.13	0.24	0.21	0.92	0.26	0.24	0.15	0.18	0.36	0.20	0.41	0.23	0.31	0.51	0.23

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	129	11	118	72	57	67	62	23	35	36	20	12	1	2	58	56	15	3	105	23	
Weighted Base	123*	12**	111*	65*	58*	66*	57*	20**	39**	33**	16**	11**	2**	2**	59*	49*	15**	4**	91*	31**	
Effective Base	76	8	67	39	36	38	37	14	22	20	10	7	1	1	36	30	9	2	56	18	
Very dissatisfied	(1) 12	3	9	3	9	6	6	*	9	2	*	1	-	-	9	2	1	-	12	*	
	23%		23%	8%	4%	9%	11%	1%	24%	5%	*	9%	-	-	16%	4%	7%	-	13%	*	
Fairly dissatisfied	(2) 6	2	4	2	4	3	3	1	3	2	*	1	-	-	3	3	1	-	6	*	
	5%		20%	4%	3%	5%	6%	3%	7%	7%	1%	5%	-	-	6%	5%	4%	-	7%	1%	
Neither satisfied or dissatisfied	(3) 11	-	11	2	9	2	9	*	2	3	3	2	2	-	2	6	3	2	7	4	
	9%		-	4%	15%	3%	16%	2%	5%	9%	17%	15%	100%	-	4%	12%	22%	48%	8%	13%	
Fairly satisfied	(4) 60	6	53	35	25	31	29	14	13	17	8	6	-	2	27	25	8	2	43	15	
	49%		53%	48%	54%	47%	50%	69%	33%	51%	49%	56%	-	100%	45%	51%	56%	55%	48%	49%	
Very satisfied	(5) 32	*	31	21	10	22	10	5	10	9	5	2	-	-	16	14	2	-	22	9	
	26%		4%	28%	32%	33%	17%	26%	27%	27%	32%	15%	-	-	26%	29%	11%	-	24%	30%	
I don't know / Not applicable	2	-	2	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	-	2	
	2%		-	3%	-	3%	-	-	5%	-	-	-	-	-	3%	-	-	-	-	6%	
NET Very/fairly satisfied	91	7	84	59	35	53	39	19	23	26	13	8	-	2	42	39	10	2	65	24	
	74%		57%	76%	61%	80%	68%	95%	60%	76%	82%	71%	-	100%	72%	79%	67%	55%	72%	79%	
NET Very/fairly dissatisfied	19	5	13	5	14	9	10	1	12	4	*	2	-	-	13	4	2	-	19	*	
	16%		43%	12%	7%	14%	17%	3%	31%	13%	1%	15%	-	-	21%	9%	11%	-	20%	1%	
Mean	3.76	2.94	3.85	4.16	3.39	3.93	3.57	4.16	3.34	3.88	4.12	3.62	3.00	4.00	3.63	3.96	3.60	3.55	3.63	4.15	
Std Dev.	1.19	1.40	1.14	0.95	1.32	1.19	1.18	0.67	1.58	1.07	0.77	1.15	-	-	1.38	0.98	1.02	0.59	1.29	0.74	
Std Error	0.11	0.42	0.11	0.11	0.18	0.15	0.15	0.14	0.27	0.18	0.17	0.33	-	-	0.18	0.13	0.26	0.34	0.13	0.16	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	129	54	38	17	20	92	37	93	36	8	20	28	37	34	85	8	119	58	66	5
Weighted Base	123*	48**	37**	21**	17**	85*	38**	98*	25**	4**	17**	33**	36**	29**	86*	4**	116*	47**	68*	8**
Effective Base	76	27	24	12	12	51	24	56	20	4	11	19	24	17	53	4	70	29	43	4
Very dissatisfied	(1) 12	4	2	1	6	6	6	9	3	-	5	3	3	1	11	-	12	4	6	3
	16%	9%	5%	3%	33%	7%	16%	9%	13%	-	32%	9%	7%	4%	13%	-	11%	6%	8%	35%
Fairly dissatisfied	(2) 6	3	3	*	*	6	*	6	1	-	*	2	3	2	5	-	6	1	6	-
	8%	5%	9%	1%	2%	7%	1%	6%	4%	-	2%	6%	7%	6%	5%	-	6%	2%	8%	-
Neither satisfied or	(3) 11	2	3	3	3	5	6	4	7	3	-	3	5	1	8	3	8	5	6	-
dissatisfied	9%	5%	9%	14%	16%	6%	15%	4%	20%	65%	-	9%	13%	2%	6%	65%	7%	10%	9%	-
Fairly satisfied	(4) 60	24	21	8	6	45	14	49	10	-	9	13	14	21	37	-	58	21	34	5
	49%	51%	57%	40%	35%	54%	38%	51%	40%	-	57%	40%	39%	71%	43%	-	50%	45%	49%	65%
Very satisfied	(5) 32	14	6	9	3	20	11	28	4	2	1	12	10	5	24	2	29	16	15	-
	26%	30%	15%	42%	13%	24%	30%	23%	15%	33%	9%	36%	28%	18%	27%	33%	33%	32%	22%	-
I don't know / Not	2	-	2	-	-	2	-	2	-	-	-	-	2	-	2	-	2	-	2	-
applicable	2%	-	5%	-	-	2%	-	2%	-	-	-	-	5%	-	2%	-	2%	-	3%	-
NET Very/fairly	91	39	27	17	9	65	26	77	14	2	11	25	24	26	61	2	67	37	49	5
satisfied	74%	81%	72%	82%	50%	77%	67%	79%	66%	3%	66%	76%	67%	89%	70%	35%	75%	80%	71%	65%
NET Very/fairly	19	7	5	1	6	12	7	14	4	-	6	5	5	3	16	-	19	5	11	3
dissatisfied	15%	14%	14%	4%	34%	14%	18%	15%	17%	-	34%	15%	14%	9%	18%	-	16%	10%	17%	35%
Mean	3.76	3.88	3.73	4.16	2.88	3.82	3.63	3.85	3.41	3.70	3.08	3.88	3.77	3.64	3.68	3.70	3.75	3.97	3.71	2.94
Std Dev.	1.19	1.17	1.02	0.98	1.55	1.10	1.38	1.18	1.21	1.09	1.54	1.24	1.19	0.88	1.30	1.09	1.21	1.13	1.17	1.54
Std Error	0.11	0.16	0.17	0.23	0.35	0.12	0.23	0.12	0.20	0.38	0.34	0.23	0.20	0.15	0.14	0.38	0.11	0.15	0.14	0.69

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 418

Base : Made a complaint about Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	129	81	48	15	64	20	33	12	4	9	1	4	15	8	9	8	6	2	18
Weighted Base	123*	107*	16**	4**	106*	6**	8**	3**	3**	15**	1**	5**	24**	12**	21**	17**	9**	***	6**
Effective Base	76	64	12	3	58	10	19	8	4	9	1	4	14	8	9	8	6	2	10
Very dissatisfied	(1) 12	12	-	-	10	1	1	1	1	1	-	1	-	-	-	7	-	-	1
	16%	17%	2%	6%	9%	16%	9%	26%	28%	10%	-	22%	-	-	-	39%	-	-	17%
Fairly dissatisfied	(2) 6	6	-	-	6	-	1	-	1	2	1	-	-	-	-	-	1	-	-
	8%	6%	2%	-	5%	3%	7%	-	53%	13%	100%	-	-	-	-	-	14%	-	3%
Neither satisfied or	11	10	1	-	9	1	1	-	-	3	-	-	2	-	-	2	3	-	1
dissatisfied	(3) 9%	10%	6%	13%	9%	6%	15%	-	-	19%	-	-	9%	-	-	10%	32%	-	8%
Fairly satisfied	(4) 60	50	10	1	53	3	2	1	1	7	-	2	14	6	16	3	3	-	3
	49%	47%	60%	19%	50%	45%	29%	53%	19%	49%	-	50%	58%	53%	78%	21%	32%	100%	43%
Very satisfied	(5) 32	27	5	2	26	2	3	1	-	1	-	1	6	6	5	5	2	-	2
	26%	25%	31%	61%	25%	28%	40%	21%	-	10%	-	28%	25%	47%	22%	30%	22%	-	29%
I don't know / Not	2	2	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
applicable	2%	2%	-	-	2%	-	-	-	-	-	-	-	8%	-	-	-	-	-	-
NET Very/fairly	91	77	14	3	79	5	5	2	1	9	-	4	20	12	21	8	5	-	4
satisfied	74%	72%	81%	81%	73%	73%	69%	74%	19%	89%	-	78%	83%	100%	100%	51%	54%	100%	72%
NET Very/fairly	19	18	1	-	15	1	1	1	2	3	1	1	-	-	-	7	1	-	1
dissatisfied	15%	17%	4%	6%	15%	19%	16%	26%	81%	23%	100%	22%	-	-	-	39%	14%	-	20%
Mean	3.76	3.70	4.16	4.29	3.77	3.68	3.85	3.44	2.11	3.36	2.00	3.61	4.17	4.47	4.22	3.03	3.82	4.00	3.64
Std Dev.	1.19	1.23	0.79	1.31	1.17	1.46	1.35	1.89	1.30	1.17	-	1.64	0.99	0.92	0.42	1.78	1.03	-	1.49
Std Error	0.11	0.14	0.11	0.34	0.15	0.33	0.24	0.54	0.05	0.39	-	0.82	0.16	0.18	0.14	0.63	0.42	-	0.35

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 418

Base : Made a complaint about Yodel

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH Income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH Income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	129	81	16	110	45	81	7	22	16	1	6	58	45	16	4	6	103	10	60	51	10	5	3	111	8	100	29
Weighted Base	123*	78*	17**	105*	43**	78*	3**	14**	17**	1**	6**	60*	42**	13**	3**	5**	101*	8**	60*	47**	9**	3**	5**	107*	7**	96*	27**
Effective Base	75	47	10	64	27	47	3	12	10	1	4	34	29	7	3	3	62	6	35	29	6	3	3	64	6	60	15
Very dissatisfied (1)	12	8	2	9	3	8	-	1	2	-	2	2	6	3	-	2	7	2	4	6	-	-	2	10	2	7	5
Fairly dissatisfied (2)	10%	10%	17%	9%	7%	10%	-	7%	17%	-	34%	3%	14%	21%	-	37%	7%	23%	6%	14%	-	6%	40%	9%	28%	8%	17%
Neither satisfied or dissatisfied (3)	6	1	3	3	5	1	-	-	3	-	*	2	5	-	-	-	6	-	1	3	1	1	-	4	1	5	1
Fairly satisfied (4)	5%	2%	19%	3%	12%	2%	-	-	19%	-	2%	3%	12%	-	-	-	6%	-	2%	7%	16%	30%	-	4%	11%	5%	5%
Very satisfied (5)	11	7	1	10	4	7	3	4	1	-	1	2	5	2	1	2	7	3	5	3	1	1	2	8	2	18	3
I don't know / Not applicable	9%	9%	6%	10%	9%	9%	87%	30%	6%	-	15%	3%	12%	14%	33%	31%	7%	32%	8%	6%	14%	20%	34%	7%	29%	8%	12%
NET Very/fairly satisfied	60	36	8	51	24	36	-	6	8	-	2	33	18	8	1	*	51	1	25	28	5	1	-	53	1	49	11
NET Very/fairly dissatisfied	49%	45%	48%	49%	56%	45%	-	44%	48%	-	30%	55%	43%	-	61%	16%	5%	50%	10%	42%	60%	59%	40%	-	50%	14%	47%
Mean	32	24	3	20	7	24	*	3	22	6	1	22	6	-	1	1	28	3	25	4	1	*	1	29	1	25	7
Std Dev	26%	31%	15%	28%	17%	31%	13%	20%	37%	14%	19%	37%	14%	4%	48%	26%	28%	34%	42%	10%	10%	4%	26%	27%	18%	26%	25%
NET Very/fairly satisfied	2	2	-	2	-	2	-	-	-	-	-	-	2	-	-	-	2	-	-	2	-	-	-	2	-	2	-
NET Very/fairly dissatisfied	2%	2%	-	2%	-	2%	-	-	-	-	-	-	5%	-	-	-	2%	-	-	4%	-	-	-	2%	-	2%	-
Mean	91	60	11	80	31	60	*	9	11	1	3	55	24	9	2	2	79	4	50	33	6	1	1	83	2	74	18
Std Dev	74%	76%	63%	77%	72%	76%	13%	64%	63%	100%	49%	82%	58%	65%	67%	32%	78%	45%	63%	70%	70%	45%	26%	77%	32%	77%	66%
NET Very/fairly satisfied	19	9	5	12	8	9	-	1	5	-	2	3	11	3	-	2	14	2	5	10	1	1	2	14	3	13	6
NET Very/fairly dissatisfied	15%	12%	31%	12%	19%	12%	-	7%	31%	-	36%	9%	26%	21%	-	37%	14%	23%	8%	20%	16%	36%	40%	13%	39%	13%	22%
Mean	3.76	3.88	3.36	3.86	3.63	3.68	3.25	3.70	3.36	5.00	2.99	4.21	3.34	3.27	4.15	2.84	3.86	3.32	4.11	3.47	3.63	3.07	2.71	3.63	2.84	3.83	3.51
Std Dev	1.19	1.19	1.31	1.14	1.12	1.19	0.80	1.04	1.31	-	1.72	0.85	1.30	1.28	1.09	1.78	1.13	1.62	1.06	1.21	0.93	1.34	1.80	1.17	1.55	1.13	1.40
Std Error	0.11	0.13	0.33	0.11	0.17	0.13	0.30	0.22	0.33	-	0.70	0.11	0.20	0.32	0.54	0.73	0.11	0.51	0.14	0.17	0.29	0.60	1.04	0.11	0.55	0.11	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 418

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	129	12	113	4	59	60	10	111	13	4	1	128	-
Weighted Base	123*	9**	109*	5**	58*	53*	12**	106*	15**	2**	***	123*	..*
Effective Base	78	6	67	2	33	35	7	64	10	1	1	75	-
Very dissatisfied	13	4	8	-	7	6	-	12	-	-	-	12	-
(1)	16%	42%	8%	-	11%	11%	-	11%	-	8%	-	100%	-
Fairly dissatisfied	6	-	6	-	2	4	*	5	1	*	*	6	-
(2)	8%	-	6%	-	3%	8%	2%	5%	9%	3%	100%	5%	-
Neither satisfied or dissatisfied	11	3	7	1	6	5	*	7	4	-	-	11	-
(3)	9%	31%	6%	30%	11%	9%	1%	7%	26%	-	-	9%	-
Fairly satisfied	60	2	55	3	30	20	10	50	8	2	-	60	-
(4)	49%	26%	50%	57%	51%	38%	84%	47%	53%	89%	-	49%	-
Very satisfied	32	-	31	1	14	16	2	30	2	-	-	32	-
(5)	26%	1%	28%	13%	24%	30%	13%	28%	12%	-	-	26%	-
I don't know / Not applicable	2	-	2	-	-	2	-	2	-	-	-	2	-
(6)	2%	-	2%	-	-	4%	-	2%	-	-	-	2%	-
NET Very/fairly satisfied	91	3	85	3	44	36	12	80	10	2	-	91	-
(7)	74%	27%	78%	70%	75%	68%	97%	75%	65%	89%	-	74%	-
NET Very/fairly dissatisfied	19	4	15	-	8	10	*	17	1	*	*	19	-
(8)	15%	42%	14%	-	15%	19%	2%	16%	9%	11%	100%	15%	-
Mean	3.76	2.45	3.87	3.83	3.73	3.72	4.08	3.77	3.69	3.70	2.00	3.76	-
Std Dev.	1.19	1.38	1.13	0.71	1.20	1.30	0.47	1.24	0.83	-	-	1.19	-
Std Error	0.11	0.40	0.11	0.36	0.16	0.17	0.15	0.12	0.23	-	-	0.11	-

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 418

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	129	30	46	28	25	7	11	12	27	13	6	5	12	11	10	11	4
Weighted Base	123*	35**	36**	32**	20**	4**	15**	16**	17**	15**	4**	4**	13**	14**	7**	10**	3**
Effective Base	75	20	23	18	15	4	7	9	12	7	4	3	7	8	6	7	3
Very dissatisfied	(1) 12	2	-	-	4	*	2	-	-	-	-	-	6	1	1	2	-
	10%	6%	-	20%	18%	2%	14%	-	-	-	-	-	42%	6%	16%	25%	-
Fairly dissatisfied	(2) 6	-	3	2	2	-	-	-	1	2	-	1	1	-	1	*	-
	5%	-	8%	6%	8%	-	-	-	5%	14%	-	30%	4%	-	18%	5%	-
Neither satisfied or dissatisfied	(3) 11	3	2	2	4	2	2	-	*	2	-	2	-	-	*	1	3
	9%	10%	6%	5%	20%	45%	10%	-	1%	13%	-	38%	-	-	5%	9%	86%
Fairly satisfied	(4) 60	19	24	12	5	1	7	12	11	11	3	1	3	9	3	1	*
	49%	55%	66%	38%	23%	16%	49%	74%	62%	73%	61%	30%	23%	53%	47%	13%	4%
Very satisfied	(5) 32	8	7	10	6	2	5	2	6	*	2	*	4	6	1	5	*
	26%	24%	20%	31%	31%	37%	31%	14%	32%	*	39%	2%	30%	41%	14%	49%	10%
I don't know / Not applicable	2	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	2%	6%	-	-	-	-	-	12%	-	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	91	28	31	22	11	2	11	14	16	11	4	1	7	13	4	6	*
	74%	79%	66%	69%	54%	53%	75%	88%	94%	73%	100%	32%	54%	94%	61%	62%	14%
NET Veryfairly dissatisfied	19	2	3	8	5	-	2	-	1	2	-	1	6	1	2	3	-
	15%	6%	8%	28%	26%	2%	14%	-	6%	14%	-	30%	46%	6%	34%	29%	-
Mean	3.76	3.95	3.98	3.53	3.40	3.87	3.78	4.16	4.20	3.59	4.39	3.04	2.95	4.22	3.25	3.56	3.25
Std Dev.	1.19	0.98	0.77	1.51	1.48	1.14	1.32	0.38	0.73	0.75	0.56	0.95	1.85	1.00	1.46	1.76	0.75
Std Error	0.11	0.18	0.11	0.29	0.30	0.43	0.40	0.11	0.14	0.21	0.23	0.42	0.53	0.30	0.46	0.53	0.37

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 419

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	193	29	164	77	116	103	90	44	54	36	22	22	10	5	98	58	37	15	153	36	
Weighted Base	205	36**	168*	79*	125*	111*	94*	52**	58*	32**	25**	20**	11**	5**	110*	57**	37**	17**	148*	52**	
Effective Base	123	24	99	43	82	63	61	29	35	22	14	14	7	3	65	36	23	9	92	29	
Very dissatisfied	8	1	7	4	5	6	2	1	5	1	-	1	-	-	6	1	1	-	8	-	
(1)	4%	4%	4%	5%	4%	6%	2%	2%	8%	3%	-	7%	-	-	5%	2%	4%	-	6%	-	
Fairly dissatisfied	14	-	14	3	10	7	7	6	2	2	-	1	2	-	7	2	4	2	9	4	
(2)	7%	-	8%	4%	8%	6%	7%	11%	3%	7%	1%	7%	21%	-	7%	4%	10%	14%	6%	9%	
Neither satisfied or dissatisfied	24	2	22	4	21	11	13	9	7	3	3	1	1	-	15	6	3	1	20	5	
(3)	12%	6%	13%	5%	17%	10%	14%	16%	12%	9%	14%	7%	11%	-	14%	11%	7%	8%	13%	10%	
Fairly satisfied	74	19	55	29	45	38	35	18	19	10	9	11	4	2	37	19	17	6	51	19	
(4)	38%	51%	33%	36%	36%	35%	38%	35%	32%	30%	36%	55%	33%	47%	34%	34%	47%	37%	34%	37%	
Very satisfied	84	14	70	40	45	48	37	18	26	16	12	5	4	3	45	28	12	7	60	23	
(5)	41%	39%	42%	50%	36%	43%	39%	35%	45%	51%	49%	23%	36%	53%	40%	49%	31%	41%	41%	45%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	158	33	125	69	89	86	72	37	45	26	21	16	8	5	82	47	29	13	111	42	
(77%)	77%	91%	74%	87%	71%	79%	77%	70%	77%	81%	86%	79%	68%	100%	74%	83%	78%	78%	75%	82%	
NET Very/fairly dissatisfied	22	1	21	7	15	13	9	7	6	3	-	3	2	-	13	3	5	2	18	4	
(11%)	11%	4%	12%	9%	12%	12%	9%	13%	11%	10%	1%	14%	21%	-	12%	6%	14%	14%	12%	9%	
Mean	4.04	4.23	4.00	4.23	3.91	4.04	4.04	3.90	4.03	4.18	4.32	3.81	3.83	4.53	3.97	4.24	3.92	4.05	3.98	4.18	
Std Dev.	1.08	0.86	1.12	1.05	1.09	1.14	1.01	1.08	1.20	1.08	0.75	1.12	1.18	0.55	1.14	0.95	1.08	1.06	1.14	0.93	
Std Error	0.08	0.16	0.09	0.12	0.10	0.11	0.11	0.16	0.16	0.18	0.16	0.24	0.37	0.25	0.12	0.12	0.18	0.27	0.09	0.16	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 419

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	193	79	51	27	36	130	63	137	55	15	16	38	58	47	112	15	182	72	111	10
Weighted Base	205	76*	58*	34**	36**	135*	70*	158*	46*	13**	12**	48**	67*	41**	128*	13**	170	66*	128*	10**
Effective Base	123	45	35	20	23	80	44	90	35	8	10	28	37	27	75	8	103	39	77	7
Very dissatisfied	8	6	1	1	-	7	1	7	1	-	-	1	5	2	7	-	8	1	4	3
	4%	7%	2%	4%	-	9%	2%	9%	3%	-	-	2%	6%	4%	9%	-	9%	2%	3%	26%
Fairly dissatisfied	14	2	9	-	2	12	2	10	3	-	2	6	3	2	11	-	13	4	9	*
	7%	3%	16%	-	6%	9%	3%	7%	7%	2%	13%	13%	5%	5%	9%	2%	8%	6%	7%	3%
Neither satisfied or dissatisfied	24	12	7	-	6	19	6	20	4	1	2	7	5	7	14	1	21	5	19	-
	12%	15%	12%	-	17%	14%	9%	13%	9%	11%	15%	14%	7%	17%	11%	12%	8%	15%	-	-
Fairly satisfied	74	20	16	19	18	36	37	50	23	5	6	21	22	11	49	5	61	23	48	3
	36%	27%	28%	57%	50%	27%	53%	32%	50%	39%	50%	43%	33%	27%	38%	39%	36%	34%	37%	32%
Very satisfied	84	36	25	13	10	61	23	70	15	6	2	13	31	19	47	6	67	33	48	4
	41%	47%	43%	39%	27%	45%	33%	44%	32%	40%	17%	29%	47%	47%	37%	49%	39%	50%	37%	40%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	159	56	41	33	28	98	61	120	38	12	8	34	54	30	96	12	128	55	95	7
	77%	74%	77%	96%	77%	73%	86%	76%	82%	88%	68%	71%	80%	74%	75%	88%	75%	84%	74%	71%
NET Very/fairly dissatisfied	22	8	10	1	2	18	4	18	4	*	2	7	9	4	18	*	21	5	14	3
	11%	10%	18%	4%	6%	14%	5%	11%	10%	2%	13%	15%	13%	9%	14%	2%	13%	8%	11%	29%
Mean	4.04	4.04	3.93	4.27	3.99	3.99	4.13	4.05	4.01	4.35	3.72	3.81	4.05	4.07	3.93	4.35	3.97	4.23	3.97	3.57
Std Dev.	1.08	1.20	1.18	0.84	0.83	1.19	0.84	1.12	0.97	0.76	0.94	1.06	1.22	1.12	1.14	0.76	1.13	0.98	1.06	1.71
Std Error	0.08	0.13	0.17	0.16	0.14	0.10	0.11	0.10	0.13	0.20	0.23	0.17	0.16	0.16	0.11	0.20	0.09	0.12	0.10	0.54

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 419

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	193	144	49	22	105	28	38	22	7	5	3	14	22	12	19	10	13	4	24	
Weighted Base	205	193	12**	4**	172*	16**	13**	4**	5**	9**	4**	18**	31**	17**	42**	25**	19**	1**	14**	
Effective Base	123	114	11	4	94	18	17	13	7	5	3	14	21	11	18	10	13	2	16	
Very dissatisfied	(1) 8	8	-	-	5	3	-	-	-	-	-	1	-	-	-	3	1	-	3	
	4%	4%	2%	1%	3%	20%	-	1%	-	-	-	7%	-	-	-	11%	6%	-	22%	
Fairly dissatisfied	(2) 14	13	-	-	10	1	3	-	-	-	2	1	2	2	3	-	-	-	1	
	7%	7%	6%	11%	7%	6%	22%	3%	-	-	35%	8%	7%	9%	7%	-	-	18%	6%	
Neither satisfied or dissatisfied	(3) 25	23	2	-	21	1	2	1	2	1	3	1	3	2	6	-	3	-	1	
	12%	12%	17%	5%	12%	6%	13%	23%	24%	16%	65%	5%	10%	9%	15%	-	16%	-	8%	
Fairly satisfied	(4) 74	69	5	3	65	5	2	1	3	5	-	9	11	8	14	5	9	1	4	
	36%	36%	39%	60%	38%	31%	15%	34%	62%	60%	-	51%	36%	49%	34%	19%	46%	73%	26%	
Very satisfied	(5) 84	80	4	1	71	5	6	2	1	2	-	5	15	6	19	17	6	-	5	
	41%	42%	36%	23%	41%	34%	50%	38%	14%	24%	-	28%	47%	33%	44%	70%	32%	9%	37%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	159	149	9	4	136	10	8	3	4	7	-	15	26	14	33	22	15	1	9	
	77%	77%	73%	82%	79%	65%	65%	72%	76%	84%	-	79%	83%	82%	78%	89%	78%	82%	63%	
NET Very/fairly dissatisfied	22	21	1	1	15	4	3	*	-	-	2	3	2	2	3	3	1	*	4	
	11%	11%	8%	12%	9%	27%	22%	4%	-	-	35%	15%	7%	9%	7%	11%	6%	18%	28%	
Mean	4.04	4.04	4.01	3.91	4.09	3.52	3.93	4.05	3.90	4.09	2.65	3.85	4.24	4.05	4.16	4.38	3.99	3.73	3.50	
Std Dev.	1.08	1.09	1.01	1.04	1.01	1.56	1.28	1.06	0.68	0.67	0.54	1.16	0.90	0.92	0.93	1.25	1.03	-	1.62	
Std Error	0.08	0.09	0.14	0.22	0.10	0.30	0.21	0.23	0.26	0.30	0.31	0.31	0.19	0.28	0.21	0.40	0.29	-	0.33	

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

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 419

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	193	125	29	159	63	125	11	31	29	2	11	68	75	29	15	5	143	20	97	71	10	11	3	168	14	124	69
Weighted Base	206	136*	32**	170	66*	136*	9**	23**	32**	1**	14**	77*	83*	29**	14**	1**	160*	14**	104*	79*	7**	10**	3**	182	13**	133*	71*
Effective Base	123	78	20	101	43	78	5	20	20	1	8	42	51	19	11	5	93	12	60	47	5	8	2	107	10	77	47
Very dissatisfied (1)	8	8	1	8	1	8	-	1	1	-	-	1	3	4	-	-	4	-	3	5	-	-	-	8	-	4	5
	4%	6%	2%	4%	1%	6%	-	5%	2%	-	-	1%	4%	14%	-	-	3%	-	3%	6%	-	-	-	5%	-	3%	7%
Fairly dissatisfied (2)	14	4	7	6	9	4	-	1	7	*	2	3	8	1	2	-	11	2	5	6	-	2	-	12	2	7	7
	7%	3%	4	23%	4%	12.4%	-	4%	23%	16%	20%	4%	10%	2%	11%	-	7%	11%	5%	8%	-	20%	-	6%	16%	5%	9%
Neither satisfied or dissatisfied (3)	24	15	5	19	10	15	-	2	5	-	1	4	19	1	4	-	19	4	8	6	6	4	-	14	4	16	8
	12%	7%	11%	17%	15%	17%	-	9%	17%	-	12%	5%	19%	5%	28%	-	12%	26%	8%	8%	81%	40%	-	8%	31%	12%	11%
Fairly satisfied (4)	74	52	12	61	21	52	4	15	12	-	3	21	34	14	4	*	55	4	29	39	1	2	1	68	3	48	26
	36%	36%	36%	36%	31%	36%	42%	65%	36%	-	27%	49	22	9	4	1	70	5	28%	39%	9%	16%	46%	38%	23%	36%	36%
Very satisfied (5)	84	57	6	76	26	57	5	4	6	1	5	49	22	9	4	1	70	5	58	22	1	2	2	80	4	59	26
	41%	42%	20%	45%	39%	42%	58%	77%	20%	84%	41%	63.0%	26%	32%	32%	80%	44.6%	32%	58.4%	28%	10%	23%	54%	44%	30%	44%	37%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	158	109	18	137	46	109	9	19	18	1	8	69	96	23	8	1	125	9	87	61	1	4	3	148	7	106	52
	77%	80%	58%	81%	70%	80%	100%	82%	58%	84%	69%	60.5%	67%	79%	61%	100%	78%	63%	84%	78%	19%	40%	100%	81%	53%	80%	73%
NET Very/fairly dissatisfied	22	12	8	14	10	12	-	2	8	-	2	4	11	5	2	-	16	2	8	11	-	2	-	20	1	11	11
	17%	9%	23%	8%	15%	9%	-	9%	23%	16%	20%	6%	14%	16%	11%	-	10%	11%	8%	14%	-	20%	-	11%	16%	8%	16%
Mean	4.04	4.08	3.51	4.13	3.93	4.08	4.58	3.85	3.51	4.52	3.90	4.46%	3.76	3.81	3.82	4.80	4.10	3.87	4.53%	3.85	3.28	3.42	4.54	4.10	3.67	4.13	3.87
Std Dev	1.08	1.08	1.14	1.05	1.10	1.08	0.82	0.94	1.14	-	1.19	0.88	1.07	1.31	1.05	-	1.04	1.05	1.03	1.12	0.67	1.11	0.62	1.08	1.11	1.00	1.21
Std Error	0.08	0.10	0.21	0.08	0.14	0.10	0.16	0.17	0.21	-	0.36	0.11	0.12	0.24	0.27	-	0.09	0.23	0.10	0.13	0.21	0.34	0.36	0.08	0.30	0.09	0.15

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Table 419

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	193	15	175	3	73	105	15	177	14	2	-	193	-
Weighted Base	205	10**	191	4**	75*	113*	17**	192	9**	3**	-.**	205	-.**
Effective Base	123	6	114	3	43	71	10	114	9	2	-	123	-
Very dissatisfied (1)	9	*	8	-	4	4	-	7	1	-	-	8	-
	4%	*	4%	-	5%	4%	-	4%	12%	-	-	4%	-
Fairly dissatisfied (2)	14	*	13	-	8	5	1	13	*	-	-	14	-
	7%	3%	7%	-	11%	4%	4%	7%	3%	-	-	7%	-
Neither satisfied or dissatisfied (3)	24	2	23	-	7	15	3	24	1	-	-	24	-
	12%	20%	12%	-	9%	13%	20%	12%	7%	-	-	12%	-
Fairly satisfied (4)	74	5	67	2	25	44	4	66	4	3	-	74	-
	36%	46%	35%	56%	34%	39%	25%	35%	46%	100%	-	36%	-
Very satisfied (5)	84	3	80	2	31	45	6	81	3	-	-	84	-
	41%	29%	42%	44%	41%	40%	50%	42%	32%	-	-	41%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	158	8	147	4	56	90	13	148	7	3	-	158	-
	77%	77%	77%	100%	75%	79%	76%	77%	76%	100%	-	77%	-
NET Very/fairly dissatisfied	22	*	22	-	12	9	1	21	1	-	-	22	-
	11%	3%	11%	-	16%	8%	4%	11%	15%	-	-	11%	-
Mean	4.04	4.02	4.03	4.44	3.95	4.07	4.22	4.05	3.82	4.00	-	4.04	-
Std Dev.	1.08	0.84	1.10	0.58	1.20	1.02	0.93	1.08	1.33	0.00	-	1.08	-
Std Error	0.08	0.22	0.08	0.34	0.14	0.10	0.24	0.08	0.35	0.00	-	0.08	-

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	193	58	56	38	41	18	22	18	26	17	13	12	16	10	7	16	18
Weighted Base	205	51*	60*	47**	47**	17**	21**	14**	30**	16**	13**	12**	20**	15**	6**	20**	21**
Effective Base	123	37	33	27	28	10	16	11	15	10	10	8	11	8	6	12	12
Very dissatisfied (1)	8	*	2	5	1	*	*	*	-	1	1	1	4	-	-	-	1
	4%	*	3%	11%	3%	*	*	*	-	7%	6%	12%	18%	-	-	-	6%
Fairly dissatisfied (2)	14	3	4	2	5	2	1	-	2	*	2	-	-	2	-	5	*
	7%	5%	7%	3%	11%	13%	3%	-	7%	2%	13%	-	-	11%	-	24%	1%
Neither satisfied or dissatisfied (3)	24	7	5	4	8	1	5	1	1	3	2	3	-	1	3	*	5
	12%	14%	9%	8%	17%	4%	26%	8%	2%	17%	16%	24%	-	7%	51%	1%	22%
Fairly satisfied (4)	74	28	17	15	14	9	10	9	10	5	2	4	7	4	1	8	5
	36%	52%	29%	33%	29%	54%	49%	65%	33%	33%	13%	38%	36%	24%	20%	39%	21%
Very satisfied (5)	84	13	31	21	19	5	5	4	17	7	7	3	9	8	2	7	10
	41%	26%	52%	45%	41%	29%	23%	27%	58%	41%	53%	26%	46%	58%	26%	36%	49%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	158	41	48	36	33	14	15	13	27	12	9	7	17	12	3	15	15
	77%	80%	81%	78%	70%	82%	71%	92%	91%	74%	66%	64%	82%	82%	49%	75%	71%
NET Very/fairly dissatisfied	22	3	6	7	6	2	1	*	2	1	2	1	4	2	-	5	2
	11%	6%	10%	14%	14%	13%	3%	*	7%	8%	19%	12%	18%	11%	-	24%	8%
Mean	4.04	4.00	4.20	3.97	3.94	3.97	3.90	4.18	4.43	4.00	3.94	3.67	3.92	4.29	3.77	3.86	4.06
Std Dev.	1.08	0.81	1.07	1.29	1.13	0.97	0.81	0.62	0.85	1.16	1.36	1.25	1.47	1.04	0.94	1.18	1.18
Std Error	0.05	0.11	0.14	0.21	0.18	0.23	0.17	0.15	0.17	0.28	0.38	0.36	0.37	0.33	0.36	0.29	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Table 420

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	290	187	80	648	174
Weighted Base	883	101*	782	295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	629	241
Effective Base	515	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134
Royal Mail	298	19	278	121	156	142	75	59	70	59	24	37	19	6	154	82	61	24	198	96
Collect +	63%	52%	64%	67%	60%	67%	59%	69%	78%	55%	49%	59%	69%	38%	72%	53%	59%	58%	59%	70%
	77	2	75	51	26	54	23	15	25	20	10	5	2	-	40	30	8	2	65	12
	78%	64%	75%	61%	73%	72%	73%	73%	73%	73%	73%	73%	51%	-	71%	83%	59%	73%	79%	59%
DHL	126	5	121	67	59	72	54	28	42	34	10	12	-	-	70	44	12	-	71	54
	84%	74%	84%	80%	82%	83%	84%	81%	84%	84%	84%	87%	4%	100%	83%	84%	86%	7%	80%	88%
Evri	98	4	94	57	42	66	32	13	35	35	9	5	-	2	48	43	7	2	60	39
FedEx	102	5	97	57	46	61	41	20	29	26	12	9	4	2	49	38	15	6	71	31
	59%	47%	59%	46%	55%	63%	55%	60%	64%	54%	53%	57%	43%	48%	62%	53%	53%	46%	56%	64%
DPD	102	5	97	57	46	61	41	20	29	26	12	9	4	2	49	38	15	6	71	31
	100%	70%	74%	74%	77%	75%	76%	74%	66%	75%	70%	79%	62%	67%	81%	83%	85%	78%	76%	76%
Parcelforce	91	4	87	51	40	63	29	16	26	25	10	10	3	1	42	35	14	4	60	27
	75%	72%	75%	61%	64%	67%	64%	61%	64%	78%	64%	72%	74%	74%	74%	76%	74%	69%	74%	74%
TNT	71	4	67	45	25	47	24	11	24	9	7	2	-	-	35	27	9	2	45	22
	90%	100%	89%	90%	88%	90%	90%	100%	82%	87%	100%	100%	100%	100%	87%	91%	100%	100%	89%	91%
UPS	79	6	73	50	52	27	13	21	24	9	7	3	2	34	34	12	5	58	21	41
	72%	84%	78%	93%	60%	81%	71%	69%	78%	73%	87%	99%	98%	98%	73%	78%	88%	78%	72%	88%
UK Mail	77	6	71	42	34	53	24	28	14	21	8	6	-	-	42	28	6	-	45	30
	78%	66%	79%	87%	69%	83%	68%	71%	69%	80%	99%	93%	-	3%	79	64%	73%	3%	70%	93%
Yodel	91	7	84	53	35	59	23	19	26	8	2	3	-	-	42	39	12	5	58	24
	74%	57%	76%	68%	61%	80%	68%	85%	60%	78%	82%	71%	-	100%	72%	79%	67%	58%	72%	79%
Amazon Delivery Service/ Logistics	158	33	125	69	89	86	72	37	45	26	21	16	8	5	82	47	29	13	111	42
	77%	81%	74%	78%	78%	79%	81%	78%	86%	79%	81%	79%	83%	79%	74%	86%	79%	78%	78%	74%
Other	93	2	91	60	33	63	30	14	28	31	12	5	3	-	42	44	7	3	61	32
	78%	59%	79%	87%	66%	87%	64%	64%	88%	84%	55%	47%	100%	-	78%	87%	49%	53%	73%	92%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - n/opq - rs
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	683	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	298	91	93	61	52	184	114	237	60	27	23	70	96	71	189	27	261	79	203	16
	63%	63%	65%	64%	58%	64%	61%	62%	66%	73%	57%	60%	62%	71%	61%	73%	63%	70%	61%	59%
Collect +	77	37	13	9	17	51	26	70	7	4	8	17	20	26	44	4	71	37	39	2
	75%	87%	56%	58%	87%	76%	74%	78%	54%	74%	88%	75%	83%	86%	71%	74%	76%	85%	69%	47%
DHL	126	52	36	19	20	88	39	116	11	3	4	40	39	37	84	3	120	43	74	9
	84%	61%	90%	80%	83%	84%	81%	84%	79%	89%	80%	92%	79%	81%	85%	98%	84%	89%	82%	76%
FedEx	98	42	27	17	13	68	30	92	6	5	5	21	37	27	63	5	93	42	57	-
	75%	84%	72%	67%	66%	79%	66%	77%	49%	60%	50%	68%	76%	68%	70%	60%	75%	87%	71%	-
Evri	146	61	41	24	20	101	45	119	23	9	11	31	44	40	85	9	129	45	89	12
	58%	62%	62%	63%	47%	59%	55%	60%	46%	64%	58%	61%	57%	64%	55%	64%	58%	64%	63%	73%
DPD	102	37	28	21	16	65	38	96	6	3	7	41	33	17	81	3	97	42	55	5
	75%	74%	75%	86%	68%	74%	77%	77%	57%	100%	81%	83%	74%	59%	79%	100%	74%	88%	70%	54%
Parcelforce	91	41	26	17	7	67	25	81	9	6	8	24	32	23	62	6	85	43	46	3
	75%	84%	75%	84%	37%	82%	61%	78%	54%	75%	43%	82%	74%	84%	71%	75%	74%	85%	71%	35%
TNT	71	35	15	15	6	50	21	63	9	2	5	19	26	19	50	2	69	38	30	3
	90%	87%	100%	84%	100%	90%	88%	89%	89%	100%	100%	94%	87%	86%	91%	100%	89%	97%	90%	42%
UPS	79	42	14	15	8	56	23	71	8	2	4	27	21	25	52	2	77	33	44	2
	77%	86%	87%	68%	82%	86%	61%	78%	68%	100%	39%	81%	77%	87%	74%	100%	76%	87%	72%	61%
UK Mail	77	29	26	10	12	55	22	68	8	5	7	21	31	13	59	5	72	31	42	4
	78%	92%	83%	62%	61%	88%	61%	82%	58%	72%	68%	71%	85%	85%	77%	72%	78%	81%	78%	62%
Yodel	91	39	27	17	9	65	28	77	14	2	11	25	24	26	61	2	87	37	49	5
	74%	81%	72%	82%	80%	77%	67%	79%	56%	35%	66%	76%	67%	89%	70%	75%	75%	80%	71%	65%
Amazon Delivery Service/ Logistics	158	56	41	33	28	98	61	120	38	12	8	34	54	30	96	12	128	55	95	7
	77%	74%	71%	96%	77%	86%	86%	78%	78%	88%	68%	71%	80%	74%	75%	88%	75%	84%	74%	71%
Other	93	36	22	15	15	58	35	84	9	2	9	28	34	15	71	2	87	48	38	8
	76%	90%	85%	77%	55%	85% ¹	68%	85%	44%	23%	65%	79%	86%	85%	80%	23%	81%	79%	74%	100%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Table 420

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	831	578	253	122	469	125	142	95	39	56	46	56	58	56	65	43	51	16	109
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59
Royal Mail	298	262	36	10	268	16	8	5	10	32	18	24	41	32	55	34	23	2	15
	63%	63%	58%	59%	63%	66%	52%	49%	87%	49%	43%	63%	77%	62%	70%	74%	58%	68%	66%
Collect +	77	66	11	3	63	7	5	2	3	4	4	2	13	8	18	2	9	2	6
	75%	72%	97%	87%	74%	78%	88%	80%	84%	58%	100%	37%	81%	81%	73%	100%	78%	88%	76%
DHL	126	106	20	3	110	8	7	2	2	5	4	6	18	13	31	21	8	1	7
	84%	82%	91%	89%	85%	70%	78%	95%	66%	60%	100%	100%	88%	92%	82%	92%	72%	100%	67%
FedEx	98	84	15	3	87	5	4	2	3	2	4	2	21	15	17	16	7	1	4
	75%	74%	79%	84%	75%	69%	74%	76%	100%	62%	41%	49%	88%	84%	76%	68%	85%	100%	64%
Evri	146	130	16	2	123	10	11	3	5	20	5	9	13	20	21	18	11	*	9
	58%	58%	56%	58%	57%	60%	63%	57%	52%	59%	37%	46%	59%	88%	53%	60%	47%	81%	59%
DPD	102	90	12	3	92	5	4	2	4	3	7	6	14	12	20	17	11	*	5
	75%	73%	96%	94%	76%	57%	73%	92%	100%	45%	74%	67%	100%	89%	73%	77%	63%	67%	57%
Parcelforce	91	79	13	2	76	8	6	1	1	-	1	4	15	8	24	14	8	*	8
	75%	77%	64%	60%	75%	71%	86%	54%	100%	-	37%	52%	91%	63%	100%	68%	76%	100%	71%
TNT	71	57	14	1	62	2	5	1	3	5	2	5	19	9	13	4	3	*	2
	90%	88%	99%	91%	91%	67%	97%	73%	100%	100%	100%	64%	95%	100%	100%	60%	100%	100%	66%
UPS	79	65	15	3	67	7	4	2	3	3	1	3	16	13	20	6	2	1	6
	77%	73%	88%	86%	75%	86%	84%	92%	100%	27%	100%	35%	65%	78%	88%	100%	100%	100%	84%
UK Mail	77	67	10	2	68	4	4	1	2	7	3	4	7	8	23	11	2	-	4
	78%	76%	98%	92%	80%	56%	76%	97%	71%	100%	100%	61%	63%	62%	100%	75%	64%	-	64%
Yodel	91	77	14	3	79	5	5	2	1	9	-	4	20	12	21	8	5	-	4
	74%	72%	91%	81%	75%	73%	69%	74%	19%	59%	-	78%	63%	100%	100%	51%	54%	100%	72%
Amazon Delivery Service/ Logistics	158	149	9	4	136	10	8	3	4	7	-	15	26	14	33	22	15	1	9
	77%	77%	75%	82%	79%	65%	65%	72%	76%	84%	-	79%	83%	82%	78%	89%	78%	82%	63%
Other	93	80	13	3	85	2	5	2	3	10	-	5	15	7	19	7	7	-	2
	76%	78%	82%	98%	82%	35%	63%	100%	63%	77%	-	100%	82%	86%	100%	75%	65%	-	35%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Table 420

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage		2nd class usage		Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	831	410	239	573	402	410	30	97	239	26	92	293	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368
Weighted Base	883	434	242	618	426	434	26**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375
Effective Base	515	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	205	41	28	13	432	41	290	225
Royal Mail	298	156	69	224	137	156	11	21	69	9	21	117	111	23	19	8	248	27	157	112	18	6	4	269	10	186	112
65%	67%	66%	57%	66%	60%	66%		66%	57%	63%	63%	52%	59%	46%	44%	86%	66%	52%	70%	60%	50%	33%	49%	65%	38%	58%	55%
Collect +	73	43	11	65	32	43	2	4	11	2	1	39	27	7	3	*	66	3	38	32	5	1	*	70	1	62	15
75%	71%	62%	81%	87%	81%	71%	100%	56%	62%	61%	44%	86%	68%	63%	85%	20%	78%	63%	82%	73%	64%	27%	100%	77%	34%	74%	82%
DHL	126	63	17	108	42	63	2	5	17	1	3	59	45	16	5	1	104	6	60	46	18	1	1	106	2	104	22
84%	82%	80%	84%	86%	82%	82%	97%	66%	80%	100%	73%	90%	79%	86%	70%	100%	84%	75%	82%	90%	82%	40%	55%	85%	47%	85%	75%
FedEx	98	74	8	87	21	74	3	3	46	42	3	46	42	8	3	*	88	3	57	37	4	-	-	93	-	81	17
75%	81%	82%	73%	55%	81%	81%	66%	49%	82%	100%	100%	83%	71%	62%	65%	10%	77%	50%	66%	50%	-	-	-	78%	-	74%	75%
Evri	146	77	36	108	67	77	3	12	36	6	6	60	58	7	20	2	116	21	77	58	7	1	2	135	3	96	50
56%	65%	48%	63%	52%	65%	63%	68%	55%	48%	60%	33%	66%	55%	29%	61%	60%	60%	61%	60%	60%	36%	9%	97%	60%	26%	63%	49%
DPD	102	68	9	93	34	68	1	2	62	27	2	62	27	6	6	*	89	6	58	40	3	1	1	97	2	83	19
75%	80%	41%	82%	58%	80%	80%	100%	43%	41%	100%	97%	93%	72%	32%	58%	100%	85%	59%	89%	72%	46%	13%	100%	80%	32%	77%	70%
Parcelforce	91	66	9	84	28	66	4	7	45	33	6	45	33	6	3	3	79	6	48	32	7	1	3	80	4	69	24
75%	83%	36%	83%	59%	83%	76%	72%	36%	83%	83%	21%	79%	82%	49%	42%	76%	80%	55%	77%	74%	87%	20%	72%	76%	45%	77%	70%
TNT	71	51	5	65	19	51	1	7	26	29	2	26	29	9	5	2	55	7	36	29	4	1	1	64	2	65	6
90%	89%	92%	89%	91%	89%	89%	100%	86%	92%	100%	100%	92%	98%	71%	76%	100%	90%	81%	97%	83%	100%	46%	100%	90%	67%	90%	86%
UPS	79	55	13	67	24	55	*	1	40	29	7	40	29	7	3	*	69	4	41	30	4	2	-	71	2	69	11
77%	82%	80%	76%	68%	82%	100%	48%	48%	80%	100%	77%	87%	72%	60%	62%	100%	80%	63%	83%	74%	89%	44%	-	79%	36%	78%	72%
UK Mail	77	53	9	65	21	53	3	3	48	22	4	48	22	6	1	*	70	1	44	28	2	1	1	72	2	66	11
78%	77%	72%	78%	78%	77%	61%	43%	43%	72%	100%	65%	90%	68%	73%	24%	18%	52%	21%	84%	78%	52%	100%	30%	82%	41%	80%	70%
Yodel	91	60	11	80	31	60	*	9	11	1	3	55	24	9	2	2	79	4	50	33	6	1	1	83	2	74	18
74%	76%	63%	77%	72%	76%	13%	64%	64%	63%	100%	49%	92%	58%	65%	67%	32%	78%	45%	83%	70%	70%	45%	26%	77%	32%	77%	66%
Amazon Delivery Service/ Logistics	198	109	18	137	46	109	9	19	56	1	8	69	56	23	8	1	125	9	87	61	1	4	3	148	7	106	52
77%	80%	58%	81%	70%	80%	100%	62%	62%	58%	64%	69%	58%	57%	67%	79%	61%	63%	64%	84%	78%	19%	40%	100%	81%	53%	80%	73%
Other	93	59	7	84	31	59	*	5	7	1	1	54	28	10	1	-	82	1	51	34	5	3	*	85	3	83	10
78%	85%	40%	84%	67%	85%	100%	75%	75%	40%	18%	11%	84%	76%	63%	59%	-	81%	59%	84%	70%	73%	100%	100%	78%	100%	84%	49%

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	296	21*	272	5	88	183	17	273	15	7	3	295	*
60%		58%	63%	71%	65%	63%	51%	62%	88%	81%	66%	63%	3%
Collect +	77	10	68	-	33	44	*	72	3	2	*	77	-
75%		75%	77%	-	71%	81%	5%	78%	52%	100%	100%	75%	-
DHL	126	9	114	4	57	62	8	114	11	2	-	126	-
84%		88%	84%	76%	92%	84%	52%	83%	89%	62%	-	84%	-
FedEx	98	7	87	4	43	52	4	93	5	-	*	98	-
75%		45%	78%	78%	71%	83%	41%	79%	45%	-	100%	75%	-
Evri	146	7	135	4	58	76	10	133	11	2	-	146	*
56%		72%	56%	86%	67%	55%	41%	56%	68%	100%	-	58%	100%
DPD	102	12	86	4	47	50	5	91	9	3	*	102	-
75%		92%	73%	89%	83%	74%	43%	78%	69%	100%	100%	76%	-
Parcelforce	91	5	84	3	44	44	3	85	6	-	-	91	-
75%		77%	74%	100%	74%	78%	54%	80%	50%	-	-	75%	-
TNT	71	6	61	3	38	32	1	61	8	2	-	71	-
90%		98%	90%	73%	88%	91%	100%	91%	77%	100%	100%	90%	-
UPS	79	10	68	2	35	42	2	68	9	3	*	79	-
77%		78%	76%	100%	89%	75%	29%	75%	93%	93%	100%	77%	-
UK Mail	77	7	67	3	34	36	6	70	6	1	*	77	-
78%		67%	79%	84%	73%	89%	59%	78%	98%	27%	100%	78%	-
Yodel	91	3	85	3	44	36	12	80	10	2	-	91	-
74%		27%	78%	70%	75%	68%	97%	75%	65%	89%	-	74%	-
Amazon Delivery Service/	198	8	147	4	56	90	13	148	7	3	-	198	-
Logistics	77%		77%	100%	75%	79%	78%	77%	78%	100%	-	77%	-
Other	93	6	83	4	54	33	6	80	10	3	*	93	-
78%		44%	63%	78%	79%	80%	64%	78%	63%	61%	100%	78%	-

UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Table 420

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	515	143	139	120	114	45	51	49	49	43	48	38	49	33	33	41	40				
Royal Mail	298	88	78	65	66	17	35	36	26	29	23	19	33	13	21	34	11				
	63%	66%	59%	60%	66%	53%	62%	80%	63%	67%	50%	58%	62%	58%	70%	86%	36%				
Collect +	77	20	32	10	14	5	8	7	18	10	4	*	6	5	4	7	3				
	75%	58%	86%	88%	76%	47%	66%	60%	100%	99%	47%	8%	100%	100%	100%	71%	69%				
DHL	126	32	33	37	25	4	13	14	18	13	3	9	8	20	7	13	5				
	84%	77%	91%	84%	82%	90%	69%	83%	97%	100%	51%	86%	61%	100%	89%	87%	66%				
FedEx	98	21	34	25	18	4	6	12	20	6	8	5	8	12	5	5	8				
	75%	78%	65%	58%	65%	69%	67%	80%	83%	77%	99%	52%	61%	58%	96%	87%	78%				
Evri	146	42	47	44	13	10	8	23	13	24	11	12	18	14	2	6	5				
	58%	68%	66%	61%	26%	71%	49%	78%	59%	73%	55%	56%	68%	59%	20%	29%	27%				
DPD	102	28	38	21	16	7	9	11	14	15	8	4	10	7	3	10	4				
	75%	67%	82%	77%	75%	64%	43%	100%	89%	97%	58%	100%	62%	100%	43%	98%	70%				
Parcelforce	91	19	31	25	17	2	7	10	12	11	8	6	10	8	6	5	6				
	75%	62%	89%	70%	77%	34%	86%	58%	95%	100%	73%	61%	62%	98%	75%	75%	83%				
TNT	71	19	24	17	11	4	5	10	13	8	3	4	6	6	*	6	5				
	90%	82%	98%	74%	100%	100%	72%	100%	100%	89%	100%	84%	100%	84%	100%	100%	100%				
UPS	79	29	27	13	10	6	8	15	17	3	7	3	4	6	3	5	2				
	77%	84%	84%	55%	81%	84%	84%	84%	93%	61%	79%	39%	79%	58%	59%	100%	100%				
UK Mail	77	21	46	10	-	1	7	13	22	14	9	3	7	-	-	-	-				
	76%	71%	90%	56%	-	53%	62%	80%	82%	89%	89%	46%	7	-	-	-	-				
Yodel	91	28	31	22	11	2	11	14	16	11	4	1	7	13	4	6	*				
	74%	79%	86%	69%	54%	53%	75%	88%	94%	73%	100%	7	54%	94%	61%	14%	14%				
Amazon Delivery Service/ Logistics	168	41	48	36	33	14	15	13	27	12	9	7	17	12	3	15	15				
	77%	80%	81%	78%	70%	82%	71%	82%	91%	74%	66%	64%	82%	82%	49%	75%	71%				
Other	93	20	30	25	18	3	8	9	12	12	6	4	9	12	3	5	9				
	78%	81%	83%	83%	65%	100%	79%	77%	90%	99%	57%	87%	75%	88%	99%	39%	89%				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - at/bcid - e/ighij/k/lim/noip
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Table 421

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	292	187	80	648	174
Weighted Base	883	101*	782	295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	629	241
Effective Base	515	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134
Royal Mail	99	14	85	34	65	47	53	15	15	28	18	19	2	4	29	46	24	6	81	18
21%		37%	20%	19%	22%	20%	22%	13%	14%	26%	37%	30%	7%	25%	14%	25%	23%	13%	24%	13%
Collect +	7	-	7	4	2	5	2	3	2	-	1	-	-	-	5	-	2	-	4	3
6%		-	7%	7%	6%	6%	7%	12%	7%	-	-	21%	3%	-	9%	-	13%	3%	6%	15%
DHL	12	2	10	5	6	9	3	3	4	3	-	-	2	-	7	3	2	2	11	1
8%		26%	7%	7%	9%	10%	5%	8%	8%	7%	-	2%	96%	-	8%	5%	14%	93%	12%	1%
FedEx	9	2	6	4	4	3	5	3	-	3	2	-	-	-	3	5	-	-	7	1
6%		37%	9%	6%	7%	4%	11%	10%	-	6%	22%	-	-	-	5%	10%	-	-	6%	3%
Evri	66	13	53	14	52	25	41	10	12	18	12	7	4	4	22	30	14	7	52	12
26%		34%	24%	15%	24%	24%	27%	17%	20%	33%	30%	27%	56%	-	18%	32%	37%	54%	27%	26%
DPD	15	-	15	6	9	9	7	2	8	2	-	2	-	-	10	2	2	-	11	5
11%		-	12%	8%	15%	10%	13%	9%	18%	7%	-	21%	-	3%	15%	5%	14%	1%	11%	12%
Parcelforce	11	-	11	5	6	9	2	-	5	3	-	2	-	-	6	3	2	-	10	1
9%		-	9%	6%	10%	11%	5%	2%	16%	9%	-	14%	-	4%	10%	7%	9%	3%	11%	3%
TNT	6	-	6	5	1	4	2	-	4	2	-	-	-	-	4	2	-	-	4	2
8%		-	8%	10%	4%	7%	8%	-	12%	11%	-	-	-	-	9%	8%	-	-	7%	9%
UPS	9	-	9	1	7	8	1	-	3	2	1	-	-	2	3	4	2	2	9	-
8%		-	9%	2%	15%	12%	3%	-	12%	7%	13%	1%	-	44%	7%	8%	12%	24%	11%	-
UK Mail	6	-	6	5	1	5	1	1	1	4	-	-	-	-	2	4	-	-	6	-
6%		-	7%	10%	2%	9%	1%	4%	2%	15%	-	-	-	-	4%	12%	-	-	9%	-
Yodel	19	5	13	5	14	9	10	1	12	4	-	2	-	-	13	4	2	-	18	-
15%		43%	12%	7%	24%	14%	17%	3%	31%	13%	1%	15%	-	-	21%	9%	11%	-	20%	1%
Amazon Delivery Service/	22	1	21	7	15	13	9	7	6	3	-	3	2	-	13	3	5	2	16	4
Logistics	11%	4%	12%	9%	12%	12%	9%	13%	11%	10%	1%	14%	21%	-	12%	6%	14%	14%	12%	9%
Other	20	1	19	8	12	5	15	4	3	6	-	5	-	2	6	6	8	2	19	1
17%		41%	16%	11%	23%	7%	31%	16%	9%	16%	-	53%	-	100%	12%	12%	51%	47%	23%	2%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Table 421

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	683	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	99	36	29	15	19	65	34	83	16	4	8	25	35	18	68	4	86	19	80	-
27%		20%	16%	21%		23%	16%	22%	16%	10%	21%	22%	23%	16%	22%	10%	21%	17%	24%	-
Collect +	7	4	1	1	4	2	7	7	*	1	1	-	3	1	4	1	5	3	4	-
6%		-	18%	7%	6%	6%	7%	7%	1%	26%	12%	-	10%	3%	7%	26%	6%	6%	7%	-
DHL	12	7	3	2	-	10	2	12	*	-	1	2	3	6	6	-	12	1	11	-
8%		10%	8%	7%	-	10%	4%	8%	*	-	17%	4%	6%	13%	6%	-	8%	2%	12%	-
FedEx	9	3	3	3	-	6	3	8	1	-	1	3	4	1	7	-	9	3	6	-
6%		5%	8%	10%	-	7%	6%	7%	5%	-	6%	9%	8%	5%	8%	-	7%	6%	7%	-
Evri	66	18	23	11	14	41	25	48	18	3	3	14	25	16	42	3	60	17	46	3
26%		19%	25%	28%	34%	24%	31%	24%	36%	21%	16%	28%	29%	22%	27%	21%	27%	24%	28%	16%
DPD	15	7	8	1	-	15	1	15	*	-	-	3	6	7	9	-	15	3	11	2
11%		14%	21%	3%	-	17%	1%	12%	1%	-	-	6%	13%	23%	8%	-	12%	5%	14%	19%
Parcelforce	11	5	4	2	+	9	2	10	1	+	1	3	5	2	9	+	10	1	7	3
9%		10%	11%	8%	2%	11%	3%	10%	4%	5%	5%	10%	13%	6%	10%	5%	9%	2%	11%	35%
TNT	6	5	*	1	-	5	1	5	1	-	-	1	4	1	5	-	6	1	1	4
8%		12%	*	7%	-	9%	5%	7%	11%	-	-	6%	13%	8%	9%	-	8%	3%	3%	58%
UPS	9	4	+	3	2	4	5	7	2	-	1	3	2	3	6	-	9	1	7	-
6%		7%	1%	12%	15%	6%	13%	8%	14%	-	14%	10%	6%	9%	9%	-	9%	3%	12%	-
UK Mail	6	1	-	4	1	1	5	6	-	-	2	3	-	1	5	-	6	3	3	1
6%		3%	-	27%	3%	2%	14%	7%	-	-	17%	11%	-	7%	6%	-	6%	7%	5%	8%
Yodel	19	7	5	1	6	12	7	14	4	-	6	5	5	3	19	-	19	5	11	3
15%		14%	14%	4%	34%	14%	16%	15%	17%	-	34%	10%	14%	9%	18%	-	10%	10%	17%	35%
Amazon Delivery Service/	22	8	10	1	2	18	4	18	4	*	2	7	9	4	18	*	21	5	14	3
Logistics	17%	10%	18%	4%	6%	14%	5%	17%	10%	2%	13%	15%	13%	9%	14%	2%	13%	8%	11%	29%
Other	20	4	2	10	6	14	9	11	4	5	3	5	5	1	14	5	15	9	11	-
17%		10%	9%	16%	35%	10%	26%	11%	45%	77%	23%	15%	14%	6%	15%	77%	14%	15%	21%	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Table 421

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	831	578	253	122	469	125	142	95	39	56	46	56	58	56	65	43	51	16	109
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59
Royal Mail	99	79	20	6	86	6	4	3	1	19	17	4	6	11	9	12	6	1	5
27%		19%	32%	34%	20%	26%	29%	27%	8%	30%	41%	17%	11%	21%	12%	26%	16%	32%	29%
Collect +	7	6	*	*	6	*	-	-	-	-	-	2	-	-	3	-	1	*	-
6%		7%	2%	7%	8%	2%	-	-	-	-	-	38%	-	-	12%	-	10%	12%	-
DHL	12	11	*	*	8	3	1	-	-	-	-	-	2	-	5	2	-	-	3
8%		9%	2%	3%	6%	29%	6%	-	-	-	-	-	6%	-	12%	8%	-	-	29%
FedEx	9	8	*	*	6	1	1	*	-	-	-	1	1	-	2	-	1	-	1
6%		7%	2%	12%	6%	14%	16%	4%	-	-	-	24%	6%	-	11%	-	15%	-	17%
Evri	66	56	10	1	56	4	5	1	2	7	6	6	4	-	7	10	12	-	4
26%		23%	36%	28%	25%	23%	27%	28%	22%	21%	43%	33%	22%	-	16%	34%	33%	-	26%
DPD	15	15	*	*	13	2	1	-	-	3	-	-	-	1	3	2	3	*	2
11%		12%	3%	6%	11%	23%	15%	-	-	55%	-	-	-	11%	9%	11%	19%	33%	22%
Parcelforce	11	10	1	-	7	3	-	1	-	-	1	3	-	-	-	3	-	-	3
9%		10%	3%	8%	7%	26%	6%	36%	-	-	33%	35%	-	-	-	13%	-	-	26%
TNT	6	6	*	-	5	1	*	-	-	-	-	1	1	-	-	3	-	-	1
8%		9%	*	-	7%	33%	1%	-	-	-	-	15%	5%	-	-	40%	-	-	34%
UPS	9	7	2	-	8	1	*	-	-	2	-	4	2	-	-	-	-	-	1
6%		8%	10%	-	9%	14%	1%	-	-	23%	-	49%	8%	-	-	-	-	-	16%
UK Mail	6	6	-	-	4	1	1	-	-	-	-	1	3	-	-	-	-	-	1
6%		7%	-	-	5%	14%	10%	-	-	-	-	20%	28%	-	-	-	-	-	16%
Yodel	19	18	1	-	15	1	1	1	2	3	1	1	-	-	-	7	1	-	1
15%		17%	4%	6%	15%	19%	16%	26%	87%	23%	100%	22%	-	-	-	39%	14%	-	20%
Amazon Delivery Service/ Logistics	22	21	1	1	15	4	3	*	-	-	2	3	2	2	3	3	1	*	4
17%		11%	8%	12%	9%	27%	22%	4%	-	-	35%	15%	7%	9%	7%	11%	6%	18%	26%
Other	20	17	3	-	14	3	3	-	1	3	-	2	2	-	-	5	4	-	3
17%		17%	17%	-	14%	51%	37%	-	23%	23%	-	-	9%	-	-	16%	35%	-	51%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - abcd - dierf - hijklmnopqr
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Table 421

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	831	410	239	573	402	410	30	97	239	26	92	293	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368	
Weighted Base	883	434	242	618	426	434	26**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375	
Effective Base	515	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	213	41	28	13	432	41	290	225	
Royal Mail	99	48	30	65	47	48	-	8	30	3	4	26	46	10	17	1	71	16	39	48	6	3	3	87	6	39	60	
	21%	20%	25%	19%	21%	20%	2%	19%	25%	21%	12%	14%	24%	21%	41%	11%	19%	35% <i>sig</i>	17%	26%	16%	15%	38%	21%	22%	14%	30% <i>sig</i>	
Collect +	7	4	3	4	3	4	-	-	3	1	*	*	4	1	-	1	4	1	2	5	-	-	-	7	-	5	1	
	6%	6%	16%	5%	7%	6%	-	-	16%	36%	2%	*	10%	10%	-	80%	5%	26%	3%	11%	-	-	-	7%	-	6%	7%	
DHL	12	11	1	11	1	11	-	-	1	-	-	3	7	-	1	-	11	1	9	-	3	-	-	9	-	6	5	
	6%	11%	5%	8%	2%	11%	-	1%	5%	-	-	5%	13%	-	12%	-	9%	10%	12%	-	13%	4%	-	7%	2%	5%	18%	
FedEx	9	6	*	8	3	6	-	1	*	-	-	2	4	1	1	-	7	1	3	5	1	-	-	8	-	5	4	
	6%	6%	2%	7%	7%	6%	-	9%	2%	-	-	4%	7%	5%	35%	-	6%	26%	3%	5%	9%	8%	-	7%	-	4%	16%	
Evri	66	20	29	32	41	20	*	3	29	3	10	20	10	7	*	*	40	7	40	16	2	7	-	56	7	33	33	
	26%	17%	39% <i>sig</i>	16%	32% <i>sig</i>	17%	7%	12%	39%	29%	55%	22%	28%	43%	22%	3%	25%	20%	32%	17%	13%	90%	-	25%	72%	22%	32%	
DPD	15	8	6	9	8	8	-	-	6	-	*	5	7	3	1	-	11	1	7	6	1	2	-	13	2	10	5	
	11%	9%	27%	8%	15%	9%	-	-	27%	-	3%	7%	17%	15%	12%	-	11%	12%	11%	10%	1	42%	-	10%	32%	9%	19%	
Parcelforce	11	6	5	6	5	6	*	*	*	*	*	1	3	3	3	1	5	4	5	5	1	1	-	9	1	6	5	
	9%	7%	22%	6%	12%	7%	5%	3%	22%	7%	6%	2%	8%	21%	36%	24%	5%	32%	8%	10%	9%	19%	-	9%	10%	7%	14%	
TNT	6	5	-	6	1	5	-	1	-	-	-	2	-	4	-	-	2	-	1	4	-	-	1	-	5	1	5	1
	6%	8%	-	8%	6%	8%	-	14%	-	-	-	8%	-	28%	-	-	4%	-	3%	11%	-	54%	-	7%	33%	7%	14%	
UPS	9	2	2	7	6	2	-	*	2	-	2	1	5	2	2	-	6	2	3	2	-	2	1	6	3	5	4	
	6%	4%	11%	8%	16%	4%	-	2%	11%	-	23%	2%	13%	8%	28%	-	7%	28%	7%	6%	-	28%	100%	7%	42%	6%	25%	
UK Mail	6	5	1	5	1	5	-	-	1	-	-	3	3	-	1	-	5	1	4	1	-	-	1	5	1	3	3	
	6%	8%	4%	7%	2%	8%	-	4%	-	-	-	5%	8%	-	17%	-	6%	10%	8%	1%	-	28%	5%	23%	4%	17%	4%	
Yodel	19	9	5	12	8	9	-	1	5	-	2	3	11	3	-	2	14	2	5	10	1	1	2	14	3	13	6	
	15%	12%	31%	12%	19%	12%	-	7%	31%	-	36%	5%	26%	21%	-	37%	14%	23%	6%	20%	16%	36%	40%	13%	39%	13%	22%	
Amazon Delivery Service/Logistics	22	12	8	14	10	12	-	2	8	*	2	4	11	5	2	-	16	2	8	11	-	2	-	20	2	11	11	
	17%	9%	29%	8%	15%	9%	-	9%	29%	16%	6%	6%	14%	16%	11%	-	10%	11%	8%	14%	-	20%	-	11%	16%	6%	16%	
Other	20	10	8	12	10	10	-	1	8	5	8	7	8	4	1	-	15	1	10	9	1	-	-	19	-	10	10	
	17%	14%	47%	12%	22%	14%	-	16%	47%	62%	74%	12%	21%	23%	41%	-	15%	41%	16%	18%	19%	-	-	17%	-	10%	48%	

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	99	8	91	*	28	68	3	99	-	*	-	99	-
21%		22%	21%	1%	19%	23%	8%	22%	-	1%	-	21%	-
Collect +	7	*	6	-	4	2	-	6	1	-	-	7	-
6%		1%	7%	-	9%	4%	-	6%	18%	-	-	6%	-
DHL	12	1	11	-	3	6	3	12	-	-	-	12	-
8%		8%	8%	-	4%	9%	17%	8%	-	-	-	8%	-
FedEx	9	2	5	1	5	4	-	7	2	-	-	9	-
5%		16%	4%	22%	8%	6%	-	8%	16%	-	-	6%	-
Evri	66	2	64	-	22	37	7	65	1	-	-	66	-
26%		16%	27%	-	25%	26%	29%	27%	8%	-	-	26%	-
DPD	15	-	15	*	5	6	5	12	2	-	-	15	1
11%		-	13%	11%	9%	8%	45%	10%	19%	-	-	11%	100%
Parcelforce	11	1	10	-	6	5	-	11	*	-	-	11	-
9%		15%	9%	-	10%	8%	-	10%	*	-	-	9%	-
TNT	6	*	5	1	5	1	-	4	2	-	-	6	-
8%		1%	7%	27%	11%	3%	-	5%	23%	-	-	8%	-
UPS	9	1	7	-	4	5	-	9	-	-	-	9	-
8%		10%	8%	-	9%	9%	-	10%	-	-	-	8%	-
UK Mail	6	1	4	1	4	1	1	6	-	-	-	6	-
6%		13%	9%	16%	9%	3%	5%	7%	-	-	-	6%	-
Yodel	19	4	15	-	8	10	*	17	1	*	*	18	-
15%		42%	14%	-	15%	19%	2%	16%	9%	11%	100%	15%	-
Amazon Delivery Service/	22	*	22	-	12	9	1	21	1	-	-	22	-
Logistics	11%	3%	11%	-	16%	8%	4%	11%	15%	-	-	11%	-
Other	20	7	13	*	12	7	*	19	*	-	-	20	-
17%		45%	13%	11%	16%	17%	8%	19%	4%	-	-	17%	-

UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig testing

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	915	143	139	120	114	45	51	49	49	43	48	38	49	33	33	41	40				
Royal Mail	99	23	23	29	24	6	12	5	6	6	12	8	14	6	7	4	12				
21%	17%	18%	26%	24%	20%	22%	10%	14%	14%	25%	26%	26%	28%	23%	11%	42%					
Collect +	2	2	2	-	3	-	1	-	-	1	-	-	-	-	-	3	-				
6%	6%	4%	-	-	10%	-	10%	9%	-	1%	10%	-	-	-	-	29%	-				
DHL	12	3	1	5	3	*	*	2	-	-	1	-	5	-	-	1	2				
8%	8%	2%	12%	10%	7%	3%	10%	-	-	14%	-	39%	-	-	-	5%	28%				
FedEx	9	1	*	6	1	-	1	-	*	*	*	1	4	-	-	-	-				
6%	5%	1%	14%	4%	-	16%	-	*	1%	15%	16%	8%	18%	4%	-	-	6%				
Evri	66	11	18	17	20	4	3	4	8	4	7	7	7	2	6	12	2				
26%	18%	26%	23%	40%	29%	20%	12%	37%	13%	33%	35%	25%	10%	52%	61%	10%	10%				
DPD	15	6	3	4	3	-	6	-	-	-	2	-	4	-	2	*	1				
11%	14%	6%	13%	15%	-	28%	-	1%	-	17%	-	22%	-	24%	2%	27%	27%				
Parcelforce	11	1	2	6	2	1	*	*	*	-	1	*	6	*	1	1	-				
9%	4%	5%	18%	8%	27%	1%	-	1%	-	13%	1%	36%	2%	11%	11%	-	-				
TNT	6	-	-	6	-	-	-	-	-	-	-	5	1	-	-	-	-				
8%	-	-	26%	-	-	1%	-	1%	-	-	-	43%	16%	-	-	-	-				
UPS	9	1	1	4	2	1	-	-	1	-	-	-	3	1	2	-	-				
8%	3%	4%	17%	19%	16%	-	-	7%	-	-	32%	21%	1%	41%	-	-	-				
UK Mail	6	-	2	4	-	-	-	-	1	-	1	3	-	-	-	-	-				
6%	-	4%	22%	-	-	-	-	8%	-	5%	22%	23%	-	-	-	-	-				
Yodel	19	2	3	8	5	*	2	-	1	2	-	1	6	1	2	3	-				
15%	6%	8%	26%	26%	2%	14%	-	5%	14%	-	30%	46%	6%	34%	29%	-	-				
Amazon Delivery Service/ Logistics	22	3	6	7	8	2	1	*	2	1	2	1	4	2	5	2	2				
11%	8%	10%	14%	14%	13%	3%	10%	7%	8%	19%	12%	18%	11%	-	24%	8%	8%				
Other	20	2	6	3	10	-	2	-	1	*	5	-	3	-	-	8	1				
17%	7%	17%	9%	35%	-	17%	-	10%	1%	43%	-	22%	-	-	61%	11%	11%				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - atbold - eightlykijlmnoip
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Methodology			Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)		Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	290	187	80	648	174	
Weighted Base	883	101*	782	295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	629	241	
Effective Base	515	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134	
Royal Mail	3.62	3.11	3.66	3.80(a)	3.51	3.70	3.53	3.82(a)	3.91(b)	3.38	3.12	3.36	4.38	3.16	3.86	3.30	3.57	3.95	3.52	3.82	
Collect +	4.04	3.83	4.04	4.06	3.99	4.08	3.95	3.76	4.01	4.38	4.26	4.34	3.29	-	3.90	4.33	3.84	3.29	4.07	3.89	
DHL	4.04	3.77	4.06	4.15	3.93	4.03	4.07	3.94	4.05	4.10	4.06	4.42	2.13	5.00	4.00	4.09	4.13	2.22	3.90	4.25	
FedEx	4.00	3.23	4.04	4.17	3.80	4.15	3.73	3.48	4.36	4.12	3.66	4.36	-	4.00	3.96	4.02	4.26	4.00	3.86	4.26	
Evri	3.36	2.97	3.43	3.79	3.05	3.51	3.26	3.60	3.53	3.14	3.30	3.24	2.90	2.69	3.56	3.21	3.07	2.78	3.31	3.60	
DPD	3.98	4.09	3.98	4.20	3.71	4.09	3.82	4.06	3.75	4.05	4.56	3.62	4.63	3.93	3.87	4.18	3.90	4.40	3.98	3.99	
Parcelforce	4.07	4.18	4.06	4.33	3.81	4.22	3.80	4.26	3.93	4.14	4.74	3.87	4.44	3.11	4.05	4.29	3.70	3.48	3.91	4.56	
TNT	4.24	4.39	4.23	4.27	4.19	4.30	4.11	4.44	4.04	4.24	4.46	4.58	4.00	5.00	4.15	4.30	4.45	4.03	4.33	4.05	
UPS	4.11	4.10	4.11	4.44	3.73	4.16	4.03	4.07	4.06	4.32	4.01	4.42	4.00	2.69	4.07	4.24	3.87	3.29	3.96	4.58	
UK Mail	4.17	4.05	4.18	4.37	3.98	4.30	3.94	4.33	3.89	3.98	4.85	4.48	-	3.06	4.17	4.19	4.16	3.06	3.87	4.72	
Yodel	3.76	2.94	3.85	4.19	3.39	3.93	3.57	4.16	3.34	3.88	4.12	3.62	3.00	4.00	3.63	3.96	3.60	3.55	3.63	4.15	
Amazon Delivery Service/Logistics	4.04	4.23	4.00	4.23	3.91	4.04	4.04	3.90	4.03	4.18	4.32	3.81	3.83	4.53	3.97	4.24	3.92	4.05	3.98	4.18	
Other	3.90	2.93	3.93	4.14	3.56	4.22	3.41	3.74	4.29	4.07	4.26	2.58	4.00	1.00	4.06	4.11	2.58	2.60	3.66	4.48	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - n/opq - rs
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Table 422

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	663	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	3.62	3.54	3.61	3.76	3.60	3.58	3.68	3.59	3.73	4.12	3.63	3.64	3.54	3.70	3.59	4.12	3.62	3.66	3.52	3.82
Collect +	4.04	4.32	3.47	3.81	4.28	4.02	4.07	4.07	3.80	4.23	4.08	4.06	3.93	4.13	3.99	4.23	4.04	4.16	3.98	3.47
DHL	4.04	3.99	4.12	4.13	3.98	4.04	4.05	4.02	4.27	4.71	3.96	4.18	4.01	3.91	4.09	4.71	4.03	4.30	3.87	4.30
FedEx	4.00	4.26	3.77	3.91	3.98	4.05	3.90	4.04	3.59	3.79	3.75	3.92	3.96	4.15	3.93	3.79	4.01	4.40	3.81	3.00
Evri	3.36	3.56	3.34	3.31	3.01	3.46	3.15	3.41	3.06	3.53	3.46	3.40	3.30	3.38	3.35	3.53	3.36	3.57	3.25	3.66
DPD	3.98	3.97	3.80	4.25	4.02	3.89	4.14	3.98	4.03	4.99	4.47	4.16	3.94	3.49	4.09	4.99	3.96	4.42	3.73	3.84
Parcelforce	4.07	4.20	4.08	4.24	3.54	4.15	3.88	4.10	3.79	4.10	3.67	4.09	4.13	4.11	4.04	4.10	4.05	4.36	3.96	2.52
TNT	4.24	4.27	4.25	4.05	4.54	4.27	4.18	4.25	4.12	4.77	4.39	4.32	4.07	4.30	4.19	4.77	4.22	4.54	4.18	2.69
UPS	4.11	4.17	4.49	4.04	3.65	4.25	3.86	4.16	3.72	4.81	3.54	4.27	3.97	4.20	4.08	4.81	4.11	4.32	3.99	3.91
UK Mail	4.17	4.51	4.19	3.74	3.98	4.35	3.87	4.21	3.97	4.43	3.85	4.06	4.29	4.23	4.14	4.43	4.16	4.41	4.06	3.75
Yodel	3.76	3.88	3.73	4.16	2.98	3.82	3.63	3.85	3.41	3.70	3.08	3.88	3.77	3.94	3.68	3.70	3.75	3.97	3.71	2.94
Amazon Delivery Service/ Logistics	4.04	4.04	3.93	4.27	3.99	3.99	4.13	4.05	4.01	4.35	3.72	3.81	4.05	4.07	3.93	4.35	3.97	4.23	3.97	3.57
Other	3.90	4.21	4.11	3.93	3.23	4.17	3.57	4.13	2.78	1.92	3.99	3.89	4.07	4.14	3.99	1.92	4.01	4.05	3.69	4.13

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

		Rurality			Nation				Region											
Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	831	578	253	122	469	125	142	95	39	55	46	56	58	56	65	43	51	16	109	
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*	
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59	
Royal Mail	3.62	3.66	3.34	3.42	3.63	3.65	3.30	3.36	4.23	3.26	3.00	3.79	3.46	3.55	3.66	3.71	3.72	3.07	3.71	
Collect +	4.04	4.00	4.34	3.92	3.98	4.34	4.30	4.07	4.44	3.56	5.00	3.20	4.17	4.33	3.90	4.00	3.82	4.60	4.28	
DHL	4.04	4.04	4.04	4.01	4.09	3.58	3.95	4.38	4.00	3.87	5.00	4.19	3.77	4.41	3.99	4.40	3.72	4.00	3.53	
FedEx	4.00	3.98	4.09	3.77	4.02	3.86	3.95	4.00	4.34	3.62	3.41	3.25	4.09	4.17	4.07	4.35	3.68	4.00	3.61	
Evri	3.36	3.40	3.09	3.40	3.34	3.60	3.41	3.21	3.45	3.47	2.85	3.07	3.34	4.18	3.51	3.27	2.63	4.51	3.59	
DPD	3.98	3.95	4.25	4.10	4.01	3.50	3.93	4.37	4.53	2.66	3.99	4.16	4.33	3.96	4.08	4.32	3.63	3.00	3.51	
Parcelforce	4.07	4.09	3.97	4.44	4.10	3.71	4.29	3.31	4.00	3.00	3.04	3.35	4.42	4.32	4.53	3.93	4.15	4.00	3.71	
TNT	4.24	4.14	4.68	4.44	4.24	3.79	4.57	3.99	4.24	4.60	4.00	3.83	4.18	4.72	4.59	3.21	4.54	4.00	3.78	
UPS	4.11	4.12	4.06	4.16	4.13	3.74	4.32	4.50	4.37	3.31	5.00	2.86	4.09	4.21	4.80	4.53	4.00	4.00	3.70	
UK Mail	4.17	4.15	4.39	4.60	4.23	3.51	4.12	4.12	4.12	4.35	4.44	3.83	3.67	3.85	4.70	4.50	3.64	3.00	3.59	
Yodel	3.76	3.70	4.16	4.29	3.77	3.66	3.85	3.44	2.11	3.36	2.00	3.61	4.17	4.47	4.22	3.03	3.62	4.00	3.64	
Amazon Delivery Service/ Logistics	4.04	4.04	4.01	3.91	4.09	3.52	3.93	4.05	3.90	4.09	2.65	3.85	4.24	4.06	4.16	4.38	3.99	3.73	3.50	
Other	3.90	3.91	3.83	4.08	3.98	2.60	3.79	4.10	3.57	4.07	-	4.26	4.06	4.27	4.40	3.87	3.08	-	2.60	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Table 422

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	831	410	239	573	402	410	30	97	239	26	92	293	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368
Weighted Base	883	434	242	618	426	434	26**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375
Effective Base	515	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	205	41	28	13	432	41	290	225
Royal Mail	3.62	3.70	3.43	3.70	3.55	3.70	4.32	3.72	3.43	3.63	3.80	3.43	3.48	3.21	3.05	3.95	3.32	3.23	3.42	3.31	3.20	3.02	3.54	3.14	3.12	3.39	3.12
Collect +	4.04	3.98	3.61	4.12	4.11	3.98	5.00	3.62	3.61	3.84	3.83	4.27	3.89	3.91	3.88	2.40	4.09	3.37	4.26	3.88	3.90	3.30	4.00	4.08	3.36	4.01	4.14
DHL	4.04	4.04	3.99	4.05	4.06	4.04	4.66	4.03	3.99	5.00	5.00	4.19	3.85	4.00	4.27	4.90	4.03	4.37	4.04	4.19	3.72	3.38	5.00	4.11	3.91	4.12	3.71
FedEx	4.00	4.07	4.09	3.97	3.74	4.07	3.74	3.41	4.09	4.84	4.56	4.27	3.88	3.67	3.34	3.19	4.07	3.30	4.33	3.73	3.46	3.00	-	4.06	3.00	4.04	3.80
Evri	3.36	3.61	2.98	3.96	3.18	3.61	3.67	3.52	2.98	3.30	2.62	3.61	3.26	2.60	3.49	3.62	3.42	3.50	3.32	3.57	3.30	1.29	4.33	3.43	1.89	3.57	3.04
DPD	3.98	4.11	3.06	4.16	3.78	4.11	5.00	3.85	3.06	5.00	4.88	4.38	3.83	3.09	3.46	5.00	4.18	3.48	4.19	3.84	3.80	2.81	5.00	4.04	3.30	4.05	3.71
Parcelforce	4.07	4.20	3.31	4.21	3.80	4.20	3.97	4.10	3.31	4.72	3.33	4.37	4.03	3.40	3.05	3.83	4.22	3.39	4.14	4.04	3.94	3.01	4.02	4.10	3.62	4.17	3.79
TNT	4.24	4.16	4.59	4.21	4.48	4.16	4.47	4.00	4.59	5.00	4.64	4.42	4.37	3.63	3.95	5.00	4.39	4.14	4.47	3.97	4.87	2.85	5.00	4.22	3.69	4.27	3.91
UPS	4.11	4.29	3.91	4.15	3.80	4.29	5.00	3.91	3.91	5.00	3.65	4.40	3.97	4.01	3.05	5.00	4.19	3.10	4.40	3.94	4.55	3.10	2.00	4.19	2.89	4.18	3.74
UK Mail	4.17	4.14	4.15	4.19	4.28	4.14	4.22	3.86	4.15	5.00	3.90	4.46	3.89	4.69	3.11	3.30	4.24	3.20	4.18	4.36	3.63	5.00	3.02	4.25	3.34	4.28	3.58
Yodel	3.76	3.88	3.36	3.86	3.63	3.88	3.25	3.70	3.36	5.00	2.99	4.21	3.34	3.27	4.15	2.84	3.86	3.32	4.11	3.47	3.63	3.07	2.71	3.63	2.84	3.83	3.51
Amazon Delivery Service/ Logistics	4.04	4.08	3.51	4.13	3.93	4.08	4.58	3.85	3.51	4.52	3.90	4.46	3.76	3.81	3.82	4.80	4.10	3.87	4.26	3.85	3.28	3.42	4.54	4.10	3.67	4.13	3.87
Other	3.90	4.09	2.54	4.12	3.61	4.09	5.00	3.89	2.54	1.71	1.76	4.08	3.78	3.64	3.22	-	3.96	3.22	4.05	3.71	3.59	4.57	4.00	3.90	4.56	4.14	2.78

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	3.82	3.70	3.81	3.76	3.87	3.80	3.51	3.59	3.98	4.18	3.86	3.82	3.03
Collected +	4.04	4.05	4.05	3.05	3.94	4.15	3.09	4.08	3.95	4.03	5.00	4.03	-
DHL	4.04	3.97	4.03	4.52	4.33	3.92	3.53	4.03	4.05	5.00	3.00	4.04	-
FedEx	4.00	3.41	4.08	3.94	4.08	3.97	3.83	4.08	3.38	3.00	5.00	4.00	-
Evri	3.36	3.95	3.33	3.97	3.49	3.34	3.06	3.33	3.71	4.00	-	3.36	4.00
DPD	3.98	4.50	3.93	3.79	4.28	3.89	3.11	4.02	3.50	5.00	5.00	3.99	2.00
Parcelforce	4.07	3.82	4.08	4.15	4.06	4.13	3.62	4.11	3.78	3.00	-	4.07	-
TNT	4.24	4.17	4.29	3.56	4.31	4.14	4.49	4.29	3.96	4.00	5.00	4.24	-
UPS	4.11	3.87	4.13	5.00	4.32	4.00	3.76	4.07	4.58	3.93	5.00	4.11	-
UK Mail	4.17	3.98	4.21	3.98	4.01	4.49	3.67	4.19	4.20	3.52	5.00	4.17	3.00
Yodel	3.76	2.45	3.87	3.83	3.73	3.72	4.09	3.77	3.69	3.70	2.00	3.76	-
Amazon Delivery Service/ Logistics	4.04	4.02	4.03	4.44	3.95	4.07	4.22	4.05	3.82	4.00	-	4.04	-
Other	3.90	2.73	4.09	3.55	3.91	3.93	3.72	3.88	4.18	3.61	5.00	3.90	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	915	143	139	120	114	45	51	49	49	43	48	36	49	33	33	41	40				
Royal Mail	3.62	3.65	3.73	3.51	3.55	3.28	3.58	4.15	3.96	3.80	3.44	3.48	3.56	3.43	3.58	4.15	2.86				
Collect +	4.04	3.74	4.22	4.55	3.87	3.73	3.78	3.71	4.37	4.43	3.74	3.17	4.79	4.71	4.04	3.73	4.02				
DHL	4.04	3.89	4.07	4.21	3.96	3.88	3.82	3.98	4.15	4.21	3.51	4.36	3.50	4.64	4.11	4.11	3.55				
FedEx	4.00	4.01	4.23	3.68	4.20	3.92	3.92	4.08	4.16	4.06	4.63	3.37	3.96	3.63	3.95	4.55	4.10				
Evri	3.36	3.57	3.50	3.53	2.65	3.30	3.40	3.80	3.31	3.90	3.12	3.23	3.40	4.00	2.19	2.48	3.11				
DPD	3.98	3.66	4.21	4.28	3.77	4.06	3.25	4.11	4.42	4.31	3.86	4.05	4.00	5.00	3.26	4.43	3.15				
Parcelforce	4.07	4.05	4.43	3.78	4.00	3.65	4.39	3.96	4.47	4.59	4.20	3.60	3.35	4.85	3.84	4.22	3.94				
TNT	4.24	4.41	4.36	3.97	4.21	4.38	4.45	4.40	4.50	4.16	4.20	4.36	3.44	4.53	5.00	4.02	4.40				
UPS	4.11	4.35	4.11	3.76	4.09	3.71	4.67	4.40	4.24	3.62	4.10	2.90	4.15	4.53	3.63	4.80	4.22				
UK Mail	4.17	4.03	4.52	3.45	-	3.60	3.93	4.16	4.54	4.55	4.42	3.28	3.55	-	-	-	-				
Yodel	3.76	3.95	3.98	3.53	3.40	3.87	3.78	4.16	4.20	3.59	4.39	3.04	2.95	4.22	3.25	3.56	3.25				
Amazon Delivery Service/ Logistics	4.04	4.00	4.20	3.97	3.94	3.97	3.90	4.18	4.43	4.00	3.94	3.67	3.92	4.29	3.77	3.86	4.06				
Other	3.90	4.09	3.85	4.21	3.45	4.44	3.81	4.22	3.94	4.46	3.07	3.89	3.82	4.65	4.28	2.97	3.83				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 423

Base : Made a complaint about Royal Mail

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	435	27	408	174	261	207	228	90	94	96	54	59	28	14	184	150	101	42	339	92	
Weighted Base	475	37**	437	181	294	234	241	109*	106*	107**	48**	63*	27**	15**	215	155*	104*	42**	333	136*	
Effective Base	273	23	250	101	172	130	142	61	62	62	28	37	15	9	123	90	60	23	196	74	
Very dissatisfied	(1)	46	7	39	12	34	20	27	4	3	10	13	11	3	7	23	16	5	39	6	
	16%		20%	9%	7%	12%	8%	11%	4%	3%	10%	26%	16%	5%	23%	3%	10%	10%	12%	7%	
Fairly dissatisfied	(2)	46	5	43	20	28	31	17	10	4	15	3	7	-	23	18	7	-	30	19	
	10%		14%	10%	11%	13%	13%	7%	13%	4%	14%	6%	12%	-	71%	12%	7%	-	9%	13%	
Neither satisfied or dissatisfied	(3)	74	4	70	21	53	27	47	14	21	16	10	8	3	35	26	13	5	57	17	
	16%		11%	16%	12%	11%	11%	20%	12%	20%	15%	20%	12%	12%	16%	16%	17%	13%	17%	12%	
Fairly satisfied	(4)	161	12	149	49	112	81	79	44	38	33	13	21	6	82	46	33	12	104	52	
	34%		31%	34%	27%	38%	35%	33%	40%	36%	31%	26%	33%	24%	38%	29%	32%	30%	31%	38%	
Very satisfied	(5)	130	7	123	71	59	68	62	29	37	29	9	15	11	66	38	26	11	87	43	
	27%		19%	28%	32% h	20%	29%	26%	27%	35%	27%	19%	24%	47%	31%	24%	25%	26%	26%	32%	
I don't know / Not applicable	16	2	14	9	7	9	7	9	-	2	4	2	4	5	3	2	5	8	15	-	
	3%		5%	3%	2%	3%	3%	4%	3%	4%	3%	4%	3%	18%	7%	3%	5% h	3%	19%	-	
NET Very/fairly satisfied	291	19	272	120	171	149	141	73	75	62	22	36	17	6	148	83	60	23	191	95	
	61%		50%	62%	56%	64%	59%	67%	71%	58%	45%	58%	65%	40%	52% h	54%	57%	56%	57%	70%	
NET Very/fairly dissatisfied	94	13	81	32	63	51	44	23	8	25	16	10	1	3	30	41	23	5	69	24	
	20%		34%	19%	17%	22%	18%	21% h	7%	24% h	32%	30% h	5%	23%	14%	20% h	22%	12%	21%	18%	
Mean	3.61	3.15	3.65	3.69 h	3.47	3.65	3.57	3.69	3.69 h	3.53	3.05	3.35	4.16	2.92	3.69 h	3.38	3.48	3.73	3.53	3.79	
Std Dev.	1.27	1.47	1.25	1.26	1.26	1.28	1.27	1.15	1.01	1.31	1.49	1.43	1.13	1.35	1.09	1.38	1.40	1.34	1.32	1.16	
Std Error	0.06	0.29	0.06	0.10	0.08	0.09	0.09	0.12	0.11	0.14	0.21	0.19	0.23	0.39	0.08	0.11	0.14	0.22	0.07	0.12	

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 423

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	435	151	121	76	87	272	163	316	115	43	42	99	135	93	276	43	373	127	289	19
Weighted Base	475	144*	144*	96*	90*	288	187	381	92*	37**	41**	116*	154*	100*	311	37**	413	113*	335	27**
Effective Base	273	82	79	55	57	161	112	208	66	22	24	67	89	54	181	22	237	72	188	14
Very dissatisfied	46	16	17	5	8	33	13	35	11	2	4	10	16	9	30	2	40	10	36	-
	10%	17%	12%	5%	9%	17%	7%	9%	12%	4%	9%	9%	17%	9%	10%	4%	10%	9%	17%	-
Fairly dissatisfied	49	13	13	12	9	27	22	39	9	3	4	12	15	10	30	3	40	5	43	*
	10%	9%	9%	13%	10%	9%	12%	10%	10%	8%	9%	10%	9%	10%	10%	8%	10%	4%	13%	*
Neither satisfied or dissatisfied	74	22	19	14	19	41	33	60	14	4	6	20	28	9	56	4	65	17	46	11
	16%	15%	13%	15%	14%	14%	18%	16%	15%	11%	19%	17%	18%	9%	18%	11%	16%	15%	14%	40%
Fairly satisfied	161	49	56	31	25	105	56	132	27	9	10	36	57	41	103	9	146	38	111	11
	34%	34%	39%	33%	27%	36%	30%	35%	30%	25%	24%	31%	37%	42%	33%	25%	35%	34%	33%	40%
Very satisfied	130	41	37	26	25	79	53	104	26	17	13	34	33	28	80	17	108	40	87	4
	27%	28%	29%	29%	27%	27%	28%	27%	29%	47%	32%	30%	27%	29%	26%	47%	26%	35%	26%	13%
I don't know / Not applicable	16	4	2	5	5	6	10	10	5	2	3	3	6	2	12	2	14	3	11	2
	3%	3%	1%	5%	6%	2%	5%	3%	6%	6%	7%	3%	4%	2%	4%	6%	3%	3%	3%	6%
NET Very/fairly satisfied	291	89	93	59	49	162	109	236	53	26	23	70	90	69	183	26	254	78	198	14
	61%	62%	65%	62%	58%	63%	58%	62%	58%	72%	56%	61%	68%	70%	59%	72%	62%	69%	59%	53%
NET Very/fairly dissatisfied	94	29	30	17	17	60	35	74	20	4	7	22	31	19	60	4	80	15	80	*
	20%	20%	21%	18%	19%	21%	19%	19%	22%	12%	18%	19%	20%	19%	19%	12%	19%	13%	24%	*
Mean	3.61	3.60	3.59	3.72	3.56	3.59	3.64	3.62	3.55	4.09	3.66	3.64	3.51	3.71	3.58	4.09	3.61	3.86	3.52	3.71
Std Dev.	1.27	1.31	1.29	1.19	1.28	1.30	1.23	1.26	1.35	1.17	1.31	1.27	1.25	1.26	1.26	1.17	1.26	1.22	1.32	0.72
Std Error	0.06	0.11	0.12	0.14	0.14	0.08	0.10	0.07	0.13	0.19	0.20	0.13	0.11	0.13	0.08	0.19	0.07	0.11	0.08	0.17

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 423

Base : Made a complaint about Royal Mail

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	435	300	135	71	252	59	66	58	14	36	29	29	34	34	34	19	23	5	54	
Weighted Base	475	413	62*	17**	424	25*	15*	10*	12**	65*	42**	38**	53**	51*	79*	46**	39**	3**	22*	
Effective Base	273	244	30	9	225	37	35	39	13	35	28	28	30	31	33	18	21	3	33	
Very dissatisfied	(1) 46	36	10	2	41	2	2	1	-	5	10	1	6	5	2	10	2	-	2	
	10%	9%	17%	10%	10%	7%	10%	9%	-	8%	23%	3%	12%	10%	2%	22%	6%	-	8%	
Fairly dissatisfied	(2) 48	42	7	4	41	3	3	1	1	13	4	5	-	7	7	-	4	1	2	
	10%	10%	11%	22%	10%	13%	22%	7%	8%	19%	10%	14%	-	13%	8%	-	10%	32%	11%	
Neither satisfied or dissatisfied	(3) 74	69	5	1	66	4	1	2	1	16	8	9	6	4	7	12	5	3	4	
	16%	17%	7%	8%	16%	16%	10%	17%	8%	24%	19%	24%	12%	13%	15%	10%	9%	-	20%	
Fairly satisfied	(4) 161	138	22	5	146	6	4	5	5	25	11	12	18	16	34	10	16	2	5	
	34%	34%	36%	28%	34%	26%	26%	45%	40%	38%	25%	32%	33%	31%	43%	21%	42%	68%	21%	
Very satisfied	(5) 130	115	15	5	117	8	4	2	5	5	8	10	22	13	25	22	6	-	8	
	27%	28%	24%	31%	26%	32%	26%	15%	47%	8%	20%	26%	41%	29%	32%	47%	16%	-	32%	
I don't know / Not applicable	16	13	3	*	14	1	*	1	-	2	1	-	1	3	-	-	7	-	1	
	3%	3%	5%	1%	3%	4%	1%	7%	-	3%	2%	-	2%	6%	-	-	17%	-	4%	
NET Very/fairly satisfied	291	254	37	10	263	14	8	6	10	30	19	22	39	29	59	31	22	2	12	
	61%	61%	60%	59%	62%	56%	52%	60%	67%	46%	46%	59%	74%	57%	71%	68%	58%	68%	57%	
NET Very/fairly dissatisfied	94	77	17	5	82	5	6	2	1	17	14	6	6	12	8	10	6	1	4	
	20%	19%	27%	32%	19%	20%	24%	16%	8%	27%	33%	17%	12%	23%	11%	22%	17%	32%	19%	
Mean	3.61	3.64	3.43	3.49	3.62	3.65	3.26	3.53	4.27	3.20	3.10	3.65	3.93	3.53	3.71	3.71	3.61	3.36	3.68	
Std Dev.	1.27	1.25	1.44	1.42	1.27	1.30	1.49	1.20	0.91	1.10	1.48	1.11	1.29	1.33	1.01	1.59	1.17	1.19	1.33	
Std Error	0.06	0.07	0.13	0.17	0.08	0.17	0.18	0.16	0.24	0.19	0.28	0.21	0.22	0.23	0.17	0.36	0.26	0.53	0.18	

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 423

Base : Made a complaint about Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH Income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH Income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	435	214	127	300	213	214	20	42	127	15	48	168	166	48	38	15	334	53	212	166	28	20	8	378	28	249	186
Weighted Base	475	237	122*	343	228	237	15**	33**	122*	14**	34**	186	189	47	43**	10**	375	52*	224	187	35**	19**	8**	411	27**	271	203
Effective Base	273	135	74	193	132	135	9	26	74	12	28	103	107	31	25	8	210	32	129	105	20	13	6	234	19	156	116
Very dissatisfied (1)	46	16	18	24	26	16	-	2	18	2	3	11	20	5	9	2	31	10	16	24	2	-	2	41	2	28	18
	70%	7%	15%	7%	12%	7%	-	6%	15%	11%	6%	6%	11%	11%	21%	16%	8%	35%	7%	13%	6%	1%	26%	10%	9%	10%	8%
Fairly dissatisfied (2)	48	33	10	36	12	33	2	6	10	1	2	14	19	7	7	1	33	8	20	20	-	7	1	40	8	11	37
	10%	12%	8%	10%	5%	14%	13%	18%	8%	5%	7%	7%	10%	15%	17%	9%	9%	16%	9%	10%	-	39%	9%	10%	30%	4%	43%
Neither satisfied or dissatisfied (3)	74	29	24	49	44	29	*	3	24	3	7	18	27	20	6	3	45	9	25	28	11	8	2	54	9	43	25
	16%	12%	20%	14%	19%	12%	1%	10%	20%	19%	21%	10%	14%	42%	13%	29%	12%	16%	11%	15%	30%	42%	20%	73%	35%	18%	12%
Fairly satisfied (4)	161	76	39	121	83	76	4	10	39	3	11	61	74	10	13	3	135	16	70	71	15	2	3	142	5	95	66
	34%	32%	32%	36%	32%	32%	26%	30%	32%	21%	32%	32%	39%	20%	31%	34%	36%	31%	32%	38%	41%	11%	11%	34%	17%	35%	32%
Very satisfied (5)	130	78	23	105	50	78	9	12	23	4	6	78	46	3	3	1	124	4	83	39	6	1	1	122	3	86	44
	27%	32%	19%	31%	22%	33%	59%	35%	19%	31%	17%	42%	24%	6%	7%	6%	53%	7%	37%	21%	17%	7%	15%	30%	9%	35%	22%
I don't know / Not applicable	16	4	8	8	12	4	*	*	6	2	5	5	3	2	5	*	8	5	8	5	2	-	-	13	-	3	13
	3%	2%	6%	2%	5%	2%	2%	1%	6%	12%	15%	3%	1%	5%	11%	3%	2%	6%	4%	3%	6%	-	-	3%	-	1%	3%
NET Very/fairly satisfied	291	154	62	226	133	154	12	21	62	8	16	138	120	13	16	4	258	20	153	110	10	3	4	263	7	181	110
	61%	65%	51%	66%	59%	65%	84%	66%	51%	52%	49%	61%	62%	26%	38%	42%	65%	39%	69%	59%	58%	17%	46%	64%	26%	67%	54%
NET Very/fairly dissatisfied	94	49	28	60	39	49	2	8	28	2	5	24	39	12	16	3	64	19	37	24	2	8	3	81	11	39	56
	20%	21%	23%	17%	17%	21%	13%	23%	23%	16%	16%	13%	21%	26%	38%	27%	17%	24%	16%	23%	6%	41%	35%	20%	39%	14%	21%
Mean	3.61	3.12%	3.34	3.16%	3.55	3.72	4.33	3.73	3.34	3.65	3.47	4.00%	3.57	2.96	2.85	3.06	3.78	2.89	3.55%	3.45	3.67	2.82	3.00	3.66	2.88	3.75%	3.42
Std Dev.	1.27	1.26	1.33	1.21	1.25	1.26	1.05	1.29	1.33	1.39	1.22	1.17	1.26	1.05	1.35	1.30	1.24	1.33	1.24	1.30	0.99	0.91	1.52	1.29	1.11	1.24	1.30
Std Error	0.06	0.09	0.12	0.07	0.09	0.09	0.24	0.20	0.12	0.39	0.18	0.09	0.10	0.15	0.23	0.35	0.07	0.19	0.09	0.10	0.19	0.20	0.54	0.07	0.21	0.08	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 423

Base : Made a complaint about Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	435	39	390	6	152	254	29	403	17	8	5	428	2
Weighted Base	475	35**	433	7**	150*	291	33**	443	18**	9**	4**	469	2**
Effective Base	273	20	249	4	87	166	20	253	11	5	3	269	1
Very dissatisfied (1)	46	6	40	*	15	28	3	43	3	-	-	46	-
	16%	17%	9%	1%	10%	10%	8%	10%	10%	-	-	10%	-
Fairly dissatisfied (2)	48	1	47	-	16	29	4	46	*	1	*	48	-
	16%	4%	11%	-	11%	10%	11%	10%	2%	17%	1%	10%	-
Neither satisfied or dissatisfied (3)	74	5	67	1	17	45	12	67	3	*	2	71	2
	16%	14%	16%	20%	11%	15%	36%	15%	17%	1%	39%	15%	100%
Fairly satisfied (4)	161	10	146	5	56	94	11	141	10	7	2	158	-
	34%	28%	34%	71%	37%	32%	33%	32%	58%	81%	60%	34%	-
Very satisfied (5)	139	12	118	1	42	85	4	129	1	-	-	130	-
	27%	34%	27%	8%	28%	29%	12%	29%	8%	-	-	28%	-
I don't know / Not applicable	16	1	15	-	5	11	-	18	-	-	-	16	-
	3%	3%	3%	-	3%	4%	-	4%	-	-	-	3%	-
NET Very/fairly satisfied	291	22	264	5	98	178	15	270	12	7	2	289	-
	61%	62%	61%	78%	65%	61%	45%	61%	66%	81%	60%	62%	-
NET Very/fairly dissatisfied	94	7	87	*	31	57	6	90	3	1	*	94	-
	20%	21%	20%	1%	21%	20%	16%	20%	17%	17%	1%	20%	-
Mean	3.61	3.60	3.61	3.84	3.63	3.64	3.30	3.62	3.41	3.64	3.59	3.61	3.00
Std Dev.	1.27	1.46	1.27	0.65	1.29	1.28	1.08	1.29	1.20	0.81	0.60	1.28	-
Std Error	0.06	0.24	0.07	0.27	0.11	0.08	0.20	0.07	0.29	0.29	0.27	0.06	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	435	121	117	99	98	31	41	49	43	35	39	36	43	20	32	37	29
Weighted Base	478	134*	132*	110*	99*	33**	56**	45*	42**	43**	47**	32**	54**	23**	50**	39**	30**
Effective Base	273	79	72	60	62	22	29	30	24	21	28	18	29	13	19	24	20
Very dissatisfied	(1) 46	7	16	16	7	4	3	1	7	4	5	4	8	4	3	*	4
	10%	6%	12%	15%	7%	11%	5%	2%	16%	10%	11%	13%	15%	17%	9%	*	13%
Fairly dissatisfied	(2) 48	13	10	13	12	5	5	4	2	3	5	6	7	-	5	2	6
	10%	10%	8%	12%	12%	14%	9%	8%	5%	6%	11%	20%	12%	-	15%	4%	20%
Neither satisfied or dissatisfied	(3) 74	28	14	19	13	10	11	7	1	4	9	5	12	2	*	4	9
	16%	21%	11%	17%	13%	31%	19%	16%	2%	9%	20%	15%	22%	10%	2%	9%	30%
Fairly satisfied	(4) 161	52	40	32	36	14	18	20	11	52	15	14	11	11	10	12	19
	34%	39%	30%	29%	37%	42%	32%	45%	26%	34%	30%	34%	21%	43%	36%	50%	17%
Very satisfied	(5) 130	32	39	29	30	*	18	14	15	17	6	6	16	7	10	15	6
	27%	24%	29%	27%	31%	1%	32%	30%	36%	41%	13%	18%	30%	31%	34%	37%	19%
I don't know / Not applicable	16	1	14	*	1	-	1	-	6	*	7	-	*	-	*	-	*
	3%	1%	10.4%	*	1%	-	2%	-	15%	*	18%	-	1%	-	1%	-	1%
NET Veryfairly satisfied	291	85	78	61	67	14	36	34	26	32	20	17	27	17	22	34	11
	61%	63%	59%	56%	67%	44%	65%	75%	62%	75%	43%	52%	51%	74%	73%	87%	36%
NET Veryfairly dissatisfied	94	21	26	29	19	8	8	4	9	7	10	10	15	4	7	2	10
	20%	15%	20%	26%	19%	25%	14%	10%	21%	16%	21%	32%	27%	17%	24%	4%	33%
Mean	3.61	3.66	3.64	3.42	3.73	3.08	3.79	3.94	3.72	3.90	3.28	3.26	3.38	3.72	3.74	4.19	3.09
Std Dev.	1.27	1.12	1.37	1.38	1.22	1.05	1.17	0.97	1.53	1.29	1.24	1.33	1.42	1.38	1.35	0.80	1.31
Std Error	0.06	0.10	0.13	0.14	0.12	0.19	0.18	0.14	0.24	0.22	0.21	0.22	0.22	0.31	0.24	0.13	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_3_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	103	3	100	68	35	66	38	25	30	20	14	8	6	-	55	34	14	6	87	15	
Weighted Base	103*	3**	100*	67*	36**	71*	32**	24**	32**	22**	12**	7**	6**	**	56*	34**	13**	6**	83*	19**	
Effective Base	62	3	59	38	24	40	23	13	19	13	8	5	4	-	32	21	9	4	51	11	
Very dissatisfied	(1) 4	-	4	4	*	4	-	3	1	-	-	-	*	-	4	-	*	*	1	3	
	4%	-	4%	5%	*	5%	-	12%	2%	-	-	-	1%	-	7%	-	1%	1%	1%	16%	
Fairly dissatisfied	(2) 12	-	12	5	7	5	7	3	4	3	-	1	-	-	7	3	1	-	11	1	
	12%	-	12%	7%	20%	7%	21%	14%	12%	16%	-	21%	-	-	13%	10%	11%	-	13%	7%	
Neither satisfied or dissatisfied	(3) 19	1	18	8	11	13	7	3	7	-	4	2	3	-	11	4	5	3	16	3	
	19%	45%	18%	12%	31%	16%	21%	14%	24%	-	32%	26%	48%	-	19%	11%	37%	48%	20%	16%	
Fairly satisfied	(4) 34	1	33	22	12	25	9	5	10	10	4	-	3	-	16	15	4	3	31	3	
	33%	36%	33%	32%	34%	35%	28%	23%	33%	47%	36%	6%	50%	-	28%	43%	27%	50%	37%	17%	
Very satisfied	(5) 34	*	33	29	5	24	9	9	9	8	4	3	-	-	18	12	3	-	24	9	
	33%	19%	33%	43%	14%	34%	29%	36%	29%	37%	32%	47%	-	-	33%	35%	25%	-	29%	46%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	68	1	66	50	17	49	18	15	20	19	8	4	3	-	34	27	7	3	55	12	
	66%	55%	66%	75%	48%	70%	57%	61%	62%	64%	66%	53%	50%	-	61%	76%	52%	50%	66%	63%	
NET Very/fairly dissatisfied	16	-	16	8	7	9	7	6	5	3	-	1	*	-	11	3	2	*	11	4	
	16%	-	16%	13%	20%	13%	21%	25%	14%	16%	-	21%	1%	-	19%	10%	12%	1%	14%	22%	
Mean	3.80	3.74	3.80	4.00	3.42	3.86	3.66	3.61	3.74	4.06	4.00	3.79	3.48	-	3.69	4.04	3.64	3.48	3.81	3.73	
Std Dev.	1.13	0.97	1.14	1.16	0.98	1.13	1.13	1.44	1.10	1.02	0.83	1.34	0.62	-	1.24	0.95	1.03	0.62	1.04	1.50	
Std Error	0.11	0.56	0.11	0.14	0.17	0.14	0.19	0.29	0.20	0.23	0.22	0.47	0.25	-	0.17	0.17	0.28	0.25	0.11	0.39	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_3_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 424

Base : Made a complaint about Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	103	41	22	15	25	63	40	81	22	10	14	19	31	24	64	10	88	46	54	4
Weighted Base	103*	43**	24**	16**	19**	67*	35**	89*	13**	6**	9**	23**	31**	31**	63*	6**	93*	43**	56*	4**
Effective Base	62	24	13	10	15	38	25	51	12	5	8	13	19	16	39	5	54	26	33	4
Very dissatisfied	(1) 4	-	4	*	-	4	*	4	*	-	-	-	4	-	4	-	4	1	3	-
	4%	-	15%	*	-	5%	*	4%	1%	-	-	-	12%	-	6%	-	4%	2%	3%	-
Fairly dissatisfied	(2) 12	3	3	3	2	7	5	11	1	1	1	2	3	5	6	1	10	3	9	-
	12%	8%	14%	17%	13%	10%	15%	12%	10%	26%	13%	7%	9%	16%	9%	26%	11%	6%	17%	-
Neither satisfied or	19	5	3	4	8	8	12	17	2	-	2	5	10	-	17	-	17	4	13	2
dissatisfied	(3) 19%	11%	11%	26%	40%	11%	33%	19%	16%	-	22%	24%	30%	-	27%	-	18%	9%	24%	47%
Fairly satisfied	(4) 34	11	13	5	4	24	10	28	5	-	4	8	11	10	23	-	33	16	17	1
	33%	26%	54%	34%	23%	36%	28%	32%	42%	-	44%	37%	34%	32%	37%	-	35%	37%	30%	23%
Very satisfied	(5) 34	24	1	4	5	25	8	29	4	4	2	7	5	16	14	4	29	20	13	1
	33%	55%	5%	24%	24%	37%	24%	33%	31%	74%	20%	31%	15%	51%	22%	74%	31%	46%	23%	30%
I don't know / Not		*	-	-	*	-	*	-	-	-	-	*	-	-	*	-	*	-	*	-
applicable		*	-	-	*	-	*	-	-	-	-	*	-	-	*	-	*	-	*	-
NET Very/fairly	68	35	14	9	9	49	18	58	10	4	6	15	15	26	37	4	62	36	30	2
satisfied	66%	81%	59%	57%	47%	73%	52%	65%	73%	74%	65%	68%	46%	84%	58%	74%	67%	63%	54%	63%
NET Very/fairly	16	3	7	3	2	10	5	14	1	1	1	2	6	5	9	1	14	3	12	-
dissatisfied	15%	8%	29%	18%	13%	15%	15%	16%	11%	26%	13%	7%	20%	16%	15%	26%	15%	8%	22%	-
Mean	3.89	4.29	3.20	3.63	3.58	3.90	3.60	3.76	3.93	4.23	3.72	3.93	3.32	4.19	3.59	4.23	3.79	4.19	3.49	3.82
Std Dev.	1.13	0.95	1.24	1.07	1.02	1.18	1.03	1.15	1.01	1.45	0.99	0.94	1.20	1.08	1.11	1.45	1.13	0.97	1.18	0.99
Std Error	0.11	0.15	0.28	0.28	0.21	0.15	0.16	0.13	0.21	0.46	0.26	0.22	0.22	0.22	0.14	0.46	0.12	0.14	0.16	0.49

QJ7_3_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	103	69	34	13	51	22	19	11	4	4	3	5	10	7	10	1	7	3	19	
Weighted Base	103*	91*	12**	3**	85*	9**	5**	2**	3**	8**	4**	7**	16**	10**	25**	2**	11**	2**	8**	
Effective Base	62	54	8	2	46	10	12	6	4	4	3	5	10	7	10	1	7	1	10	
Very dissatisfied	(1) 4	4	-	-	4	-	-	-	1	-	-	-	-	-	3	-	-	-	-	
	4%	-	1%	3%	4%	1%	-	-	24%	-	-	-	-	-	12%	-	-	4%	-	
Fairly dissatisfied	(2) 12	12	-	-	12	-	-	-	-	-	-	-	-	-	2	-	4	-	-	
	12%	13%	2%	3%	12%	3%	-	-	-	18%	-	63%	-	-	8%	-	38%	-	4%	
Neither satisfied or dissatisfied	(3) 19	19	-	-	16	2	1	-	1	4	-	-	1	3	2	-	5	-	2	
	19%	21%	1%	3%	19%	22%	16%	16%	16%	57%	-	-	9%	30%	8%	-	44%	-	27%	
Fairly satisfied	(4) 34	27	7	-	27	3	3	1	1	2	3	1	8	3	7	2	-	-	3	
	33%	30%	59%	12%	31%	32%	62%	41%	29%	24%	70%	16%	46%	26%	30%	100%	-	8%	38%	
Very satisfied	(5) 34	29	4	2	28	4	1	1	1	-	1	1	7	4	11	-	2	2	2	
	33%	32%	36%	77%	32%	42%	20%	42%	31%	-	30%	21%	44%	44%	42%	-	16%	68%	32%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	1%	3%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	68	56	11	3	54	7	4	2	2	2	4	2	15	7	18	2	2	2	5	
	66%	62%	96%	89%	63%	75%	82%	64%	60%	24%	100%	37%	97%	70%	73%	100%	18%	96%	70%	
NET Very/fairly dissatisfied	16	15	-	-	15	-	-	-	1	1	-	4	-	-	5	-	4	-	-	
	16%	17%	3%	6%	18%	4%	-	-	24%	18%	-	63%	-	-	19%	-	38%	4%	4%	
Mean	3.89	3.73	4.29	4.62	3.73	4.12	4.04	4.27	3.44	3.06	4.30	2.95	4.35	4.14	3.85	4.00	2.98	4.75	3.98	
Std Dev.	1.13	1.16	0.69	1.09	1.18	0.96	0.67	0.95	1.81	0.70	0.53	1.38	0.65	0.89	1.38	0.90	1.10	-	0.92	
Std Error	0.11	0.14	0.12	0.31	0.16	0.20	0.16	0.29	0.90	0.35	0.30	0.62	0.21	0.34	0.44	0.00	0.42	-	0.21	

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

QJ7_3_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 424

Base : Made a complaint about Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	103	64	17	84	37	64	7	11	17	3	5	47	40	10	4	2	87	6	44	45	7	5	1	89	6	83	20
Weighted Base	103*	61*	17**	84*	40**	61*	2**	7**	17**	4**	3**	46**	40**	12**	3**	2**	86*	6**	46**	44**	7**	4**	***	90*	4**	84*	18**
Effective Base	62	36	11	50	24	36	2	5	11	3	3	27	25	6	3	1	52	4	27	26	4	3	1	53	4	50	12
Very dissatisfied (1)	4	3	-	4	1	3	-	-	-	-	-	1	3	-	-	-	4	-	-	3	-	1	-	3	1	4	-
	4%	9%	-	4%	2%	9%	-	-	-	-	-	2%	7%	-	-	-	4%	-	-	7%	-	22%	-	3%	20%	4%	-
Fairly dissatisfied (2)	12	4	6	5	8	4	-	1	6	1	-	4	4	1	1	1	8	3	1	7	2	1	-	9	1	7	5
	12%	7%	37%	7%	19%	7%	-	19%	37%	39%	-	8%	11%	10%	40%	80%	9%	54%	3%	17%	23%	42%	-	10%	36%	9%	25%
Neither satisfied or dissatisfied (3)	19	11	2	17	9	11	-	2	6	10	2	6	10	2	2	-	15	2	11	6	-	-	-	17	-	18	1
	19%	17%	13%	20%	22%	17%	-	21%	13%	-	16%	12%	25%	17%	45%	20%	18%	36%	24%	14%	-	2%	100%	19%	11%	22%	5%
Fairly satisfied (4)	34	22	2	30	10	22	-	3	2	-	-	18	14	2	1	-	32	1	16	16	2	-	-	32	-	26	7
	33%	37%	12%	36%	25%	37%	-	42%	12%	-	9%	39%	34%	16%	15%	-	37%	10%	34%	36%	33%	-	-	35%	-	31%	41%
Very satisfied (5)	34	21	6	27	12	21	2	1	18	9	7	18	9	7	-	-	27	-	18	12	3	1	-	29	1	28	5
	33%	35%	36%	33%	31%	35%	100%	18%	36%	61%	72%	39%	22%	57%	-	31%	-	38%	26%	43%	34%	-	33%	31%	34%	34%	29%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	66	44	8	58	22	44	2	4	8	2	3	36	23	8	1	-	59	1	34	27	5	1	-	61	1	55	13
	66%	71%	48%	69%	55%	71%	100%	60%	48%	61%	81%	78%	57%	73%	15%	-	68%	10%	73%	62%	77%	34%	-	68%	31%	65%	70%
NET Very/fairly dissatisfied	16	7	7	9	9	7	-	1	7	1	-	4	7	1	1	1	12	3	1	10	2	2	-	12	2	11	5
	15%	11%	36%	11%	22%	11%	-	19%	38%	39%	2%	10%	18%	10%	40%	80%	14%	54%	3%	23%	23%	64%	-	13%	58%	13%	25%
Mean	3.80	3.90	3.46	3.86	3.64	3.90	5.00	3.60	3.46	3.84	4.48	4.06	3.54	4.20	2.75	2.20	3.82	2.56	4.08	3.59	3.97	2.82	3.00	3.84	2.84	3.81	3.73
Std Dev.	1.13	1.10	1.36	1.08	1.18	1.10	-	1.07	1.36	1.70	1.12	1.01	1.18	1.09	0.83	-	1.11	0.74	0.87	1.24	1.26	1.91	-	1.09	1.79	1.13	1.17
Std Error	0.11	0.14	0.34	0.12	0.20	0.14	-	0.32	0.34	0.98	0.50	0.15	0.19	0.35	0.41	-	0.12	0.30	0.13	0.19	0.48	0.86	-	0.12	0.73	0.12	0.26

QJ7_3_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 424

Base : Made a complaint about Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	103	17	85	1	52	49	2	90	10	2	1	102	-
Weighted Base	103*	13**	88*	2**	46**	54*	2**	94*	6**	2**	***	103*	..*
Effective Base	62	10	51	1	28	32	1	56	6	1	1	62	-
Very dissatisfied	(1) 4	-	4	-	4	-	-	4	-	-	-	4	-
	4%	-	4%	-	8%	-	-	4%	-	-	-	4%	-
Fairly dissatisfied	(2) 12	-	10	2	6	6	*	11	1	*	-	12	-
	12%	-	12%	100%	13%	11%	5%	11%	18%	3%	-	12%	-
Neither satisfied or dissatisfied	(3) 19	6	14	-	7	10	2	17	2	-	-	19	-
	19%	45%	16%	-	15%	19%	95%	18%	35%	-	-	19%	-
Fairly satisfied	(4) 34	5	28	-	15	19	-	30	2	2	-	34	-
	33%	42%	32%	-	32%	35%	-	32%	26%	97%	-	33%	-
Very satisfied	(5) 34	2	32	-	15	19	-	32	1	-	*	34	-
	33%	13%	36%	-	32%	35%	-	34%	20%	-	100%	33%	-
I don't know / Not applicable	-	-	*	-	-	*	-	*	-	-	-	*	-
	-	-	*	-	-	*	-	*	-	-	-	*	-
NET Very/fairly satisfied	68	7	60	-	29	38	-	63	3	2	*	67	-
	66%	55%	69%	-	64%	70%	-	66%	46%	97%	100%	66%	-
NET Very/fairly dissatisfied	16	-	14	2	10	6	-	14	1	*	-	16	-
	15%	-	16%	100%	21%	11%	5%	15%	18%	3%	-	15%	-
Mean	3.89	3.68	3.85	2.00	3.67	3.94	2.95	3.81	3.48	3.94	5.00	3.80	-
Std Dev.	1.13	0.72	1.16	-	1.28	0.99	0.29	1.15	1.11	0.47	-	1.13	-
Std Error	0.11	0.17	0.13	-	0.18	0.14	0.21	0.12	0.35	0.33	-	0.11	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_3_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 424

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	103	37	38	13	15	12	11	14	18	10	10	3	6	4	4	6	5
Weighted Base	103*	35**	37**	12**	19**	11**	12**	11**	18**	10**	10**	2**	6**	5**	4**	10**	5**
Effective Base	62	23	22	7	10	7	8	8	10	5	7	1	3	3	2	5	4
Very dissatisfied (1)	4	-	1	-	3	-	-	-	1	-	-	-	-	-	-	3	-
	4%	-	2%	-	18%	-	-	-	4%	1%	-	-	-	-	-	29%	-
Fairly dissatisfied (2)	12	9	2	2	-	5	2	1	-	-	1	1	-	-	-	-	-
	12%	25%	4%	13%	-	49%	19%	9%	-	1%	15%	92%	4%	-	-	-	-
Neither satisfied or dissatisfied (3)	19	7	7	1	4	2	4	2	2	1	2	4	-	1	2	-	2
	19%	20%	18%	12%	21%	16%	28%	14%	3%	22%	44%	-	-	29%	65%	-	31%
Fairly satisfied (4)	34	9	15	1	8	-	1	8	11	2	1	-	1	-	1	4	3
	33%	27%	40%	9%	45%	5%	10%	68%	65%	24%	12%	-	20%	-	30%	44%	69%
Very satisfied (5)	34	10	13	8	3	3	5	1	5	5	3	-	4	3	-	3	-
	33%	27%	35%	65%	18%	30%	43%	8%	27%	52%	28%	8%	76%	71%	5%	28%	9%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	68	19	28	9	12	4	7	9	16	8	4	-	5	3	1	7	3
	66%	54%	75%	75%	63%	34%	52%	76%	93%	76%	41%	8%	96%	71%	35%	71%	69%
NET Very/fairly dissatisfied	16	9	2	2	3	5	2	1	1	-	1	1	-	-	-	3	-
	15%	25%	6%	13%	15%	49%	15%	9%	4%	1%	15%	92%	4%	-	-	29%	-
Mean	3.80	3.56	4.01	4.27	3.51	3.15	3.76	3.76	4.11	4.26	3.54	2.25	4.69	4.41	3.40	3.42	3.77
Std Dev.	1.13	1.16	0.96	1.16	1.27	1.37	1.24	0.76	0.86	0.92	1.12	-	0.73	1.02	0.68	1.67	0.66
Std Error	0.11	0.19	0.16	0.32	0.33	0.40	0.38	0.21	0.20	0.29	0.35	-	0.30	0.51	0.34	0.68	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 425

Base : Made a complaint about DHL

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	131	6	125	71	60	72	59	31	39	33	13	12	2	1	70	46	15	3	85	45	
Weighted Base	151*	7**	145*	79*	72*	87*	65*	34**	50**	41**	12**	12**	2**	***	84*	53**	14**	2**	88*	62*	
Effective Base	82	5	77	43	38	44	38	19	25	23	7	7	1	1	44	30	8	1	47	34	
Very dissatisfied	(1) 5	-	5	1	4	5	-	1	3	1	-	-	-	-	4	1	-	-	4	1	
	3%	-	3%	1%	5%	6%	-	2%	6%	2%	-	2%	-	-	4%	2%	2%	-	4%	2%	
Fairly dissatisfied	(2) 10	2	7	4	5	8	2	2	3	3	-	1	2	-	4	3	2	2	8	2	
	6%	35%	5%	5%	7%	9%	3%	5%	5%	7%	-	5%	100%	-	5%	6%	17%	97%	9%	3%	
Neither satisfied or dissatisfied	(3) 19	-	19	4	15	5	13	8	10	1	-	-	-	-	18	1	-	-	7	11	
	12%	-	13%	4%	21%	6%	20%	22%	20%	2%	-	-	-	-	21%	2%	-	-	6%	18%	
Fairly satisfied	(4) 60	4	56	29	31	32	29	13	19	16	7	6	-	-	32	23	6	-	36	23	
	40%	58%	39%	37%	43%	36%	45%	39%	37%	39%	57%	49%	-	-	38%	43%	39%	-	41%	37%	
Very satisfied	(5) 55	*	57	41	17	37	21	11	15	20	5	6	-	*	27	25	6	33	25	33	
	38%	7%	40%	32%	23%	43%	32%	33%	31%	49%	43%	46%	-	100%	32%	48%	42%	3%	37%	41%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	116	4	114	70	48	69	49	25	34	36	12	12	-	*	59	48	12	*	69	48	
	78%	65%	79%	56%	66%	79%	76%	72%	68%	86%	100%	93%	-	100%	70%	91%	81%	3%	78%	77%	
NET Very/fairly dissatisfied	15	2	12	5	9	12	2	2	6	4	-	1	2	-	8	4	3	2	12	3	
	10%	35%	8%	7%	13%	14%	3%	6%	11%	10%	-	7%	100%	-	9%	8%	18%	97%	13%	6%	
Mean	4.04	3.38	4.07	4.13M	3.72	4.03	4.05	3.97	3.82	4.24	4.43	4.33	2.00	5.00	3.88	4.29	4.03	2.09	3.98	4.12	
Std Dev.	1.03	1.12	1.02	0.90	1.07	1.17	0.81	0.95	1.13	1.00	0.52	0.89	-	-	1.06	0.91	1.16	-	1.10	0.93	
Std Error	0.09	0.46	0.09	0.11	0.14	0.14	0.11	0.17	0.18	0.17	0.14	0.27	-	-	0.13	0.13	0.31	-	0.12	0.14	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 425

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	131	60	30	16	25	90	41	107	24	9	9	26	45	37	80	9	117	53	71	7
Weighted Base	151*	64*	40**	24**	24**	104*	48**	137*	14**	3**	8**	44**	50**	45**	98*	3**	143*	49**	90*	12**
Effective Base	82	35	18	13	16	53	29	71	13	4	5	20	30	22	53	4	75	28	49	5
Very dissatisfied (1)	5	-	4	1	-	4	1	4	1	-	-	3	1	*	4	-	4	3	1	1
	5%	-	10%	4%	-	4%	2%	3%	7%	-	-	7%	1%	-	4%	-	3%	6%	1%	8%
Fairly dissatisfied (2)	10	3	3	-	4	6	4	8	2	-	2	-	4	3	6	-	10	1	9	-
	6%	5%	7%	-	10%	6%	8%	6%	14%	-	47%	-	8%	8%	6%	-	7%	1%	10%	-
Neither satisfied or dissatisfied (3)	19	4	7	2	6	11	8	17	1	1	1	6	5	4	12	1	16	6	9	4
	12%	6%	17%	10%	24%	10%	17%	12%	10%	16%	16%	13%	11%	8%	12%	11%	12%	10%	33%	
Fairly satisfied (4)	60	37	8	9	7	45	15	58	3	*	1	13	21	26	34	*	60	15	43	2
	40%	57%	21%	37%	28%	43%	32%	42%	20%	12%	11%	29%	42%	58%	34%	12%	42%	31%	48%	15%
Very satisfied (5)	58	20	18	12	8	38	20	51	7	2	1	22	19	11	42	2	54	24	28	5
	38%	31%	46%	49%	33%	37%	41%	37%	47%	12%	22%	51%	38%	25%	43%	72%	38%	50%	31%	43%
I don't know / Not applicable	*	-	*	-	-	*	-	*	-	-	*	-	-	-	*	-	*	-	*	-
	*	-	*	-	-	*	-	1%	-	-	2%	-	-	-	*	-	*	-	*	-
NET Very/fairly satisfied	116	57	27	20	15	63	35	109	10	3	2	35	40	38	76	3	114	39	72	7
	78%	89%	67%	66%	61%	60%	74%	79%	67%	84%	33%	80%	84%	84%	78%	84%	80%	67%	75%	59%
NET Very/fairly dissatisfied	15	3	7	1	4	10	5	11	3	-	2	3	5	4	10	-	13	4	10	1
	10%	5%	16%	4%	15%	10%	10%	8%	22%	-	47%	7%	9%	8%	10%	-	9%	8%	11%	8%
Mean	4.04	4.15	3.87	4.27	3.79	4.04	4.03	4.06	3.86	4.56	3.09	4.16	4.09	4.05	4.07	4.56	4.05	4.16	3.99	3.86
Std Dev.	1.03	0.76	1.34	0.97	1.08	1.02	1.05	0.99	1.40	0.82	1.38	1.13	0.96	0.94	1.07	0.92	1.00	1.11	0.95	1.27
Std Error	0.09	0.10	0.25	0.24	0.22	0.11	0.16	0.10	0.29	0.31	0.49	0.22	0.14	0.14	0.12	0.31	0.09	0.15	0.11	0.48

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	131	91	40	14	70	22	28	11	3	4	3	5	13	9	16	10	7	3	19	
Weighted Base	151*	129*	22**	3**	130*	11**	8**	2**	3**	8**	4**	6**	21**	15**	38**	23**	11**	1**	10**	
Effective Base	82	71	11	3	63	14	17	7	3	4	3	5	12	7	15	10	7	2	13	
Very dissatisfied	(1) 5	4	1	-	4	-	1	-	1	-	-	-	-	-	3	-	-	-	-	
	5%	3%	6%	-	3%	2%	6%	-	34%	-	-	-	-	-	8%	-	-	-	2%	
Fairly dissatisfied	(2) 10	9	*	*	7	1	1	-	-	1	-	-	2	-	3	2	-	-	1	
	6%	7%	1%	5%	6%	10%	14%	-	-	17%	-	-	8%	-	7%	8%	-	-	11%	
Neither satisfied or dissatisfied	(3) 12%	11%	17%	2%	12%	14%	6%	21%	-	23%	-	-	11%	34%	12%	10%	-	-	16%	
Fairly satisfied	(4) 60	50	10	1	51	6	3	1	-	5	2	6	9	5	12	3	8	1	5	
	40%	39%	47%	19%	39%	51%	32%	66%	-	60%	36%	100%	45%	35%	32%	15%	68%	89%	46%	
Very satisfied	(5) 58	52	6	2	52	3	3	*	2	-	3	-	8	5	16	16	4	*	3	
	36%	40%	28%	70%	40%	23%	38%	13%	65%	-	64%	-	36%	31%	41%	66%	32%	11%	22%	
I don't know / Not applicable		*	*	3%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	116	102	17	3	102	9	6	1	2	5	4	6	17	10	28	19	11	1	7	
	76%	75%	75%	89%	75%	74%	72%	79%	65%	65%	100%	100%	81%	65%	73%	63%	100%	100%	71%	
NET Very/fairly dissatisfied	15	13	2	*	11	1	2	-	1	1	-	-	2	-	6	2	-	-	1	
	10%	10%	7%	5%	9%	12%	21%	-	34%	17%	-	-	8%	34%	15%	8%	-	-	13%	
Mean	4.04	4.06	3.92	4.60	4.07	3.84	3.85	3.93	3.65	3.44	4.64	4.00	4.10	3.96	3.91	4.43	4.32	4.11	3.61	
Std Dev.	1.03	1.03	1.03	0.94	1.02	1.00	1.35	-	2.32	0.81	0.55	0.00	0.90	0.83	1.25	0.97	0.49	-	1.05	
Std Error	0.09	0.11	0.16	0.26	0.12	0.21	0.26	-	1.34	0.40	0.31	0.00	0.25	0.28	0.31	0.31	0.18	-	0.24	

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

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 425

Base : Made a complaint about DHL

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	131	91	14	115	38	91	7	16	14	1	3	55	51	16	6	2	108	8	65	42	16	6	2	107	8	105	26
Weighted Base	161*	101*	22**	129*	49**	101*	2**	7**	22**	1**	4**	65*	58*	19**	7**	1**	123*	9**	73*	52**	22**	3**	2**	124*	5**	122*	29**
Effective Base	82	56	10	70	25	56	3	8	10	1	3	34	32	9	5	1	66	6	41	29	9	3	2	70	5	65	17
Very dissatisfied (1)	5	1	4	1	4	1	-	-	4	-	1	*	3	*	-	-	4	-	1	-	3	-	1	1	1	4	1
	3%	1%	20%	-	9%	1%	-	-	20%	-	27%	1%	6%	*	-	-	3%	-	1%	-	14%	-	45%	1%	21%	3%	2%
Fairly dissatisfied (2)	10	8	-	10	2	8	-	2	-	-	-	1	7	2	*	-	8	*	6	2	-	1	-	8	1	6	4
	6%	8%	-	7%	3%	8%	-	28%	-	-	-	2%	12%	8%	1%	-	6%	1%	8%	4%	-	56%	-	7%	30%	5%	12%
Neither satisfied or dissatisfied (3)	19	7	4	15	11	7	1	1	4	-	-	1	10	6	1	-	11	1	3	7	9	-	-	9	-	16	2
	12%	7%	17%	12%	23%	7%	31%	19%	17%	-	-	2%	16%	33%	11%	-	9%	9%	4%	13%	41%	-	-	8%	-	13%	6%
Fairly satisfied (4)	60	41	10	49	18	41	-	-	10	-	2	27	22	5	6	-	49	6	29	24	7	1	-	53	1	47	14
	40%	41%	45%	36%	37%	41%	-	-	45%	-	44%	47%	38%	28%	88%	-	40%	-	39%	46%	31%	40%	-	42%	21%	38%	46%
Very satisfied (5)	88	44	4	54	14	44	1	4	4	1	1	35	15	6	-	1	51	1	35	19	3	-	1	54	1	49	9
	36%	43%	18%	42%	28%	43%	69%	51%	18%	100%	29%	44%	27%	30%	-	100%	41%	16%	48%	37%	14%	-	55%	43%	25%	40%	31%
I don't know / Not applicable	*	-	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-	*	-	*
	*	*	-	*	-	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	4%	-	-	-	-	*
NET Very/fairly satisfied	118	85	14	103	32	85	1	4	14	1	3	62	37	11	6	1	100	8	63	43	10	1	1	106	2	96	23
	78%	84%	63%	80%	65%	84%	69%	51%	63%	100%	73%	85%	65%	58%	88%	100%	81%	90%	67%	83%	45%	40%	55%	85%	47%	78%	78%
NET Very/fairly dissatisfied	15	8	4	10	6	8	-	2	4	-	1	2	2	*	*	-	12	*	7	2	3	1	1	9	2	10	4
	10%	8%	20%	8%	12%	8%	-	28%	20%	-	27%	2%	12%	9%	1%	-	10%	1%	9%	4%	14%	56%	45%	7%	51%	8%	14%
Mean	4.19	4.04	3.40	4.14	3.72	4.19	4.38	3.74	3.40	5.00	3.50	4.47	3.68	3.79	3.87	5.00	4.10	4.05	4.24	4.16	3.31	2.83	3.21	4.21	3.01	4.06	3.92
Std Dev	1.03	0.92	1.38	0.93	1.18	0.92	-	1.46	1.38	-	1.82	0.70	1.17	1.00	0.41	-	1.02	0.58	0.94	0.81	1.18	1.27	2.67	0.89	1.75	1.02	1.06
Std Error	0.09	0.10	0.37	0.09	0.19	0.10	-	0.38	0.37	-	1.05	0.09	0.16	0.26	0.17	-	0.10	0.20	0.12	0.12	0.30	0.57	1.89	0.09	0.66	0.10	0.21

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 425

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	131	13	114	4	56	63	12	117	11	2	1	130	-
Weighted Base	151*	10**	136*	6**	62*	74*	16**	136*	12**	3**	***	151*	**
Effective Base	82	6	73	3	31	41	9	73	6	2	1	81	-
Very dissatisfied (1)	6	3	2	-	4	1	-	4	*	1	-	5	-
	3%	32%	1%	-	7%	1%	-	3%	*	38%	-	3%	-
Fairly dissatisfied (2)	10	-	9	*	1	5	4	8	2	-	-	10	-
	6%	-	7%	9%	1%	6%	27%	6%	13%	-	-	6%	-
Neither satisfied or dissatisfied (3)	19	2	15	1	4	12	2	17	1	-	*	18	-
	12%	23%	11%	15%	7%	17%	12%	13%	11%	-	100%	12%	-
Fairly satisfied (4)	60	4	56	-	26	32	2	55	3	2	-	60	-
	40%	44%	47%	-	43%	43%	12%	41%	26%	62%	-	40%	-
Very satisfied (5)	55	*	54	4	26	24	6	52	6	-	-	58	-
	38%	1%	39%	76%	42%	33%	46%	38%	46%	-	-	38%	-
I don't know / Not applicable	-	-	*	-	*	-	-	*	-	-	-	*	-
	-	-	*	-	*	-	-	*	-	-	-	*	-
NET Very/fairly satisfied	118	4	110	4	53	56	10	107	9	2	-	118	-
	78%	45%	81%	76%	85%	76%	61%	79%	76%	62%	-	78%	-
NET Very/fairly dissatisfied	18	3	11	*	5	5	4	12	2	1	-	15	-
	10%	32%	9%	9%	8%	7%	27%	9%	12%	38%	-	10%	-
Mean	4.04	2.82	4.11	4.44	4.13	4.00	3.83	4.05	4.11	2.87	3.00	4.04	-
Std Dev.	1.03	1.38	0.94	1.14	1.07	0.92	1.33	1.00	1.11	1.84	-	1.03	-
Std Error	0.09	0.38	0.09	0.57	0.14	0.12	0.38	0.09	0.33	1.30	-	0.09	-

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	131	36	34	32	29	9	13	14	19	9	6	10	9	13	9	12	8
Weighted Base	151*	41**	36**	44**	30**	4**	20**	17**	18**	13**	5**	10**	14**	20**	8**	15**	8**
Effective Base	82	22	19	23	17	3	8	11	10	6	5	6	7	11	6	8	4
Very dissatisfied (1)	5	1	-	-	4	+	1	-	-	-	-	-	-	-	-	4	-
	3%	2%	-	-	14%	5%	3%	-	-	-	-	-	-	-	-	28%	-
Fairly dissatisfied (2)	10	4	-	5	+	+	1	3	-	-	-	1	4	-	-	-	+
	6%	10%	-	12%	2%	1%	3%	19%	-	-	-	14%	27%	-	-	-	6%
Neither satisfied or dissatisfied (3)	16	5	5	4	4	+	4	1	-	3	3	2	+	1	3	1	-
	12%	13%	15%	9%	13%	11%	19%	7%	-	20%	49%	21%	3%	7%	38%	5%	-
Fairly satisfied (4)	60	22	14	15	10	3	8	10	7	5	2	5	1	9	1	5	4
	40%	53%	38%	34%	33%	81%	42%	58%	40%	39%	30%	49%	10%	44%	17%	31%	54%
Very satisfied (5)	58	9	17	19	12	+	6	3	11	5	1	2	8	10	4	5	3
	38%	23%	48%	44%	39%	1%	33%	16%	60%	41%	21%	15%	60%	49%	45%	35%	40%
I don't know / Not applicable	+	-	-	+	-	-	-	-	-	-	-	+	-	-	-	-	-
	+	-	-	+	-	-	-	-	-	-	-	1%	-	-	-	-	-
NET Veryfairly satisfied	118	31	31	34	22	3	15	13	18	10	3	7	10	18	5	10	7
	78%	75%	85%	79%	72%	83%	75%	74%	100%	80%	51%	64%	70%	93%	62%	67%	94%
NET Veryfairly dissatisfied	16	5	-	5	5	+	1	3	-	-	-	1	4	-	-	4	+
	10%	12%	-	12%	15%	7%	6%	19%	-	-	-	14%	27%	-	-	28%	6%
Mean	4.04	3.85	4.33	4.12	3.83	3.72	4.00	3.71	4.60	4.21	3.71	3.65	4.03	4.42	4.07	3.46	4.28
Std Dev.	1.03	0.96	0.73	1.01	1.35	0.87	0.97	0.99	0.50	0.79	0.87	0.95	1.35	0.64	0.97	1.68	0.81
Std Error	0.09	0.16	0.12	0.18	0.25	0.29	0.27	0.26	0.12	0.26	0.36	0.32	0.45	0.18	0.32	0.49	0.29

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
+ small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 426

Base : Made a complaint about FedEx

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	116	4	112	64	52	66	50	27	34	35	13	6	-	1	61	48	7	1	82	33	
Weighted Base	132*	7**	125*	71*	61*	83*	49*	33**	39**	42**	11**	5**	-**	2**	71*	54*	7**	2**	88*	44**	
Effective Base	76	4	71	40	35	43	34	18	21	25	6	3	-	1	39	31	4	1	51	24	
Very dissatisfied	(1) 5	2	2	-	5	1	4	-	-	2	2	-	-	-	-	5	-	-	-	-	
	4%	37%	2%	-	8%	1%	8%	-	-	5%	22%	-	-	-	-	9%	-	-	5%	-	
Fairly dissatisfied	(2) 13	-	13	4	9	8	5	8	3	3	-	-	-	-	10	3	-	-	8	6	
	10%	-	11%	6%	15%	10%	10%	24%	7%	7%	-	-	-	-	14%	6%	-	-	9%	12%	
Neither satisfied or dissatisfied	(3) 12	-	12	6	6	8	3	2	6	5	-	-	2	-	7	5	-	-	10	2	
	9%	-	9%	8%	10%	10%	7%	5%	14%	11%	-	3%	-	-	10%	9%	2%	-	12%	4%	
Fairly satisfied	(4) 50	2	48	24	26	28	22	14	15	16	2	3	-	-	29	18	3	-	38	12	
	38%	34%	38%	34%	42%	34%	45%	41%	39%	38%	19%	66%	-	-	40%	34%	48%	-	43%	27%	
Very satisfied	(5) 52	2	50	37	15	37	15	10	15	16	7	2	-	2	25	23	4	2	27	25	
	39%	28%	40%	32**	25%	45%	30%	30%	40%	39%	59%	31%	-	100%	35%	43%	50%	100%	31%	57%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	102	4	98	61	41	65	37	23	30	32	9	5	-	2	54	41	7	2	65	37	
	77%	53%	78%	66%	67%	79%	75%	72%	79%	77%	78%	97%	-	100%	76%	77%	96%	100%	74%	84%	
NET Very/fairly dissatisfied	18	2	16	4	14	9	9	8	3	5	2	-	-	-	10	8	-	-	13	6	
	14%	37%	12%	6%	23%	11%	18%	24%	7%	12%	22%	-	-	-	14%	14%	-	-	14%	12%	
Mean	3.99	3.17	4.04	4.32M	3.61	4.11	3.80	3.78	4.12	3.98	3.93	4.29	-	5.00	3.96	3.97	4.48	5.00	3.85	4.28	
Std Dev.	1.10	1.86	1.04	0.86	1.24	1.03	1.21	1.13	0.91	1.14	1.68	0.57	-	-	1.02	1.25	0.58	-	1.12	1.02	
Std Error	0.10	0.93	0.10	0.11	0.17	0.13	0.17	0.22	0.16	0.19	0.46	0.23	-	-	0.13	0.18	0.22	-	0.12	0.18	

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 426

Base : Made a complaint about FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	116	50	26	17	23	76	40	97	19	11	11	25	35	31	71	11	103	49	65	2
Weighted Base	132*	49**	37**	26**	19**	87*	45**	119*	13**	8**	10**	31**	49**	31**	90*	8**	123*	48**	79*	4**
Effective Base	76	28	19	14	16	46	29	66	9	5	7	19	24	19	49	5	69	27	45	2
Very dissatisfied (1)	5	2	2	-	-	5	-	4	1	-	-	1	3	1	4	-	5	-	5	-
	4%	9%	7%	-	-	5%	-	3%	9%	-	-	4%	5%	3%	4%	-	4%	-	6%	-
Fairly dissatisfied (2)	13	4	6	3	-	11	3	12	2	2	-	3	3	3	6	2	12	1	8	4
	10%	8%	17%	11%	-	12%	6%	10%	14%	22%	-	10%	5%	10%	6%	22%	9%	3%	10%	100%
Neither satisfied or dissatisfied (3)	12	5	1	4	3	6	6	10	2	-	1	3	5	2	9	-	11	6	6	-
	9%	10%	2%	14%	10%	6%	14%	6%	14%	3%	9%	11%	6%	6%	10%	3%	9%	10%	7%	-
Fairly satisfied (4)	50	22	13	8	7	35	15	45	6	1	7	7	19	17	33	1	49	14	36	-
	38%	44%	36%	30%	37%	40%	33%	37%	43%	10%	72%	23%	38%	54%	37%	10%	40%	29%	45%	-
Very satisfied (5)	52	16	14	12	9	31	21	49	3	5	2	17	20	8	39	5	47	27	25	-
	39%	33%	39%	45%	40%	35%	47%	41%	21%	62%	15%	54%	41%	27%	43%	65%	38%	56%	31%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	102	38	28	20	17	68	36	94	8	6	8	24	39	25	71	6	96	41	61	-
	77%	77%	75%	76%	85%	76%	80%	79%	64%	72%	91%	76%	79%	81%	80%	75%	76%	65%	77%	-
NET Very/fairly dissatisfied	19	6	9	3	-	15	3	15	3	2	-	4	5	4	9	2	16	1	12	4
	14%	13%	24%	11%	-	18%	6%	13%	22%	22%	-	14%	11%	13%	10%	22%	13%	3%	16%	100%
Mean	3.99	3.93	3.83	4.10	4.34	3.88	4.21	4.04	3.54	4.17	4.09	4.15	4.03	3.95	4.08	4.17	3.99	4.39	3.87	2.00
Std Dev.	1.10	1.09	1.30	1.02	0.74	1.18	0.91	1.08	1.26	1.33	0.95	1.17	1.11	1.03	1.08	1.33	1.09	0.80	1.15	0.00
Std Error	0.10	0.15	0.28	0.25	0.15	0.14	0.14	0.11	0.29	0.40	0.17	0.23	0.19	0.18	0.13	0.40	0.11	0.11	0.14	0.00

QJ7_5.3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	116	82	34	12	67	17	22	10	3	2	7	4	15	12	9	9	6	2	15	
Weighted Base	132*	113*	19**	3**	116*	8**	6**	2**	3**	3**	10**	5**	24**	17**	22**	23**	9**	1**	7**	
Effective Base	76	64	10	2	60	10	13	6	3	2	7	4	14	11	9	9	6	1	9	
Very dissatisfied	(1) 8	5	-	-	4	1	-	-	-	-	-	-	1	-	2	-	-	-	1	
	4%	-	1%	3%	3%	13%	2%	-	-	-	-	-	5%	-	17%	-	-	-	10%	
Fairly dissatisfied	(2) 13	13	-	-	13	1	-	-	-	-	1	3	-	-	-	7	2	-	1	
	10%	12%	1%	6%	11%	7%	3%	-	-	-	14%	51%	-	-	-	31%	18%	-	8%	
Neither satisfied or dissatisfied	(3) 9%	12	12	-	8	2	1	-	-	-	2	-	1	3	3	-	-	-	2	
	10%	10%	1%	4%	7%	22%	24%	15%	-	-	16%	-	4%	16%	14%	-	-	-	23%	
Fairly satisfied	(4) 50	36	14	-	44	3	1	2	1	1	3	1	15	8	7	3	5	1	2	
	38%	32%	74%	12%	38%	36%	25%	65%	32%	38%	26%	24%	60%	48%	34%	13%	58%	87%	28%	
Very satisfied	(5) 52	48	4	2	47	2	3	-	2	2	4	1	8	6	9	13	2	-	2	
	39%	42%	23%	74%	41%	23%	46%	20%	68%	62%	44%	22%	32%	35%	40%	56%	24%	13%	24%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	102	84	18	3	91	5	4	2	3	3	7	2	22	15	16	16	7	1	3	
	77%	74%	87%	88%	79%	58%	70%	85%	100%	100%	70%	49%	92%	84%	74%	69%	82%	100%	62%	
NET Very/fairly dissatisfied	14%	18	18	-	16	2	-	-	-	-	1	3	1	-	2	7	2	-	2	
	10%	16%	16%	2%	14%	20%	5%	-	-	-	14%	51%	5%	-	11%	31%	18%	-	23%	
Mean	3.99	3.96	4.18	4.48	4.02	3.48	4.08	4.05	4.68	4.62	3.89	3.23	4.15	4.19	3.92	3.84	3.88	4.13	3.38	
Std Dev.	1.10	1.17	0.57	1.26	1.10	1.36	1.09	0.78	0.57	0.60	1.14	1.46	0.88	0.72	1.28	1.37	1.03	-	1.45	
Std Error	0.10	0.13	0.10	0.37	0.13	0.33	0.23	0.25	0.33	0.42	0.43	0.73	0.23	0.21	0.43	0.46	0.42	-	0.37	

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

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 426

Base : Made a complaint about FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	116	77	11	102	36	77	8	13	11	2	3	49	48	12	5	2	97	7	57	45	11	2	-	102	2	99	17
Weighted Base	132*	91*	9**	119*	37**	91*	5**	7**	9**	1**	3**	55**	59*	13**	4**	1**	114*	5**	65*	56*	8**	3**	-**	120*	3**	109*	23**
Effective Base	75	50	8	66	23	50	3	7	8	1	2	29	34	8	3	1	63	5	33	34	6	2	-	66	2	63	12
Very dissatisfied (1)	5	4	1	4	1	4	-	-	1	-	1	1	3	-	1	-	4	1	1	2	-	-	-	4	-	1	4
	4%	4%	12%	3%	3%	4%	-	-	12%	-	44%	2%	4%	-	28%	-	3%	21%	2%	4%	-	-	-	3%	-	1%	15%
Fairly dissatisfied (2)	13	7	2	9	3	7	2	2	2	-	-	6	3	3	-	1	9	1	4	8	-	1	-	12	1	11	2
	10%	8%	16%	8%	9%	8%	34%	26%	16%	-	-	10%	6%	25%	-	90%	8%	24%	7%	13%	-	48%	-	10%	48%	10%	10%
Neither satisfied or dissatisfied (3)	12	8	1	10	4	8	-	1	1	-	-	1	10	1	-	-	11	-	5	6	1	-	-	10	-	10	2
	9%	8%	15%	9%	11%	8%	-	21%	15%	16%	12%	3%	16%	7%	-	-	10%	-	7%	10%	19%	-	-	9%	-	9%	7%
Fairly satisfied (4)	50	30	4	45	19	30	1	2	4	-	-	22	21	5	1	-	43	1	19	25	6	-	-	44	-	41	9
	36%	33%	44%	36%	50%	33%	16%	29%	44%	-	-	40%	36%	43%	33%	-	36%	24%	29%	45%	76%	-	-	37%	-	37%	41%
Very satisfied (5)	52	42	1	51	10	42	3	2	1	1	1	25	22	3	2	-	47	2	35	15	-	1	-	50	1	45	6
	39%	46%	12%	43%	27%	46%	50%	23%	12%	84%	44%	45%	38%	25%	39%	10%	41%	37%	59%	26%	5%	52%	-	42%	52%	42%	27%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	102	72	5	95	29	72	3	4	5	1	1	48	43	8	3	-	91	3	54	40	6	1	-	94	1	86	16
	77%	75%	56%	80%	77%	79%	66%	53%	56%	84%	44%	86%	74%	68%	72%	10%	79%	55%	84%	72%	81%	52%	-	78%	52%	79%	68%
NET Very/fairly dissatisfied	18	11	3	13	4	11	2	2	3	-	1	7	6	3	1	1	12	2	6	10	-	1	-	16	1	12	6
	14%	12%	29%	11%	12%	12%	34%	26%	29%	-	44%	12%	10%	25%	28%	90%	11%	43%	9%	13%	-	48%	-	13%	48%	11%	25%
Mean	3.99	4.10	3.27	4.09	3.89	4.10	3.82	3.50	3.27	4.68	3.00	4.17	3.97	3.68	3.54	2.29	4.07	3.20	4.26	3.76	3.86	3.55	-	4.04	3.55	4.09	3.55
Std Dev.	1.10	1.11	1.30	1.05	1.01	1.11	1.51	1.20	1.30	-	2.41	1.02	1.09	1.15	1.91	-	1.05	1.75	0.99	1.13	0.50	1.88	-	1.09	1.88	1.01	1.41
Std Error	0.10	0.13	0.39	0.10	0.17	0.13	0.53	0.33	0.39	-	1.39	0.15	0.16	0.33	0.85	-	0.11	0.68	0.13	0.17	0.15	1.33	-	0.11	1.33	0.10	0.34

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 426

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	116	13	98	5	48	59	9	100	13	2	1	115	-
Weighted Base	132*	15**	111*	6**	60**	63*	9**	118*	11**	3**	***	132*	**
Effective Base	78	8	63	4	30	39	7	65	8	2	1	74	-
Very dissatisfied	6	2	2	-	*	5	-	4	1	-	-	5	-
(1)	4%	16%	2%	-	*	7%	-	3%	10%	-	-	4%	-
Fairly dissatisfied	13	1	11	1	5	8	-	9	1	3	-	13	-
(2)	10%	9%	10%	22%	9%	13%	-	8%	17%	100%	-	10%	-
Neither satisfied or dissatisfied	12	1	11	1	5	5	1	10	2	-	-	12	-
(3)	9%	3%	9%	16%	9%	9%	12%	8%	16%	-	-	9%	-
Fairly satisfied	50	7	42	2	25	23	2	44	6	-	-	50	-
(4)	38%	43%	37%	34%	41%	37%	24%	37%	54%	-	-	38%	-
Very satisfied	52	4	46	2	25	21	6	51	1	-	*	52	-
(5)	39%	29%	41%	29%	41%	34%	64%	43%	8%	-	100%	39%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	102	11	88	4	49	44	8	95	7	-	*	102	-
NET Very/fairly dissatisfied	18	4	13	1	5	13	-	13	2	3	-	18	-
Mean	3.99	3.59	4.06	3.70	4.15	3.77	4.52	4.10	3.39	2.00	5.00	3.99	-
Std Dev.	1.10	1.45	1.04	1.22	0.92	1.26	0.74	1.05	1.15	0.00	-	1.10	-
Std Error	0.10	0.40	0.11	0.54	0.13	0.16	0.25	0.10	0.32	0.00	-	0.10	-

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 426

Base : Made a complaint about FedEx

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	116	23	42	28	23	6	6	11	25	8	9	7	9	12	8	5	10
Weighted Base	132*	27**	40**	43**	21**	4**	8**	15**	24**	8**	8**	9**	14**	20**	5**	6**	10**
Effective Base	75	16	24	22	14	3	5	8	13	6	5	6	7	10	6	4	6
Very dissatisfied	(1) 5	-	1	4	-	-	-	-	-	1	-	-	1	2	-	-	-
	4%	-	3%	8%	-	-	-	-	-	14%	1%	-	8%	12%	-	-	-
Fairly dissatisfied	(2) 13	-	6	7	-	-	-	-	2	2	3	1	3	3	*	-	-
	10%	-	16%	16%	1%	-	-	-	8%	22%	36%	19%	19%	14%	4%	-	-
Neither satisfied or dissatisfied	(3) 12	1	2	3	6	-	-	1	1	-	1	2	-	2	1	1	4
	9%	4%	5%	8%	26%	-	-	8%	3%	-	16%	17%	-	8%	17%	13%	39%
Fairly satisfied	(4) 50	16	18	6	10	4	4	8	13	3	2	1	2	3	2	3	5
	38%	57%	46%	14%	47%	88%	47%	55%	54%	41%	25%	13%	13%	15%	39%	51%	48%
Very satisfied	(5) 52	10	12	24	6	1	4	5	9	2	2	5	8	10	2	2	1
	39%	38%	31%	54%	26%	12%	53%	38%	36%	24%	21%	55%	60%	51%	41%	36%	13%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	102	26	31	30	16	4	8	13	22	5	4	6	10	13	4	5	6
	77%	96%	76%	69%	73%	100%	100%	92%	90%	65%	47%	68%	73%	66%	79%	87%	61%
NET Veryfairly dissatisfied	16	-	8	10	-	-	-	-	2	3	3	1	4	5	*	-	-
	14%	-	19%	24%	1%	-	-	8%	35%	37%	15%	27%	26%	26%	4%	-	-
Mean	3.99	4.34	3.85	3.91	3.99	4.12	4.53	4.30	4.19	3.39	3.29	4.08	3.99	3.79	4.16	4.23	3.74
Std Dev.	1.10	0.57	1.13	1.42	0.77	0.37	0.53	0.63	0.83	1.50	1.28	1.21	1.49	1.51	0.93	0.72	0.71
Std Error	0.10	0.12	0.17	0.27	0.16	0.15	0.22	0.19	0.17	0.53	0.43	0.46	0.50	0.44	0.33	0.32	0.22

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	248	30	218	101	147	98	150	51	52	60	37	28	11	9	103	97	48	20	205	41	
Weighted Base	254	39**	215	93*	161*	103*	151*	61*	60*	54*	40**	24**	6**	8**	121*	94*	38**	14**	193	57*	
Effective Base	166	25	132	58	98	59	98	35	36	37	23	15	5	5	71	60	25	10	121	33	
Very dissatisfied	37	9	28	4	33	15	23	8	7	11	3	4	1	2	15	14	8	4	30	5	
(1)	12%	15%	13%	5%	20%	14%	15%	13%	12%	19%	9%	19%	23%	29%	12%	15%	21%	26%	15%	9%	
Fairly dissatisfied	26	4	22	6	20	7	19	4	3	4	9	3	2	2	6	13	7	4	23	3	
(2)	10%	11%	10%	7%	12%	7%	12%	6%	4%	8%	22%	13%	30%	22%	8%	14%	16%	27%	12%	5%	
Neither satisfied or dissatisfied	51	6	45	12	39	17	34	21	11	6	9	3	*	1	32	15	4	1	39	12	
(3)	20%	16%	21%	13%	24%	17%	22%	18%	19%	12%	21%	13%	3%	9%	27%	16%	10%	6%	20%	21%	
Fairly satisfied	76	13	65	31	47	30	49	18	22	16	12	9	-	1	40	28	10	1	55	22	
(4)	31%	33%	30%	33%	29%	29%	32%	30%	36%	30%	30%	38%	-	15%	33%	30%	27%	8%	28%	38%	
Very satisfied	57	6	52	38	20	35	23	11	18	14	7	3	3	2	28	21	8	5	44	13	
(5)	23%	14%	24%	41%	12%	34%	15%	17%	29%	25%	19%	14%	47%	26%	23%	23%	21%	33%	23%	23%	
I don't know / Not applicable	4	1	3	1	3	-	4	-	-	3	-	1	-	-	-	3	1	-	2	2	
	2%	3%	2%	1%	2%	-	3%	-	-	6%	-	4%	-	-	-	3%	3%	-	1%	4%	
NET Very/fairly satisfied	135	18	117	69	67	64	71	29	39	30	19	13	3	3	68	49	18	6	99	35	
	53%	47%	55%	72%	41%	62%	47%	47%	65%	55%	48%	52%	47%	40%	56%	52%	48%	41%	51%	61%	
NET Very/fairly dissatisfied	63	13	50	11	52	22	41	12	10	15	12	8	4	4	21	27	15	7	53	9	
	26%	34%	23%	12%	32%	21%	27%	19%	16%	27%	30%	31%	56%	51%	18%	28%	39%	53%	27%	14%	
Mean	3.37	3.04	3.43	4.00M	3.01	3.60	3.21	3.32	3.67	3.37	3.28	3.16	3.04	2.87	3.49	3.33	3.08	2.95	3.32	3.63	
Std Dev.	1.34	1.43	1.32	1.13	1.33	1.39	1.29	1.22	1.27	1.49	1.25	1.39	1.85	1.70	1.26	1.38	1.50	1.70	1.36	1.19	
Std Error	0.09	0.26	0.09	0.11	0.11	0.14	0.11	0.17	0.18	0.20	0.21	0.27	0.56	0.57	0.12	0.14	0.22	0.38	0.10	0.10	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 427

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	249	96	63	41	48	159	89	177	68	19	23	45	84	60	152	19	218	86	151	12
Weighted Base	254	94*	79*	39**	43*	172*	82*	200	50*	15**	19**	50*	85*	62*	155*	15**	223	71*	167	16**
Effective Base	156	57	43	28	32	99	59	116	42	12	15	30	52	36	96	12	137	49	100	8
Very dissatisfied (1)	37	9	9	6	11	18	19	23	14	2	5	6	16	6	27	2	34	10	27	-
	10%	10%	11%	20%	25%	11%	32%	12%	33%	12%	24%	12%	19%	9%	17%	12%	19%	14%	16%	-
Fairly dissatisfied (2)	26	8	8	5	4	17	9	19	7	3	1	5	10	5	15	3	20	6	17	3
	10%	9%	11%	13%	10%	10%	11%	10%	14%	18%	8%	9%	12%	8%	10%	18%	9%	8%	10%	18%
Neither satisfied or dissatisfied (3)	51	23	13	6	9	36	14	36	15	3	4	8	13	19	24	3	44	11	37	3
	20%	25%	17%	15%	21%	21%	18%	18%	29%	20%	19%	16%	15%	31%	16%	20%	20%	15%	22%	20%
Fairly satisfied (4)	78	31	28	11	8	59	19	70	6	4	4	15	28	21	47	4	70	17	57	4
	31%	34%	35%	29%	18%	34%	23%	38%	12%	26%	19%	30%	33%	34%	30%	26%	32%	24%	34%	27%
Very satisfied (5)	57	20	18	9	10	38	19	47	8	2	6	16	19	9	41	2	51	25	26	6
	22%	22%	23%	23%	23%	22%	23%	24%	15%	16%	33%	32%	22%	15%	26%	16%	23%	31%	16%	35%
I don't know / Not applicable	4	1	2	-	1	3	1	3	1	1	-	1	-	2	1	1	3	2	2	-
	2%	1%	3%	-	2%	2%	1%	2%	2%	7%	-	2%	-	3%	1%	7%	1%	3%	1%	-
NET Very/fairly satisfied	135	52	46	20	17	98	38	118	14	6	10	31	47	30	87	6	122	42	83	10
	53%	55%	58%	53%	41%	57%	47%	52%	27%	42%	52%	61%	55%	49%	56%	42%	54%	60%	50%	62%
NET Very/fairly dissatisfied	63	18	17	13	15	35	28	42	21	4	6	10	26	11	42	4	54	16	45	3
	25%	19%	22%	33%	36%	20%	34%	21%	42%	30%	30%	21%	31%	17%	27%	30%	24%	22%	27%	18%
Mean	3.37	3.48	3.49	3.23	3.02	3.49	3.12	3.51	2.72	3.17	3.30	3.62	3.27	3.39	3.39	3.17	3.38	3.61	3.23	3.78
Std Dev.	1.34	1.22	1.29	1.47	1.54	1.25	1.50	1.28	1.41	1.34	1.60	1.35	1.42	1.14	1.42	1.34	1.35	1.43	1.31	1.14
Std Error	0.09	0.13	0.16	0.23	0.22	0.10	0.16	0.10	0.17	0.32	0.33	0.20	0.16	0.15	0.12	0.32	0.09	0.16	0.11	0.33

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	248	175	73	26	136	38	52	22	14	20	11	15	15	16	17	13	15	3	35	
Weighted Base	254	226	28**	3**	215	10**	18**	5**	10**	34**	15**	19**	22**	23**	40**	29**	23**	***	16**	
Effective Base	166	139	17	23	120	20	26	14	14	19	11	15	14	15	17	13	14	3	19	
Very dissatisfied	(1) 37	30	7	1	32	2	2	1	1	7	4	3	4	-	5	2	7	-	2	
	15%	13%	23%	27%	15%	11%	13%	16%	13%	21%	30%	13%	17%	-	12%	7%	29%	-	11%	
Fairly dissatisfied	(2) 26	23	3	*	24	2	*	-	2	-	2	4	-	1	2	8	6	-	2	
	10%	10%	9%	5%	11%	10%	2%	-	22%	-	14%	21%	-	4%	4%	26%	24%	-	10%	
Neither satisfied or	51	45	6	1	44	3	2	1	1	13	4	5	2	2	11	6	-	-	3	
dissatisfied	(3) 20%	20%	22%	20%	21%	16%	13%	29%	12%	37%	29%	27%	11%	8%	28%	20%	-	19%	16%	
Fairly satisfied	(4) 78	70	8	1	63	7	6	3	2	7	-	4	10	12	13	7	9	-	7	
	31%	31%	28%	31%	29%	40%	33%	52%	19%	21%	-	19%	45%	51%	32%	22%	40%	-	41%	
Very satisfied	(5) 67	53	4	*	47	3	7	*	3	7	4	3	5	6	8	7	2	-	3	
	22%	24%	14%	17%	22%	21%	38%	3%	33%	21%	28%	14%	22%	37%	15%	24%	7%	7%	20%	
I don't know / Not	4	4	-	-	4	-	-	-	-	-	-	1	1	-	2	-	-	-	-	
applicable	2%	2%	-	-	2%	-	-	-	-	-	-	5%	5%	-	5%	-	-	-	-	
NET Very/fairly	135	123	12	1	110	10	13	3	5	15	4	6	15	20	20	14	11	-	10	
satisfied	53%	55%	43%	46%	51%	61%	72%	55%	62%	43%	28%	32%	67%	87%	51%	47%	47%	61%	10%	
NET Very/fairly	63	53	10	1	56	3	3	1	4	7	6	7	4	1	6	10	12	-	3	
dissatisfied	26%	24%	36%	32%	26%	21%	15%	16%	35%	21%	43%	34%	17%	4%	16%	33%	53%	-	21%	
Mean	3.37	3.42	2.95	3.06	3.32	3.51	3.84	3.26	3.38	3.23	2.62	3.00	3.57	4.20	3.45	3.31	2.72	4.62	3.48	
Std Dev.	1.34	1.32	1.44	1.84	1.35	1.27	1.36	1.24	1.53	1.36	1.61	1.29	1.37	0.76	1.23	1.31	1.44	-	1.27	
Std Error	0.09	0.10	0.17	0.36	0.12	0.21	0.19	0.26	0.41	0.31	0.48	0.34	0.37	0.19	0.31	0.36	0.37	-	0.21	

Proportions/Means. Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 427

Base : Made a complaint about Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH Income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH Income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	248	126	71	173	118	126	9	31	71	8	27	93	101	23	24	7	194	31	126	87	23	8	3	213	11	144	104
Weighted Base	284	118*	74*	172	129*	118*	4**	21**	74*	9**	18**	91**	105**	23**	32**	3**	196	35**	127*	97*	18**	8**	2**	224	10**	152*	102*
Effective Base	196	75	49	104	78	75	-	19	49	7	16	54	66	15	19	4	120	22	77	57	15	6	2	134	8	91	66
Very dissatisfied (1)	37	10	19	15	23	10	-	4	19	2	7	14	8	8	5	1	22	7	23	8	2	4	-	31	4	18	19
	75%	9%	38%	9%	18%	9%	7%	18%	25%	16%	37%	15%	8%	36%	17%	36%	11%	16%	18%	8%	10%	54%	-	14%	44%	8	12%
Fairly dissatisfied (2)	26	9	8	18	17	9	-	1	8	3	4	4	18	2	2	-	22	2	9	13	2	2	-	22	2	14	12
	10%	8%	11%	10%	13%	8%	-	5%	11%	28%	24%	5%	41%	7%	7%	-	17%	6%	7%	13%	10%	21%	-	10%	16%	9%	17%
Neither satisfied or dissatisfied (3)	81	29	10	39	21	29	3	9	10	-	1	14	21	7	8	-	36	8	14	31	5	1	-	45	1	28	23
	20%	24%	14%	23%	16%	24%	74%	42%	14%	-	6%	16%	20%	31%	25%	4%	18%	23%	17%	32%	28%	17%	3%	20%	14%	18%	23%
Fairly satisfied (4)	78	36	21	57	42	36	-	3	21	3	2	29	39	1	7	2	68	9	42	26	8	1	1	68	2	45	33
	31%	31%	28%	33%	33%	31%	-	13%	28%	28%	11%	32%	37%	4%	23%	55%	35%	26%	33%	26%	46%	9%	61%	30%	19%	30%	33%
Very satisfied (5)	87	34	14	41	21	34	1	5	14	2	3	29	18	3	8	-	45	9	35	19	1	-	1	54	1	45	13
	23%	29%	19%	24%	17%	29%	19%	22%	19%	17%	17%	31%	17%	12%	25%	5%	24%	23%	28%	19%	8%	-	36%	24%	7%	55%	12%
I don't know / Not applicable	4	-	2	2	4	-	-	-	2	1	1	-	-	2	1	-	1	1	3	1	-	-	-	4	-	2	2
	2%	-	3%	1%	3%	-	-	-	3%	11%	6%	1%	-	9%	4%	-	1%	3%	2%	1%	-	-	-	2%	-	7%	2%
NET Very/fairly satisfied	135	70	35	98	64	70	1	7	35	4	5	58	57	4	15	2	115	17	78	44	10	1	2	122	3	90	46
	53%	59%	47%	57%	49%	59%	19%	35%	47%	45%	27%	63%	54%	16%	48%	60%	59%	49%	61%	45%	54%	9%	97%	54%	26%	59%	45%
NET Very/fairly dissatisfied	63	19	27	33	41	19	-	5	27	4	11	18	26	10	7	1	45	9	33	21	4	6	-	53	6	32	31
	25%	16%	34%	29%	31%	16%	7%	23%	36%	44%	60%	20%	29%	42%	23%	36%	23%	23%	26%	21%	20%	75%	-	24%	60%	27%	30%
Mean	3.37	3.63%	3.06	3.33%	3.17	3.63	3.23	3.16	3.06	3.03	2.44	3.60	3.38	2.44	3.33	2.92	3.48	3.29	3.46	3.35	3.32	1.80	4.33	3.41	2.29	3.52%	3.08
Std Dev	1.34	1.23	1.50	1.22	1.38	1.23	1.15	1.36	1.50	1.54	1.57	1.38	1.19	1.43	1.41	1.79	1.29	1.42	1.45	1.17	1.11	1.07	0.74	1.34	1.45	1.33	1.32
Std Error	0.09	0.11	0.18	0.09	0.13	0.11	0.38	0.24	0.18	0.58	0.31	0.14	0.12	0.30	0.29	0.68	0.09	0.28	0.13	0.13	0.23	0.38	0.43	0.09	0.44	0.11	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 427

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	248	18	225	5	93	134	21	231	15	1	-	247	1
Weighted Base	254	9**	240	4**	87*	142*	25**	236	17**	2**	-.**	254	***
Effective Base	156	7	147	2	54	89	14	146	10	1	-	156	1
Very dissatisfied (1)	37	-	37	-	8	27	2	37	-	-	-	37	-
	16%	2%	15%	-	9%	19%	10%	16%	-	-	-	15%	-
Fairly dissatisfied (2)	26	1	25	-	9	12	5	26	-	-	-	26	-
	10%	14%	10%	-	10%	9%	20%	11%	-	-	-	10%	-
Neither satisfied or dissatisfied (3)	91	1	49	1	17	29	5	41	8	2	-	51	-
	20%	10%	21%	14%	20%	20%	19%	17%	51%	100%	-	20%	-
Fairly satisfied (4)	78	3	71	3	32	38	9	73	5	-	-	78	*
	31%	35%	30%	75%	35%	27%	35%	31%	30%	-	-	31%	100%
Very satisfied (5)	57	4	53	1	21	32	4	54	3	-	-	57	-
	23%	39%	22%	11%	24%	23%	16%	23%	16%	-	-	23%	-
I don't know / Not applicable	4	-	4	-	1	3	-	4	-	-	-	4	-
	2%	-	2%	-	1%	2%	-	2%	-	-	-	2%	-
NET Very/fairly satisfied	135	7	125	4	52	70	13	127	8	-	-	135	*
	53%	74%	52%	86%	60%	49%	51%	54%	49%	-	-	53%	100%
NET Very/fairly dissatisfied	63	2	62	-	16	39	7	63	-	-	-	63	-
	25%	16%	26%	-	19%	28%	29%	27%	-	-	-	25%	-
Mean	3.37	3.95	3.34	3.97	3.57	3.26	3.29	3.35	3.67	3.00	-	3.37	4.00
Std Dev.	1.34	1.17	1.35	0.57	1.22	1.42	1.26	1.38	0.79	-	-	1.34	-
Std Error	0.09	0.27	0.09	0.26	0.13	0.12	0.27	0.09	0.20	-	-	0.09	-

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 427

Base : Made a complaint about Evri

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	248	66	73	62	47	15	20	31	29	24	20	21	24	17	10	17	20
Weighted Base	254	61*	71*	72*	50**	15**	17**	29**	21**	30**	20**	22**	24**	12**	20**	18**	
Effective Base	156	43	43	42	29	9	14	20	14	17	12	14	16	12	7	12	11
Very dissatisfied	(1) 37	10	10	7	11	3	3	4	2	5	3	2	4	-	3	6	3
	19%	16%	13%	9%	23%	20%	19%	12%	10%	15%	11%	11%	16%	-	24%	29%	15%
Fairly dissatisfied	(2) 26	5	8	10	3	*	1	4	5	-	3	3	1	5	2	2	*
	10%	8%	11%	13%	7%	*	9%	12%	23%	-	16%	15%	4%	23%	15%	8%	*
Neither satisfied or dissatisfied	(3) 51	14	8	10	18	3	4	6	3	3	2	4	1	5	5	3	10
	20%	23%	12%	14%	37%	21%	26%	21%	13%	10%	12%	20%	4%	22%	43%	17%	56%
Fairly satisfied	(4) 78	18	28	24	9	5	4	8	3	16	9	9	13	2	-	4	4
	31%	29%	39%	33%	18%	34%	25%	26%	16%	52%	43%	42%	49%	7%	-	22%	25%
Very satisfied	(5) 57	14	18	19	6	4	3	8	8	7	3	3	7	9	1	5	1
	23%	23%	25%	27%	13%	24%	15%	27%	38%	22%	15%	12%	27%	39%	10%	23%	3%
I don't know / Not applicable	4	1	-	2	1	-	1	-	-	-	-	-	-	2	1	-	-
	2%	2%	-	3%	2%	-	7%	-	-	-	-	-	-	9%	9%	-	-
NET Veryfairly satisfied	135	31	45	43	15	8	7	16	12	22	12	12	21	11	1	9	5
	53%	51%	64%	60%	31%	58%	40%	55%	54%	75%	58%	54%	76%	47%	10%	45%	28%
NET Veryfairly dissatisfied	63	15	17	16	15	3	5	7	7	5	6	6	5	5	4	8	3
	25%	24%	22%	23%	30%	20%	27%	24%	33%	15%	30%	26%	20%	23%	38%	38%	19%
Mean	3.37	3.35	3.51	3.56	2.91	3.42	3.09	3.45	3.50	3.66	3.28	3.29	3.68	3.69	2.54	3.02	3.01
Std Dev.	1.34	1.36	1.34	1.29	1.32	1.44	1.38	1.34	1.47	1.28	1.33	1.21	1.37	1.29	1.26	1.59	1.03
Std Error	0.09	0.17	0.16	0.17	0.19	0.37	0.32	0.24	0.27	0.26	0.30	0.26	0.28	0.32	0.42	0.39	0.23

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 428

Base : Made a complaint about DPD

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	116	4	114	68	50	71	47	23	40	27	13	10	2	3	63	40	15	5	91	26	
Weighted Base	136*	5**	130*	76*	59*	82*	53*	26**	45**	35**	12**	11**	4**	2**	71*	47**	18**	6**	94*	41**	
Effective Base	76	3	72	42	33	43	32	15	26	19	7	6	2	1	41	26	9	3	54	21	
Very dissatisfied	(1) 10	-	10	5	4	5	4	-	4	5	-	-	-	-	4	5	-	-	7	3	
Fairly dissatisfied	(2) 12	-	12	3	7	6	8	-	9	15	-	-	-	3%	6%	11%	-	1%	7%	7%	
Neither satisfied or dissatisfied	(3) 9%	-	10%	3%	17%	9%	9%	2%	11%	9%	15%	20%	-	-	7%	10%	13%	-	11%	5	
Fairly satisfied	(4) 11	-	11	5	6	6	5	4	4	2	-	*	-	-	8	2	*	-	5	6	
Very satisfied	(5) 47	2	45	34	13	37	10	10	14	12	7	3	-	2	24	18	5	2	29	18	
I don't know / Not applicable	(6) 35%	44%	34%	44%	23%	45%	18%	37%	32%	33%	55%	25%	-	97%	34%	39%	27%	31%	31%	43%	
NET Very/fairly satisfied	103	5	97	63	39	64	39	22	32	24	10	9	4	2	53	34	15	6	72	31	
NET Very/fairly dissatisfied	76%	100%	75%	83%	66%	75%	72%	82%	71%	69%	85%	79%	100%	97%	75%	73%	86%	99%	76%	75%	
Mean	3.87	4.44	3.85	4.10	3.58	4.02	3.65	4.18	3.73	3.63	4.25	3.83	4.00	4.86	3.90	3.79	3.99	4.28	3.82	3.99	
Std Dev.	1.19	0.55	1.21	1.14	1.21	1.21	1.14	0.78	1.28	1.43	1.09	1.06	0.00	1.02	1.14	1.36	0.94	0.63	1.19	1.20	
Std Error	0.11	0.28	0.11	0.14	0.17	0.14	0.17	0.16	0.20	0.27	0.30	0.34	0.00	0.59	0.14	0.22	0.24	0.28	0.12	0.23	

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 428

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	118	51	28	15	24	79	39	98	20	9	13	33	36	25	82	9	107	51	63	4
Weighted Base	130*	50**	37**	25**	24**	87*	49**	125*	10**	3**	8**	49**	45**	29**	102*	3**	131*	47**	78*	10**
Effective Base	76	27	20	13	17	46	29	67	10	4	8	25	24	16	56	4	72	27	44	4
Very dissatisfied (1)	10	4	3	1	2	7	3	9	*	-	1	-	4	4	5	*	9	1	6	3
	7%	7%	8%	5%	7%	8%	8%	8%	1%	-	16%	-	9%	14%	5%	1%	7%	3%	7%	27%
Fairly dissatisfied (2)	12	2	5	2	3	7	5	12	-	-	-	4	6	2	10	-	12	*	12	-
	9%	3%	14%	9%	14%	8%	11%	10%	-	-	-	9%	13%	7%	10%	-	9%	*	16%	-
Neither satisfied or dissatisfied (3)	11	5	2	2	2	7	4	11	*	-	1	3	4	3	8	-	11	2	7	2
	8%	10%	6%	6%	10%	8%	8%	8%	4%	-	14%	7%	8%	10%	8%	-	8%	5%	9%	19%
Fairly satisfied (4)	56	24	13	12	6	37	18	52	3	*	1	26	13	14	40	*	53	20	31	5
	41%	49%	35%	48%	27%	43%	38%	42%	31%	13%	16%	52%	28%	49%	39%	13%	41%	42%	39%	54%
Very satisfied (5)	47	15	14	8	10	29	16	40	7	2	4	16	18	6	39	2	45	24	23	-
	35%	31%	38%	33%	42%	33%	37%	32%	64%	88%	55%	32%	41%	21%	38%	66%	34%	50%	30%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	103	40	27	20	16	68	36	93	10	3	6	41	31	20	78	3	98	43	54	5
	79%	80%	72%	80%	69%	75%	73%	74%	95%	99%	71%	84%	69%	69%	77%	89%	75%	92%	69%	94%
NET Very/fairly dissatisfied	22	5	8	3	5	14	8	22	*	*	1	4	10	6	16	*	22	2	18	3
	16%	11%	22%	14%	20%	16%	17%	17%	1%	1%	16%	9%	23%	21%	16%	1%	17%	3%	23%	27%
Mean	3.87	3.93	3.78	3.93	3.85	3.86	3.89	3.82	4.96	4.82	3.94	4.07	3.78	3.55	3.93	4.62	3.85	4.36	3.89	3.00
Std Dev.	1.19	1.11	1.31	1.11	1.31	1.19	1.20	1.21	0.70	0.69	1.55	0.87	1.36	1.30	1.16	0.69	1.20	0.84	1.25	1.34
Std Error	0.11	0.16	0.25	0.29	0.27	0.13	0.19	0.12	0.16	0.23	0.43	0.15	0.23	0.28	0.13	0.23	0.12	0.12	0.16	0.67

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 428

Base : Made a complaint about DPD

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	118	82	36	19	68	19	19	12	4	3	7	6	8	9	11	9	11	2	17	
Weighted Base	136*	123*	13**	4**	121*	8**	5**	2**	4**	6**	10**	8**	14**	13**	27**	22**	17**	***	8**	
Effective Base	76	67	8	3	62	12	10	7	4	3	7	6	8	9	11	9	11	2	12	
Very dissatisfied (1)	10	9	*	*	8	1	*	-	-	2	-	1	-	1	-	3	2	*	1	
	7%	6%	1%	3%	7%	14%	1%	-	-	25%	-	15%	-	11%	-	12%	9%	33%	13%	
Fairly dissatisfied (2)	12	12	*	-	12	1	*	-	-	-	3	-	-	-	3	4	2	-	1	
	9%	10%	2%	-	10%	6%	4%	-	-	-	30%	-	-	-	9%	20%	11%	-	7%	
Neither satisfied or dissatisfied (3)	11	9	2	*	9	1	1	*	1	-	2	1	2	-	-	-	3	-	1	
	8%	7%	17%	7%	7%	16%	13%	27%	21%	-	16%	16%	14%	-	-	-	18%	-	16%	
Fairly satisfied (4)	56	50	6	1	51	3	1	1	-	5	3	2	8	8	15	4	7	*	2	
	41%	40%	47%	19%	42%	31%	29%	55%	-	75%	26%	18%	53%	62%	54%	21%	41%	67%	31%	
Very satisfied (5)	47	43	4	3	42	3	3	*	3	-	2	4	5	4	10	10	4	-	3	
	35%	35%	33%	72%	34%	33%	53%	18%	70%	-	25%	50%	33%	27%	35%	47%	21%	-	34%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	103	92	10	3	92	5	4	1	3	5	5	6	12	12	25	15	11	*	5	
	79%	75%	80%	91%	75%	64%	82%	73%	79%	75%	51%	69%	86%	89%	91%	69%	63%	67%	64%	
NET Very/fairly dissatisfied	22	22	*	*	20	2	*	-	-	2	3	1	-	1	3	7	3	*	2	
	16%	18%	2%	3%	17%	20%	5%	-	-	25%	32%	15%	-	11%	9%	32%	20%	33%	20%	
Mean	3.87	3.85	4.11	4.56	3.87	3.63	4.30	3.92	4.58	3.26	3.44	3.88	4.20	3.95	4.17	3.72	3.55	3.00	3.65	
Std Dev.	1.19	1.22	0.83	0.99	1.19	1.44	1.01	-	0.95	1.41	1.25	1.52	0.88	1.15	0.86	1.54	1.23	-	1.44	
Std Error	0.11	0.14	0.14	0.23	0.14	0.33	0.23	-	0.48	0.81	0.47	0.62	0.24	0.38	0.28	0.51	0.37	-	0.35	

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 428

Base : Made a complaint about DPD

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	118	72	18	100	46	72	6	10	18	1	3	58	32	20	7	1	90	8	57	46	7	6	1	103	7	96	22
Weighted Base	136*	85*	22**	114*	51*	85*	2**	11*	22**	1**	2**	67*	38**	20**	11**	***	105*	11**	67*	55*	7**	4**	1**	122*	6**	109*	27**
Effective Base	75	45	14	62	31	45	2	5	14	1	2	35	23	11	6	1	58	6	36	31	3	3	1	67	4	60	15
Very dissatisfied (1)	10	6	3	6	3	6	-	-	3	-	-	2	3	3	2	-	5	2	2	4	-	2	1	7	3	5	4
	7%	7%	15%	6%	6%	7%	-	-	15%	-	-	4%	7%	13%	15%	-	9%	14%	4%	8%	1%	34%	100%	5%	49%	3%	16%
Fairly dissatisfied (2)	12	5	5	7	8	5	-	-	5	-	-	3	3	4	2	-	6	2	4	8	*	-	-	12	-	10	2
	9%	6%	25%	6%	15%	6%	-	-	25%	-	-	5%	7%	22%	19%	-	6%	18%	6%	15%	3%	-	-	10%	-	10%	8%
Neither satisfied or dissatisfied (3)	11	4	6	5	7	4	-	-	6	-	-	4	3	2	2	-	7	2	5	6	-	1	-	11	1	9	2
	8%	4%	30%	4%	15%	4%	-	-	30%	-	-	6%	9%	6%	15%	-	7%	15%	7%	11%	-	11%	-	9%	9%	8%	7%
Fairly satisfied (4)	56	31	4	51	25	31	-	1	4	-	-	28	19	5	3	-	47	3	28	19	6	2	-	47	2	45	11
	41%	36%	21%	45%	49%	36%	-	20%	21%	-	-	42%	50%	26%	33%	-	45%	32%	42%	34%	96%	54%	-	39%	42%	41%	41%
Very satisfied (5)	47	40	2	45	7	40	1	4	2	1	2	29	10	6	2	*	39	2	27	18	-	-	-	45	-	39	8
	35%	47%	10%	59%	15%	47%	100%	80%	10%	100%	97%	43%	27%	37%	15%	100%	37%	16%	41%	33%	-	-	-	37%	-	36%	29%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	103	70	7	96	33	70	1	5	7	1	2	57	29	11	5	-	86	5	56	37	6	2	-	92	2	84	19
	76%	83%	31%	94%	64%	83%	100%	100%	31%	100%	97%	85%	77%	56%	48%	100%	82%	48%	63%	67%	96%	54%	-	76%	42%	77%	70%
NET Very/fairly dissatisfied	22	11	8	13	11	11	-	-	8	-	*	6	5	7	3	-	11	3	7	12	*	2	1	19	3	16	6
	16%	13%	39%	12%	21%	13%	-	-	39%	-	3%	9%	14%	35%	33%	-	11%	33%	10%	22%	4%	34%	100%	15%	49%	14%	23%
Mean	3.87	4.86	2.87	4.59	3.51	4.09	5.00	4.80	2.87	5.00	4.88	4.16	3.83	3.39	3.15	5.00	4.04	3.17	4.10	3.70	3.92	2.85	1.00	3.92	2.44	3.94	3.60
Std Dev.	1.19	1.19	1.22	1.09	1.11	1.19	-	0.45	1.22	-	0.92	1.01	1.14	1.48	1.36	-	1.07	1.37	1.03	1.29	0.44	1.56	-	1.16	1.58	1.13	1.41
Std Error	0.11	0.14	0.29	0.11	0.16	0.14	-	0.14	0.29	-	0.53	0.13	0.20	0.33	0.51	-	0.11	0.48	0.14	0.19	0.16	0.64	-	0.11	0.60	0.12	0.30

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 428

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	118	18	97	3	52	58	8	104	11	1	1	116	1
Weighted Base	136*	13**	118*	5**	57**	68*	11**	120*	12**	3**	***	135*	1**
Effective Base	76	8	65	2	29	40	6	67	7	1	1	74	1
Very dissatisfied (1)	19	1	8	-	5	4	-	10	-	-	-	10	-
	7%	10%	7%	-	10%	6%	-	8%	-	-	-	7%	-
Fairly dissatisfied (2)	12	2	11	-	3	6	3	11	2	-	-	12	-
	9%	12%	9%	-	6%	9%	23%	9%	13%	-	-	9%	-
Neither satisfied or dissatisfied (3)	11	-	11	-	4	3	4	10	1	-	-	11	-
	8%	1%	9%	-	8%	4%	33%	8%	9%	-	-	8%	-
Fairly satisfied (4)	56	9	42	5	25	27	3	45	7	3	-	55	1
	47%	66%	36%	100%	44%	40%	32%	38%	58%	100%	-	47%	100%
Very satisfied (5)	47	1	46	-	18	27	1	44	2	-	-	47	-
	36%	11%	39%	-	32%	40%	12%	37%	20%	-	100%	36%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	103	10	88	5	43	55	5	90	10	3	*	102	1
	76%	78%	75%	100%	76%	81%	44%	75%	78%	100%	100%	76%	100%
NET Very/fairly dissatisfied	22	3	19	-	9	10	3	20	2	-	-	22	-
	16%	22%	16%	-	16%	15%	23%	17%	12%	-	-	16%	-
Mean	3.87	3.57	3.90	4.00	3.83	4.00	3.32	3.87	3.86	4.00	5.00	3.87	4.00
Std Dev.	1.19	1.18	1.22	0.00	1.23	1.17	1.01	1.23	0.92	0.00	-	1.19	-
Std Error	0.11	0.28	0.12	0.00	0.17	0.15	0.36	0.12	0.28	0.00	-	0.11	-

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 428

Base : Made a complaint about DPD

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	118	38	42	19	19	10	16	12	20	10	12	4	11	4	7	7	5
Weighted Base	136*	41**	46**	27**	21**	9**	21**	11**	16**	16**	15**	4**	16**	7**	6**	10**	5**
Effective Base	78	24	25	13	13	8	11	6	10	7	9	2	8	3	5	6	3
Very dissatisfied	(1) 10	-	3	4	3	-	-	-	1	-	2	-	4	-	2	-	1
	7%	-	6%	14%	14%	-	-	-	8%	-	11%	-	23%	-	24%	-	28%
Fairly dissatisfied	(2) 12	2	4	4	2	-	2	-	1	-	3	-	4	-	-	*	2
	9%	6%	8%	10%	10%	-	11%	-	3%	-	23%	-	26%	-	-	2%	38%
Neither satisfied or dissatisfied	(3) 11	3	6	2	-	-	3	-	2	1	3	2	-	-	-	-	-
	8%	8%	13%	6%	-	5%	14%	-	13%	9%	17%	40%	-	-	-	-	-
Fairly satisfied	(4) 66	25	22	2	7	8	8	9	7	9	6	2	*	-	-	5	2
	41%	61%	47%	9%	31%	33%	37%	62%	41%	57%	42%	55%	1%	-	-	50%	34%
Very satisfied	(5) 47	10	12	15	10	*	8	2	6	5	1	*	8	7	5	5	-
	35%	25%	26%	56%	45%	3%	38%	18%	35%	34%	8%	5%	51%	100%	76%	48%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	103	35	34	17	16	8	16	11	12	14	7	2	8	7	5	10	2
	76%	86%	73%	65%	76%	95%	75%	100%	76%	91%	49%	60%	52%	100%	76%	98%	34%
NET Veryfairly dissatisfied	22	2	7	8	5	-	2	-	2	-	5	-	8	-	2	*	3
	16%	6%	14%	28%	24%	-	11%	-	12%	-	33%	-	48%	-	24%	2%	66%
Mean	3.87	4.05	3.78	3.78	3.83	3.98	4.02	4.18	3.91	4.25	3.13	3.65	3.31	5.00	4.05	4.44	2.39
Std Dev.	1.19	0.75	1.12	1.59	1.48	0.29	1.00	0.40	1.20	0.63	1.21	0.67	1.82	*	1.85	0.64	1.35
Std Error	0.11	0.12	0.17	0.36	0.34	0.09	0.25	0.12	0.27	0.20	0.35	0.33	0.55	*	0.70	0.24	0.61

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	124	5	119	66	58	79	45	26	33	31	12	13	3	6	59	43	22	9	100	22	
Weighted Base	122*	6**	116*	60*	63*	77*	45**	22**	34**	33**	10**	13**	3**	7**	56*	43**	23**	10**	90*	28**	
Effective Base	70	4	65	34	35	45	25	16	21	18	5	7	2	3	36	23	11	5	53	15	
Very dissatisfied	(1)	4	-	4	2	2	3	1	2	-	1	-	-	-	2	1	-	-	3	-	
		3%	-	3%	3%	4%	1%	9%	-	4%	-	2%	-	-	4%	3%	1%	-	3%	2%	
Fairly dissatisfied	(2)	5	-	5	*	4	3	2	1	2	2	-	*	-	3	2	*	*	3	2	
	(4%)	-	-	4%	1%	7%	4%	5%	5%	6%	-	1%	-	2%	5%	4%	1%	1%	4%	6%	
Neither satisfied or dissatisfied	(3)	12	2	11	6	6	6	3	6	*	-	1	-	2	9	*	3	2	12	*	
		10%	30%	10%	9%	10%	13%	17%	15%	1%	-	8%	-	29%	16%	1%	13%	20%	13%	2%	
Fairly satisfied	(4)	57	4	53	27	30	29	28	6	16	16	2	10	2	5	22	18	16	6	39	14
	(47%)	62%	46%	45%	48%	38%	62%	29%	46%	50%	20%	76%	52%	68%	39%	43%	70%	63%	44%	48%	
Very satisfied	(5)	43	*	42	25	34	9	9	11	8	2	1	*	-	20	19	3	1	30	12	
	(35%)	8%	36%	41%	29%	44%	19%	42%	32%	34%	80%	14%	40%	1%	36%	45%	13%	13%	34%	43%	
I don't know / Not applicable	(6)	2	-	2	-	2	2	*	-	2	-	-	-	-	2	*	*	*	2	-	
	(1%)	-	-	2%	-	3%	2%	1%	-	5%	-	-	8%	-	-	4%	1%	2%	2%	-	
NET Very/satisfied	100	4	95	51	48	63	37	16	27	28	10	12	3	5	43	38	20	8	70	26	
	(81%)	70%	82%	86%	77%	81%	81%	71%	79%	84%	100%	90%	92%	69%	76%	88%	84%	76%	78%	91%	
NET Very/dissatisfied	8	-	8	2	6	6	2	3	2	3	-	*	-	*	5	3	*	*	6	2	
	(7%)	-	7%	4%	10%	8%	5%	14%	5%	10%	-	3%	-	2%	9%	7%	2%	1%	7%	7%	
Mean	4.08	3.78	4.10	4.20	3.96	4.15	3.96	3.90	4.06	4.10	4.80	3.99	4.44	3.68	4.00	4.27	3.95	3.89	4.03	4.25	
Std Dev.	0.94	0.62	0.96	0.90	0.98	1.03	0.76	1.29	0.83	1.01	0.42	0.67	0.62	0.57	1.03	0.94	0.65	0.65	0.98	0.89	
Std Error	0.09	0.28	0.09	0.11	0.13	0.12	0.11	0.25	0.15	0.18	0.12	0.18	0.44	0.23	0.13	0.15	0.14	0.23	0.10	0.10	

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 429

Base : Made a complaint about Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	124	52	32	16	24	84	40	95	28	16	16	24	37	30	77	16	107	62	59	3
Weighted Base	122*	48**	33**	21**	20**	82*	41**	104*	17**	7**	19**	29**	43**	27**	87*	7**	114*	50*	65*	7**
Effective Base	70	27	19	12	12	46	24	58	11	8	8	17	24	15	48	8	63	31	36	3
Very dissatisfied	(1) 4	1	1	2	*	2	2	3	1	1	-	*	2	1	2	1	3	1	1	2
	3%	2%	2%	7%	1%	2%	4%	3%	4%	11%	-	*	4%	4%	2%	11%	2%	2%	2%	22%
Fairly dissatisfied	(2) 5	2	*	1	2	2	3	2	3	3	*	-	1	*	2	3	2	2	3	-
	4%	4%	*	7%	8%	2%	7%	2%	17%	40%	2%	-	3%	1%	2%	40%	2%	3%	5%	-
Neither satisfied or	12	5	1	*	*	6	6	9	3	*	4	2	5	1	11	*	12	5	4	3
dissatisfied	(3) 10%	11%	3%	*	30%	8%	15%	9%	18%	7%	27%	8%	11%	4%	13%	7%	10%	11%	7%	38%
Fairly satisfied	(4) 57	21	21	8	6	43	14	51	6	*	6	14	20	17	40	*	57	17	37	3
	47%	44%	64%	39%	31%	52%	35%	50%	32%	1%	43%	47%	47%	61%	46%	1%	50%	35%	56%	39%
Very satisfied	(5) 43	19	8	9	6	27	15	37	5	3	4	13	13	8	30	3	39	25	16	-
	35%	35%	25%	46%	30%	33%	38%	35%	27%	41%	26%	44%	31%	31%	35%	41%	34%	50%	27%	-
I don't know / Not	2	-	2	-	-	2	-	2	*	-	*	-	2	-	2	-	2	-	2	-
applicable	1%	-	5%	-	-	2%	-	2%	1%	-	2%	-	4%	-	2%	-	2%	-	3%	-
NET Very/fairly	100	40	30	16	12	70	30	88	10	3	10	26	34	25	70	3	95	42	55	3
satisfied	81%	83%	89%	85%	60%	86%	73%	85%	59%	42%	69%	91%	75%	91%	81%	42%	84%	84%	83%	39%
NET Very/fairly	8	3	1	3	2	4	5	5	4	4	*	*	3	1	4	4	5	2	5	2
dissatisfied	7%	6%	2%	14%	9%	4%	12%	5%	22%	51%	2%	*	7%	5%	4%	51%	4%	5%	7%	22%
Mean	4.08	4.14	4.17	4.09	3.80	4.15	3.95	4.15	3.61	3.22	3.94	4.35	4.02	4.14	4.12	3.22	4.12	4.28	4.05	2.94
Std Dev.	0.94	0.93	0.89	1.22	1.02	0.84	1.12	0.87	1.22	1.69	0.82	0.68	0.98	0.85	0.87	1.69	0.86	0.86	0.86	1.23
Std Error	0.09	0.13	0.13	0.30	0.21	0.09	0.18	0.09	0.24	0.42	0.21	0.14	0.16	0.16	0.10	0.42	0.08	0.11	0.11	0.71

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 429

Base : Made a complaint about Parcelforce

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	124	78	46	18	57	24	28	15	1	2	3	6	10	9	10	8	8	1	23	
Weighted Base	122	102	21**	2**	101*	11**	7**	2**	1**	4**	4**	8**	17**	13**	24**	20**	11**	***	11**	
Effective Base	70	59	11	16	51	14	18	12	1	2	3	6	10	9	10	8	8	1	14	
Very dissatisfied	(1)	4	3	-	-	2	1	-	-	-	-	-	-	-	-	-	2	-	1	
	3%	3%	1%	-	2%	10%	6%	16%	-	-	-	-	-	-	-	-	14%	-	10%	
Fairly dissatisfied	(2)	5	5	-	-	4	-	-	-	-	1	1	-	-	-	2	-	-	-	
	4%	5%	1%	4%	4%	2%	1%	21%	-	-	31%	17%	-	-	-	8%	-	-	2%	
Neither satisfied or dissatisfied	(3)	12	12	-	-	11	1	1	-	-	-	-	1	2	3	-	3	2	-	
	10%	12%	1%	7%	10%	7%	12%	11%	-	-	-	12%	9%	24%	-	13%	20%	-	7%	
Fairly satisfied	(4)	57	45	12	50	3	4	-	-	3	3	4	6	4	16	8	6	-	3	
	47%	44%	58%	40%	49%	29%	49%	17%	-	71%	69%	53%	35%	31%	67%	41%	53%	-	30%	
Very satisfied	(5)	43	35	8	34	6	2	-	1	1	-	1	9	4	8	8	1	-	6	
	35%	34%	38%	37%	34%	52%	31%	22%	100%	29%	-	17%	56%	32%	33%	38%	12%	100%	52%	
I don't know / Not applicable	2	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	
	1%	2%	1%	12%	2%	-	-	11%	-	-	-	-	-	12%	-	-	-	-	-	
NET Very/fairly satisfied	100	80	20	2	84	9	6	1	1	4	3	6	15	8	24	16	7	-	9	
	81%	79%	95%	77%	82%	81%	81%	36%	100%	100%	69%	70%	91%	63%	100%	79%	66%	100%	81%	
NET Very/fairly dissatisfied	8	8	-	-	6	1	1	1	-	-	1	1	-	-	-	2	2	-	1	
	7%	8%	2%	4%	6%	12%	7%	39%	-	-	31%	17%	-	-	-	8%	14%	-	12%	
Mean	4.08	4.03	4.31	4.25	4.10	4.12	3.99	3.04	5.00	4.29	3.39	3.70	4.46	4.09	4.33	4.09	3.50	5.00	4.11	
Std Dev.	0.94	0.98	0.68	-	0.87	1.31	1.10	2.09	-	0.52	1.08	1.02	0.68	0.83	0.48	0.93	1.22	-	1.31	
Std Error	0.09	0.11	0.10	-	0.12	0.27	0.21	0.56	-	0.37	0.62	0.42	0.22	0.30	0.15	0.33	0.43	-	0.27	

Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 429

Base : Made a complaint about Parcelforce

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	124	75	26	98	49	75	13	16	26	2	9	58	39	14	6	7	97	13	67	39	10	5	3	106	8	97	27
Weighted Base	122*	79*	22**	100*	43**	79*	6**	9**	22**	1**	7**	57**	41**	13**	7**	4**	98*	12**	62*	44**	9**	4**	4**	106*	8**	89*	34**
Effective Base	70	43	13	57	26	43	6	9	13	1	3	29	26	7	5	4	54	9	34	24	6	4	3	58	7	54	17
Very dissatisfied (1)	4	2	2	2	2	2	1	1	2	-	-	3	*	*	-	-	3	*	2	-	-	2	-	2	2	2	1
	3%	2%	7%	2%	4%	2%	13%	8%	7%	-	-	3%	*	4%	-	-	3%	2%	2%	-	-	49%	-	1%	25%	4%	
Fairly dissatisfied (2)	5	3	2	3	2	3	3	3	2	*	*	*	3	*	-	2	3	2	2	*	-	*	3	2	3	2	3
	4%	4%	8%	3%	4%	4%	48%	30%	8%	7%	3%	*	8%	*	-	37%	3%	14%	3%	*	-	8%	69%	2%	36%	2%	10%
Neither satisfied or dissatisfied (3)	12	6	3	9	6	6	*	2	3	-	2	1	4	7	-	-	6	*	3	8	-	1	-	11	1	11	1
	10%	8%	15%	9%	14%	8%	8%	17%	15%	-	22%	2%	11%	52%	-	3%	6%	1%	5%	18%	-	23%	-	11%	13%	4%	
Fairly satisfied (4)	57	38	11	46	19	38	-	1	11	-	4	22	25	5	5	-	47	5	28	21	7	-	-	49	-	37	20
	47%	48%	49%	46%	44%	48%	-	6%	49%	-	55%	36%	62%	42%	64%	-	46%	40%	45%	49%	87%	-	-	47%	-	47%	60%
Very satisfied (5)	43	30	3	40	13	30	2	4	3	1	1	31	8	*	1	2	39	3	27	13	1	1	1	40	2	37	6
	35%	38%	12%	40%	30%	38%	31%	38%	12%	93%	16%	54%	20%	1%	15%	53%	40%	29%	43%	29%	13%	19%	31%	37%	25%	42%	17%
I don't know / Not applicable	2	-	2	-	2	-	-	-	2	-	*	-	-	-	2	-	*	2	*	2	-	-	-	2	-	-	2
	1%	-	8%	-	4%	-	-	-	8%	-	4%	*	-	-	22%	-	*	14%	*	4%	-	-	-	2%	-	-	5%
NET Very/fairly satisfied	100	68	13	86	32	68	2	4	13	1	5	53	33	6	6	2	86	8	55	34	9	1	1	89	2	74	26
	81%	86%	61%	86%	74%	86%	31%	45%	61%	93%	71%	82%	81%	43%	78%	53%	88%	69%	69%	78%	100%	19%	31%	84%	25%	83%	77%
NET Very/fairly dissatisfied	8	5	3	5	3	5	4	4	3	*	*	3	3	1	-	2	6	2	3	*	-	2	3	3	5	4	5
	7%	6%	16%	5%	8%	6%	61%	38%	10%	7%	3%	5%	8%	4%	-	44%	6%	16%	5%	*	-	57%	69%	3%	53%	4%	14%
Mean	4.08	4.15	3.54	4.19	3.96	4.15	2.88	3.37	3.54	4.79	3.87	4.38	3.93	3.37	4.19	3.56	4.19	3.91	4.26	4.10	4.13	2.32	2.93	4.19	2.62	4.18	3.81
Std Dev.	0.94	0.91	1.11	0.87	1.00	0.91	1.64	1.53	1.11	-	0.78	0.94	0.80	0.73	0.43	1.78	0.91	1.18	0.88	0.71	0.36	1.75	1.60	0.82	1.59	0.90	1.01
Std Error	0.09	0.10	0.23	0.09	0.15	0.10	0.46	0.38	0.23	-	0.28	0.12	0.13	0.20	0.19	0.67	0.09	0.34	0.11	0.11	0.11	0.78	0.92	0.08	0.56	0.09	0.20

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 429

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	124	9	113	2	60	58	6	105	16	3	-	124	-
Weighted Base	122*	6**	113*	3**	60*	56*	6**	107*	12**	3**	-**	122*	-**
Effective Base	76	5	64	1	33	33	4	60	8	2	-	70	-
Very dissatisfied (1)	4	-	4	-	2	1	-	2	-	2	-	4	-
	3%	-	3%	-	4%	2%	-	1%	4%	57%	-	3%	-
Fairly dissatisfied (2)	6	*	5	-	2	3	*	2	2	1	-	5	-
	4%	2%	4%	-	3%	5%	5%	2%	13%	42%	-	4%	-
Neither satisfied or dissatisfied (3)	12	-	12	-	8	1	3	8	4	-	-	12	-
	10%	-	11%	-	14%	2%	44%	8%	34%	-	-	10%	-
Fairly satisfied (4)	67	5	49	3	22	32	3	62	5	*	-	57	-
	47%	61%	43%	100%	36%	57%	51%	49%	37%	2%	-	47%	-
Very satisfied (5)	43	1	42	-	26	17	-	41	1	-	-	43	-
	36%	17%	37%	-	43%	30%	-	39%	11%	-	-	36%	-
I don't know / Not applicable	2	-	2	-	-	2	-	2	-	-	-	2	-
	1%	-	2%	-	-	3%	-	2%	-	-	-	1%	-
NET Veryfairly satisfied	100	6	90	3	48	49	3	94	6	*	-	100	-
	81%	68%	80%	100%	79%	87%	51%	87%	48%	2%	-	81%	-
NET Veryfairly dissatisfied	8	*	8	-	4	4	-	4	2	3	-	8	-
	7%	2%	7%	-	7%	7%	5%	3%	17%	98%	-	7%	-
Mean	4.08	4.13	4.08	4.00	4.11	4.12	3.45	4.23	3.38	1.46	-	4.08	-
Std Dev.	0.94	0.54	0.97	0.00	1.03	0.86	0.65	0.80	1.02	0.73	-	0.94	-
Std Error	0.09	0.18	0.09	0.00	0.13	0.11	0.27	0.08	0.26	0.42	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	124	31	37	33	23	6	10	15	19	8	10	9	17	7	9	8	6
Weighted Base	122*	31**	34**	35**	22**	5**	8**	18**	12**	11**	11**	10**	17**	9**	8**	7**	7**
Effective Base	70	19	19	18	15	4	5	11	8	5	7	4	9	4	5	5	5
Very dissatisfied	(1) 4	2	1	2	-	2	-	-	-	-	-	-	2	-	-	-	-
Fairly dissatisfied	(2) 5	1	-	3	1	-	1	-	-	-	-	2	2	1	1	-	-
Neither satisfied or dissatisfied	(3) 12	1	-	10%	7%	-	1%	-	-	-	-	17%	9%	2%	14%	5%	-
Fairly satisfied	(4) 87	15	15	14	12	1	3	11	5	7	4	7	7	-	4	4	4
Very satisfied	(5) 43	15	15	14	12	1	3	11	5	7	4	7	7	-	4	4	4
I don't know / Not applicable	2	1	2	-	-	1	-	-	-	-	2	-	-	-	-	-	-
NET Veryfairly satisfied	100	23	30	27	19	3	7	13	12	9	9	8	11	8	7	6	7
NET Veryfairly dissatisfied	81%	75%	87%	77%	88%	61%	85%	74%	99%	85%	77%	83%	63%	98%	84%	81%	100%
Mean	4.08	3.91	4.33	3.97	4.14	3.28	4.32	3.87	4.54	4.01	4.40	3.81	3.56	4.95	4.01	4.07	4.36
Std Dev.	0.84	0.96	0.75	1.13	0.81	2.00	0.78	0.63	0.54	0.91	0.72	0.95	1.21	0.41	1.00	0.86	0.52
Std Error	0.09	0.18	0.12	0.20	0.17	0.90	0.25	0.16	0.12	0.32	0.24	0.32	0.29	0.16	0.33	0.30	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)		16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	129	11	118	72	57	67	62	23	35	36	20	12	1	2		58	50	15	3	105	23
Weighted Base	123*	12**	111*	65*	58*	66*	57*	20**	39**	33**	16**	11**	2**	2**		59*	49*	15**	4**	91*	31**
Effective Base	76	8	67	39	36	38	37	14	22	20	10	7	1	1		36	30	9	2	56	18
Very dissatisfied	8	3	5	-	8	1	7	-	3	3	2	1	-	-		3	5	1	-	8	-
(1)	7%	23%	5%	-	14%	2%	12%	-	7%	9%	10%	5%	-	-		5%	9%	4%	-	9%	-
Fairly dissatisfied	11	2	8	3	8	3	8	2	6	*	*	3	-	-		8	*	3	-	19	2
(2)	9%	20%	8%	5%	13%	5%	14%	9%	16%	*	1%	24%	-	-		13%	1%	18%	-	10%	5%
Neither satisfied or dissatisfied	12	-	12	7	5	9	4	4	4	*	2	*	2	-		8	2	2	2	8	4
(3)	10%	-	11%	11%	8%	13%	6%	21%	10%	1%	12%	1%	100%	-		14%	4%	11%	42%	9%	14%
Fairly satisfied	54	6	48	29	20	28	27	6	15	16	9	6	-	2		21	25	8	2	39	14
(4)	44%	53%	43%	44%	44%	42%	47%	31%	38%	48%	58%	55%	-	97%		36%	51%	54%	54%	43%	44%
Very satisfied	36	*	35	24	12	23	12	8	9	14	3	2	-	*		17	17	2	*	26	9
(5)	29%	4%	32%	37%	20%	35%	21%	39%	24%	42%	19%	15%	-	3%		29%	34%	12%	2%	29%	30%
I don't know / Not applicable	2	-	2	2	-	2	-	-	2	-	-	-	-	-		2	-	-	-	-	2
	2%	-	2%	3%	-	3%	-	-	5%	-	-	-	-	-		3%	-	-	-	-	6%
NET Very/fairly satisfied	90	7	83	53	37	51	39	14	24	30	12	8	-	2		38	42	10	2	66	23
(73%)	73%	57%	75%	81%	64%	78%	68%	70%	62%	90%	77%	70%	-	100%		65%	66%	66%	55%	72%	73%
NET Very/fairly dissatisfied	19	5	14	3	16	4	15	2	9	3	2	3	-	-		11	5	3	-	17	2
(16%)	16%	43%	12%	5%	27%	6%	26%	9%	23%	10%	11%	30%	-	-		18%	10%	23%	-	19%	5%
Mean	3.82	2.94	3.92	4.114	3.43	4.08*	3.52	3.99	3.59	4.13	3.75	3.50	3.00	4.03		3.73	4.00	3.51	3.57	3.74	4.07
Std Dev.	1.16	1.40	1.08	0.82	1.33	0.92	1.31	1.00	1.25	1.14	1.12	1.22	-	-		1.17	1.14	1.09	0.62	1.23	0.85
Std Error	0.16	0.42	0.10	0.10	0.16	0.11	0.17	0.21	0.21	0.19	0.25	0.35	-	-		0.18	0.15	0.28	0.36	0.12	0.18

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	129	54	38	17	20	92	37	93	36	8	20	28	37	34	85	8	119	58	66	5
Weighted Base	123*	48**	37**	21**	17**	85*	38**	98*	25**	4**	17**	33**	36**	29**	86*	4**	116*	47**	68*	8**
Effective Base	76	27	24	12	12	51	24	56	20	4	11	19	24	17	53	4	70	29	43	4
Very dissatisfied	(1) 8	1	3	1	3	4	4	6	2	-	3	1	2	2	6	-	8	3	5	-
	7%	2%	8%	3%	19%	5%	10%	6%	9%	-	19%	2%	4%	8%	6%	-	7%	7%	7%	-
Fairly dissatisfied	(2) 11	5	2	2	2	7	4	8	3	2	4	4	1	*	9	2	9	1	9	-
	9%	10%	6%	8%	11%	8%	10%	8%	11%	37%	22%	12%	3%	1%	10%	37%	8%	3%	14%	-
Neither satisfied or	12	7	2	2	2	9	3	11	1	-	4	5	3	*	12	-	12	1	11	-
dissatisfied	(3) 10%	14%	6%	7%	11%	10%	9%	11%	6%	-	26%	14%	8%	1%	14%	-	10%	3%	16%	2%
Fairly satisfied	(4) 54	19	20	8	7	39	16	39	15	1	4	13	18	16	36	1	51	22	25	8
	44%	39%	54%	39%	44%	46%	41%	40%	60%	28%	24%	40%	51%	53%	41%	28%	44%	48%	36%	98%
Very satisfied	(5) 36	17	7	9	3	24	11	32	4	2	1	10	10	11	22	2	33	18	17	-
	29%	35%	20%	42%	13%	25%	30%	33%	14%	30%	9%	31%	25%	36%	26%	35%	40%	40%	43%	-
I don't know / Not	2	-	2	-	-	2	-	2	-	-	-	-	2	-	2	-	2	-	2	-
applicable	2%	-	5%	-	-	2%	-	2%	-	-	-	-	5%	-	2%	-	2%	-	3%	-
NET Very/fairly	90	36	27	17	10	63	27	71	19	3	5	24	29	26	59	3	84	41	42	8
satisfied	73%	74%	74%	81%	59%	74%	71%	72%	74%	63%	32%	71%	79%	90%	67%	63%	72%	67%	61%	88%
NET Very/fairly	19	6	5	3	5	11	8	14	5	2	7	5	3	3	14	2	17	5	14	-
dissatisfied	15%	12%	14%	12%	30%	13%	20%	14%	20%	37%	41%	15%	8%	9%	17%	37%	15%	10%	21%	-
Mean	3.82	3.95	3.76	4.07	3.25	3.87	3.70	3.88	3.59	3.61	2.90	3.86	4.01	4.09	3.71	3.61	3.81	4.10	3.60	3.98
Std Dev.	1.18	1.05	1.13	1.09	1.40	1.08	1.29	1.15	1.16	1.48	1.28	1.06	0.98	1.09	1.16	1.48	1.15	1.10	1.22	0.15
Std Error	0.10	0.14	0.19	0.27	0.31	0.11	0.21	0.12	0.19	0.52	0.29	0.20	0.16	0.19	0.13	0.52	0.11	0.14	0.15	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 430

Base : Made a complaint about Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	129	81	48	15	64	20	33	12	4	9	1	4	15	8	9	8	6	2	18
Weighted Base	123*	107*	16**	4**	106*	6**	8**	3**	3**	15**	1**	5**	24**	12**	21**	17**	9**	***	6**
Effective Base	76	64	12	3	58	10	19	8	4	9	1	4	14	8	9	8	6	2	10
Very dissatisfied	(1) 8	8	-	-	6	1	1	-	1	3	-	1	-	-	-	-	1	-	1
	7%	7%	2%	2%	6%	16%	10%	3%	28%	20%	-	22%	-	-	-	-	14%	-	17%
Fairly dissatisfied	(2) 11	11	-	-	9	1	-	1	1	2	-	-	-	-	-	4	3	-	1
	9%	10%	2%	-	9%	12%	-	38%	23%	13%	-	-	-	-	-	22%	32%	-	12%
Neither satisfied or dissatisfied	(3) 12	11	1	-	10	1	1	-	-	2	-	1	2	2	2	-	2	-	1
	10%	11%	4%	11%	10%	16%	7%	6%	-	15%	-	24%	7%	16%	10%	-	17%	-	15%
Fairly satisfied	(4) 54	44	11	3	49	1	4	1	1	6	1	-	14	7	9	8	3	-	1
	44%	41%	68%	74%	46%	23%	46%	24%	19%	42%	100%	-	57%	57%	43%	48%	37%	50%	22%
Very satisfied	(5) 36	32	4	-	30	2	3	1	1	1	-	3	7	3	10	5	-	-	2
	29%	30%	25%	13%	28%	34%	37%	30%	30%	10%	-	54%	38%	27%	46%	30%	-	50%	33%
I don't know / Not applicable	2	2	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	2%	2%	-	-	2%	-	-	-	-	-	-	-	8%	-	-	-	-	-	-
NET Very/fairly satisfied	90	75	15	3	79	4	7	1	1	8	1	3	20	10	19	13	3	-	3
	73%	70%	83%	87%	74%	57%	83%	53%	49%	82%	100%	54%	85%	84%	80%	78%	37%	100%	59%
NET Very/fairly dissatisfied	19	18	1	-	15	2	1	1	1	5	-	1	-	-	-	4	4	-	2
	15%	17%	3%	2%	14%	28%	10%	41%	51%	33%	-	22%	-	-	-	22%	46%	-	29%
Mean	3.82	3.77	4.13	3.96	3.84	3.48	4.00	3.39	3.00	3.09	4.00	3.83	4.23	4.11	4.38	3.87	2.77	4.50	3.43
Std Dev.	1.18	1.20	0.72	0.78	1.12	1.59	1.24	1.69	2.10	1.37	-	1.83	0.58	0.68	0.87	1.10	1.16	-	1.61
Std Error	0.10	0.13	0.10	0.20	0.14	0.35	0.22	0.49	1.05	0.46	-	0.91	0.16	0.24	0.22	0.39	0.47	-	0.38

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

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 430

Base : Made a complaint about Yodel

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH Income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH Income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Total		81	16	110	45	81	7	22	16	1	6	58	45	16	4	6	103	10	60	51	10	5	3	111	8	100	29
Unweighted Base	129	81	16	110	45	81	7	22	16	1	6	58	45	16	4	6	103	10	60	51	10	5	3	111	8	100	29
Weighted Base	123*	78*	17**	105*	43**	78*	3**	14**	17**	1**	6**	60*	47**	13**	3**	5**	101*	8**	60*	47**	9**	3**	5**	107*	7**	96*	27**
Effective Base	75	47	10	64	27	47	3	12	10	1	4	34	29	7	3	3	62	6	35	29	6	3	3	64	6	60	15
Very dissatisfied (1)	8	3	1	6	4	3	-	1	1	-	-	1	7	-	-	-	8	-	5	2	1	-	-	7	-	4	4
Fairly dissatisfied (2)	7%	4%	8%	9%	9%	4%	-	5%	8%	-	-	2%	16%	-	-	-	8%	-	8%	4%	15%	-	-	6%	-	4%	16%
Neither satisfied or dissatisfied (3)	11	4	3	7	7	4	2	2	3	-	*	3	5	1	1	2	8	2	1	7	1	-	2	8	2	6	4
Fairly satisfied (4)	9%	5%	20%	7%	17%	5%	50%	12%	20%	-	2%	5%	13%	4%	18%	31%	8%	26%	2%	16%	8%	-	34%	8%	22%	7%	16%
Very satisfied (5)	12	8	-	12	4	8	-	1	-	-	-	5	3	4	-	-	8	-	4	6	2	*	-	10	-	12	-
NET Very/fairly satisfied	10%	10%	-	17%	9%	10%	-	10%	-	-	-	8%	8%	29%	-	-	8%	-	7%	12%	22%	6%	-	9%	2%	12%	1%
I don't know / Not applicable	54	38	6	49	16	38	1	9	6	-	4	26	19	6	-	3	45	3	25	23	2	2	3	48	5	43	11
NET Very/fairly dissatisfied	44%	49%	34%	47%	37%	49%	37%	62%	34%	-	63%	44%	45%	44%	-	64%	45%	40%	42%	45%	16%	60%	66%	45%	64%	45%	47%
Mean	36	24	7	20	12	24	*	2	7	1	2	24	5	3	2	*	30	3	24	7	3	1	-	31	1	29	7
Std Dev	29%	30%	38%	28%	28%	30%	13%	11%	38%	100%	34%	41%	13%	24%	82%	5%	29%	33%	41%	15%	38%	34%	-	29%	12%	30%	25%
NET Very/fairly dissatisfied	2	2	-	2	-	2	-	-	-	-	-	-	2	-	-	-	2	-	-	2	-	-	-	2	-	2	-
NET Very/fairly satisfied	2%	2%	-	2%	-	2%	-	-	-	-	-	-	5%	-	-	-	2%	-	-	4%	-	-	-	2%	-	2%	-
NET Very/fairly dissatisfied	90	62	12	78	28	62	2	10	12	1	6	51	24	9	2	4	75	6	50	30	5	2	3	80	6	72	18
NET Very/fairly satisfied	73%	79%	72%	74%	66%	79%	60%	73%	72%	100%	98%	85%	58%	68%	82%	69%	74%	74%	63%	64%	55%	94%	66%	75%	76%	75%	66%
NET Very/fairly dissatisfied	19	7	5	13	11	7	2	2	5	-	*	4	12	1	1	2	16	2	6	9	2	-	2	15	2	10	9
NET Very/fairly dissatisfied	15%	9%	28%	12%	25%	9%	50%	17%	28%	-	2%	7%	29%	4%	18%	31%	16%	28%	10%	20%	23%	-	34%	14%	22%	17%	32%
Mean	3.82	3.98	3.75	3.86	3.60	3.98	3.13	3.61	3.75	5.00	4.30	4.17	3.27	3.88	4.45	3.43	3.81	3.81	4.06	3.57	3.55	4.29	3.32	3.85	3.66	3.93	3.43
Std Dev	1.16	1.00	1.39	1.08	1.30	1.00	1.40	1.05	1.39	-	0.65	0.92	1.35	0.85	1.42	1.10	1.19	1.24	1.14	1.08	1.52	0.72	1.06	1.13	1.02	1.03	1.45
Std Error	0.10	0.11	0.35	0.10	0.19	0.11	0.53	0.22	0.35	-	0.27	0.12	0.20	0.21	0.71	0.45	0.12	0.39	0.15	0.15	0.48	0.32	0.61	0.11	0.36	0.10	0.27

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 430

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	129	12	113	4	59	60	10	111	13	4	1	128	-
Weighted Base	123*	9**	109*	5**	58*	53*	12**	106*	15**	2**	***	123*	..*
Effective Base	78	6	67	2	33	35	7	64	10	1	1	75	-
Very dissatisfied	8	-	8	-	3	5	-	7	1	-	-	8	-
(1)	7%	1%	7%	-	6%	9%	-	6%	9%	-	-	7%	-
Fairly dissatisfied	11	2	9	-	2	9	-	9	2	-	-	11	-
(2)	9%	21%	8%	-	3%	12%	-	9%	17%	-	-	9%	-
Neither satisfied or dissatisfied	12	2	11	-	3	2	7	6	6	*	-	12	-
(3)	10%	17%	10%	-	6%	4%	55%	6%	40%	11%	-	10%	-
Fairly satisfied	54	6	45	4	32	19	4	48	4	2	*	54	-
(4)	44%	58%	41%	87%	55%	36%	31%	45%	30%	86%	100%	44%	-
Very satisfied	36	-	35	1	16	16	2	34	1	-	-	36	-
(5)	28%	3%	32%	13%	31%	30%	13%	32%	10%	-	-	29%	-
I don't know / Not applicable	2	-	2	-	-	2	-	2	-	-	-	2	-
NET Very/fairly satisfied	90	6	80	5	50	35	5	82	6	2	*	90	-
NET Very/fairly dissatisfied	73%	62%	73%	100%	66%	66%	45%	77%	40%	89%	100%	73%	-
Mean	1.16	0.93	1.19	0.38	1.01	1.34	0.75	1.15	1.10	-	-	1.15	-
Std Dev	0.10	0.27	0.11	0.19	0.13	0.18	0.24	0.11	0.31	-	-	0.10	-
Std Error													

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base	129	30	46	28	25	7	11	12	27	13	6	5	12	11	10	11	4
Weighted Base	123*	35**	36**	32**	20**	4**	15**	16**	17**	15**	4**	4**	13**	14**	7**	10**	3**
Effective Base	75	20	23	18	15	4	7	9	12	7	4	3	7	8	6	7	3
Very dissatisfied	(1) 8	4	*	3	1	*	4	-	*	-	-	1	1	1	1	*	-
	7%	11%	*	10%	6%	2%	25%	-	1%	-	-	30%	8%	5%	16%	1%	-
Fairly dissatisfied	(2) 11	1	3	2	5	1	-	-	1	2	-	2	1	-	2	4	-
	9%	2%	7%	7%	27%	14%	-	-	3%	14%	-	38%	5%	-	26%	37%	-
Neither satisfied or dissatisfied	(3) 12	6	1	2	3	-	2	4	*	*	1	-	-	2	1	*	2
	10%	16%	3%	7%	16%	-	13%	22%	1%	1%	18%	-	-	17%	21%	3%	48%
Fairly satisfied	(4) 54	13	23	13	5	2	2	10	11	10	1	*	8	5	2	2	2
	44%	38%	63%	41%	27%	47%	13%	59%	66%	67%	34%	1%	57%	38%	23%	22%	47%
Very satisfied	(5) 36	10	10	11	5	2	7	1	5	3	2	1	4	6	1	4	*
	29%	28%	27%	35%	24%	37%	49%	7%	30%	18%	48%	31%	30%	41%	14%	38%	4%
I don't know / Not applicable	2	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	2%	6%	-	-	-	-	-	12%	-	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	90	23	33	24	10	3	9	11	17	13	3	1	12	11	2	6	2
	73%	67%	90%	76%	51%	84%	62%	66%	96%	85%	82%	32%	87%	78%	37%	59%	52%
NET Veryfairly dissatisfied	19	4	3	5	7	1	4	-	1	2	-	3	2	1	3	4	-
	15%	12%	7%	17%	33%	16%	25%	-	4%	14%	-	68%	13%	5%	42%	38%	-
Mean	3.82	3.76	4.09	3.84	3.36	4.04	3.62	3.84	4.21	3.90	4.30	2.65	3.96	4.08	2.93	3.58	3.56
Std Dev.	1.16	1.24	0.78	1.27	1.30	1.21	1.70	0.57	0.68	0.88	0.87	1.88	1.14	1.05	1.41	1.41	0.69
Std Error	0.10	0.23	0.12	0.24	0.26	0.46	0.51	0.17	0.13	0.24	0.35	0.84	0.33	0.32	0.45	0.42	0.35

Proportions/Means: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	193	29	164	77	116	103	90	44	54	36	22	22	10	5	98	58	37	15	153	36	
Weighted Base	205	36**	168*	79*	125*	111*	94*	52**	58*	32**	25**	20**	11**	5**	110*	57**	37**	17**	148*	52**	
Effective Base	123	24	99	43	82	63	61	29	35	22	14	14	7	3	65	36	23	9	92	29	
Very dissatisfied	(1)	3	-	3	-	3	*	*	-	1	-	1	-	-	*	1	1	-	3	-	
(1)	1%	-	2%	-	2%	3%	*	1%	-	3%	-	7%	-	-	*	2%	4%	-	2%	-	
Fairly dissatisfied	(2)	12	-	12	3	9	6	6	2	2	6	*	2	*	4	6	2	*	6	6	
(2)	6%	-	7%	3%	7%	6%	6%	4%	4%	17%	1%	8%	2%	-	4%	10%	5%	2%	4%	11%	
Neither satisfied or dissatisfied	(3)	27	2	25	11	17	20	7	5	13	1	3	4	1	17	4	6	2	18	7	
(3)	13%	6%	15%	14%	13%	16%	8%	9%	22%	4%	13%	19%	11%	11%	16%	8%	16%	11%	12%	14%	
Fairly satisfied	(4)	80	21	59	26	54	43	37	22	19	12	8	10	4	41	20	18	8	55	23	
(4)	39%	58%	35%	32%	43%	39%	39%	42%	33%	37%	33%	50%	34%	65%	37%	35%	50%	50%	37%	44%	
Very satisfied	(5)	82	13	69	40	38	42	23	24	13	13	3	6	*	47	26	9	6	65	16	
(5)	40%	36%	41%	50%	34%	35%	47%	43%	42%	35%	54%	16%	53%	4%	42%	45%	26%	37%	44%	31%	
I don't know / Not applicable		*	-	*	-	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-	
NET Very/fairly satisfied	162	34	128	66	96	81	81	45	43	24	21	13	10	5	88	46	28	15	120	39	
(6)	79%	94%	76%	83%	77%	73%	86%	86%	75%	76%	86%	66%	87%	89%	80%	80%	76%	87%	81%	75%	
NET Very/fairly dissatisfied	15	-	15	3	12	9	6	3	2	7	*	3	*	-	5	7	3	*	9	6	
(7)	7%	-	9%	3%	10%	8%	6%	5%	4%	21%	1%	15%	1%	-	4%	12%	9%	2%	6%	11%	
Mean	4.11	4.29	4.07	4.30	3.99	3.97	4.27	4.24	4.13	3.90	4.39	3.60	4.37	3.93	4.18	4.11	3.89	4.23	4.17	3.95	
Std Dev.	0.95	0.59	1.00	0.83	0.99	1.00	0.85	0.85	0.88	1.21	0.75	1.09	0.81	0.43	0.87	1.06	0.99	0.72	0.94	0.95	
Std Error	0.07	0.11	0.08	0.10	0.09	0.10	0.09	0.13	0.12	0.20	0.16	0.23	0.25	0.19	0.09	0.14	0.16	0.19	0.08	0.16	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 431

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	193	79	51	27	36	130	63	137	55	15	16	38	58	47	112	15	162	72	111	10
Weighted Base	205	76*	58*	34**	36**	135*	70*	158*	46*	13**	12**	48**	67*	41**	128*	13**	170	66*	128*	10**
Effective Base	123	45	35	20	23	80	44	90	35	8	10	28	37	27	75	8	103	39	77	7
Very dissatisfied (1)	3	1	*	1	-	2	1	2	1	-	-	1	1	1	2	-	3	*	3	-
	1%	1%	1%	4%	-	1%	2%	2%	1%	-	-	1%	2%	3%	2%	-	2%	*	2%	-
Fairly dissatisfied (2)	12	4	5	1	1	10	2	8	4	1	2	2	3	2	7	1	9	2	9	1
	6%	6%	9%	3%	4%	7%	3%	5%	9%	11%	13%	4%	5%	6%	6%	11%	6%	3%	7%	10%
Neither satisfied or dissatisfied (3)	27	11	6	4	7	17	11	17	10	-	6	7	8	5	20	-	25	9	14	5
	13%	14%	10%	12%	19%	12%	16%	11%	23%	-	46%	14%	12%	11%	16%	-	15%	13%	11%	47%
Fairly satisfied (4)	80	25	27	12	16	52	28	66	13	5	2	19	35	8	55	5	64	22	56	2
	39%	33%	46%	34%	45%	39%	39%	42%	29%	40%	13%	39%	52%	20%	43%	40%	38%	33%	44%	16%
Very satisfied (5)	82	35	20	16	12	54	28	65	18	6	4	20	20	25	43	6	68	34	46	2
	40%	46%	34%	47%	32%	40%	40%	41%	38%	46%	29%	41%	29%	60%	34%	46%	40%	51%	36%	23%
I don't know / Not applicable	*	-	*	-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	1%	-	-	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	3%
NET Very/fairly satisfied	162	60	47	26	28	108	55	131	31	12	5	39	55	33	98	12	133	55	103	4
	79%	75%	80%	61%	77%	79%	79%	83%	67%	69%	42%	60%	61%	80%	77%	69%	76%	64%	80%	40%
NET Very/fairly dissatisfied	15	5	6	2	1	11	4	10	4	1	2	3	5	3	9	1	12	2	12	1
	7%	7%	10%	7%	4%	8%	5%	7%	10%	11%	13%	5%	7%	8%	7%	11%	7%	3%	9%	10%
Mean	4.11	4.15	4.04	4.17	4.06	4.10	4.11	4.15	3.95	4.27	3.57	4.15	4.01	4.30	4.02	4.27	4.09	4.31	4.04	3.95
Std Dev.	0.98	0.97	0.94	1.04	0.83	0.96	0.93	0.92	1.04	0.96	1.08	0.91	0.90	1.06	0.93	0.96	0.96	0.83	0.98	1.02
Std Error	0.07	0.11	0.13	0.20	0.14	0.08	0.12	0.08	0.14	0.25	0.27	0.15	0.12	0.15	0.09	0.25	0.08	0.10	0.09	0.34

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 431

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	193	144	49	22	105	28	38	22	7	5	3	14	22	12	19	10	13	4	24	
Weighted Base	205	163	12**	4**	172*	16**	13**	4**	5**	9**	4**	18**	31**	17**	42**	25**	19**	1**	14**	
Effective Base	123	114	11	4	94	18	17	13	7	5	3	14	21	11	18	10	13	2	16	
Very dissatisfied (1)	3	3	-	-	1	2	-	-	-	-	-	1	-	-	-	-	-	-	2	
	1%	1%	1%	1%	1	10%	-	1%	-	-	-	7%	-	-	-	-	-	-	11%	
Fairly dissatisfied (2)	12	10	2	-	8	-	3	-	1	1	2	-	1	3	-	-	-	-	-	
	6%	5%	13%	11%	5%	2%	25%	-	19%	16%	35%	-	4%	19%	-	-	-	18%	-	
Neither satisfied or dissatisfied (3)	27	26	2	-	23	3	1	1	1	-	1	-	7	-	4	3	7	-	3	
	13%	13%	16%	4%	13%	16%	5%	20%	24%	-	33%	-	22%	-	9%	11%	38%	-	20%	
Fairly satisfied (4)	80	76	4	1	69	7	2	2	1	2	1	11	13	10	12	13	6	1	6	
	39%	39%	32%	22%	40%	44%	18%	43%	12%	24%	32%	58%	41%	57%	29%	51%	31%	82%	40%	
Very satisfied (5)	82	78	4	3	70	4	7	2	2	5	-	6	10	4	26	10	6	-	4	
	40%	40%	37%	62%	41%	22%	52%	32%	45%	61%	-	34%	33%	24%	62%	39%	31%	-	27%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	162	154	8	4	139	11	9	3	3	7	1	17	23	14	39	22	12	1	10	
	79%	80%	69%	94%	81%	69%	69%	79%	57%	84%	32%	93%	74%	81%	91%	89%	62%	82%	67%	
NET Very/fairly dissatisfied	15	13	2	1	10	2	3	-	1	1	2	1	1	3	-	-	-	-	2	
	7%	7%	14%	12%	6%	12%	25%	1%	19%	16%	35%	7%	4%	19%	-	-	-	18%	11%	
Mean	4.11	4.12	3.90	4.33	4.15	3.72	3.96	4.11	3.63	4.29	2.96	4.12	4.03	3.87	4.53	4.28	3.93	3.64	3.73	
Std Dev.	0.96	0.94	1.13	1.20	0.89	1.20	1.31	0.93	1.33	1.14	0.93	1.02	0.85	1.01	0.66	0.66	0.85	-	1.24	
Std Error	0.07	0.08	0.16	0.26	0.09	0.23	0.21	0.20	0.50	0.51	0.54	0.27	0.18	0.29	0.15	0.21	0.24	-	0.26	

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 431

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	193	125	29	159	63	125	11	31	29	2	11	68	75	29	15	5	143	20	97	71	10	11	3	168	14	124	69	
Weighted Base	206	136*	32**	170	66*	136*	9**	23**	32**	1**	14**	77*	83*	29**	14**	1**	160*	14**	104*	79*	7**	29**	3**	182	13**	133*	71*	
Effective Base	123	78	20	101	43	78	5	20	20	1	8	42	51	19	11	5	93	12	60	47	5	8	2	107	10	77	47	
Very dissatisfied (1)	3	3	-	3	-	3	-	1	-	-	-	1	*	2	-	-	1	-	2	1	-	-	-	3	-	1	2	
	1%	2%	-	2%	-	2%	-	2%	-	-	-	1%	*	6%	-	-	1%	-	2%	2%	-	-	-	2%	-	-	3%	
Fairly dissatisfied (2)	12	2	5	6	9	2	-	1	5	*	1	3	7	1	*	-	9	*	7	2	-	1	1	10	2	7	5	
	6%	1%	16%	3%	14**	1%	-	6%	16%	16%	11%	3%	8%	4%	4%	-	6%	3%	7%	3%	-	13%	35%	5%	16%	9%	6%	
Neither satisfied or dissatisfied (3)	27	13	8	19	14	13	-	5	8	-	3	3	12	8	4	-	15	4	6	12	4	3	-	19	3	17	10	
	13%	10%	27%	17%	22%	10%	-	21%	27%	-	27%	4%	15%	26%	33%	-	10%	31%	6%	16%	57%	29%	-	10%	23%	13%	14%	
Fairly satisfied (4)	80	60	11	69	20	60	4	10	11	-	4	28	37	12	4	*	64	4	39	37	1	3	*	76	3	54	26	
	39%	44%	35%	40%	30%	44%	42%	41%	35%	-	29%	36%	44%	35%	26%	-	40%	40%	27%	37%	47%	10%	30%	11%	41%	26%	41%	36%
Very satisfied (5)	82	57	7	74	23	57	5	7	7	1	4	42	27	7	5	*	70	6	49	26	3	3	2	75	4	54	28	
	46%	42%	21%	43%	35%	42%	58%	33%	21%	84%	33%	65**	33%	24%	38%	60%	43%	39%	48%	33%	34%	28%	54%	41%	33%	40%	40%	
I don't know / Not applicable	*	*	-	-	-	*	-	*	-	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	*	
NET Very/fairly satisfied	162	117	18	142	43	117	9	16	18	1	8	70	64	19	9	1	134	9	88	63	3	6	2	151	8	108	54	
	79%	87% 6	57%	84% 6	65%	67%	100%	69%	57%	84%	63%	91%	77%	63%	64%	100%	84%	65%	65%	80%	43%	58%	65%	63%	59%	81%	75%	
NET Very/fairly dissatisfied	15	5	5	8	9	5	-	2	5	*	1	4	7	3	*	-	10	*	9	4	-	1	1	13	2	8	7	
	7%	4%	16%	5%	12% 5	4%	-	8%	16%	16%	11%	5%	8%	11%	4%	-	6%	3%	9%	5%	-	13%	35%	7%	18%	6%	10%	
Mean	4.11	4.23 ⁶	3.62	4.21	3.87	4.23	4.58	3.88	3.62	4.52	3.85	4.46 ⁶	4.02	3.71	3.98	4.60	4.20	4.01	4.23	4.06	3.77	3.72	3.83	4.16	3.74	4.15	4.02	
Std Dev.	0.96	0.85	1.01	0.89	1.05	0.85	0.52	1.00	1.01	-	1.05	0.83	0.90	1.10	0.96	-	0.89	0.95	0.96	0.87	0.99	1.06	1.72	0.92	1.15	0.88	1.06	
Std Error	0.07	0.08	0.19	0.07	0.13	0.08	0.16	0.18	0.19	-	0.32	0.10	0.10	0.20	0.25	-	0.07	0.21	0.10	0.10	0.31	0.32	0.99	0.07	0.31	0.08	0.13	

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Table 431

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	193	15	175	3	73	105	15	177	14	2	-	193	-
Weighted Base	205	10**	191	4**	75*	113*	17**	192	9**	3**	-**	205	-**
Effective Base	123	6	114	3	43	71	10	114	9	2	-	123	-
Very dissatisfied	3	-	3	-	*	3	-	3	-	-	-	3	-
(1)	7%	-	2%	-	*	3%	-	2%	-	-	-	1%	-
Fairly dissatisfied	12	*	12	-	3	9	*	11	-	1	-	12	-
(2)	8%	3%	6%	-	4%	8%	1%	6%	-	33%	-	6%	-
Neither satisfied or dissatisfied	27	1	26	-	17	10	*	21	6	-	-	27	-
(3)	13%	10%	14%	-	23%	9%	1%	11%	68%	-	-	13%	-
Fairly satisfied	80	5	72	2	26	47	7	77	1	2	-	80	-
(4)	39%	53%	39%	56%	35%	41%	43%	40%	7%	67%	-	39%	-
Very satisfied	82	3	77	2	28	45	9	80	2	-	-	82	-
(5)	40%	34%	40%	44%	38%	40%	53%	42%	22%	-	-	40%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	*	-	-	-	-
NET Very/fairly satisfied	162	9	150	4	54	92	16	157	3	2	-	162	-
NET Very/fairly dissatisfied	18	*	15	-	3	12	*	14	-	1	-	15	-
Mean	4.11	4.18	4.10	4.44	4.07	4.08	4.50	4.15	3.52	3.35	-	4.11	-
Std Dev.	0.95	0.76	0.96	0.58	0.89	1.01	0.62	0.94	0.89	1.14	-	0.95	-
Std Error	0.07	0.20	0.07	0.34	0.10	0.10	0.16	0.07	0.25	0.81	-	0.07	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

		Quarter				Month											
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Unweighted Base		193	58	56	38	41	18	22	18	26	17	13	12	16	10	7	16
Weighted Base		205	51*	60*	47**	47**	17**	21**	14**	30**	16**	13**	12**	20**	15**	6**	20**
Effective Base		123	37	33	27	28	10	16	11	15	10	10	8	11	8	6	12
Very dissatisfied	(1)	3	*	*	2	-	*	*	*	*	-	-	1	1	-	-	-
		7%	*	1%	5%	-	*	-	*	2%	-	-	12%	5%	-	-	-
Fairly dissatisfied	(2)	12	1	2	6	3	*	*	-	2	*	*	3	-	3	*	3
		6%	1%	1%	4%	7%	*	2%	-	5%	1%	2%	23%	-	22%	8%	15%
Neither satisfied or dissatisfied	(3)	27	10	5	8	4	1	7	2	-	1	4	1	5	1	1	3
		13%	20%	8%	17%	9%	6%	36%	12%	-	4%	32%	13%	26%	7%	23%	-
Fairly satisfied	(4)	80	23	24	15	17	11	4	7	13	6	6	4	9	2	3	10
		39%	44%	41%	33%	36%	68%	20%	52%	43%	35%	44%	37%	45%	13%	47%	49%
Very satisfied	(5)	82	18	28	15	22	4	9	5	15	10	3	2	5	8	2	7
		40%	34%	47%	32%	46%	25%	41%	35%	50%	60%	22%	16%	23%	58%	26%	36%
I don't know / Not applicable		*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*
		*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%
NET Veryfairly satisfied		162	40	52	31	39	16	13	12	28	16	9	6	14	10	4	17
		79%	79%	87%	66%	83%	93%	61%	88%	93%	94%	66%	53%	69%	71%	69%	85%
NET Veryfairly dissatisfied		15	1	3	8	3	*	*	*	2	*	*	4	1	3	*	3
		7%	1%	4%	18%	7%	1%	2%	*	7%	1%	2%	34%	5%	22%	8%	15%
Mean		4.11	4.11	4.29	3.75	4.22	4.17	4.00	4.22	4.34	4.53	3.86	3.24	3.82	4.07	3.89	4.06
Std Dev.		0.86	0.78	0.83	1.19	0.91	0.60	0.96	0.71	0.88	0.66	0.81	1.34	0.98	1.28	0.99	1.00
Std Error		0.07	0.10	0.11	0.19	0.14	0.14	0.20	0.17	0.17	0.16	0.22	0.39	0.25	0.40	0.37	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Table 432

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	290	187	80	848	174	
Weighted Base	883	101*	782	295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	829	241	
Effective Base	815	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134	
Royal Mail	291	19	272	120	171	149	141	73	75	62	22	36	17	6	148	83	60	23	191	95	
	61%	52%	69%	64%	54%	57%	58%	28%	31%	28%	15%	22%	13%	5%	58%	57%	58%	23%	57%	70%	
Collect +	66	1	66	50	17	49	18	15	15	10	2	8	3	-	34	27	7	3	55	16	
	66%	55%	66%	79%	49%	70%	57%	61%	62%	84%	68%	53%	50%	-	61%	78%	52%	50%	66%	63%	
DHL	118	4	114	70	48	69	49	25	34	36	12	12	-	*	59	48	12	*	69	48	
	76%	65%	79%	86%	66%	79%	76%	72%	68%	88%	100%	93%	-	100%	70%	91%	81%	3%	78%	77%	
FedEx	102	4	98	61	41	65	37	23	30	32	9	5	-	2	54	41	7	2	65	37	
	77%	63%	78%	86%	67%	79%	75%	72%	79%	77%	78%	97%	-	100%	76%	77%	98%	100%	74%	84%	
Evri	135	18	117	69	67	64	71	29	39	30	19	13	3	3	68	49	18	6	99	35	
	53%	47%	55%	62%	41%	62%	47%	47%	65%	55%	48%	52%	41%	40%	56%	52%	48%	41%	51%	61%	
DPD	103	5	97	63	39	64	39	22	32	24	10	9	4	2	53	34	15	6	72	31	
	76%	100%	75%	83%	66%	78%	72%	62%	71%	68%	85%	79%	100%	97%	75%	73%	86%	99%	76%	75%	
Parcelforce	100	4	95	51	48	63	37	16	27	28	10	12	3	5	43	38	20	8	70	26	
	81%	70%	82%	86%	77%	81%	81%	71%	79%	84%	100%	90%	92%	69%	76%	88%	84%	76%	76%	91%	
TNT	63	3	60	40	23	41	22	8	19	9	7	-	-	*	27	9	2	-	43	15	
	79%	73%	79%	77%	82%	79%	79%	73%	62%	89%	100%	100%	100%	100%	65%	92%	100%	100%	81%	74%	
UPS	77	5	72	31	26	52	26	12	20	28	9	7	3	*	33	35	10	3	54	23	
	75%	74%	75%	87%	62%	80%	66%	66%	75%	76%	87%	99%	100%	2%	71%	79%	73%	47%	69%	94%	
UK Mail	85	8	78	44	41	56	30	34	12	22	8	7	-	2	46	30	9	2	54	30	
	87%	89%	86%	91%	82%	88%	84%	88%	58%	86%	99%	100%	-	100%	83%	89%	100%	100%	84%	92%	
Yodel	90	7	83	53	37	51	39	14	24	30	12	8	-	2	38	42	10	2	66	23	
	73%	57%	75%	81%	64%	78%	68%	70%	62%	90%	77%	70%	-	100%	65%	86%	66%	58%	72%	75%	
Amazon Delivery Service/ Logistics	162	34	128	66	96	81	81	45	43	24	21	13	10	5	88	46	28	15	120	39	
	79%	94%	76%	83%	77%	73%	86%	86%	75%	76%	86%	66%	87%	89%	80%	80%	76%	87%	81%	75%	
Other	90	2	88	63	27	64	26	17	27	27	10	5	3	-	44	38	7	3	55	34	
	79%	59%	76%	90%	55%	89%	55%	79%	85%	74%	81%	47%	100%	-	82%	78%	49%	53%	66%	98%	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - old - ef - ghijklm - n/opq - rs
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Table 432

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	683	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	291	89	93	59	49	182	109	236	53	28	23	70	90	69	183	28	254	78	198	14
67%	67%	62%	69%	62%	55%	63%	58%	62%	58%	72%	56%	61%	58%	70%	59%	72%	62%	69%	59%	53%
Collect +	68	35	14	9	9	49	18	58	10	4	6	15	15	26	37	4	62	36	30	2
66%	66%	81%	59%	57%	47%	73%	52%	65%	73%	74%	65%	68%	49%	84%	58%	74%	67%	83%	54%	53%
DHL	118	57	27	20	15	83	35	109	10	3	2	35	40	38	78	3	114	39	72	7
78%	78%	69%	67%	66%	61%	80%	74%	79%	67%	84%	33%	80%	80%	84%	79%	84%	80%	81%	79%	59%
FedEx	102	38	28	20	17	66	38	94	8	6	9	24	39	25	71	6	96	41	61	-
77%	77%	77%	75%	76%	85%	76%	80%	79%	64%	75%	91%	78%	79%	81%	80%	75%	78%	85%	77%	-
Evri	135	52	46	20	17	98	38	118	14	6	10	31	47	30	87	6	122	42	83	10
53%	53%	52%	58%	53%	41%	57%	47%	52%	27%	42%	52%	61%	55%	46%	58%	42%	54%	60%	50%	62%
DPD	103	40	27	20	16	66	38	93	10	3	6	41	31	20	78	3	98	43	54	5
76%	76%	80%	72%	80%	69%	76%	75%	74%	95%	99%	71%	84%	69%	69%	77%	99%	75%	92%	69%	54%
Parcelforce	100	40	30	18	12	70	30	88	10	3	10	26	34	25	70	3	95	42	55	3
81%	81%	83%	88%	85%	60%	86%	73%	85%	59%	42%	68%	91%	78%	91%	81%	42%	84%	84%	83%	35%
TNT	63	34	13	12	4	47	16	55	8	2	3	18	22	18	43	2	61	35	25	3
79%	79%	85%	82%	65%	70%	85%	66%	79%	83%	100%	51%	86%	76%	81%	78%	100%	79%	89%	75%	42%
UPS	77	38	15	15	10	53	24	71	7	2	5	25	20	23	50	2	74	33	40	4
75%	75%	78%	83%	68%	58%	81%	64%	77%	56%	100%	58%	75%	70%	82%	71%	100%	74%	87%	66%	100%
UK Mail	85	30	28	14	13	58	27	75	10	6	8	24	33	14	64	6	79	32	48	6
87%	87%	97%	90%	87%	65%	93%	75%	90%	71%	100%	77%	81%	90%	93%	84%	100%	86%	83%	88%	91%
Yodel	90	36	27	17	10	63	27	71	19	3	5	24	29	26	88	3	84	41	42	8
73%	73%	74%	74%	81%	59%	74%	71%	73%	74%	63%	32%	71%	79%	90%	67%	63%	73%	87%	61%	98%
Amazon Delivery Service/ Logistics	162	60	47	28	28	106	55	131	31	12	5	39	55	33	98	12	133	55	103	4
79%	79%	79%	80%	81%	77%	79%	79%	83%	67%	89%	42%	80%	81%	80%	77%	89%	78%	84%	80%	40%
Other	90	32	23	22	13	54	35	80	10	2	10	31	30	14	70	2	86	49	33	8
79%	79%	80%	86%	86%	47%	82%	68%	81%	49%	23%	74%	86%	75%	78%	79%	23%	79%	81%	64%	100%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Table 432

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	831	578	253	122	469	125	142	95	39	56	46	56	58	56	65	43	51	16	109
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59
Royal Mail	291	254	37	10	263	14	8	6	10	30	19	22	39	29	59	31	22	2	12
	97%	61%	60%	59%	62%	58%	52%	60%	87%	46%	46%	59%	74%	57%	73%	69%	58%	68%	57%
Collect +	68	56	11	3	54	7	4	2	2	2	4	2	15	7	18	2	2	2	5
	66%	62%	96%	89%	63%	75%	82%	84%	60%	24%	100%	37%	91%	70%	73%	100%	78%	96%	70%
DHL	118	102	17	3	102	9	6	1	2	5	4	6	17	10	28	19	11	1	7
	78%	79%	75%	89%	79%	74%	72%	79%	66%	60%	100%	100%	81%	66%	73%	83%	100%	100%	71%
FedEx	102	84	18	3	91	5	4	2	3	3	7	2	22	15	16	16	7	1	3
	77%	74%	97%	86%	79%	58%	70%	85%	100%	100%	70%	49%	92%	84%	74%	69%	82%	100%	52%
Evri	135	123	12	1	110	10	13	3	5	15	4	6	15	5	20	20	14	11	10
	53%	53%	43%	46%	51%	61%	72%	55%	50%	40%	28%	33%	67%	67%	51%	47%	47%	81%	61%
DPD	103	92	10	3	92	5	4	1	3	5	5	6	12	12	25	15	11	*	5
	76%	75%	80%	91%	76%	64%	82%	73%	79%	75%	51%	69%	86%	89%	91%	68%	63%	67%	64%
Parcelforce	100	80	20	2	84	5	6	1	1	4	3	6	15	8	24	16	7	*	9
	81%	75%	95%	77%	82%	81%	81%	39%	100%	100%	69%	70%	91%	63%	100%	69%	66%	100%	81%
TNT	63	48	14	1	54	2	5	1	2	3	-	5	17	8	13	4	3	*	2
	79%	75%	100%	100%	79%	67%	89%	66%	51%	60%	-	64%	86%	88%	100%	60%	100%	100%	66%
UPS	77	62	15	3	67	4	4	2	3	3	1	4	17	14	18	6	2	1	3
	75%	72%	90%	100%	76%	82%	87%	100%	100%	27%	100%	51%	86%	82%	80%	100%	100%	100%	49%
UK Mail	85	75	10	2	75	5	4	1	2	4	3	6	10	11	23	13	2	1	4
	87%	85%	99%	95%	88%	74%	88%	62%	47%	57%	100%	100%	91%	91%	100%	87%	64%	100%	70%
Yodel	90	75	15	3	78	4	7	1	1	8	1	3	20	10	19	13	3	*	3
	73%	70%	93%	87%	74%	57%	83%	53%	49%	52%	100%	54%	85%	84%	90%	78%	37%	100%	55%
Amazon Delivery Service/ Logistics	162	154	8	4	139	11	9	3	3	7	1	17	23	14	39	22	12	1	10
	79%	80%	69%	84%	81%	68%	69%	79%	57%	84%	32%	93%	74%	81%	91%	89%	62%	82%	67%
Other	90	81	9	3	79	4	5	2	2	7	-	4	14	7	19	21	5	4	4
	76%	75%	54%	100%	76%	61%	73%	100%	45%	55%	-	78%	76%	86%	100%	82%	47%	-	61%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - abcd - dierfgh - hijklmnopqr
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Table 432

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage		2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	831	410	239	573	402	410	30	97	239	26	92	293	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368	
Weighted Base	883	434	242	618	426	434	26**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375	
Effective Base	515	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	205	41	28	13	432	41	290	225	
Royal Mail	291	154	62	226	133	154	12	21	62	8	16	138	120	13	16	4	298	20	153	110	20	3	4	263	7	181	110	
	61%	65% b	51%	68% b	59%	65%	84%	66%	51%	52%	49%	74% avg	63% avg	26%	38%	42%	69% avg	39%	69%	59%	58%	17%	48%	64%	26%	67% b	54%	
Collect +	68	44	8	58	22	44	2	4	8	2	3	36	23	8	1	-	59	1	34	27	5	1	-	61	1	55	13	
	66%	71%	48%	69%	56%	71%	100%	60%	48%	61%	81%	78%	57%	73%	15%	-	68%	10%	73%	62%	77%	34%	-	68%	31%	65%	70%	
DHL	115	65	14	103	32	65	1	4	14	1	3	62	37	11	6	1	100	8	63	43	10	1	1	106	2	96	23	
	76%	84%	63%	80%	65%	84%	69%	51%	63%	100%	73%	85%	65%	58%	88%	100%	81%	90%	87%	83%	49%	40%	55%	85%	47%	78%	78%	
FedEx	102	72	5	95	29	72	3	4	5	1	1	48	43	8	3	*	91	3	54	40	6	1	-	94	1	86	16	
	77%	79%	56%	80%	77%	79%	86%	53%	56%	84%	44%	86%	74%	68%	72%	10%	79%	55%	84%	72%	81%	52%	-	78%	52%	79%	68%	
Evri	135	70	35	98	64	70	1	7	35	4	5	58	57	4	15	2	115	17	78	44	10	1	2	122	3	90	46	
	53%	59%	47%	57%	49%	59%	19%	35%	47%	45%	27%	63%	54%	16%	48%	60%	59%	49%	61%	45%	54%	9%	97%	54%	26%	59%	45%	
DPD	103	70	7	96	33	70	1	5	7	1	2	57	29	11	5	*	86	5	56	37	6	2	-	92	2	84	19	
	76%	83%	31%	84% b	64%	83%	100%	100%	31%	100%	97%	85%	77%	56%	48%	100%	82%	46%	83%	67%	96%	54%	-	78%	42%	77%	70%	
Parcelforce	100	68	13	86	32	68	2	4	13	1	5	53	33	6	6	2	86	8	55	34	9	1	1	89	2	74	26	
	67%	86%	61%	86%	74%	86%	31%	45%	61%	83%	71%	92%	81%	43%	78%	53%	88%	69%	89%	78%	100%	19%	31%	84%	25%	83%	77%	
TNT	63	44	5	57	17	44	1	6	5	1	2	25	24	9	3	2	49	5	31	27	3	*	1	58	1	57	6	
	79%	77%	86%	78%	94%	77%	100%	79%	86%	100%	100%	89%	82%	67%	46%	100%	85%	56%	84%	77%	74%	6%	100%	81%	43%	78%	86%	
UPS	77	56	10	67	21	56	*	2	10	1	4	39	27	9	2	*	66	2	40	31	4	2	-	71	2	66	11	
	75%	84%	66%	77%	58%	84%	100%	53%	66%	100%	61%	84%	69%	75%	42%	100%	77%	43%	81%	76%	89%	31%	-	79%	25%	75%	72%	
UK Mail	85	61	9	74	21	61	5	4	9	9	5	49	27	7	2	*	76	2	50	30	3	*	2	80	2	72	13	
	87%	89%	74%	88%	79%	89%	100%	66%	74%	100%	72%	92%	83%	94%	64%	18%	89%	44%	95%	84%	65%	13%	51%	92%	45%	89%	81%	
Yodel	90	62	12	78	28	62	2	10	12	1	6	51	24	9	2	4	75	6	50	30	5	2	3	80	6	72	18	
	73%	79%	72%	74%	66%	79%	50%	73%	72%	100%	98%	85%	58%	68%	82%	69%	74%	74%	83%	64%	55%	94%	66%	75%	76%	75%	66%	
Amazon Delivery Service/Logistics	162	117	18	142	43	117	9	16	17	1	6	70	64	19	9	1	134	9	88	63	3	6	2	151	8	108	54	
	79%	85% b	57%	84% b	65%	87%	69%	69%	57%	84%	63%	91%	77%	63%	64%	100%	84%	65%	85%	80%	43%	58%	65%	83%	59%	81%	75%	
Other	90	56	8	79	31	56	*	5	8	1	3	50	27	11	1	-	77	1	48	33	6	2	*	81	2	79	11	
	75%	81%	48%	79%	66%	81%	81%	63%	48%	18%	29%	78%	74%	72%	50%	-	76%	50%	79%	69%	87%	76%	100%	75%	76%	80%	52%	

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Table 432

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	291	22	264	5	88	178	15	270	12	7	2	289	-
61%	61%	62%	61%	78%	65%	61%	46%	61%	66%	81%	60%	62%	-
Collect +	68	7	60	-	29	38	-	63	3	2	*	67	-
66%	66%	55%	69%	-	64%	70%	-	66%	46%	97%	100%	66%	-
DHL	115	4	110	4	53	56	10	107	9	2	-	116	-
76%	76%	45%	81%	76%	85%	76%	61%	79%	76%	62%	-	78%	-
FedEx	102	11	88	4	49	44	8	95	7	-	*	102	-
77%	77%	72%	79%	63%	82%	71%	86%	81%	62%	-	100%	77%	-
Evri	135	7	125	4	52	70	13	127	8	-	-	135	-
53%	53%	74%	86%	86%	60%	49%	51%	54%	49%	-	-	53%	100%
DPD	103	10	88	5	43	55	5	90	10	3	*	102	1
76%	76%	78%	75%	100%	76%	81%	44%	75%	78%	100%	100%	76%	100%
Parcelforce	100	6	90	3	48	49	3	94	6	-	-	100	-
81%	81%	98%	80%	100%	79%	87%	51%	87%	48%	2%	-	81%	-
TNT	63	5	54	3	33	28	1	53	7	2	*	63	-
79%	79%	82%	79%	73%	77%	81%	100%	80%	71%	100%	100%	79%	-
UPS	77	10	65	2	31	43	4	67	7	3	*	77	-
75%	75%	82%	73%	100%	77%	76%	51%	74%	73%	100%	100%	75%	-
UK Mail	85	7	76	3	40	37	6	78	5	2	*	85	-
87%	87%	69%	89%	84%	84%	91%	80%	87%	80%	97%	100%	87%	100%
Yodel	90	6	80	5	50	35	5	82	6	2	*	90	-
73%	73%	62%	73%	100%	86%	66%	45%	77%	40%	89%	100%	73%	-
Amazon Delivery Service/	162	9	150	4	54	92	16	157	3	2	-	162	-
Logistics	79%	67%	78%	100%	73%	61%	95%	62%	29%	67%	-	79%	-
Other	90	9	77	3	51	32	6	78	7	4	*	89	-
75%	75%	60%	78%	68%	74%	78%	69%	76%	57%	100%	100%	75%	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Table 432

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	515	143	139	120	114	45	51	49	49	43	48	38	49	33	33	41	40				
Royal Mail	291	85	78	61	67	14	36	34	26	32	20	17	27	17	22	34	11				
	61%	63%	59%	56%	67%	44%	65%	75%	62%	75%	43%	52%	51%	74%	73%	87%	36%				
Collect +	68	19	28	9	12	4	7	9	16	8	4	*	5	3	1	7	3				
	66%	54%	75%	75%	63%	34%	52%	76%	93%	76%	41%	8%	96%	71%	35%	71%	69%				
DHL	118	31	31	34	22	3	15	13	18	10	3	7	10	18	5	10	7				
	76%	75%	85%	79%	72%	83%	75%	74%	100%	80%	51%	64%	70%	93%	62%	67%	94%				
FedEx	102	28	31	30	18	4	8	13	22	5	4	6	10	13	4	5	6				
	77%	96%	76%	69%	73%	100%	100%	92%	90%	65%	47%	68%	73%	66%	79%	87%	61%				
Evri	135	31	45	43	15	8	7	16	12	22	12	12	21	11	1	9	5				
	53%	51%	64%	60%	31%	58%	40%	55%	54%	75%	58%	54%	76%	47%	10%	45%	28%				
DPD	103	35	34	17	16	8	16	11	12	14	7	2	8	7	5	10	2				
	76%	66%	73%	65%	76%	65%	75%	100%	76%	91%	49%	65%	52%	100%	76%	98%	34%				
Parcelforce	100	23	30	27	19	3	7	13	12	9	9	8	11	8	7	6	7				
	81%	75%	87%	77%	68%	61%	85%	74%	99%	85%	77%	83%	63%	98%	84%	81%	100%				
TNT	63	17	21	14	11	3	5	9	11	7	3	3	5	6	*	6	4				
	75%	64%	66%	62%	65%	66%	74%	86%	80%	80%	100%	64%	42%	84%	100%	100%	88%				
UPS	77	27	25	16	9	2	10	15	17	2	6	5	4	7	3	5	2				
	75%	77%	78%	67%	75%	37%	100%	80%	93%	39%	70%	53%	79%	73%	45%	100%	100%				
UK Mail	86	25	46	14	-	1	10	15	21	15	10	5	9	-	-	-	-				
	87%	66%	81%	75%	-	25%	87%	93%	89%	82%	95%	76%	75%	-	-	-	-				
Yodel	90	23	33	24	10	3	9	11	17	13	3	1	12	11	2	6	2				
	73%	67%	90%	76%	51%	64%	62%	66%	96%	85%	82%	32%	87%	78%	37%	99%	52%				
Amazon Delivery Service/Logistics	162	40	52	31	39	16	13	12	20	16	9	6	14	10	4	17	18				
	79%	79%	87%	66%	83%	93%	61%	88%	93%	94%	66%	53%	69%	71%	69%	85%	84%				
Other	90	19	26	29	16	3	9	6	9	12	5	4	11	14	1	6	9				
	75%	73%	72%	94%	60%	100%	88%	53%	69%	100%	43%	87%	91%	100%	41%	45%	89%				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - at/bcid - e/ghijklm/voip
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Table 433

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	290	187	80	648	174	
Weighted Base	883	101*	782	295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	629	241	
Effective Base	815	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134	
Royal Mail	94	13	81	32	63	51	44	23	8	25	16	19	1	3	30	41	23	5	69	24	
200%		34%	19%	17%	22%	22%	18%	21%	7%	24%	32%	39%	5%	23%	14%	26%	22%	12%	21%	18%	
Collect +	16	-	16	8	7	9	7	6	5	3	-	1	-	-	11	3	2	-	11	4	
100%		-	16%	13%	20%	13%	21%	25%	14%	16%	-	21%	1%	-	19%	10%	12%	1%	14%	22%	
DHL	15	2	12	5	9	12	2	2	6	4	-	1	2	-	8	4	3	2	12	3	
100%		35%	8%	7%	12%	14%	3%	6%	11%	10%	-	7%	100%	-	9%	8%	18%	97%	13%	5%	
FedEx	18	2	16	4	14	9	9	8	3	5	2	-	-	-	10	8	-	-	13	6	
14%		37%	12%	6%	23%	11%	18%	24%	7%	12%	22%	-	-	-	14%	14%	-	-	14%	12%	
Evri	63	13	50	11	52	22	41	12	10	15	12	8	4	4	21	27	15	7	53	8	
25%		34%	22%	12%	29%	21%	27%	19%	16%	27%	30%	31%	56%	51%	16%	26%	39%	53%	27%	14%	
DPD	22	-	22	8	14	12	9	1	9	8	2	2	-	-	9	10	2	-	17	5	
16%		-	17%	11%	23%	15%	18%	2%	20%	24%	15%	20%	-	3%	13%	22%	13%	1%	16%	12%	
Parcelforce	8	-	8	2	6	6	2	3	2	3	-	-	-	-	5	3	-	-	6	2	
7%		-	7%	4%	10%	8%	5%	14%	5%	10%	-	3%	-	2%	9%	7%	2%	1%	7%	7%	
TNT	8	-	8	8	-	5	2	-	6	1	-	-	-	-	6	1	-	-	5	2	
9%		-	10%	15%	-	10%	8%	-	21%	6%	-	-	-	-	15%	4%	-	-	10%	9%	
UPS	11	-	11	3	8	8	4	-	4	5	-	-	-	2	4	5	2	2	10	1	
17%		-	12%	5%	17%	12%	9%	-	16%	16%	-	-	-	44%	9%	12%	12%	24%	12%	6%	
UK Mail	7	-	7	1	6	5	2	-	5	2	-	-	-	-	5	2	-	-	6	1	
7%		-	8%	3%	12%	8%	5%	-	23%	9%	-	-	-	-	9%	7%	-	-	10%	3%	
Yodel	19	5	14	3	16	4	15	2	9	3	2	3	-	-	11	5	3	-	17	2	
15%		43%	12%	5%	29%	6%	15%	9%	23%	10%	11%	30%	-	-	18%	10%	23%	-	19%	5%	
Amazon Delivery Service/ Logistics	15	-	15	3	12	9	6	3	2	7	-	3	-	-	5	7	3	-	9	6	
7%		-	9%	3%	10%	8%	6%	5%	4%	21%	1%	15%	2%	-	4%	12%	9%	2%	6%	11%	
Other	19	1	18	3	15	4	15	-	4	6	2	5	-	2	4	8	8	2	19	-	
16%		41%	15%	5%	31%	5%	33%	-	12%	16%	14%	53%	-	100%	4	7%	15%	51%	47%	23%	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	683	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	94	29	30	17	17	60	35	74	20	4	7	22	31	19	60	4	80	15	80	*
20%	20%	20%	21%	18%	19%	21%	19%	19%	22%	12%	19%	19%	20%	19%	19%	12%	19%	13%	24%	-
Collect +	16	3	7	3	2	10	5	14	1	1	1	2	6	5	9	1	14	3	12	-
15%	15%	8%	29%	18%	13%	15%	15%	16%	11%	26%	13%	7%	20%	16%	15%	26%	15%	8%	22%	-
DHL	15	3	7	1	4	10	5	11	3	3	2	3	5	4	10	-	13	4	10	1
10%	10%	5%	16%	4%	15%	10%	10%	8%	22%	-	47%	7%	9%	8%	10%	-	9%	8%	11%	8%
FedEx	18	6	9	3	-	15	3	15	3	2	-	4	5	4	9	2	16	1	12	4
14%	14%	13%	24%	11%	-	18%	8%	13%	22%	22%	-	14%	11%	13%	10%	22%	13%	3%	16%	100%
Evri	63	18	17	13	15	35	28	42	21	4	6	10	26	11	42	4	54	16	45	3
25%	25%	15%	22%	33%	36%	20%	28%	21%	31%	30%	30%	21%	31%	17%	27%	30%	24%	22%	27%	16%
DPD	22	5	8	3	5	14	8	22	*	*	1	4	10	6	16	*	22	2	18	3
16%	16%	11%	22%	14%	20%	16%	17%	17%	1%	1%	16%	9%	23%	21%	16%	1%	17%	3%	23%	27%
Parcelforce	8	3	1	3	2	4	5	5	4	4	-	*	3	1	4	4	5	2	5	2
7%	7%	6%	2%	14%	9%	4%	12%	5%	22%	2%	*	7%	6%	5%	51%	4%	6%	5%	7%	22%
TNT	8	4	1	1	2	4	3	6	1	-	2	1	4	-	8	-	8	2	2	4
9%	9%	9%	5%	7%	30%	8%	13%	9%	11%	-	37%	6%	15%	-	14%	-	10%	5%	6%	58%
UPS	11	6	1	1	4	6	5	7	5	-	1	5	3	1	10	-	11	2	9	-
11%	11%	12%	3%	6%	23%	10%	13%	7%	40%	-	14%	16%	12%	4%	14%	-	11%	5%	15%	-
UK Mail	7	1	2	-	4	3	4	5	2	-	1	3	3	1	6	-	7	3	4	1
7%	7%	3%	7%	-	19%	5%	10%	6%	13%	-	5%	10%	7%	7%	8%	-	8%	7%	7%	8%
Yodel	19	6	5	3	5	11	8	14	5	2	7	6	3	3	17	2	17	5	14	-
15%	15%	12%	14%	12%	30%	13%	20%	14%	20%	37%	41%	10%	8%	9%	17%	37%	10%	15%	21%	-
Amazon Delivery Service/	15	5	6	2	1	11	4	10	4	1	2	3	5	3	9	1	12	2	12	1
Logistics	7%	7%	10%	7%	4%	8%	5%	7%	10%	11%	13%	5%	7%	8%	7%	11%	7%	3%	9%	10%
Other	19	6	3	1	9	9	10	11	8	5	2	5	4	9	13	5	13	5	13	-
16%	16%	15%	12%	4%	32%	14%	19%	12%	38%	77%	15%	6%	13%	21%	10%	77%	12%	9%	27%	-

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Table 433

Base : Made a complaint about provider

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/Leeds (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	831	578	253	122	469	125	142	95	39	55	46	56	58	56	65	43	51	16	109	
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*	
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59	
Royal Mail	94	77	17	5	82	5	6	2	1	17	14	6	2	8	12	8	10	1	4	
30%	20%	19%	27%	32%	19%	20%	23%	16%	6%	27%	33%	17%	17%	23%	11%	22%	17%	32%	19%	
Collect +	16	15	*	*	15	*	-	-	1	1	-	4	-	-	5	-	4	*	*	
15%	17%	3%	6%	18%	4%	-	-	24%	18%	-	63%	-	-	19%	-	38%	4%	4%	4%	
DHL	18	13	2	*	11	1	2	-	1	1	-	-	2	-	6	2	-	-	1	
10%	10%	7%	5%	9%	12%	21%	-	-	34%	17%	-	-	8%	-	15%	8%	-	-	13%	
FedEx	18	18	*	*	16	2	*	-	-	-	1	3	1	-	2	7	2	-	2	
14%	16%	2%	9%	14%	20%	5%	-	-	-	-	14%	51%	5%	-	11%	31%	18%	-	23%	
Evri	63	53	10	1	56	3	3	1	4	7	6	7	4	1	6	10	12	-	3	
25%	24%	36%	32%	26%	21%	15%	16%	35%	21%	43%	34%	17%	17%	4%	16%	33%	53%	-	21%	
DPD	22	22	*	*	20	2	*	-	-	2	3	1	-	1	3	7	3	*	2	
16%	18%	2%	3%	17%	20%	5%	-	-	-	25%	32%	15%	-	11%	9%	32%	20%	33%	20%	
Parcelforce	8	8	*	*	6	1	1	1	-	-	1	1	-	-	-	2	2	-	1	
7%	8%	2%	4%	6%	12%	7%	39%	-	-	-	31%	17%	-	-	-	8%	14%	-	12%	
TNT	8	8	-	-	8	-	-	-	1	2	-	1	1	-	-	3	-	-	-	
9%	12%	-	-	11%	-	-	-	24%	40%	-	15%	5%	-	-	40%	-	-	-	-	
UPS	11	10	2	-	9	2	1	-	-	4	-	2	3	-	-	-	-	-	2	
11%	11%	10%	-	10%	23%	13%	-	-	-	36%	-	31%	14%	-	-	-	-	-	27%	
UK Mail	7	7	-	-	5	1	1	1	2	-	-	-	-	-	-	2	1	-	1	
7%	8%	-	-	6%	14%	10%	38%	53%	-	-	-	-	-	-	-	13%	36%	-	16%	
Yodel	19	18	1	*	15	2	1	1	1	5	-	1	-	-	-	4	4	-	2	
15%	17%	3%	2%	14%	28%	10%	41%	51%	33%	-	22%	-	-	-	-	22%	46%	-	29%	
Amazon Delivery Service/ Logistics	15	13	2	1	10	2	3	*	1	1	2	1	1	3	2	-	-	*	2	
7%	7%	14%	12%	6%	12%	25%	1%	19%	16%	35%	7%	4%	19%	-	-	-	-	18%	11%	
Other	19	13	6	-	15	2	2	-	1	3	-	1	-	-	-	5	5	-	2	
16%	13%	34%	-	14%	37%	27%	-	18%	22%	-	22%	-	-	-	-	18%	53%	-	37%	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Table 433

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	831	410	239	573	402	410	30	97	239	26	92	293	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368
Weighted Base	883	434	242	618	426	434	26**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375
Effective Base	515	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	211	41	28	13	432	41	290	225
Royal Mail	94	46	28	60	39	40	2	8	28	2	5	24	39	12	16	3	64	10	37	44	2	8	3	81	11	39	66
20%	20%	21%	23%	17%	17%	21%	13%	23%	23%	16%	16%	13%	21%	25%	38%	27%	77%	35%	16%	23%	6%	41%	33%	20%	39%	14%	27% sig
Collect +	16	7	7	9	9	7	-	1	7	1	2	4	7	1	1	1	12	3	1	10	2	2	-	12	2	11	5
15%	15%	11%	38%	11%	22%	11%	-	19%	38%	39%	2%	10%	18%	10%	40%	80%	14%	54%	3%	23%	23%	64%	-	13%	58%	13%	25%
DHL	15	8	4	10	6	8	-	2	4	-	1	2	10	2	-	-	12	-	7	2	3	1	1	9	2	10	4
10%	10%	8%	20%	8%	12%	8%	-	28%	20%	-	27%	2%	15% sig	9%	1%	-	10%	1%	9%	4%	14%	56%	48%	7%	51%	8%	14%
FedEx	18	11	3	13	4	11	2	2	3	-	1	7	6	3	1	1	12	2	6	10	-	1	-	16	1	12	6
14%	14%	12%	23%	11%	12%	12%	34%	26%	29%	-	44%	12%	10%	25%	28%	90%	11%	45%	9%	18%	-	48%	-	13%	48%	11%	25%
Evri	63	19	27	33	41	19	-	5	27	4	11	18	26	10	7	1	45	9	33	21	4	6	-	53	6	32	31
25%	25%	16%	36% sig	19%	31% sig	16%	7%	23%	36%	44%	60%	20%	25%	43%	23%	36%	23%	25%	26%	21%	20%	75%	-	24%	60%	21%	30%
DPD	22	11	8	13	11	11	-	-	8	-	-	6	5	7	3	-	11	3	7	12	-	2	1	19	3	16	6
16%	16%	13%	39%	12%	21%	13%	-	-	39%	-	3%	9%	14%	35%	33%	-	11%	33%	10%	22%	4%	34%	100%	3	14%	23%	
Parcelforce	8	5	3	5	3	5	4	3	3	-	3	3	3	1	-	2	6	2	3	-	-	2	3	5	4	5	-
7%	7%	6%	16%	5%	8%	6%	61%	38%	16%	7%	3%	5%	8%	4%	-	44%	6%	16%	5%	-	-	57%	69%	3%	63%	4%	14%
TNT	8	6	-	8	2	6	-	1	2	-	-	2	2	4	-	-	4	-	2	4	-	2	-	6	2	8	-
9%	9%	10%	-	10%	10%	-	-	13%	-	-	-	7%	6%	28%	-	-	7%	-	9%	-	11%	-	8%	57%	10%	-	-
UPS	11	4	3	9	7	4	-	1	3	-	3	1	6	1	3	-	7	3	3	1	1	4	1	4	5	7	4
11%	11%	6%	17%	10%	21%	6%	-	47%	17%	-	39%	2%	15%	8%	58%	-	8%	57%	7%	2%	11%	69%	100%	5%	75%	8%	28%
UK Mail	7	3	2	5	4	3	-	-	2	-	2	3	1	-	1	2	4	3	1	2	2	1	2	3	5	2	-
7%	7%	9%	20%	6%	14%	9%	-	-	20%	-	28%	6%	3%	-	36%	62%	5%	56%	2%	5%	33%	87%	42%	3%	50%	6%	13%
Yodel	19	7	5	13	11	7	2	2	5	-	-	4	12	1	1	2	16	2	6	9	2	-	2	15	2	10	9
15%	15%	9%	28%	12%	25%	9%	50%	17%	28%	-	2%	7%	29%	4%	18%	31%	16%	26%	10%	20%	23%	-	34%	14%	22%	11%	32%
Amazon Delivery Service/ Logistics	15	5	5	8	9	5	-	2	5	-	1	4	7	3	-	-	10	-	9	4	-	1	1	13	2	8	7
7%	7%	4%	16%	5%	13% sig	4%	-	8%	16%	16%	8%	5%	8%	11%	4%	-	6%	3%	9%	5%	-	13%	33%	7%	18%	6%	10%
Other	19	6	9	10	13	6	-	-	9	5	8	10	8	-	1	-	18	1	11	7	-	1	-	18	1	10	9
16%	16%	8%	52%	10%	28%	8%	-	-	52%	82%	71%	16%	21%	-	50%	-	18%	50%	18%	15%	-	24%	-	17%	24%	10%	45%

UK Mail was removed from the survey from March 2024 onwards

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

* small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	94	7	87	-	31	57	6	90	3	1	-	94	-
200%		21%	20%	1%	21%	20%	18%	20%	17%	17%	1%	20%	-
Collect +	16	-	14	2	10	6	-	14	1	-	-	16	-
15%		-	16%	100%	21%	11%	5%	15%	18%	3%	-	15%	-
DHL	15	3	11	-	5	5	4	12	2	1	-	15	-
10%		32%	8%	9%	8%	7%	27%	9%	13%	38%	-	10%	-
FedEx	18	4	13	1	5	13	-	13	2	3	-	18	-
14%		25%	12%	22%	9%	20%	-	11%	21%	100%	-	14%	-
Evri	63	2	62	-	16	30	7	63	-	-	-	63	-
25%		16%	26%	-	19%	28%	29%	27%	-	-	-	25%	-
DPD	22	3	19	-	9	10	3	20	2	-	-	22	-
16%		22%	16%	-	16%	15%	23%	17%	13%	-	-	16%	-
Parcelforce	8	-	8	-	4	4	-	4	3	-	-	8	-
7%		2%	7%	-	7%	7%	5%	3%	17%	98%	-	7%	-
TNT	8	-	6	1	8	-	-	5	2	-	-	8	-
9%		-	9%	27%	17%	-	-	8%	23%	-	-	10%	-
UPS	11	2	9	-	4	7	-	9	3	-	-	11	-
11%		18%	10%	-	10%	13%	-	10%	27%	-	-	11%	-
UK Mail	7	2	5	1	4	3	1	7	-	-	-	7	-
7%		19%	6%	16%	6%	7%	5%	6%	-	-	-	7%	-
Yodel	19	2	17	-	5	14	-	16	3	-	-	19	-
15%		21%	15%	-	9%	26%	-	15%	20%	-	-	15%	-
Amazon Delivery Service/ Logistics	15	-	15	-	3	12	-	14	-	1	-	15	-
7%		3%	8%	-	4%	10%	1%	7%	-	33%	-	7%	-
Other	19	6	13	-	13	6	-	16	3	-	-	19	-
16%		40%	13%	-	19%	15%	-	16%	23%	-	-	16%	-

UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Table 433

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	915	143	139	120	114	45	51	49	49	43	48	38	49	33	33	41	40				
Royal Mail	94	21	26	29	19	8	8	4	9	7	10	10	15	4	7	2	10				
20%	20%	15%	20%	26%	19%	25%	14%	10%	21%	16%	21%	32%	27%	17%	24%	4%	33%				
Collect +	16	9	2	2	3	5	2	1	1	*	1	1	*	-	-	3	-				
15%	15%	25%	6%	13%	15%	49%	19%	9%	4%	1%	15%	92%	4%	-	-	29%	-				
DHL	15	5	-	5	5	*	1	3	-	-	-	1	4	-	-	4	*				
10%	10%	12%	-	12%	15%	7%	6%	19%	-	-	-	14%	27%	-	-	28%	6%				
FedEx	18	-	8	10	*	-	-	-	2	3	3	1	4	5	*	-	-				
14%	14%	-	19%	24%	1%	-	-	-	8%	35%	37%	15%	27%	26%	4%	-	-				
Evri	63	15	17	16	15	3	5	7	7	5	6	6	5	5	4	8	3				
25%	24%	24%	25%	23%	30%	20%	27%	24%	33%	15%	30%	26%	20%	23%	38%	38%	15%				
DPD	22	2	7	8	5	-	2	-	2	-	5	-	8	-	2	*	3				
16%	16%	6%	14%	22%	24%	-	11%	-	12%	-	33%	-	46%	-	24%	2%	66%				
Parcelforce	8	2	*	5	1	2	*	-	-	*	-	2	3	*	1	*	-				
7%	7%	5%	1%	14%	7%	34%	1%	-	-	4%	-	17%	18%	2%	14%	5%	-				
TNT	8	-	3	5	-	-	-	-	3	-	-	-	4	1	-	-	-				
9%	9%	-	11%	21%	-	-	-	-	20%	-	-	-	33%	16%	-	-	-				
UPS	11	2	2	4	2	2	-	1	1	1	-	3	1	-	2	-	-				
11%	11%	7%	7%	17%	19%	29%	-	3%	7%	23%	-	33%	21%	-	41%	-	-				
UK Mail	7	2	1	4	-	1	1	-	1	-	1	1	3	-	-	-	-				
7%	7%	5%	3%	23%	-	27%	8%	-	3%	-	5%	20%	25%	-	-	-	-				
Yodel	19	4	3	5	7	1	4	-	1	2	-	3	2	1	3	4	-				
15%	15%	12%	7%	17%	33%	16%	25%	-	4%	14%	-	66%	13%	5%	42%	38%	-				
Amazon Delivery Service/	15	1	3	8	3	-	*	*	2	*	*	4	1	3	3	3	-				
Logistics	7%	1%	4%	18%	7%	1%	2%	7%	1%	2%	1%	2%	34%	5%	22%	8%	15%				
Other	19	4	6	1	8	-	1	3	2	-	4	-	1	-	1	7	-				
16%	16%	16%	17%	3%	28%	-	12%	24%	16%	-	39%	-	8%	-	-	33%	48%				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - abcd - eighijklmnoip
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Methodology			Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	831	77	754	296	535	391	440	168	186	186	104	107	53	27	354	292	187	80	648	174
Weighted Base	883	101*	782	295	588	425	458	196	217	190	103*	100*	48**	30**	413	293	177	77*	629	241
Effective Base	515	64	452	169	346	238	277	110	123	118	60	62	28	15	233	178	104	42	376	134
Royal Mail	3.61	3.15	3.65	3.63	3.47	3.65	3.57	3.69	3.96	3.53	3.05	3.35	4.16	2.92	3.63	3.38	3.48	3.73	3.53	3.79
Collect +	3.80	3.74	3.80	4.00	3.42	3.86	3.66	3.61	3.74	4.06	4.00	3.79	3.48	-	3.69	4.04	3.64	3.48	3.81	3.73
DHL	4.04	3.38	4.07	4.32	3.72	4.03	4.05	3.97	3.82	4.24	4.43	4.33	2.00	5.00	3.88	4.29	4.03	2.09	3.98	4.12
FedEx	3.99	3.17	4.04	4.32	3.61	4.11	3.80	3.78	4.12	3.98	3.93	4.29	-	5.00	3.96	3.97	4.48	5.00	3.85	4.28
Evri	3.37	3.04	3.43	4.32	3.01	3.60	3.21	3.32	3.67	3.37	3.28	3.16	3.04	2.87	3.49	3.33	3.08	2.95	3.32	3.63
DPD	3.87	4.44	3.85	4.10	3.58	4.02	3.65	4.16	3.73	3.63	4.25	3.83	4.00	4.86	3.90	3.79	3.99	4.28	3.82	3.99
Parcelforce	4.08	3.78	4.10	4.20	3.96	4.15	3.96	3.90	4.06	4.10	4.80	3.99	4.44	3.68	4.00	4.27	3.95	3.89	4.03	4.25
TNT	4.09	4.45	4.07	4.01	4.23	4.09	4.08	4.13	3.67	4.38	4.63	4.27	4.00	5.00	3.80	4.45	4.21	4.03	4.10	4.00
UPS	3.97	3.81	3.99	4.32	3.58	4.13	3.72	4.00	3.85	4.05	4.40	4.25	4.11	2.15	3.91	4.14	3.66	3.05	3.87	4.30
UK Mail	4.26	4.22	4.26	4.52	4.00	4.35	4.08	4.70	3.55	4.27	4.14	4.34	-	4.00	4.27	4.24	4.26	4.00	4.14	4.50
Yodel	3.82	2.94	3.92	4.17	3.43	4.09	3.52	3.99	3.59	4.13	3.75	3.50	3.00	4.03	3.73	4.00	3.51	3.57	3.74	4.07
Amazon Delivery Service/Logistics	4.11	4.29	4.07	4.30	3.99	3.97	4.27	4.24	4.13	3.90	4.39	3.60	4.37	3.93	4.18	4.11	3.89	4.23	4.17	3.95
Other	3.85	2.93	3.87	4.22	3.32	4.24	3.25	4.18	3.97	3.90	4.27	2.58	4.02	1.00	4.05	4.00	2.59	2.61	3.61	4.42

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	831	277	236	156	162	513	318	589	235	68	84	183	243	198	510	68	721	246	549	36
Weighted Base	883	258	274	175	176	532	351	683	193	64*	82*	210	268	193	560	64*	765	221	615	46**
Effective Base	515	149	150	107	111	298	218	380	134	40	49	124	154	111	327	40	445	141	350	25
Royal Mail	3.61	3.60	3.59	3.72	3.56	3.59	3.64	3.62	3.55	4.69%	3.66	3.64	3.51	3.71	3.58	4.69%	3.61	3.66	3.52	3.71
Collect +	3.80	4.29	3.20	3.63	3.58	3.90	3.60	3.78	3.93	4.23	3.72	3.93	3.32	4.19	3.59	4.23	3.79	4.19	3.49	3.62
DHL	4.04	4.15	3.67	4.27	3.79	4.04	4.03	4.06	3.86	4.56	3.09	4.16	4.09	4.00	4.07	4.56	4.05	4.16	3.99	3.86
FastEx	3.99	3.93	3.83	4.10	4.34	3.86	4.21	4.04	3.54	4.17	4.09	4.15	4.03	3.80	4.08	4.17	3.99	4.39	3.87	2.00
Evri	3.37	3.48	3.49	3.23	3.02	3.49	3.12	3.17	3.30	3.62	3.27	3.39	3.39	3.39	3.39	3.17	3.38	3.61	3.23	3.78
DPD	3.87	3.93	3.78	3.93	3.85	3.86	3.89	3.82	4.56	4.82	3.94	4.07	3.78	3.55	3.93	4.82	3.85	4.36	3.69	3.00
Parcelforce	4.08	4.14	4.17	4.09	3.80	4.15	3.95	4.15	3.61	3.22	3.94	4.35	4.02	4.14	4.12	3.22	4.12	4.28	4.05	2.94
TNT	4.09	4.26	4.08	3.76	3.94	4.21	3.80	4.08	4.12	4.77	3.40	4.23	3.88	4.31	3.97	4.77	4.07	4.35	4.10	2.44
UPS	3.97	4.04	4.33	3.97	3.43	4.11	3.72	4.09	3.10	5.00	3.71	4.08	3.62	4.17	3.86	5.00	3.95	4.37	3.71	4.00
UK Mail	4.26	4.46	4.22	4.52	3.77	4.34	4.12	4.37	3.67	4.62	4.02	4.31	4.28	4.14	4.25	4.62	4.24	4.41	4.20	3.83
Yodel	3.62	3.95	3.76	4.07	3.25	3.87	3.70	3.88	3.59	3.61	2.80	3.86	4.01	4.09	3.71	3.61	3.81	4.10	3.60	3.98
Amazon Delivery Service/ Logistics	4.11	4.15	4.04	4.17	4.06	4.10	4.11	4.15	3.95	4.27	3.57	4.15	4.01	4.30	4.02	4.27	4.09	4.31	4.04	3.55
Other	3.85	4.07	3.86	4.23	3.16	3.99	3.67	4.03	2.97	1.92	3.95	4.19	3.80	3.99	3.98	1.92	3.98	4.19	3.41	4.00

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	831	578	253	122	469	125	142	95	39	56	46	56	58	56	65	43	51	16	109
Weighted Base	883	772	110*	23**	773	51*	40*	20*	30*	97*	65*	73*	87*	88*	151*	103*	81*	6**	45*
Effective Base	515	461	56	17	413	66	71	63	37	53	44	54	52	51	63	41	47	7	59
Royal Mail	3.61	3.64	3.43	3.49	3.62	3.65	3.28	3.53	4.27	3.20	3.10	3.65	3.43	3.53	3.94	3.71	3.61	3.36	3.68
Collect +	3.80	3.73	4.29	4.62	3.73	4.12	4.04	4.27	3.44	3.06	4.30	2.95	4.35	4.14	3.85	4.00	2.98	4.75	3.98
DHL	4.04	4.06	3.52	4.80	4.07	3.84	3.85	3.93	3.65	3.44	4.64	4.00	4.10	3.98	3.91	4.43	4.32	4.11	3.61
FedEx	3.99	3.96	4.18	4.48	4.02	3.48	4.08	4.05	4.68	4.62	3.99	3.23	4.15	4.19	3.92	3.94	3.88	4.13	3.36
Evri	3.37	3.42	2.95	3.06	3.32	3.51	3.94	3.26	3.38	3.23	2.82	3.00	3.57	4.20	3.45	3.31	2.72	4.62	3.48
DPD	3.87	3.85	4.11	4.56	3.87	3.63	4.30	3.92	4.58	3.26	3.44	3.88	4.20	3.95	4.17	3.72	3.55	3.00	3.65
Parcelforce	4.08	4.03	4.31	4.25	4.10	4.12	3.99	3.04	5.00	4.29	3.39	3.70	4.46	4.09	4.33	4.09	3.50	5.00	4.11
TNT	4.09	4.02	4.38	4.49	4.09	4.26	4.07	3.82	3.02	3.81	3.00	3.96	4.05	4.75	4.79	2.81	4.54	4.00	4.27
UPS	3.97	3.92	4.26	4.82	4.01	3.41	3.96	4.73	4.39	3.05	4.00	3.38	3.93	4.18	4.38	4.53	5.00	4.00	3.33
UK Mail	4.26	4.25	4.31	4.42	4.31	3.72	4.31	3.61	3.00	3.57	5.00	4.61	4.83	4.09	4.57	4.18	3.93	4.00	3.68
Yodel	3.82	3.77	4.13	3.96	3.84	3.48	4.00	3.39	3.00	3.09	4.00	3.63	4.23	4.11	4.38	3.87	2.77	4.50	3.43
Amazon Delivery Service/ Logistics	4.11	4.12	3.90	4.33	4.15	3.72	3.96	4.11	3.63	4.29	2.96	4.12	4.03	3.87	4.53	4.28	3.93	3.64	3.73
Other	3.85	3.93	3.35	4.90	3.89	3.06	3.80	4.50	3.10	3.88	-	4.08	4.02	4.27	4.53	3.68	2.93	-	3.06

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Table 434

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	831	410	239	573	402	410	30	97	239	26	92	293	331	108	72	26	624	98	388	313	68	42	17	701	59	463	368
Weighted Base	883	434	242	618	426	434	26**	74*	242	27**	73*	310	362	113*	80*	17**	672	98*	396	352	76*	38**	18**	748	56*	508	375
Effective Base	515	256	144	358	246	256	16	61	144	19	49	172	211	71	48	14	383	61	227	205	41	28	13	432	41	290	225
Royal Mail	3.41	3.92	3.34	3.46	3.55	3.72	4.33	3.73	3.34	3.65	3.47	4.09	3.54	2.96	2.85	3.06	3.62	2.89	4.05	3.45	3.67	2.82	3.00	3.66	2.88	3.81	3.42
Collected +	3.80	3.90	3.46	3.36	3.64	3.60	5.00	3.60	3.46	3.84	4.48	4.06	3.54	4.20	2.75	2.20	3.32	2.56	4.08	3.59	3.97	2.82	3.00	3.84	2.84	3.81	3.73
DHL	4.04	4.19	3.40	4.14	3.72	4.19	4.38	3.74	3.40	5.00	3.50	4.62	3.68	3.79	3.87	5.00	4.10	4.05	4.24	4.16	3.31	2.83	3.21	4.21	3.01	4.06	3.92
FedEx	3.99	4.10	3.27	4.09	3.89	4.10	3.82	3.50	3.27	4.68	3.00	4.17	3.97	3.68	3.54	2.29	4.07	3.20	4.39	3.76	3.86	3.55	-	4.04	3.55	4.09	3.55
Evri	3.37	3.63	3.06	3.53	3.17	3.63	3.23	3.16	3.06	3.03	2.44	3.60	3.38	2.44	3.33	2.92	3.48	3.29	3.46	3.35	3.32	1.80	4.33	3.41	2.29	3.94	3.08
DPD	3.67	4.09	2.87	4.06	3.51	4.09	5.00	4.80	2.87	5.00	4.88	4.16	3.83	3.39	3.15	5.00	4.04	3.17	4.10	3.70	3.92	2.85	1.00	3.92	2.44	3.94	3.60
Parcelforce	4.08	4.15	3.54	4.19	3.96	4.15	2.88	3.37	3.54	4.79	3.87	4.38	3.93	3.37	4.19	3.56	4.19	3.91	4.25	4.10	4.13	2.32	2.93	4.19	2.62	4.18	3.81
TNT	4.09	4.02	4.53	4.05	4.27	4.02	4.47	4.00	4.53	5.00	4.64	4.19	4.17	3.82	3.65	4.81	4.18	3.86	4.35	3.87	4.37	1.72	5.00	4.12	3.00	4.09	4.06
UPS	3.97	4.17	3.58	4.05	3.62	4.17	5.00	3.06	3.58	5.00	3.00	4.40	3.70	4.10	2.35	4.00	4.06	2.39	4.23	4.03	4.45	2.15	1.00	4.14	1.94	4.04	3.58
UK Mail	4.26	4.33	3.88	4.32	4.10	4.33	4.61	3.70	3.88	4.65	3.47	4.39	4.19	4.65	3.72	1.72	4.31	2.83	4.44	4.34	3.41	1.39	2.89	4.40	2.64	4.30	4.04
Yodel	3.82	3.98	3.75	3.86	3.80	3.98	3.13	3.61	3.75	5.00	4.30	4.17	3.27	3.88	4.45	3.43	3.81	3.81	4.06	3.57	3.55	4.29	3.32	3.85	3.66	3.93	3.43
Amazon Delivery Service/ Logistics	4.11	4.23	3.62	4.21	3.87	4.23	4.58	3.88	3.62	4.52	3.85	4.40	4.02	3.71	3.98	4.60	4.20	4.01	4.23	4.06	3.77	3.72	3.83	4.16	3.74	4.15	4.02
Other	3.85	4.07	2.57	4.06	3.51	4.07	5.00	3.89	2.57	1.71	1.98	3.94	3.71	3.89	3.12	-	3.86	3.12	3.97	3.69	3.88	3.70	5.00	3.85	3.72	4.02	3.00

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	831	77	741	13	302	489	60	759	47	16	6	822	3
Weighted Base	883	69*	800	13**	292	517	73*	809	50*	18**	4**	877	2**
Effective Base	515	38	468	9	173	300	42	468	31	10	4	510	2
Royal Mail	3.61	3.60	3.61	3.64	3.63	3.64	3.30	3.62	3.41	3.64	3.99	3.61	3.00
Collected +	3.80	3.68	3.85	2.00	3.67	3.94	2.95	3.81	3.48	3.94	5.00	3.80	-
DHL	4.04	2.82	4.11	4.44	4.13	4.00	3.83	4.05	4.11	2.87	3.00	4.04	-
FedEx	3.99	3.59	4.06	3.70	4.15	3.77	4.52	4.10	3.39	2.00	5.00	3.99	-
Evri	3.37	3.95	3.34	3.97	3.57	3.26	3.29	3.35	3.67	3.00	-	3.37	4.00
DPD	3.87	3.57	3.90	4.00	3.83	4.00	3.32	3.87	3.86	4.00	5.00	3.87	4.00
Parcelforce	4.08	4.13	4.08	4.00	4.11	4.12	3.45	4.23	3.38	1.46	-	4.08	-
TNT	4.09	3.86	4.15	3.45	3.90	4.32	4.00	4.11	3.90	4.03	5.00	4.09	-
UPS	3.97	3.65	4.00	5.00	4.10	3.87	4.09	3.98	3.85	4.00	5.00	3.97	-
UK Mail	4.26	3.70	4.34	3.68	4.11	4.51	3.89	4.27	4.11	3.97	5.00	4.26	4.00
Yodel	3.82	3.43	3.84	4.13	4.02	3.64	3.58	3.90	3.21	3.89	4.00	3.82	-
Amazon Delivery Service/ Logistics	4.11	4.18	4.10	4.44	4.07	4.08	4.50	4.15	3.52	3.35	-	4.11	-
Other	3.85	2.82	4.01	3.68	3.83	3.90	3.69	3.89	3.42	4.00	4.00	3.85	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	831	225	234	188	184	67	78	80	93	71	70	64	76	48	54	67	63				
Weighted Base	883	233	242	216	192	69*	95*	69*	85*	75*	82*	67*	88*	61*	53*	71*	67*				
Effective Base	916	143	139	120	114	45	51	49	49	43	48	36	49	33	33	41	40				
Royal Mail	3.61	3.66	3.64	3.42	3.73	3.08	3.79	3.54	3.72	3.55	3.28	3.26	3.38	3.72	3.74	4.15	3.09				
Collect +	3.80	3.56	4.01	4.27	3.51	3.15	3.76	3.78	4.11	4.26	3.54	2.25	4.69	4.41	3.40	3.42	3.77				
DHL	4.04	3.85	4.33	4.12	3.83	3.72	4.00	3.71	4.60	4.21	3.71	3.65	4.03	4.42	4.07	3.46	4.28				
FedEx	3.99	4.34	3.85	3.91	3.99	4.12	4.53	4.30	4.19	3.39	3.29	4.08	3.99	3.79	4.16	4.23	3.74				
Evri	3.37	3.35	3.51	3.56	2.91	3.42	3.09	3.45	3.50	3.66	3.28	3.29	3.68	3.69	2.54	3.02	3.01				
DPD	3.87	4.05	3.78	3.78	3.83	3.98	4.02	4.18	3.91	4.25	3.13	3.65	3.31	5.00	4.05	4.44	2.39				
Parcelforce	4.08	3.91	4.33	3.97	4.14	3.28	4.32	3.87	4.54	4.01	4.40	3.81	3.56	4.95	4.01	4.07	4.36				
TNT	4.09	4.38	4.07	3.71	4.36	4.24	4.40	4.43	3.67	4.42	4.86	3.86	3.22	4.44	5.00	4.35	4.35				
UPS	3.97	4.19	3.97	3.79	3.68	3.15	4.74	4.28	4.30	2.94	3.86	3.02	3.73	4.76	3.12	4.17	4.16				
UK Mail	4.26	4.26	4.47	3.67	-	3.23	4.30	4.36	4.52	4.50	4.31	3.98	3.50	-	-	-	-				
Yodel	3.82	3.76	4.09	3.84	3.36	4.04	3.62	3.84	4.21	3.90	4.30	2.65	3.96	4.08	2.93	3.58	3.56				
Amazon Delivery Service/ Logistics	4.11	4.11	4.29	3.75	4.22	4.17	4.00	4.22	4.34	4.53	3.86	3.24	3.82	4.07	3.89	4.06	4.47				
Other	3.85	3.79	3.84	4.38	3.30	4.42	4.16	3.30	3.72	4.77	2.97	4.45	4.09	4.61	3.37	2.85	3.89				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QJ8_1. Why didn't you make a complaint to ... - Royal Mail
Base : If did not make a complaint about Royal Mail but had cause to

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	874	80	514	101	473	228	343	81	74	110	87	111	84	37	165	187	212	101	513	59
Weighted Base	665	90*	475	92*	473	242	320	87*	77*	120*	82*	102*	49*	47**	164	202	198	96*	478	86*
Effective Base	346	49	298	59	287	138	206	54	47	71	50	64	34	26	101	121	124	60	302	45
Didn't know where to go/ who to complain to	54	7	47	4	49	20	33	9	4	9	7	11	6	7	13	16	24	13	46	7
9%		7%	10%	5%	10%	8%	10%	10%	5%	8%	9%	11%	13%	15%	8%	8%	12%	14%	10%	9%
Didn't have the time	64	9	45	11	43	19	35	9	11	12	11	6	4	2	20	23	12	5	46	8
10%		10%	10%	12%	9%	8%	11%	10%	15%	10%	14%	6%	8%	3%	12%	11%	6%	6%	10%	10%
Not worth the hassle	248	32	216	48	200	107	139	44	35	45	36	50	20	18	79	81	88	38	211	36
44%		36%	45%	52%	42%	44%	43%	51%	46%	38%	43%	49%	42%	38%	46%	40%	44%	40%	44%	42%
Wouldn't change anything anyway	127	8	119	22	105	64	63	12	14	33	20	18	16	12	26	53	47	25	116	10
22%		9%	33% ^{sig}	24%	22%	26%	20%	14%	19%	27%	25%	18%	37% ^{sig}	24%	16%	26%	24%	31% ^{sig}	24%	12%
The problem was sorted without needing to complain	97	15	83	10	87	50	47	8	15	22	14	22	9	8	23	36	39	17	81	16
17%		16%	17%	11%	16%	21%	15%	9%	19%	18%	17%	21%	16%	18%	14%	18%	20%	18%	17%	19%
Not a major issue	168	26	142	28	140	81	87	22	25	39	25	30	10	17	47	64	56	27	143	25
30%		29%	30%	31%	30%	33%	27%	26%	33%	32%	31%	29%	21%	36%	29%	32%	28%	28%	30%	30%
Any other reason (please specify)	16	5	11	1	15	5	11	2	1	3	3	2	5	*	3	5	6	6	12	4
3%		6%	2%	1%	3%	2%	3%	2%	1%	2%	3%	2%	11% ^{sig}	*	2%	3%	4%	6%	3%	5%
I don't know	28	6	21	6	22	10	18	9	7	1	3	4	2	1	17	4	7	3	23	5
5%		7%	5%	6%	5%	4%	6%	16% ^{sig}	16% ^{sig}	1%	4%	4%	4%	1%	16% ^{sig}	2%	3%	3%	5%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ8_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	674	160	158	120	136	318	256	324	242	49	55	137	184	101	376	50	497	134	424	16
Weighted Base	565	119*	162*	143*	141*	281	284	338	217	57*	51*	133*	181	91*	365	59*	480	140*	408	17**
Effective Base	346	72	96	85	93	168	178	196	146	37	33	86	109	53	228	38	295	87	251	8
Didn't know where to go/ who to complain to	54	11	23	12	8	34	20	30	23	2	8	13	20	2	41	2	46	6	44	3
9%	9%	9%	15.2%	8%	6%	12%	7%	9%	11%	3%	15.2%	10%	11%	2%	11%	3%	10%	4%	11%	20%
Didn't have the time	54	11	24	10	9	35	20	39	15	4	5	11	18	3	35	6	42	14	38	2
10%	10%	9%	15%	7%	7%	12%	7%	12%	7%	8%	10%	9%	10%	3%	9%	10%	9%	10%	9%	14%
Not worth the hassle	248	50	77	60	61	127	121	147	100	21	20	60	86	37	165	22	212	58	183	7
44%	44%	42%	48%	42%	43%	45%	43%	43%	46%	36%	39%	45%	47%	40%	38%	38%	44%	41%	45%	44%
Wouldn't change anything anyway	127	23	41	33	31	64	63	70	55	11	11	34	37	22	82	11	108	35	88	3
22%	22%	20%	25%	23%	22%	23%	22%	21%	25%	19%	22%	25%	21%	24%	22%	19%	23%	25%	22%	16%
The problem was sorted without needing to complain	97	17	27	22	32	44	54	64	28	9	10	26	25	20	61	9	84	25	68	3
17%	17%	14%	16%	15%	23%	16%	19%	19%	13%	16%	19%	14%	22%	17%	15%	16%	16%	16%	17%	21%
Not a major issue	168	47	42	39	40	89	79	110	57	19	6	33	63	34	101	21	142	40	123	4
30%	30%	39%	26%	27%	28%	32%	28%	33%	26%	13.3%	12%	25%	33.3%	18.3%	33.3%	35%	29%	29%	30%	27%
Any other reason (please specify)	16	3	3	5	5	6	10	10	5	3	-	1	7	2	8	3	12	2	14	-
3%	3%	2%	2%	4%	4%	2%	4%	3%	2%	6%	-	1%	4%	3%	2%	6%	2%	2%	3%	-
I don't know	28	5	6	10	6	12	16	15	11	2	2	7	4	9	13	2	24	8	19	-
8%	8%	9%	4%	7%	4%	4%	8%	4%	8%	3%	4%	8%	2%	1.7%	4%	3%	8%	6%	8%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ8_1. Why didn't you make a complaint to ... - Royal Mail
Base : If did not make a complaint about Royal Mail but had cause to

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	574	377	197	97	297	111	82	84	30	33	29	33	27	32	32	42	39	24	87	
Weighted Base	565	482	83*	15*	468	55*	25*	16*	23**	56*	42**	42*	39**	51**	66*	94*	56*	9**	46*	
Effective Base	346	297	49	35	264	44	37	52	27	31	28	32	26	30	31	40	37	6	39	
Didn't know where to go/ who to complain to	54	44	10	*	50	2	1	1	2	7	3	4	3	6	5	10	10	-	2	
9%		9%	12%	2%	11%	3%	5%	4%	10%	12%	7%	9%	6%	11%	8%	11%	19%	-	4%	
Didn't have the time	54	43	11	1	43	4	6	1	1	10	3	2	3	6	4	7	7	*	4	
10%		9%	13%	9%	9%	7%	12%	5%	6%	19%	7%	5%	7%	12%	6%	8%	12%	2%	8%	
Not worth the hassle	248	210	39	5	212	21	7	8	11	29	17	21	14	19	31	46	22	2	19	
44%		44%	47%	32%	45%	39%	28%	50% c	51%	52%	41%	50%	35%	37%	48%	49%	40%	22%	42%	
Wouldn't change anything anyway	127	112	15	4	111	10	4	2	7	13	7	10	7	13	17	20	16	2	8	
22%		23%	18%	28%	24%	19%	14%	15%	31%	24%	17%	23%	17%	25%	26%	21%	29%	22%	16%	
The problem was sorted without needing to complain	97	88	9	3	82	7	5	4	3	7	11	6	6	6	21	15	8	1	6	
17%		18%	11%	18%	17%	13%	19%	23%	12%	12%	22%	15%	15%	13%	32%	16%	14%	8%	14%	
Not a major issue	168	152	16	4	140	16	7	6	7	12	13	6	15	15	19	35	18	5	11	
30%		32%	19%	24%	30%	29%	28%	34%	30%	21%	30%	15%	38%	30%	29%	32% ab	32%	55%	23%	
Any other reason (please specify)	16	15	1	1	13	1	2	1	1	-	-	1	4	1	2	4	-	*	1	
3%		3%	1%	4%	3%	2%	6%	5%	3%	-	-	3%	10%	2%	3%	4%	-	1%	2%	
I don't know	28	23	5	1	21	4	2	1	1	4	2	1	2	3	2	4	3	4	4	
5%		5%	6%	6%	4%	6%	7%	6%	2%	7%	4%	3%	4%	6%	3%	4%	6%	-	9%	

Proportions/Means: Columns Tested (5% risk level) - ab/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

QJ8_1. Why didn't you make a complaint to ... - Royal Mail

Table 435

Base : If did not make a complaint about Royal Mail but had cause to

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	574	227	232	325	330	227	21	92	232	22	110	215	239	63	42	13	454	55	302	202	40	19	7	504	26	172	402
Weighted Base	565	213	231	314	332	213	22**	78*	231	26**	98*	210	243	64*	36**	10**	453	45*	285	205	46**	16**	7**	491	23**	174	391
Effective Base	346	134	140	194	200	134	15	55	140	17	64	123	148	43	25	7	271	32	175	126	27	11	3	302	14	104	242
Didn't know where to go/ who to complain to	54	9	29	20	40	9	-	4	29	2	11	25	15	9	3	-	40	3	24	20	5	2	-	46	2	23	31
6%	4%	19%	13%	6%	12%	4%	2%	5%	13%	6%	12%	12%	6%	14%	8%	-	9%	6%	9%	10%	10%	10%	1%	9%	8%	13%	8%
Didn't have the time	54	12	26	27	41	12	1	3	26	5	10	14	28	5	6	1	43	6	24	24	4	-	1	49	1	25	29
10%	6%	11%	9%	12%	9%	6%	5%	11%	19%	10%	14%	7%	12%	8%	15%	9%	9%	14%	9%	12%	9%	-	17%	10%	5%	14%	7%
Not worth the hassle	246	85	110	126	150	85	4	32	110	15	50	93	112	23	17	4	204	22	129	85	23	7	4	214	11	79	169
44%	40%	48%	40%	49%	40%	16%	41%	41%	49%	58%	51%	44%	46%	33%	46%	46%	45%	46%	45%	41%	50%	43%	56%	44%	46%	46%	43%
Wouldn't change anything anyway	127	33	59	60	86	33	4	18	59	6	26	54	48	15	9	1	102	10	66	42	13	4	3	107	7	41	86
22%	16%	23%	19%	23%	16%	16%	23%	23%	26%	23%	27%	26%	20%	24%	12%	12%	21%	23%	23%	20%	26%	36%	22%	23%	24%	22%	22%
The problem was sorted without needing to complain	97	42	39	58	54	42	4	9	38	2	15	37	47	12	*	1	34	2	54	34	6	1	*	87	1	28	69
17%	20%	17%	18%	16%	20%	20%	11%	11%	17%	10%	15%	16%	13%	19%	1%	14%	16%	4%	19%	16%	14%	8%	2%	16%	6%	16%	16%
Not a major issue	160	70	62	99	92	70	12	17	62	4	29	75	72	12	6	3	146	9	87	60	9	5	5	147	9	37	131
30%	33%	27%	32%	28%	33%	52%	22%	22%	27%	15%	30%	36%	29%	15%	16%	29%	32%	20%	30%	29%	19%	28%	73%	30%	41%	34%	34%
Any other reason (please specify)	16	9	6	10	6	9	2	5	6	1	*	5	5	2	4	-	11	4	9	3	4	-	*	12	*	5	11
3%	4%	3%	3%	2%	4%	9%	6%	6%	3%	5%	*	3%	2%	2%	11%	-	2%	3%	3%	2%	8%	-	5%	3%	1%	3%	3%
I don't know	28	9	11	16	18	9	4	4	11	2	4	8	10	2	3	-	16	3	11	14	2	1	*	25	1	13	15
6%	4%	5%	5%	5%	5%	9	-	5	5%	6%	4%	4%	4%	11%	8%	-	4%	6%	4%	7%	4%	6%	2%	5%	6%	7%	4%

QJ8_1. Why didn't you make a complaint to ... - Royal Mail
Base : If did not make a complaint about Royal Mail but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	574	30	541	3	189	364	21	563	7	3	1	573	-
Weighted Base	565	29**	535	1**	172	372	21**	557	6**	2**	***	565	-.**
Effective Base	346	18	327	2	110	225	11	339	5	2	1	346	-
Didn't know where to go/ who to complain to	54 9%	2 6%	52 10%	-	16 9%	32 9%	6 29%	54 10%	-	-	-	54 9%	-
Didn't have the time	54 10%	5 16%	50 9%	-	19 11%	34 9%	1 6%	53 10%	-	1 55%	-	54 10%	-
Not worth the hassle	245 44%	11 39%	237 44%	-	76 44%	165 45%	7 32%	245 44%	1 22%	2 100%	-	245 44%	-
Wouldn't change anything anyway	127 22%	10 30%	117 22%	-	44 25%	78 21%	5 24%	125 22%	2 29%	-	-	127 22%	-
The problem was sorted without needing to complain	97 17%	6 20%	91 17%	-	27 16%	65 18%	5 25%	97 17%	-	-	-	97 17%	-
Not a major issue	168 30%	9 32%	159 30%	-	54 31%	110 30%	4 19%	166 30%	1 18%	1 37%	-	168 30%	-
Any other reason (please specify)	16 3%	- 1%	16 3%	-	4 2%	10 3%	2 9%	16 3%	-	-	-	16 3%	-
I don't know	28 5%	- 0%	28 5%	-	3 2%	25 7%	- 1%	26 5%	2 31%	-	-	28 5%	-

Proportions/Means. Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

QJ8_1. Why didn't you make a complaint to ... - Royal Mail
Base : If did not make a complaint about Royal Mail but had cause to

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	574	131	136	158	149	41	37	53	50	42	44	50	54	54	52	48	49				
Weighted Base	665	132*	133*	142*	158*	45*	33*	53*	53*	33*	46*	44*	51*	47*	50*	61*	47*				
Effective Base	346	84	82	89	92	27	23	33	34	23	26	28	30	31	31	31	30				
Didn't know where to go/ who to complain to	54	13	19	6	15	3	3	7	10	1	7	*	3	3	3	6	6				
Didn't have the time	9%	10%	14%	5%	9%	7%	9%	13%	20%	4%	16%	1%	5%	7%	6%	9%	14%				
Not worth the hassle	54	13	13	12	17	3	5	5	10	*	2	3	5	4	4	11	2				
Wouldn't change anything anyway	10%	10%	10%	8%	11%	7%	16%	9%	19%	1%	9%	7%	9%	9%	8%	18%	3%				
The problem was sorted without needing to complain	248	59	69	50	70	27	12	20	30	14	25	16	17	17	20	26	24				
Not a major issue	44%	45%	62%	35%	44%	60%	35%	38%	56%	42%	53%	37%	33%	37%	39%	43%	51%				
Any other reason (please specify)	127	19	35	44	29	9	7	2	9	5	21	13	16	15	8	9	13				
I don't know	22%	14%	23%	13%	19%	20%	21%	4%	16%	16%	46%	30%	46%	52%	16%	14%	23%				
Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef/ghijklm/no/p	97	25	28	26	19	6	8	11	8	6	13	9	9	8	6	6	6				
Specifically	17%	19%	21%	19%	12%	12%	24%	21%	16%	19%	28%	20%	19%	17%	13%	10%	13%				
Any other reason (please specify)	168	43	41	40	44	11	14	19	14	9	18	13	10	17	13	16	16				
I don't know	30%	33%	31%	28%	28%	23%	41%	35%	26%	26%	39%	29%	20%	36%	25%	26%	33%				
Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef/ghijklm/no/p	16	10	1	3	2	6	1	3	1	-	*	1*	1*	5*	-	3*	*				
Specifically	3%	1%	1%	2%	1%	13%	2%	7%	2%	-	1%	1%	1%	5%	-	3%	*				
I don't know	28	9	2	7	10	2	2	5	*	2	-	1	4	2	8	2	*				
Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef/ghijklm/no/p	5%	7%	1%	5%	6%	5%	6%	10%	*	5%	-	1%	8%	4%	16%	3%	*				

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef/ghijklm/no/p
* small base, ** very small base (under 30) ineligible for sig testing

QJ8_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	125	15	110	27	98	36	88	29	27	29	17	13	6	4	55	46	23	10	110	13
Weighted Base	109*	18**	91*	20**	88*	44**	64*	33**	22**	16**	14**	12**	3**	7**	56*	30**	23**	11**	86*	19**
Effective Base	64	12	52	14	50	23	41	18	13	12	9	7	3	4	31	20	13	6	52	10
Didn't know where to go/ who to complain to	6	-	6	*	6	*	6	2	*	*	2	2	-	-	2	2	2	-	4	-
50%		-	7%	1%	7%	*	9%	5%	*	1%	15%	14%	-	-	3%	8%	8%	-	5%	-
Didn't have the time	12	3	9	-	12	8	4	5	2	4	1	-	-	-	7	5	-	-	5	4
100%		18%	10%	-	14%	18%	8%	14%	10%	26%	8%	-	-	-	12%	17%	-	-	6%	23%
Not worth the hassle	41	9	32	4	37	14	27	13	10	3	4	5	2	5	23	6	12	7	34	7
38%		50%	35%	21%	42%	33%	41%	39%	43%	16%	26%	44%	58%	66%	41%	21%	53%	64%	40%	37%
Wouldn't change anything anyway	22	3	19	3	19	8	13	6	4	3	2	3	-	4	10	5	6	4	19	3
20%		18%	20%	17%	21%	19%	21%	19%	17%	18%	15%	22%	-	49%	19%	17%	26%	34%	22%	17%
The problem was sorted without needing to complain	20	1	19	4	17	8	12	5	6	4	2	*	1	-	11	6	3	3	13	7
19%		5%	21%	18%	19%	19%	19%	15%	28%	27%	14%	1%	39%	17%	20%	21%	12%	24%	15%	41%
Not a major issue	28	2	26	6	23	13	16	12	3	5	5	4	*	-	14	10	4	*	24	2
26%		11%	29%	28%	26%	29%	24%	35%	12%	32%	37%	29%	1%	-	26%	34%	16%	*	28%	9%
Any other reason (please specify)	2	2	*	1	1	1	1	-	1	*	-	1	-	-	1	*	1	*	2	-
2%		9%	*	6%	1%	3%	1%	-	2%	*	2%	9%	2%	-	1%	1%	5%	1%	2%	-
I don't know	5	2	3	2	3	2	3	1	2	-	2	*	-	-	3	2	*	-	5	-
50%		10%	3%	12%	3%	5%	4%	2%	10%	-	13%	2%	-	-	5%	6%	1%	-	6%	-

Proportions/Means: Columns Tested (5% risk level) - ab - old - ef - gh/ij/kl/m - n/op/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ8_6. Why didn't you make a complaint to ... - Evri

Table 436

Base : If did not make a complaint about Evri but had cause to

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	126	39	38	26	22	77	48	87	38	11	11	32	32	31	75	11	110	20	104	1
Weighted Base	109*	32**	34**	25**	17**	66*	43**	77*	32**	9**	8**	22**	31**	31**	62*	9**	97*	14**	94*	***
Effective Base	64	16	21	16	11	37	27	44	20	7	6	19	16	15	39	7	56	11	53	1
Didn't know where to go/ who to complain to	6	*	2	2	2	2	4	6	*	-	-	4	2	*	6	-	6	-	6	-
5%	5%	*	7%	6%	11%	4%	6%	9%	*	-	-	17%	6%	1%	9%	-	6%	-	6%	-
Didn't have the time	12	6	3	3	-	9	3	12	-	-	2	3	3	3	8	-	12	*	12	-
11%	11%	18%	9%	14%	-	13%	8%	16%	-	-	24%	13%	10%	8%	13%	-	13%	2%	13%	-
Not worth the hassle	41	10	15	11	6	24	16	27	14	3	4	3	11	15	18	3	35	2	39	-
38%	38%	30%	44%	43%	33%	37%	39%	35%	45%	34%	49%	14%	36%	49%	30%	34%	36%	15%	41%	-
Wouldn't change anything anyway	22	5	7	4	6	11	10	13	8	*	4	6	4	6	15	*	21	3	18	-
20%	20%	15%	20%	16%	36%	17%	24%	17%	26%	4%	51%	26%	14%	19%	23%	4%	22%	23%	20%	-
The problem was sorted without needing to complain	20	3	10	4	2	14	7	15	6	2	1	5	7	5	13	2	18	4	17	-
15%	15%	11%	30%	17%	14%	21%	16%	19%	16%	26%	17%	24%	21%	14%	21%	26%	18%	27%	18%	-
Not a major issue	28	14	8	4	3	22	7	22	7	2	*	3	10	12	14	2	26	*	28	*
26%	26%	44%	22%	16%	16%	33%	16%	28%	21%	27%	5%	15%	33%	38%	23%	27%	2%	29%	29%	100%
Any other reason (please specify)	2	2	*	*	-	2	*	1	1	-	-	1	*	1	2	-	2	*	2	-
2%	2%	6%	*	*	-	3%	*	1%	4%	-	-	5%	1%	2%	2%	-	2%	1%	2%	-
I don't know	8	1	-	2	2	1	4	3	2	2	-	-	2	1	2	2	3	4	1	-
5%	5%	3%	-	9%	17%	1%	10%	4%	7%	22%	-	-	7%	2%	4%	22%	3%	30%	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ8_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	125	73	52	22	58	31	24	12	7	10	11	5	6	5	1	10	3	6	25
Weighted Base	109*	86*	22**	2**	95*	6**	6**	2**	6**	18**	16**	6**	10**	7**	2**	26**	5**	1**	5**
Effective Base	64	55	10	19	50	16	15	10	6	9	10	5	6	5	1	9	3	4	13
Didn't know where to go/ who to complain to	6	5	1	*	5	*	*	-	-	2	3	-	-	-	-	-	-	*	*
5%	5%	6%	3%	8%	9%	8%	7%	-	-	11%	19%	-	-	-	-	-	-	14%	7%
Didn't have the time	12	9	3	*	11	-	1	-	-	-	2	2	2	-	-	5	-	-	-
11%	11%	14%	4%		12%	-	14%	-	-	-	10%	40%	20%	-	-	21%	-	-	-
Not worth the hassle	41	33	6	1	36	2	2	*	2	9	4	-	5	2	-	12	2	*	2
38%	38%	38%	36%	25%	39%	34%	35%	14%	32%	52%	22%	-	54%	33%	-	45%	52%	26%	35%
Wouldn't change anything anyway	22	18	3	1	18	1	3	*	2	3	4	2	3	1	-	-	2	*	*
20%	21%	15%	25%		19%	10%	44%	19%	33%	14%	25%	39%	36%	18%	-	-	52%	36%	5%
The problem was sorted without needing to complain	20	19	1	*	19	1	*	1	2	1	3	1	3	2	2	3	2	-	1
15%	22%	5%	13%		20%	9%	5%	42%	34%	7%	18%	22%	23%	29%	100%	10%	46%	-	11%
Not a major issue	28	17	12	1	25	1	1	1	4	2	5	-	-	3	-	10	1	*	1
26%	19%	52%	24%		29%	25%	18%	40%	64%	12%	33%	-	-	40%	-	37%	28%	14%	28%
Any other reason (please specify)	2	2	*	*	1	*	1	*	-	-	-	-	-	1	-	-	-	*	*
2%	2%	2%	10%		1%	6%	9%	-	-	-	-	-	-	15%	-	-	-	10%	5%
I don't know	8	5	*	*	4	1	*	-	-	2	-	-	-	-	-	2	-	-	1
5%	5%	1%	4%		4%	11%	4%	-	-	12%	-	-	-	-	-	7%	-	-	13%

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

QJ8_6. Why didn't you make a complaint to ... - Evri

Table 436

Base : If did not make a complaint about Evri but had cause to

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	125	47	55	63	71	47	6	15	55	4	18	43	47	9	20	6	90	26	58	49	12	5	1	107	6	40	85
Weighted Base	109*	44**	41**	61*	59*	44**	4**	16**	41**	4**	12**	35**	39**	8**	18**	9**	74*	27**	47**	51**	6**	3**	1**	98*	5**	35**	74*
Effective Base	64	26	22	37	33	26	3	10	22	2	7	22	23	6	11	3	45	13	29	26	6	3	1	56	4	23	41
Didn't know where to go/ who to complain to	6	2	1	5	4	2	-	-	1	-	-	-	4	-	-	2	4	2	1	5	-	-	-	6	-	2	4
5%	6%	2%	1%	9%	6%	5%	-	-	1%	-	1%	1%	10%	8%	-	17%	5%	6%	1%	10%	10%	2%	-	6%	-	6%	5%
Didn't have the time	12	8	2	10	5	8	-	-	2	-	-	3	5	2	2	-	9	2	5	7	-	-	-	12	-	4	8
17%	17%	5%	2%	16%	8%	17%	-	-	5%	-	-	9%	14%	21%	11%	-	12%	7%	12%	13%	-	-	-	12%	-	11%	11%
Not worth the hassle	41	12	19	16	23	12	-	5	19	2	7	13	12	4	11	1	25	12	16	21	3	-	1	37	1	11	30
36%	28%	47%	27%	40%	28%	-	31%	47%	53%	55%	37%	31%	49%	59%	19%	34%	45%	34%	41%	41%	44%	-	100%	38%	28%	30%	41%
Wouldn't change anything anyway	22	6	9	13	15	6	-	3	9	-	4	9	5	1	4	3	14	7	8	8	2	2	1	16	3	6	16
26%	15%	22%	21%	25%	15%	9%	21%	22%	-	33%	25%	13%	17%	21%	32%	19%	24%	17%	17%	16%	34%	58%	100%	17%	69%	17%	21%
The problem was sorted without needing to complain	20	10	5	15	10	10	1	4	5	1	2	8	10	-	1	2	18	3	10	9	-	1	-	19	1	12	8
19%	22%	11%	24%	17%	22%	21%	24%	11%	39%	13%	22%	25%	1%	6%	19%	24%	10%	21%	18%	3%	30%	-	20%	21%	35%	11%	11%
Not a major issue	20	11	14	13	16	11	1	1	14	-	5	8	13	-	2	6	21	8	13	11	1	1	1	24	3	5	24
26%	25%	34%	21%	28%	25%	23%	4%	34%	8%	39%	23%	33%	1%	11%	64%	28%	28%	28%	28%	22%	21%	42%	100%	25%	58%	13%	32%
Any other reason (please specify)	2	1	1	1	1	1	-	1	1	-	-	1	-	1	-	-	2	-	2	-	-	-	-	2	-	-	2
2%	3%	2%	2%	1%	3%	-	7%	2%	-	-	1%	4%	1%	6%	-	-	2%	-	4%	1%	-	-	-	2%	-	-	3%
I don't know	8	3	-	5	2	3	2	-	-	-	-	2	-	-	3	-	2	-	2	3	-	-	-	6	-	-	5
5%	6%	1%	8%	4%	6%	47%	12%	1%	-	-	2%	6%	1%	-	14%	-	3%	10%	5%	5%	-	-	-	5%	-	-	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ8_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	125	5	120	-	30	92	3	124	1	-	-	125	-
Weighted Base	109*	4**	104*	-.**	26**	81*	2**	108*	1**	-.**	-.**	109*	-.**
Effective Base	64	3	61	-	17	46	1	63	1	-	-	64	-
Didn't know where to go/ who to complain to	6	-	6	-	-	5	-	6	-	-	-	6	-
6%		-	6%	-	2%	7%	-	6%	-	-	-	6%	-
Didn't have the time	12	-	12	-	3	9	-	12	-	-	-	12	-
17%		-	12%	-	13%	11%	-	17%	-	-	-	17%	-
Not worth the hassle	41	1	40	-	8	32	-	41	-	-	-	41	-
38%		17%	39%	-	33%	40%	-	38%	-	-	-	38%	-
Wouldn't change anything anyway	22	-	22	-	8	14	-	21	1	-	-	22	-
26%		-	21%	-	31%	17%	-	19%	100%	-	-	20%	-
The problem was sorted without needing to complain	20	2	19	-	10	9	2	20	-	-	-	20	-
19%		38%	18%	-	37%	11%	96%	19%	-	-	-	19%	-
Not a major issue	28	-	28	-	1	26	2	28	-	-	-	28	-
26%		-	27%	-	3%	32%	89%	26%	-	-	-	26%	-
Any other reason (please specify)	2	-	2	-	-	2	-	2	-	-	-	2	-
2%		-	2%	-	-	2%	4%	2%	-	-	-	2%	-
I don't know	5	2	3	-	2	3	-	5	-	-	-	5	-
5%		45%	3%	-	8%	4%	-	5%	-	-	-	5%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ8_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

Total	Quarter				Month															
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
125	31	25	34	35	12	7	12	5	9	11	12	11	11	16	6	13				
109*	21**	27**	27**	34**	6**	6**	8**	6**	4**	18**	15**	6**	6**	15**	3**	15**				
64	12	15	17	20	4	4	4	3	3	9	8	4	5	8	3	10				
6	2	4	*	-	*	*	2	-	*	4	-	*	*	-	-	-				
5%	10%	14%	1%	-	1%	2%	22%	-	2%	20%	-	3%	2%	-	-	-				
12	7	3	-	2	*	4	3	-	*	3	-	-	-	-	-	2				
17%	33%	11%	-	7%	8%	61%	33%	-	3%	17%	-	-	-	-	-	10%				
41	10	6	11	13	5	3	3	3	*	3	7	1	4	4	2	7				
38%	50%	22%	42%	39%	73%	41%	39%	54%	8%	15%	44%	22%	55%	24%	64%	48%				
22	3	4	6	9	-	2	2	1	1	2	3	*	3	3	1	4				
20%	15%	16%	21%	25%	-	26%	19%	21%	20%	14%	17%	6%	42%	19%	40%	28%				
20	2	6	5	8	2	*	-	-	*	6	3	1	*	4	1	2				
19%	9%	22%	18%	22%	27%	1%	-	-	6%	33%	22%	25%	2%	30%	27%	14%				
26	1	11	7	10	*	1	*	1	2	7	5	1	*	7	2	2				
26%	4%	39%	26%	30%	1%	10%	1%	24%	54%	40%	35%	23%	6%	47%	45%	10%				
2	*	1	-	-	-	-	-	-	1	-	-	-	-	*	*	-				
2%	1%	2%	-	-	-	-	2%	-	13%	-	-	-	-	1%	3%	7%				
5	*	-	3	2	-	-	*	-	-	*	2	-	-	-	-	2				
8	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-				
5%	1%	-	11%	6%	-	-	-	-	-	-	2%	44%	-	-	-	12%				

Proportions/Means: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Royal Mail

Table 437

Base : Sent via - Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	3283	533	2750	558	2727	1503	1774	399	448	654	443	617	430	282	847	1087	1339	722	2894	363
Weighted Base	3354	750	2605	559	2796	1618	1732	431	491	681	465	602	382	303	922	1146	1286	684	2763	553
Effective Base	1979	422	1558	326	1654	924	1054	257	288	389	269	370	236	172	545	658	777	407	1673	293
Yes - over the counter at the Post Office	113	12	100	53	60	77	35	27	36	23	11	8	4	3	63	35	15	7	73	38
3%	2%	4%	9%	2%	9%	2%		6%	7%	3%	2%	1%	1%	1%	7%	3%	1%	1%	3%	7%
Yes - by phone/letter/email to the Post Office	98	9	89	44	54	46	52	29	25	23	14	5	1	2	54	37	7	3	67	30
3%	1%	3%	9%	2%	3%	2%		9%	5%	3%	3%	1%	*	1%	8%	3%	*	*	2%	5%
Yes - to the regulator (Ofcom)	41	2	38	25	16	26	15	13	9	12	*	4	3	-	22	12	6	3	23	18
1%	*	1%	4%	1%	2%	1%		3%	2%	2%	*	1%	1%	-	2%	1%	*	*	1%	3%
Yes - to Citizens Advice Bureau	47	3	44	26	21	32	16	17	10	8	7	*	3	2	28	15	4	4	31	16
1%	*	2%	9%	1%	2%	1%		4%	2%	1%	1%	*	1%	1%	3%	1%	*	*	1%	3%
Yes - to someone else (please specify)	19	1	19	5	14	11	9	*	-	1	4	9	3	1	*	6	13	4	19	-
1%	*	1%	1%	*	*	1%		*	-	*	1%	2%	1%	*	*	1%	1%	1%	1%	-
Yes - to the shop/ location/ I dropped the parcel off at	71	-	71	36	35	42	30	20	29	16	4	3	-	-	48	21	3	-	42	29
2%	-	3%	9%	1%	3%	3%	2%	9%	6%	2%	1%	*	-	-	9%	2%	*	*	2%	9%
No	2889	722	2267	415	2524	1428	1556	333	397	600	423	572	369	284	730	1023	1235	683	2458	458
89%	86%	87%	92%	88%	90%	88%	90%	77%	81%	85%	81%	85%	87%	87%	79%	85%	88%	87%	89%	83%
I don't know	99	6	93	24	75	41	58	27	20	25	13	7	4	3	47	38	14	7	79	17
3%	1%	4%	4%	3%	3%	3%		6%	4%	4%	3%	1%	1%	1%	9%	3%	1%	1%	3%	3%
NET Made a complaint to anyone else	287	22	245	120	146	119	119	71	74	95	29	24	9	5	105	85	37	14	186	78
8%	3%	9%	22%	5%	9%	7%		17%	15%	9%	9%	2%	2%	2%	16%	7%	3%	2%	7%	14%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/m - n/o/p/q - r/s

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Royal Mail

Table 437

Base : Sent via - Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	3283	906	981	633	763	1887	1396	1915	1329	249	342	789	915	682	2046	255	2853	675	2477	131
Weighted Base	3354	692	1077	758	828	1768	1586	2154	1158	251	344	811	929	671	2083	280	2910	640	2573	141*
Effective Base	1979	414	620	439	507	1034	946	1178	799	154	218	491	546	373	1255	159	1713	406	1495	81
Yes - over the counter at the Post Office	113	44	31	21	17	76	37	100	12	6	5	31	33	30	69	6	104	37	69	7
Yes - by phone/ letter/ email to the Post Office	98	34	23	25	16	57	41	86	12	4	7	30	29	20	67	4	89	26	65	7
Yes - to the regulator (Ofcom)	41	15	9	11	5	25	16	35	6	4	2	12	19	4	33	4	37	17	23	1
Yes - to Citizens Advice Bureau	47	16	12	11	8	28	20	43	4	4	3	12	14	14	29	4	43	19	21	7
Yes - to someone else (please specify)	19	2	7	4	6	9	11	9	10	5	2	2	4	4	8	5	13	6	11	2
Yes - to the shop/ location I dropped the parcel off at	71	28	17	17	10	45	27	63	8	3	4	23	18	22	46	3	68	31	35	5
No	2989	572	976	686	754	1548	1440	1859	1094	222	315	711	821	595	1847	231	2591	544	2338	107
I don't know	99	24	29	20	26	53	46	70	23	10	10	27	27	16	65	10	81	16	73	10
NET Made a complaint to anyone else	267	95	72	52	48	166	100	225	41	20	19	73	80	59	172	20	238	80	163	24

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

Total	Rurality			Nation				Region												
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	3283	2149	1134	545	1754	630	497	402	145	206	205	190	195	199	219	180	215	116	514	
Weighted Base	3354	2834	521	104	2853	272	151	79	106	369	291	247	289	317	494	421	319	47*	225	
Effective Base	1979	1711	273	113	1539	261	250	263	136	194	193	179	183	185	209	169	199	40	222	
Yes - over the counter at the Post Office	113	97	16	4	97	9	3	3	3	12	6	12	19	5	21	13	7	-	9	
Yes - by phone/ letter/ email to the Post Office	98	92	6	5	87	6	2	3	1	15	3	11	18	7	16	13	3	1	5	
Yes - to the regulator (Ofcom)	41	37	4	-	34	5	1	1	-	1	1	-	8	5	7	11	1	-	5	
Yes - to Citizens Advice Bureau	47	43	4	2	39	5	2	2	1	4	-	4	9	4	12	-	5	-	5	
Yes - to someone else (please specify)	19	16	4	-	17	1	-	1	1	-	1	-	-	5	3	6	-	-	1	
Yes - to the shop/ location I dropped the parcel off at	71	70	1	1	62	5	3	1	1	9	1	9	10	7	13	12	-	-	5	
No	2989	2504	485	93	2543	242	136	68	97	313	285	216	251	285	433	379	303	44	198	
I don't know	99	88	11	3	77	12	7	3	4	20	15	8	3	5	11	5	6	3	9	
NET Made a complaint to anyone else	267	242	25	8	233	18	9	7	5	36	12	22	35	28	50	36	10	1	18	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Table 437

Base : Sent via - Royal Mail

	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	3283	1354	1211	1947	1804	1354	87	466	1211	105	584	1306	1272	362	250	91	2578	341	1716	1177	219	121	40	2883	161	800	2483
Weighted Base	3354	1425	1151	2055	1781	1425	78*	396	1151	109*	500	1249	1352	380	272	98*	2602	370	1089	1218	252	140*	44**	2907	184	837	2517
Effective Base	1979	827	706	1189	1068	827	52	284	706	71	347	751	776	236	161	55	1526	216	1009	709	148	78	28	1718	106	487	1492
Yes - over the counter at the Post Office	113	76	18	93	35	76	3	5	18	3	4	59	40	8	3	3	99	6	53	47	7	5	*	101	5	75	37
Yes - by phone/ letter/ email to the Post Office	35	61	11	83	33	61	1	6	11	2	3	31	52	7	9	*	82	9	46	40	3	6	1	86	8	80	18
Yes - to the regulator (Ofcom)	41	31	4	33	6	31	3	1	4	1	3	18	19	2	1	1	36	2	25	8	5	1	1	33	3	35	6
Yes - to Citizens Advice Bureau	47	33	5	42	15	33	2	1	5	1	2	16	21	9	1	-	37	1	22	18	5	2	-	41	2	44	3
Yes - to someone else (please specify)	19	7	11	8	13	7	2	3	11	3	6	7	9	3	*	-	16	*	12	5	2	1	-	17	1	11	18
Yes - to the shop/ location I dropped the parcel off at	71	46	10	61	25	46	1	2	10	2	5	37	24	7	3	-	61	3	29	32	7	2	1	62	3	57	15
No	2989	1230	1067	1788	1625	1230	62	373	1067	101	472	1121	1198	334	243	91	2319	334	1538	1064	218	120	40	2601	159	603	2386
I don't know	99	86%	32	87%	52	86%	79%	7	32	2	10	27	42	13	15	3	69	17	36	45	11	6	1	81	7	40	59
NET Made a complaint to anyone else	267	155	51	208	104	155	11	16	51	6	17	101	113	33	15	4	214	20	116	109	23	15	3	225	18	195	72
	8%	11.6%	4%	16.6%	6%	11.6%	4%	4%	4%	3%	4%	8%	8%	9%	6%	4%	8%	5%	7%	9%	9%	11%	7%	8%	10%	22.6%	3%

Proportions/Means: Columns Tested (5% risk level) - ab/cld - e/f/g - h/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Royal Mail

Table 437

Base : Sent via - Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3283	179	3081	23	915	2223	145	3191	38	21	25	3290	8
Weighted Base	3354	155*	3183	17**	835	2372	147**	3263	38**	17**	28**	3318	9**
Effective Base	1979	99	1869	13	523	1370	89	1922	26	11	15	1958	6
Yes - over the counter at the Post Office	113	9	100	4	34	74	4	109	*	3	-	112	-
3%		6%	3%	22%	4%	3%	2%	3%	*	17%	1%	3%	-
Yes - by phone/ letter/ email to the Post Office	98	7	91	-	34	57	7	90	6	2	*	98	-
3%		4%	3%	-	4%	2%	5%	3%	15%	10%	*	3%	-
Yes - to the regulator (Ofcom)	41	0	34	-	13	17	0	34	2	4	-	41	-
1%		4%	1%	-	2%	1%	4%	1%	6%	25%	-	1%	-
Yes - to Citizens Advice Bureau	47	4	43	*	14	32	1	45	3	*	-	47	-
1%		3%	1%	3%	2%	1%	1%	1%	7%	*	-	1%	-
Yes - to someone else (please specify)	19	3	17	-	10	9	*	19	-	-	-	19	-
1%		2%	1%	-	1%	*	*	1%	-	-	-	1%	-
Yes - to the shop/ location I dropped the parcel off at	71	10	62	-	32	37	2	66	4	2	-	71	-
2%		6%	2%	-	6%	2%	1%	2%	10%	10%	-	2%	-
No	2889	121	2855	12	709	2163	116	2824	24	9	28	2896	5
89%		78%	89%	77%	85%	91%	79%	90%	61%	53%	99%	89%	55%
I don't know	99	6	93	1	27	57	15	92	3	*	-	95	4
3%		4%	3%	4%	3%	2%	15%	3%	8%	1%	-	3%	45%
NET Made a complaint to anyone else	267	28	235	4	99	152	15	247	12	8	*	266	-
8%		18%	7%	25%	12%	6%	10%	8%	31%	46%	1%	8%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	3283	841	828	817	797	272	293	276	285	290	253	270	284	263	263	284	250
Weighted Base	3354	861	846	826	822	288	305	287	301	293	252	269	292	265	271	291	260
Effective Base	1879	516	498	487	479	158	185	172	184	165	150	159	171	157	151	174	155
Yes - over the counter at the Post Office	113	28	36	28	22	10	9	7	21	5	10	11	10	7	6	9	7
3%	3%	3%	4%	3%	3%	4%	3%	3%	7% up	2%	4%	4%	3%	4%	2%	3%	3%
Yes - by phone/ letter/ email to the Post Office	98	30	26	27	14	4	9	17	4	9	13	8	13	7	3	8	3
3%	4%	3%	3%	2%	2%	2%	3%	6% up	1%	3%	6% up	3%	4%	3%	1%	3%	1%
Yes - to the regulator (Ofcom)	41	13	17	6	4	2	4	7	11	1	5	2	5	-	-	4	-
1%	2%	2% up	1%	1%	1%	1%	1%	3% up	4% up	-	2%	1%	2%	-	-	1%	-
Yes - to Citizens Advice Bureau	47	13	18	8	8	2	7	4	10	3	6	5	3	-	2	3	3
1%	2%	2%	1%	1%	1%	1%	2%	1%	6% up	1%	2%	2%	1%	-	1%	1%	1%
Yes - to someone else (please specify)	19	1	9	4	6	-	1	-	-	4	5	1	2	-	-	6	-
1%	-	1% up	1%	1%	1%	-	-	-	-	1%	2%	1%	1%	-	-	2%	-
Yes - to the shop/ location I dropped the parcel off at	71	15	22	22	13	5	8	2	6	5	10	2	12	7	2	9	2
2%	2%	3%	3%	2%	2%	2%	3%	1%	2%	2%	6% up	1%	6% up	3%	1%	3%	1%
No	2889	774	740	725	749	245	275	254	261	262	218	237	250	239	252	255	243
89%	89%	90%	87%	88%	89%	91%	90%	88%	87%	89%	87%	88%	88%	90%	89%	88%	89%
I don't know	98	21	27	28	22	6	7	8	11	10	6	11	11	7	9	8	5
3%	2%	3%	3%	3%	3%	2%	2%	3%	4%	4%	2%	4%	4%	3%	3%	3%	2%
NET Made a complaint to anyone else	267	66	79	72	50	17	23	25	29	21	28	21	31	20	10	29	12
8%	8%	9%	9%	6%	6%	6%	8%	9%	10% up	7%	11% up	8%	11% up	7%	4%	10% up	5%

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Collect +

Table 438

Base : Sent via - Collect +

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	421	32	389	140	281	189	232	51	85	112	64	62	36	11	136	176	109	47	370	48	
Weighted Base	373	44**	330	128*	245	165*	208	53*	79*	88*	58*	56*	26**	12**	132*	146*	95*	39**	306	64*	
Effective Base	232	27	205	74	159	98	134	30	48	57	34	37	20	7	78	91	64	27	194	36	
Yes - over the counter at the Post Office	28	-	28	22	7	20	8	12	2	4	-	3	-	-	19	6	3	3	22	6	
8%	-	9%	17% _{sd}	3%	12% _f	4%	14% _{jk}	19% _{kl}	2%	6%	-	11%	-	-	18% _{opq}	4%	3%	8%	7%	9%	
Yes - by phone/letter/email to the Post Office	27	1	25	24	2	10	8	9	3	4	5	2	3	-	12	10	5	3	21	5	
7%	3%	8%	11% _{sd}	1%	12% _f	4%	16%	16%	4%	5%	9%	4%	11%	-	9%	7%	5%	8%	7%	8%	
Yes - to the regulator (Ofcom)	20	-	20	13	7	16	4	3	5	7	5	*	-	-	7	12	*	-	15	5	
5%	-	6%	10% _{sd}	3%	10% _f	2%	5%	5%	6%	8%	9%	+	-	-	6%	8% _{kl}	+	-	5%	8%	
Yes - to Citizens Advice Bureau	23	-	23	15	7	14	8	9	9	4	*	-	-	-	19	4	+	-	19	3	
6%	-	7%	12% _{sd}	3%	9%	4%	17% _{jk}	12% _{kl}	4%	1%	*	-	-	-	14% _{opq}	3%	+	-	6%	9%	
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes - to the shop/location I dropped the parcel off at	28	-	28	19	10	18	10	8	7	8	2	2	2	-	15	10	4	2	22	6	
7%	-	8%	14% _{sd}	4%	11%	5%	14%	9%	9%	4%	3%	7%	-	-	11%	7%	4%	5%	7%	10%	
No	270	40	230	83	209	92	178	24	51	65	47	50	20	12	78	111	82	32	223	44	
72%	91%	70%	49%	64% _{sd}	56%	69% _{jk}	46%	65%	74% _{jk}	60% _{kl}	69% _{kl}	69% _{kl}	76%	100%	57%	76% _{op}	67% _{op}	84%	73%	68%	
I don't know	19	3	16	4	15	11	8	7	3	5	1	3	-	-	10	6	3	-	17	2	
5%	6%	5%	3%	6%	6%	4%	7%	13%	4%	5%	2%	5%	-	-	8%	4%	3%	-	6%	3%	
NET Made a complaint to anyone else	86	1	83	41	24	63	22	22	24	18	10	4	6	-	45	28	10	6	66	18	
23%	3%	25%	46% _{sd}	20%	38% _f	11%	41% _{jk}	31% _{kl}	21%	17%	7%	24%	-	-	30% _{opq}	19%	11%	16%	22%	29%	

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Collect +

Table 438

Base : Sent via - Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	421	133	121	78	89	254	167	308	109	30	44	76	124	123	244	30	373	113	264	14
Weighted Base	373	95*	123*	81*	75*	218	155	286	84*	20**	35**	75*	112*	115*	222	20**	343	76*	287	10**
Effective Base	232	57	75	49	52	132	100	171	60	15	27	46	69	65	141	15	210	53	173	8
Yes - over the counter at the Post Office	28	15	6	2	5	21	7	26	3	1	4	9	4	10	16	1	26	10	8	1
8%		13% a	5%	2%	7%	10%	4%	9%	3%	5%	11%	11%	3%	8%	7%		8%	13% a	3%	14%
Yes - by phone/ letter/ email to the Post Office	27	12	4	7	2	17	10	21	5	1	*	11	10	3	22	1	24	17	9	1
7%		13% a	4%	8%	3%	8%	6%	7%	6%	5%	1%	16% a	9%	2%	10%	5%	7%	22% a	3%	9%
Yes - to the regulator (Ofcom)	20	10	3	1	6	13	7	15	5	1	2	2	7	7	11	1	19	5	14	1
9%		13% a	2%	2%	8%	6%	5%	5%	5%	6%	5%	3%	7%	6%	5%		5%	6%	5%	12%
Yes - to Citizens Advice Bureau	23	10	7	*	5	17	6	19	4	1	1	4	2	14	7	1	21	9	12	1
6%		14% a	5%	*	7%	8%	4%	7%	5%	7%	2%	5%	2%	12% a	3%	7%	6%	12% a	4%	12%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	28	14	7	4	4	21	7	24	4	1	1	3	13	9	17	1	27	10	18	-
7%		15%	6%	5%	5%	10%	5%	8%	5%	6%	4%	4%	12%	8%	8%	6%	8%	14%	6%	-
No	270	52	101	61	56	152	117	201	65	18	24	52	79	84	155	18	245	34	230	5
72%		54%	82% a	76% a	78% a	70%	76%	70%	78%	87%	69%	70%	71%	73%	70%	87%	71%	44%	89% a	54%
I don't know	19	5	4	6	3	9	10	13	6	1	5	2	5	6	11	1	17	5	13	1
5%		6%	3%	8%	4%	4%	6%	4%	7%	6%	13%	3%	4%	6%	5%		5%	6%	5%	11%
NET Made a complaint to anyone else	85	39	18	13	15	56	28	73	12	2	6	21	28	26	55	2	81	38	44	4
23%		64% a	15%	16%	20%	26%	18%	23%	14%	8%	18%	28%	25%	22%	25%	8%	24%	49% a	15%	35%

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Collect +

Table 438

Base : Sent via - Collect +

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	421	242	179	82	190	95	76	60	15	20	19	25	27	23	23	13	25	13	82	
Weighted Base	373	314	59*	13**	305	35*	22*	11*	11**	36**	27**	34**	42**	31**	53**	31**	36**	4**	31**	
Effective Base	232	195	37	19	170	34	37	36	14	19	18	24	26	22	22	13	24	4	30	
Yes - over the counter at the Post Office	28	22	6	2	25	2	1	*	1	-	-	-	8	-	8	-	8	-	2	
Yes - by phone/ letter/ email to the Post Office	27	23	3	2	23	1	3	1	-	2	-	-	3	4	9	2	2	-	1	
Yes - to the regulator (Ofcom)	20	18	2	*	16	2	2	1	2	1	1	-	4	-	5	-	2	-	2	
Yes - to Citizens Advice Bureau	23	22	1	*	17	3	2	1	1	2	-	1	2	-	10	-	-	-	3	
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	19%	-	-	-	-	
Yes - to the shop/ location I dropped the parcel off at	28	23	5	*	25	1	1	*	1	1	-	2	7	4	7	-	2	*	1	
No	270	226	44	10	217	28	16	9	8	30	23	28	26	26	24	26	25	2	25	
I don't know	19	15	4	*	15	2	1	1	1	-	2	3	-	-	4	3	1	2	*	
NET Made a complaint to anyone else	85	73	12	3	72	6	5	2	3	6	1	2	15	9	25	2	9	6	5	
	23%	23%	20%	23%	24%	16%	23%	16%	24%	16%	6%	7%	37%	25%	46%	7%	26%	5%	17%	

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

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Table 438

Base : Sent via - Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	421	193	271	213	103	103	15	43	135	8	33	158	165	44	40	14	323	54	207	160	24	18	10	367	28	168	253
Weighted Base	373	173	115*	248	190	173	8**	29**	115*	6**	32**	137*	151*	35**	37**	13**	288	50*	171	146*	22**	23**	10**	316	32**	161*	212
Effective Base	232	105	74	150	119	105	5	21	74	5	21	82	95	24	22	9	177	31	102	93	14	14	7	195	21	95	137
Yes - over the counter at the Post Office	28	17	4	25	11	17	-	2	4	1	1	13	11	1	3	-	24	3	11	15	-	-	-	27	-	23	-
85%		10%	3%	30%	6%	10%	-	5%	3%	18%	4%	9%	8%	3%	8%	-	8%	6%	7%	10%	-	-	-	8%	-	10%	-
Yes - by phone/ letter/ email to the Post Office	27	20	1	25	7	20	-	3	1	1	1	14	7	5	1	-	21	1	15	10	1	-	-	26	-	22	4
75%		11.6%	1%	10.4%	4%	11%	-	11%	1%	18%	4%	10%	5%	13%	2%	-	7%	1%	9%	7%	4%	-	-	8%	-	14%	2%
Yes - to the regulator (Ofcom)	20	11	5	15	9	11	-	2	5	1	3	5	11	4	-	-	16	-	9	5	3	3	-	14	3	20	-
9%		7%	5%	6%	5%	7%	2%	5%	5%	18%	7%	4%	7%	12%	-	-	5%	-	5%	4%	14%	11%	-	4%	8%	10%	-
Yes - to Citizens Advice Bureau	23	10	7	16	12	10	-	-	7	1	2	13	6	4	-	-	19	-	10	8	4	2	-	17	2	19	4
6%		6%	6%	6%	6%	6%	3%	1%	6%	18%	7%	9%	4%	11%	-	-	7%	-	6%	5%	16%	9%	-	5%	6%	14%	2%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	28	21	3	24	6	21	-	3	3	1	1	14	13	-	-	-	28	-	11	16	-	1	-	27	1	24	4
7%		11.6%	3%	10.4%	3%	12%	1%	9%	3%	18%	4%	10%	9%	1%	-	-	10%	-	6%	11%	-	6%	-	8%	4%	10%	2%
No	270	108	101	159	152	108	6	20	101	5	29	92	109	24	31	13	201	44	122	103	16	19	8	225	27	74	195
72%		63%	69.6%	64%	69.6%	63%	80%	69%	88%	62%	92%	67%	72%	70%	85%	96%	70%	69.6%	72%	71%	73%	84%	83%	71%	84%	48%	124%
I don't know	19	12	2	17	7	12	1	1	2	-	-	7	9	-	2	-	16	2	11	5	2	-	2	15	2	12	7
5%		7%	2%	7%	4%	7%	15%	4%	2%	-	-	5%	6%	1%	5%	4%	6%	5%	6%	3%	9%	-	17%	5%	5%	7%	3%
NET Made a complaint to anyone else	85	53	12	72	31	53	-	8	12	1	3	38	33	10	4	-	71	4	38	38	4	4	-	75	4	75	9
22%		23.1%	10%	31.0%	16%	30%	5%	26%	10%	18%	8%	29.4%	22%	30%	10%	-	29.4%	7%	22%	26%	18%	16%	-	24%	11%	29.4%	4%

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Collect +

Base : Sent via - Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	421	28	389	4	134	266	21	406	10	3	2	419	-
Weighted Base	373	21**	349	3**	107*	247	20**	362	6**	3**	2**	372	.*
Effective Base	232	13	217	2	69	152	11	224	6	2	1	231	-
Yes - over the counter at the Post Office	28	4	24	-	14	14	-	26	3	-	-	28	-
8%		21%	7%	-	10%	6%	-	7%	48%	-	-	8%	-
Yes - by phone/ letter/ email to the Post Office	27	5	21	-	8	16	2	23	1	2	*	27	-
7%		24%	6%	-	8%	7%	11%	6%	23%	63%	6%	7%	-
Yes - to the regulator (Ofcom)	29	2	18	-	5	13	2	18	2	-	*	29	-
5%		8%	5%	-	5%	5%	10%	6%	28%	-	6%	5%	-
Yes - to Citizens Advice Bureau	23	1	22	-	10	13	-	21	2	*	-	23	-
6%		4%	6%	-	9%	5%	-	6%	31%	2%	-	6%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	28	4	24	-	14	14	-	28	-	*	*	28	-
7%		15%	7%	-	13%	6%	-	8%	-	2%	6%	8%	-
No	270	8	260	1	60	196	14	268	-	-	1	268	-
72%		36%	75%	38%	56%	69%	71%	74%	-	-	94%	72%	-
I don't know	19	3	14	2	9	7	4	18	-	1	-	19	-
5%		14%	4%	62%	8%	3%	18%	6%	-	35%	-	5%	-
NET Made a complaint to anyone else	85	10	74	-	39	44	2	76	6	2	*	85	-
22%		48%	21%	-	39%	18%	11%	21%	100%	65%	6%	22%	-

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Table 438

Base : Sent via - Collect +

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	421	126	116	78	101	40	40	46	45	36	35	23	29	26	33	34	34
Weighted Base	373	114*	104*	64*	92*	39**	35**	40**	38**	34**	32**	12**	25**	26**	25**	33**	34**
Effective Base	232	73	63	41	55	25	26	23	26	17	21	10	17	14	15	20	20
Yes - over the counter at the Post Office	28	8	13	4	4	1	4	3	9	3	2	-	3	1	-	2	2
Yes - by phone/ letter/ email to the Post Office	6%	7%	12%	6%	4%	4%	12%	6%	22%	6%	5%	-	10%	5%	-	6%	5%
Yes - by phone/ letter/ email to the Post Office	27	4	15	3	4	*	2	2	6	5	3	-	2	2	-	4	*
Yes - to the regulator (Ofcom)	7%	4%	15%	5%	5%	*	7%	4%	16%	15%	11%	-	7%	7%	-	12%	*
Yes - to Citizens Advice Bureau	20	7	10	1	2	*	6	1	4	1	5	1	-	-	-	2	-
Yes - to someone else (please specify)	5%	6%	9%	2%	2%	*	16%	2%	10%	2%	17%	12%	-	-	-	6%	-
Yes - to the shop/ location I dropped the parcel off at	23	10	10	*	3	2	3	5	3	3	4	*	*	*	3	*	-
No	6%	9%	9%	*	3%	6%	6%	12%	6%	6%	13%	*	*	*	10%	1%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Made a complaint to anyone else	28	4	11	3	10	*	2	2	6	3	3	1	-	2	1	5	3
	7%	4%	11%	5%	10%	*	6%	5%	16%	6%	6%	11%	-	6%	5%	15%	10%
	270	91	69	47	72	30	22	30	20	26	23	11	21	16	20	24	29
	72%	71%	67%	74%	76%	77%	62%	74%	52%	77%	74%	68%	62%	60%	60%	71%	64%
	19	9	*	6	4	5	2	2	*	-	-	-	*	6	1	*	2
	5%	9%	*	9%	4%	13%	6%	5%	1%	-	-	-	*	22%	5%	1%	6%
	85	24	34	11	16	4	11	9	18	8	8	2	4	5	4	9	3
	23%	21%	33%	17%	16%	10%	32%	21%	47%	23%	26%	12%	18%	18%	16%	28%	10%

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

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with DHL

Table 439

Base : Sent via - DHL

		Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	411	58	353	126	285	209	201	72	104	102	52	49	23	9	176	154	81	32	287	119	
Weighted Base	460	77*	383	135*	325	247	212	82*	125*	113*	61*	49*	21**	10**	206	174*	79*	30**	286	165*	
Effective Base	299	45	214	76	182	129	132	43	68	64	35	30	14	6	111	99	50	20	163	92	
Yes - over the counter at the Post Office	30	-	30	16	13	15	14	7	7	10	3	4	-	*	13	12	4	*	15	15	
6%		-	8%	12% <u>d</u>	4%	6%	7%	8%	5%	9%	4%	8%	-	1%	7%	7%	5%	*	5%	9%	
Yes - by phone/letter/ email to the Post Office	99	4	55	28	33	39	20	12	25	14	7	1	-	-	37*	21*	1	-	32	26	
13%		6%	14%	19%	10%	16%	10%	15%	12% <u>a</u>	13%	11%	3%	-	-	18% <u>up</u>	13% <u>up</u>	2%	-	11%	16%	
Yes - to the regulator (Ofcom)	33	3	31	20	14	27	7	7	7	16	2	2	-	*	14	18	2	*	16	16	
7%		4%	8%	10% <u>d</u>	4%	11% <u>d</u>	3%	8%	6%	14%	3%	3%	-	1%	7%	10%	2%	*	6%	9%	
Yes - to Citizens Advice Bureau	40	-	40	24	16	29	11	6	15	15	4	-	-	*	21*	19*	*	*	28	12	
9%		-	11% <u>a</u>	18% <u>d</u>	5%	12%	5%	8%	12%	13% <u>a</u>	7%	-	-	1%	18% <u>up</u>	11% <u>up</u>	*	*	10%	7%	
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes - to the shop/ location I dropped the parcel off at	41	-	41	28	13	22	18	8	15	9	4	4	-	*	23	13	4	*	28	13	
9%		-	11% <u>a</u>	21% <u>d</u>	4%	9%	9%	9%	12%	8%	7%	8%	-	1%	11%	8%	5%	*	10%	8%	
No	304	71	233	55	289	153	150	42	73	68	49	41	21	10	115	117	71	30	195	102	
66%		92% <u>b</u>	61%	41%	18% <u>a</u>	62%	71%	51%	59%	60%	50% <u>gh</u>	54% <u>gh</u>	100%	99%	56%	67%	90% <u>und</u>	100%	69%	61%	
I don't know	24	1	22	3	21	14	10	11	5	6	1	1	-	-	16	7	1	-	12	11	
5%		2%	6%	2%	6%	6%	5%	13%	4%	5%	2%	1%	-	-	8%	4%	1%	-	4%	7%	
NET Made a complaint to anyone else	132	4	128	77	55	80	53	29	46	39	11	7	-	*	75	59	7	*	78	52	
29%		6%	93% <u>a</u>	87% <u>d</u>	77%	32%	29%	36% <u>a</u>	37% <u>a</u>	38% <u>a</u>	18%	14%	-	1%	36% <u>a</u>	24% <u>a</u>	9%	*	27%	32%	

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with DHL

Base : Sent via - DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	411	144	116	74	77	280	151	308	97	30	42	78	125	100	245	31	353	100	282	19
Weighted Base	460	140*	144*	105*	71*	284	176	377	78*	26**	41**	109*	133*	115*	283	27**	406	93*	345	22**
Effective Base	259	77	78	57	49	154	105	200	61	17	26	55	79	60	159	18	224	53	194	12
Yes - over the counter at the Post Office	30	11	4	8	6	15	15	27	2	1	*	15	6	6	21	1	27	13	15	1
9%	6%	8%	3%	8%	9%	5%	8%	7%	3%	5%	*	14%	9%	5%	8%	4%	7%	16%	4%	6%
Yes - by phone/ letter/ email to the Post Office	59	23	14	14	9	37	22	52	8	2	*	15	24	17	39	2	56	22	33	4
13%	18%	10%	13%	12%	13%	13%	13%	14%	10%	6%	1%	14%	18%	15%	14%	6%	14%	24%	10%	20%
Yes - to the regulator (Ofcom)	33	9	15	5	5	24	10	31	3	1	2	7	14	7	24	1	31	10	23	-
7%	7%	10%	5%	7%	8%	5%	6%	6%	3%	5%	6%	7%	11%	7%	8%	5%	8%	11%	7%	-
Yes - to Citizens Advice Bureau	40	17	12	5	7	29	12	37	4	1	2	11	10	16	23	1	38	23	17	-
9%	12%	8%	5%	9%	10%	7%	10%	5%	4%	5%	10%	8%	14%	8%	4%	9%	25%	5%	-	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	41	24	8	3	5	32	9	36	4	2	1	6	18	10	25	2	35	22	15	4
9%	17%	5%	3%	8%	11%	5%	10%	5%	9%	2%	6%	14%	9%	9%	9%	9%	24%	4%	17%	-
No	304	74	106	79	45	179	124	238	62	21	34	67	83	71	185	21	264	40	254	9
66%	53%	73% ^a	76% ^a	63%	63%	71%	63%	69% ^a	79%	84%	62%	62%	62%	65%	77%	65%	44%	74% ^a	41%	-
I don't know	24	8	5	4	7	13	11	20	3	2	3	5	4	6	12	3	18	3	17	4
9%	6%	4%	3%	10%	5%	6%	5%	4%	9%	7%	8%	3%	5%	4%	12%	5%	4%	3%	16%	-
NET Made a complaint to anyone else	132	58	34	22	19	91	41	120	13	3	4	36	46	38	86	3	124	49	74	10
29%	61% ^a	23%	21%	27%	32%	23%	32% ^a	16%	12%	9%	33%	34%	33%	30%	11%	31%	63% ^a	21%	43%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Table 439

Base : Sent via - DHL

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	411	291	120	48	229	72	66	44	18	22	22	17	30	33	40	27	20	10	62	
Weighted Base	460	398	62*	12**	392	40*	19*	8*	12**	43**	32**	22**	45**	53*	93*	62**	28**	4**	36*	
Effective Base	259	228	31	9	201	40	37	34	17	20	20	17	28	30	39	25	19	6	34	
Yes - over the counter at the Post Office	30	24	6	3	26	1	2	*	1	-	3	1	6	-	6	5	4	*	1	
9%	6%	6%	9%	22%	7%	3%	9%	5%	6%	-	9%	5%	14%	-	7%	8%	12%	7%	2%	
Yes - by phone/ letter/ email to the Post Office	59	52	8	*	50	4	4	*	1	1	-	3	9	11	12	9	5	*	4	
13%	13%	12%	1%	13%	11%	23% 6	2%	2%	8%	3%	-	13%	20%	20%	13%	15%	17%	7%	11%	
Yes - to the regulator (Ofcom)	33	29	4	*	28	3	2	*	2	2	1	1	7	4	5	6	-	*	3	
7%	7%	7%	2%	7%	8%	8%	9%	5%	16%	4%	4%	6%	15%	8%	6%	9%	-	3%	9%	
Yes - to Citizens Advice Bureau	40	32	8	2	36	2	1	1	1	1	-	1	8	5	12	6	2	*	2	
9%	8%	13%	21%	9%	5%	5%	7%	8%	8%	3%	-	5%	18%	9%	13%	9%	7%	3%	6%	
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
41	34	6	2	1	33	5	2	1	1	4	1	1	6	3	6	5	5	*	5	
9%	9%	10%	19%	8%	12%	11%	11%	11%	8%	10%	4%	6%	14%	5%	7%	8%	16%	7%	13%	
No	304	264	39	8	257	29	12	6	8	36	28	16	21	37	58	40	13	4	25	
66%	66%	63%	72%	66%	71%	61%	73%	73%	64%	83%	86%	71%	47%	70%	63%	64%	47%	93%	68%	
I don't know	24	19	4	*	20	2	1	1	1	-	-	-	3	1	4	6	4	-	2	
5%	5%	7%	2%	5%	4%	6%	11%	11%	12%	-	-	-	7%	2%	10%	10%	-	-	4%	
NET Made a complaint to anyone else	132	114	19	3	114	10	7	1	3	7	4	6	21	15	31	16	11	*	10	
29%	29%	30%	25%	29%	25%	34%	16%	16%	24%	17%	14%	29%	46%	27%	33%	26%	38%	7%	27%	

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

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Table 439

Base : Sent via - DHL

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	411	219	92	304	177	219	13	48	92	8	27	142	163	48	46	10	305	56	196	147	34	24	7	343	31	212	199	
Weighted Base	460	250	99*	351	201	250	8**	34**	99*	9**	24**	162*	189	47**	50**	10**	351	60*	207	175*	189	38**	32**	7**	382	39**	244	215
Effective Base	289	140	54	197	111	140	5	28	54	6	20	88	109	27	30	4	197	33	121	99	19	16	5	220	20	134	125	
Yes - over the counter at the Post Office	36	25	3	27	5	25	-	1	3	1	1	14	11	3	2	-	25	2	14	11	4	1	-	25	1	25	5	
65%		10% d	3%	9% d	2%	10%	1%	4%	9%	6%	5%	9%	6%	6%	3%	-	7%	3%	7%	7%	9%	2%	-	7%	2%	10% d	2%	
Yes - by phone/ letter/ email to the Post Office	59	41	5	54	18	41	1	4	5	1	3	25	28	1	5	1	53	1	35	13	8	1	1	48	3	44	16	
13%		16% b	5%	12% b	9%	16%	6%	13%	5%	12%	12%	16%	15%	1%	9%	13%	15%	10%	6% d	7%	22%	4%	18%	13%	7%	16% d	7%	
Yes - to the regulator (Ofcom)	33	23*	4	29	6	23	-	1	4	1	1	18	10	5	-	1	27	1	15	13	4	1	28	1	28	5		
7%		11% d	4%	8%	3%	11%	2%	4%	4%	12%	5%	11%	5%	10%	*	13%	8%	2%	7%	7%	12%	*	18%	7%	3%	10% d	2%	
Yes - to Citizens Advice Bureau	40	26	8	33	14	26	-	1	8	1	1	17	19	4	-	-	36	-	14	14	10	1	-	29	1	35	5	
9%		10%	8%	9%	7%	10%	-	4%	8%	12%	5%	11%	10%	9%	-	-	10%	-	7%	8%	27%	4%	-	7%	4%	14% d	2%	
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes - to the shop/ location I dropped the parcel off at	41	31	6	34	9	31	1	2	6	1	2	19	13	5	2	*	32	2	18	18	3	*	1	36	1	39	1	
9%		12% d	6%	10%	4%	12%	10%	6%	6%	12%	9%	12%	7%	10%	4%	1%	9%	4%	9%	10%	8%	1%	15%	9%	4%	12% d	1%	
No	304	150	75	221	146	150	6	26	75	8	20	98	125	33	43	4	223	48	139	115	16	30	5	253	34	116	188	
86%		60%	16% d	63%	12% d	60%	77%	76%	75%	88%	84%	81%	66%	69%	86%	44%	64%	79%	67%	65%	41%	93%	68%	66%	88%	47%	16% d	8%
I don't know	24	7	7	16	16	7	-	1	7	-	-	8	10	2	-	4	18	4	11	11	1	-	-	23	-	14	10	
5%		3%	7%	5%	8%	3%	4%	2%	7%	-	-	5%	5%	4%	-	41%	5%	7%	5%	8%	3%	-	-	6%	-	6%	5%	
NET Made a complaint to anyone else	132	93	18	113	38	93	2	8	18	1	4	56	54	13	7	1	110	9	57	49	21	2	2	107	5	115	17	
29%		11% d	18%	32% d	19%	37%	19%	22%	18%	12%	16%	34% d	29%	27%	14%	14%	31% d	14%	28%	28%	86%	7%	32%	28%	12%	37% d	8%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	411	27	378	6	117	265	29	392	12	4	2	408	1
Weighted Base	460	25**	428	6**	117*	308	35**	440	14**	3**	1**	457	1**
Effective Base	289	15	240	4	67	172	20	247	7	3	1	257	1
Yes - over the counter at the Post Office	30	2	28	-	10	18	2	30	-	-	-	30	-
6%		6%	7%	-	8%	6%	6%	7%	1%	-	-	6%	-
Yes - by phone/ letter/ email to the Post Office	59	3	55	1	26	28	5	53	5	2	-	59	-
13%		13%	13%	14%	22**	9%	15%	12%	35%	48%	-	13%	-
Yes - to the regulator (Ofcom)	33	3	30	-	14	16	4	29	4	-	-	33	-
7%		13%	7%	-	12%	5%	11%	7%	30%	-	-	7%	-
Yes - to Citizens Advice Bureau	40	3	36	2	18	18	7	38	2	-	-	40	-
9%		13%	6%	25%	14**	6%	20%	9%	17%	-	-	9%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	41	1	38	2	20	11	10	37	2	1	-	41	-
9%		3%	9%	32%	17**	4%	28%	9%	15%	29%	-	9%	-
No	304	14	287	3	54	233	16	298	6	-	1	302	-
66%		54%	67%	43%	47%	63**	47%	67%	43%	3%	100%	66%	-
I don't know	24	-	23	1	4	17	3	22	-	1	-	22	1
5%		-	6%	11%	3%	6%	7%	6%	-	20%	-	5%	100%
NET Made a complaint to anyone else	132	12	118	3	58	58	16	122	8	3	-	132	-
29%		46%	28%	46%	50**	19%	46%	28%	67%	77%	-	29%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Table 439

Base : Sent via - DHL

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	411	111	104	92	104	31	39	41	44	30	30	30	30	32	33	38	33
Weighted Base	460	120*	108*	114*	118*	34**	43**	43**	40**	37**	30**	33**	36**	45**	38**	42**	38**
Effective Base	299	72	63	62	63	21	24	27	25	20	18	19	20	23	19	23	21
Yes - over the counter at the Post Office	30	5	8	7	9	*	5	*	6	1	1	3	*	4	5	2	2
6%		4%	7%	6%	8%		11%	*	16%	1%	4%	10%	*	9%	14%	5%	6%
Yes - by phone/ letter/ email to the Post Office	99	18	10	22	10	2	12	4	5	3	2	4	7	11	3	5	1
13%		15%	9%	19%	8%	6%	28%	9%	13%	7%	8%	11%	20%	24%	8%	13%	4%
Yes - to the regulator (Ofcom)	33	14	12	5	3	2	7	4	4	5	2	1	4	-	2	1	*
7%		11%	11%	5%	2%	6%	17%	10%	11%	14%	6%	4%	11%	-	5%	2%	*
Yes - to Citizens Advice Bureau	40	20	10	6	5	3	11	5	4	3	3	1	-	4	2	3	-
9%		17%	9%	5%	4%	10%	27%	12%	11%	7%	9%	4%	-	10%	5%	7%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	41	7	12	15	7	1	2	4	5	3	4	3	4	8	2	3	2
9%		6%	11%	13%	6%	2%	5%	9%	13%	7%	14%	8%	11%	18%	6%	7%	5%
No	304	80	71	70	83	25	24	32	24	24	23	23	21	26	20	29	33
66%		67%	66%	61%	70%	74%	55%	73%	60%	65%	75%	69%	58%	57%	54%	69%	88%
I don't know	24	6	5	4	9	5	1	*	1	2	2	1	1	1	8	*	*
5%		5%	4%	3%	8%	15%	2%	*	2%	5%	7%	3%	3%	4%	22%	1%	1%
NET Made a complaint to anyone else	132	34	32	41	26	4	18	11	15	11	5	9	14	18	9	13	4
29%		28%	30%	36%	22%	11%	43%	27%	38%	30%	18%	28%	38%	40%	24%	30%	11%

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

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with - FedEx

Table 440

Base : Sent via - FedEx

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	304	31	273	106	198	147	157	65	76	82	39	26	9	7	141	121	42	16	207	83
Weighted Base	363	42**	321	127*	236	200	163	78*	93*	97*	44**	33**	10**	7**	171*	142*	50*	17**	223	134*
Effective Base	207	24	183	71	136	103	106	42	50	59	24	20	7	5	93	83	32	12	132	72
Yes - over the counter at the Post Office	31	-	31	17	14	25	6	6	8	12	4	2	-	-	14	15	2	-	16	15
9%		-	10%	13%	6%	12%	4%	8%	8%	12%	8%	5%	-	-	8%	11%	3%	-	7%	11%
Yes - by phone/ letter/ email to the Post Office	94	5	40	20	25	31	23	9	18	16	7	3	-	2	27	23	4	2	40	12
15%		11%	15%	23% ^{sd}	11%	16%	14%	12%	19%	17%	15%	8%	-	29%	16%	16%	9%	11%	18%	9%
Yes - to the regulator (Ofcom)	29	2	27	16	13	21	8	10	5	11	1	-	-	2	15	12	2	2	16	13
8%		4%	9%	13%	5%	10%	5%	13%	5%	11%	3%	-	-	29%	9%	9%	4%	11%	7%	10%
Yes - to Citizens Advice Bureau	32	-	32	24	8	22	10	10	6	10	5	-	-	-	16	15	-	-	15	15
9%		-	10%	18% ^{sd}	3%	11%	6%	12%	7%	10%	12%	-	-	-	9%	11%	-	-	7%	11%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34	-	34	23	11	30	4	7	12	9	2	4	-	-	19	12	4	-	21	13
9%		-	11%	18% ^{sd}	5%	15% ^{sd}	2%	10%	12%	10%	5%	11%	-	-	11%	8%	7%	-	10%	9%
No	218	38	181	55	153	112	106	42	51	55	32	25	8	5	93	88	38	13	132	85
60%		89%	56%	44%	69% ^{sd}	56%	65%	54%	54%	57%	73%	75%	80%	71%	54%	82%	23% ^{sd}	17%	59%	63%
I don't know	32	-	32	2	30	14	18	9	13	5	1	1	2	-	22	7	3	2	17	15
9%		-	10%	2%	12% ^{sd}	7%	11%	12%	14%	6%	3%	2%	20%	-	13%	5%	6%	12%	8%	11%
NET Made a complaint to anyone else	113	5	108	70	43	75	38	26	29	37	11	8	-	2	56	48	9	2	74	35
31%		11%	34%	35% ^{sd}	18%	31% ^{sd}	24%	24%	31%	38%	24%	23%	-	29%	33%	34%	19%	11%	33%	26%

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with - FedEx

Table 440

Base : Sent via - FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	304	109	78	52	65	187	117	234	66	32	28	69	85	74	182	32	261	82	210	12
Weighted Base	363	116*	107*	75*	65*	223	140*	300	60*	32**	30**	84*	112*	88*	227	32**	321	82*	269	13**
Effective Base	207	64	57	42	47	121	87	165	41	20	20	51	60	48	130	20	181	49	151	8
Yes - over the counter at the Post Office	31	9	12	6	5	20	11	30	1	3	1	9	13	5	24	3	28	14	17	-
9%		7%	11%	9%	7%	9%	8%	10%	2%	8%	4%	10%	12%	5%	10%	8%	9%	31%	9%	-
Yes - by phone/letter/ email to the Post Office	54	26	6	14	7	32	22	48	6	2	3	21	16	11	41	2	52	24	27	3
15%		22%	6%	19%	11%	14%	16%	16%	10%	7%	11%	25%	14%	12%	18%	7%	16%	30%	10%	21%
Yes - to the regulator (Ofcom)	29	9	8	4	8	17	13	25	4	3	4	7	8	7	19	3	26	13	15	2
8%		8%	7%	6%	12%	7%	9%	8%	6%	9%	13%	8%	7%	8%	9%	8%	9%	30%	5%	14%
Yes - to Citizens Advice Bureau	32	11	8	9	3	19	12	30	2	3	5	13	5	5	23	3	28	17	15	-
9%		9%	8%	12%	5%	9%	10%	9%	3%	10%	15%	16%	5%	6%	10%	10%	9%	20%	5%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34	12	8	10	4	20	14	32	2	1	5	6	17	6	27	1	33	16	18	-
9%		10%	7%	14%	6%	9%	10%	11%	3%	4%	16%	7%	15%	7%	12%	4%	10%	19%	7%	-
No	218	58	73	46	41	131	87	174	41	18	16	51	64	57	131	18	195	31	183	4
60%		50%	89%	62%	63%	59%	62%	58%	69%	54%	52%	60%	58%	65%	58%	54%	61%	38%	89%	36%
I don't know	32	8	9	7	8	17	14	21	10	7	6	1	7	7	15	7	22	4	24	4
9%		7%	8%	9%	12%	8%	10%	7%	17%	21%	20%	2%	6%	6%	21%	7%	6%	6%	9%	29%
NET Made a complaint to anyone else	113	50	25	22	17	75	38	104	9	8	8	32	40	24	81	8	105	47	62	4
31%		64%	23%	29%	26%	33%	28%	36%	15%	25%	28%	38%	36%	27%	35%	25%	33%	67%	23%	35%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Table 440

Base : Sent via - FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	304	229	75	28	188	48	42	26	13	19	20	13	25	28	29	22	19	4	44
Weighted Base	363	320	43**	5**	317	30**	11**	5**	10**	34**	29**	16**	39**	46**	69**	50**	25**	3**	27**
Effective Base	207	185	22	6	168	27	26	19	12	18	19	13	24	26	28	21	18	3	25
Yes - over the counter at the Post Office	31	25	6	2	29	1	1	*	2	-	1	1	10	-	-	11	4	*	1
9%		8%	14%	40%	9%	3%	6%	3%	19%	-	5%	8%	26%	-	-	22%	14%	4%	3%
Yes - by phone/ letter/ email to the Post Office	54	48	6	2	45	5	4	*	2	1	-	3	9	10	8	8	3	*	5
15%		15%	14%	42%	14%	16%	34%	6%	19%	3%	-	22%	24%	22%	12%	15%	13%	4%	17%
Yes - to the regulator (Ofcom)	29	24	6	*	25	1	2	1	3	-	1	1	10	2	-	8	-	*	1
8%		7%	13%	2%	8%	0%	16%	18%	20%	-	5%	8%	26%	4%	-	15%	-	4%	0%
Yes - to Citizens Advice Bureau	32	28	4	2	30	1	1	1	2	2	1	1	4	3	10	3	3	-	1
9%		9%	9%	46%	9%	2%	6%	10%	19%	6%	5%	8%	11%	6%	14%	6%	14%	-	2%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34	31	3	*	32	*	1	*	-	-	1	4	7	7	8	6	-	*	*
9%		10%	7%	7%	10%	1%	11%	3%	-	-	5%	23%	17%	15%	12%	11%	-	4%	1%
No	218	195	24	2	189	22	4	3	6	24	22	10	15	29	43	25	16	3	18
60%		61%	55%	36%	60%	72%	40%	57%	59%	71%	75%	63%	40%	62%	62%	51%	65%	96%	69%
I don't know	32	28	4	1	29	2	1	*	1	7	2	-	1	1	7	7	3	-	2
9%		9%	9%	10%	9%	0%	9%	6%	12%	20%	6%	-	2%	2%	11%	14%	11%	-	6%
NET Made a complaint to anyone else	113	98	15	3	99	7	5	2	3	3	6	6	22	17	19	17	6	*	7
37%		30%	36%	54%	31%	23%	51%	38%	29%	9%	20%	37%	58%	36%	27%	35%	24%	4%	25%

Proportions/Means. Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i/j-k-l-m-n/o-p/q/r
** very small base (under 30) ineligible for sig testing

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with - FedEx

Table 440

Base : Sent via - FedEx

	Total	Stamp usage				1st class usage		2nd class usage		Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	304	165	64	225	124	165	14	34	64	9	22	110	131	33	26	4	241	30	149	118	27	7	2	267	9	174	130
Weighted Base	363	201	71*	277	147*	201	10**	27**	71*	12**	17**	134*	158*	39**	29**	3**	292	32**	179*	142*	29**	9**	2**	321	12**	202	161*
Effective Base	207	112	44	154	86	112	6	20	44	7	13	73	92	23	17	2	165	19	97	83	19	7	2	180	8	116	91
Yes - over the counter at the Post Office	31	25	1	30	6	25	-	-	1	1	-	19	11	1	-	-	30	-	16	14	-	1	-	30	1	24	7
95%		13%	2%	71%	4%	12%	-	-	2%	9%	7%	14%	7%	1%	-	-	10%	-	9%	10%	-	15%	-	9%	12%	7%	4%
Yes - by phone/ letter/ email to the Post Office	54	41	5	49	13	41	1	3	5	1	2	20	26	5	3	1	45	4	24	26	1	1	-	50	1	43	11
15%		20%	7%	18%	9%	20%	9%	11%	7%	11%	13%	15%	16%	12%	9%	53%	16%	12%	13%	18%	5%	14%	-	16%	11%	24%	7%
Yes - to the regulator (Ofcom)	29	24	2	27	5	24	2	2	2	1	1	14	13	2	-	-	27	-	16	12	1	-	-	28	-	26	3
8%		12%	3%	10%	4%	12%	19%	7%	3%	9%	9%	11%	8%	5%	-	-	9%	-	9%	9%	3%	-	-	9%	-	12%	2%
Yes - to Citizens Advice Bureau	32	25	1	30	7	25	2	-	1	1	1	12	16	2	1	-	28	1	14	14	4	-	-	28	-	29	3
9%		12%	2%	11%	5%	12%	21%	-	2%	9%	7%	9%	10%	6%	4%	-	10%	4%	8%	10%	12%	-	-	9%	-	14%	2%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34	17	3	31	18	17	-	1	3	1	1	18	14	2	-	-	32	-	21	9	5	-	-	29	-	31	3
9%		8%	4%	11%	12%	8%	1%	3%	4%	9%	7%	13%	9%	6%	-	6%	11%	-	12%	6%	16%	-	-	9%	-	15%	2%
No	218	115	52	152	89	115	5	21	52	6	11	76	88	30	24	1	164	25	113	78	19	6	2	191	8	79	139
60%		57%	74%	55%	61%	57%	49%	78%	74%	53%	65%	57%	56%	76%	82%	42%	56%	79%	63%	55%	66%	63%	100%	59%	71%	39%	64%
I don't know	32	7	11	20	23	7	-	1	11	4	3	10	20	-	1	-	30	1	16	12	3	1	-	28	1	23	8
9%		4%	16%	7%	16%	4%	1%	4%	15%	36%	19%	7%	13%	-	4%	-	10%	4%	9%	8%	11%	8%	-	9%	6%	12%	5%
NET Made a complaint to anyone else	113	79	8	105	34	79	5	5	8	1	3	48	50	9	4	1	98	5	50	52	7	3	-	102	3	100	13
31%		69%	11%	96%	23%	39%	6%	80%	19%	11%	15%	36%	31%	24%	14%	56%	34%	17%	28%	37%	23%	29%	-	32%	23%	99%	8%

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with - FedEx

Table 440

Base : Sent via - FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	304	21	277	6	99	183	22	281	18	3	2	302	-
Weighted Base	363	27**	330	6**	112*	227	24**	337	22**	3**	2**	361	-.**
Effective Base	207	15	188	5	62	130	16	192	12	2	1	206	-
Yes - over the counter at the Post Office	31	3	28	-	12	16	3	31	-	-	-	31	-
95%		10%	8%	-	17%	7%	13%	9%	-	-	6%	9%	-
Yes - by phone/ letter/ email to the Post Office	54	6	46	2	25	25	3	48	4	1	-	54	-
15%		20%	14%	37%	25**	17%	14%	14%	19%	47%	6%	15%	-
Yes - to the regulator (Ofcom)	29	2	27	-	12	14	3	25	2	2	-	29	-
8%		6%	8%	-	17%	6%	12%	7%	10%	56%	6%	8%	-
Yes - to Citizens Advice Bureau	32	1	29	2	13	15	3	29	3	-	-	32	-
9%		4%	9%	28%	12%	7%	14%	9%	13%	-	-	9%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34	-	33	1	20	13	2	28	6	-	-	34	-
9%		-	10%	21%	19**	6%	7%	8%	28%	-	6%	9%	-
No	218	16	200	1	49	158	12	208	8	-	1	217	-
60%		60%	81%	26%	44%	84**	47%	62%	39%	3%	94%	60%	-
I don't know	32	3	28	1	11	18	3	29	3	-	-	32	-
9%		11%	8%	15%	10%	8%	14%	9%	13%	-	-	9%	-
NET Made a complaint to anyone else	113	8	102	3	52	51	9	99	10	3	-	113	-
37%		29%	31%	59%	47**	23%	39%	30%	48%	97%	6%	37%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Table 440

Base : Sent via - FedEx

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	304	64	85	75	80	19	24	21	40	18	27	21	22	32	20	23	37
Weighted Base	363	79*	92*	99*	94*	22**	31**	27**	43**	22**	27**	29**	29**	45**	19**	24**	50**
Effective Base	207	48	55	52	52	14	18	16	25	13	18	15	15	22	13	14	26
Yes - over the counter at the Post Office	31	8	10	11	1	2	4	2	9	-	1	4	3	4	1	-	-
	9%	11% d	11% d	11% d	1%	9%	14%	8%	21%	-	4%	17%	9%	10%	5%	1%	-
Yes - by phone/ letter/ email to the Post Office	54	15	13	15	11	2	6	7	8	1	4	3	6	6	3	5	3
	15%	19%	14%	19%	12%	10%	20%	20%	18%	6%	16%	11%	20%	13%	18%	20%	7%
Yes - to the regulator (Ofcom)	29	10	14	4	1	-	-	4	5	9	2	3	3	1	-	1	-
	8%	12% d	16% cd	4%	2%	-	-	13%	20%	11%	12%	11%	5%	-	6%	-	1%
Yes - to Citizens Advice Bureau	32	8	13	7	4	-	4	3	8	-	6	5	-	2	1	-	3
	9%	10%	14%	7%	4%	2%	14%	11%	18%	-	21%	20%	-	4%	8%	-	6%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34	7	8	14	5	-	3	4	5	2	1	2	4	7	-	-	5
	9%	8%	9%	14%	6%	-	10%	13%	12%	8%	4%	10%	14%	16%	-	-	11%
No	218	48	48	56	66	16	20	12	16	16	16	15	14	27	11	16	39
	60%	60%	52%	57%	70%	74%	64%	46%	38%	73%	61%	61%	49%	60%	54%	69%	77%
I don't know	32	8	6	8	10	3	2	3	3	-	3	2	1	5	5	2	3
	9%	10%	6%	8%	11%	15%	7%	11%	7%	-	10%	8%	3%	11%	23%	10%	6%
NET Made a complaint to anyone else	113	23	28	35	18	2	9	12	24	5	8	8	14	13	4	5	8
	31%	29%	31% d	35%	19%	11%	29%	44%	56%	23%	29%	31%	48%	29%	22%	21%	17%

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

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Evri

Table 441

Base : Sent via - Evri

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	1278	240	1038	203	985	461	816	214	231	289	191	189	99	85	445	480	363	164	1117	150
Weighted Base	1274	323	951	276	998	513	790	218	226	268	212	192	78	80	444	480	350	158	1038	217
Effective Base	765	191	575	164	601	289	478	134	138	165	117	117	52	45	273	281	212	95	637	122
Yes - over the counter at the Post Office	29	-	29	16	13	15	14	6	11	4	3	4	-	*	17	8	4	*	26	3
2%		-	3%	6%	1%	3%	2%	3%	5%	2%	2%	2%	-	*	4%	2%	1%	*	3%	1%
Yes - by phone/ letter/ email to the Post Office	46	5	40	26	19	23	23	12	13	9	5	5	-	2	25	13	7	2	31	14
4%		2%	4%	6%	2%	2%	3%	6%	6%	3%	2%	3%	-	2%	6%	3%	2%	1%	3%	6%
Yes - to the regulator (Ofcom)	16	3	13	10	6	11	5	3	4	4	3	2	1	*	7	7	3	1	10	6
1%		1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	1%	*	2%	1%	1%	1%	1%	3%
Yes - to Citizens Advice Bureau	25	2	23	18	7	13	12	7	9	5	2	*	-	*	17	6	2	2	20	5
2%		1%	2%	6%	1%	3%	2%	3%	4%	2%	1%	*	-	2%	4%	1%	1%	1%	2%	2%
Yes - to someone else (please specify)	4	*	4	2	3	*	4	-	-	-	4	*	*	*	-	-	4	*	*	3
*		*	*	1%	*	*	1%	-	-	2%	*	*	*	*	-	1%	*	*	*	2%
Yes - to the shop/ location I dropped the parcel off at	29	-	29	11	18	11	18	11	9	3	5	1	-	*	20	7	1	*	18	10
2%		-	3%	4%	2%	2%	2%	6%	4%	1%	2%	1%	-	*	6%	2%	*	*	2%	6%
No	1122	312	810	204	918	440	682	174	187	235	190	180	75	78	361	425	335	155	825	182
88%		37%	85%	74%	92%	86%	90%	80%	83%	88%	80%	84%	88%	87%	81%	89%	86%	80%	89%	84%
I don't know	35	3	32	7	28	14	21	10	5	11	8	1	*	-	14	19	2	*	27	6
3%		1%	3%	3%	3%	3%	3%	4%	2%	4%	4%	1%	*	-	3%	4%	*	*	3%	3%
NET Made a complaint to anyone else	117	8	109	65	52	59	58	34	35	22	14	10	1	2	63	35	13	3	86	29
9%		2%	11%	24%	5%	12%	8%	16%	16%	8%	6%	5%	1%	3%	16%	7%	4%	2%	8%	13%

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Evri

Table 441

Base : Sent via - Evri

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1278	369	392	249	277	751	526	866	410	82	131	277	366	291	774	82	1117	284	938	56
Weighted Base	1274	309	419	279	265	728	544	899	364	72*	111*	278	367	300	756	72*	1123	241	975	58*
Effective Base	765	181	246	161	179	426	339	513	251	53	81	177	212	165	466	53	667	168	566	35
Yes - over the counter at the Post Office	29	7	10	4	9	17	12	20	9	1	8	8	5	6	21	1	26	11	12	6
2%	2%	2%	2%	1%	3%	2%	2%	2%	2%	2%	8.1%	3%	1%	2%	3%	2%	5.2%	1%	11.5%	
Yes - by phone/ letter/ email to the Post Office	46	24	4	11	6	29	17	39	7	2	11	22	9	34	2	43	16	28	2	
4%	8.1%	1%	4%	2%	4%	3%	4%	2%	3%	2%	4%	6%	3%	4%	3%	4%	7.1%	3%	3%	
Yes - to the regulator (Ofcom)	16	7	6	1	2	13	3	13	3	1	-	7	6	1	13	1	14	5	10	1
1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	2%	-	3%	2%	*	2%	1%	2%	1%	2%	
Yes - to Citizens Advice Bureau	25	12	5	3	5	17	8	21	4	2	1	3	9	11	13	2	23	13	10	1
2%	4%	1%	1%	2%	2%	1%	2%	1%	2%	2%	1%	1%	2%	4%	2%	2%	6.1%	1%	2%	
Yes - to someone else (please specify)	4	-	3	-	2	3	2	4	1	-	-	2	*	2	2	-	4	1	4	-
*	-	-	1%	-	1%	*	*	*	*	-	-	1%	*	*	-	*	*	*	*	-
Yes - to the shop/ location I dropped the parcel off at	29	10	8	4	6	18	11	20	8	3	4	7	10	5	20	3	25	9	18	2
2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	5%	3%	2%	3%	2%	3%	5%	2%	4%	2%	3%
No	1122	252	380	252	236	632	488	778	336	66	95	240	322	268	657	66	992	192	888	42
88%	82%	91%	91%	89%	87%	90%	87%	92%	82%	82%	85%	87%	88%	89%	87%	92%	88%	80%	91%	72%
I don't know	35	6	9	10	10	15	20	25	6	*	6	8	2	6	15	*	22	9	19	7
3%	2%	2%	4%	4%	2%	4%	3%	2%	1%	1%	8.1%	8.1%	*	2%	2%	1%	4%	2%	12.4%	
NET Made a complaint to anyone else	117	51	30	16	20	81	36	96	21	5	12	29	43	26	83	5	109	40	68	9
9%	17.1%	7%	6%	6%	7%	11.1%	7%	11.1%	6%	7%	10%	10%	12%	9%	11%	7%	10%	17.1%	7%	15%

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	1278	841	437	179	676	227	234	141	69	100	73	79	68	77	74	72	64	27	200	
Weighted Base	1274	1084	190*	22	1087	85*	74	27*	52*	179*	105*	102*	103*	124*	162*	169*	93*	61*	79*	
Effective Base	765	668	100	123	596	89	122	85	65	96	68	75	64	71	72	68	60	14	80	
Yes - over the counter at the Post Office	29	28	1	25	1	2	1	1	1	7	1	2	1	2	4	3	3	1	1	
2%		3%	1%	2%	2%	2%	3%	3%	2%	4%	1%	2%	1%	2%	3%	2%	3%	2%	2%	
Yes - by phone/ letter/ email to the Post Office	46	43	3	*	36	5	4	1	1	5	2	1	6	10	5	4	3	*	4	
4%		4%	1%	2%	3%	5%	5%	4%	3%	3%	1%	1%	6%	8%	3%	2%	3%	2%	6%	
Yes - to the regulator (Ofcom)	16	14	3	*	15	*	*	*	2	-	1	1	1	5	5	-	-	*	*	
1%		1%	1%	1%	1%	*	*	1%	0.5%	-	1%	1%	1%	0.5%	3%	-	-	2%	*	
Yes - to Citizens Advice Bureau	25	22	3	*	21	1	3	1	1	1	-	4	4	5	2	3	-	-	1	
2%		2%	1%	2%	2%	1%	4%	3%	2%	1%	-	4%	4%	4%	1%	2%	-	-	1%	
Yes - to someone else (please specify)	4	4	*	*	3	*	*	*	-	-	1	-	-	-	2	-	-	*	*	
*		*	*	*	*	*	1%	1%	-	-	1%	-	-	-	1%	-	-	2%	*	
Yes - to the shop/ location I dropped the parcel off at	29	26	3	*	23	2	3	*	-	3	4	4	1	3	5	4	-	*	2	
2%		2%	1%	1%	2%	3%	4%	2%	-	2%	4%	4%	1%	2%	3%	2%	-	2%	3%	
No	1122	944	178	20	962	75	62	23	47	160	98	90	90	105	131	155	86	6	69	
88%		87%	94%	90%	88%	88%	83%	86%	91%	89%	94%	89%	88%	85%	81%	92%	92%	96%	87%	
I don't know	35	33	1	1	28	3	4	1	2	7	1	2	3	-	7	4	1	-	3	
3%		3%	1%	2%	3%	3%	5%	4%	0.5%	4%	1%	2%	3%	-	4%	2%	1%	-	3%	
NET Made a complaint to anyone else	117	106	11	1	98	8	9	3	2	12	6	10	9	19	24	10	6	*	8	
9%		10%	6%	7%	9%	9%	12%	10%	5%	7%	5%	10%	9%	15%	15%	6%	6%	4%	10%	

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

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Evri

Table 441

Base : Sent via - Evri

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	1278	542	430	785	673	542	33	149	430	34	163	416	529	153	132	47	945	179	612	485	101	53	25	1097	78	376	902	
Weighted Base	1274	561	408	808	655	561	23**	124*	408	34**	150*	412	521	151*	145*	44**	934	188	605	478	98*	64*	27**	1063	91*	375	898	
Effective Base	765	332	245	481	394	332	17	92	245	25	95	249	317	94	82	24	566	106	365	285	62	35	16	650	52	228	537	
Yes - over the counter at the Post Office	29	17	4	23	10	17	*	6	4	1	1	14	9	3	2	*	23	3	16	8	4	-	-	23	-	25	4	
25%		3%	1%	3%	2%	3%	*	5%	1%	3%	1%	3%	2%	2%	1%	2%	3%	3%	3%	2%	4%	-	-	2%	-	2%	*	
Yes - by phone/ letter/ email to the Post Office	46	24	5	41	22	24	1	4	5	1	2	19	17	3	6	1	36	6	26	15	4	1	-	41	1	39	7	
4%		4%	1%	5%	3%	4%	*	4%	1%	3%	1%	5%	3%	2%	4%	1%	4%	3%	4%	3%	4%	1%	-	4%	1%	16%	1%	
Yes - to the regulator (Ofcom)	16	12	4	13	4	12	*	1	4	1	2	9	7	-	-	*	16	*	11	3	2	-	-	14	-	16	-	
1%		2%	1%	2%	1%	2%	*	1%	1%	3%	1%	2%	1%	-	-	*	2%	*	2%	1%	2%	-	-	1%	-	6%	-	
Yes - to Citizens Advice Bureau	25	18	6	19	7	18	1	2	6	1	1	16	7	3	-	-	23	-	12	12	1	-	-	24	-	23	2	
25%		3%	2%	2%	1%	3%	2%	2%	2%	3%	1%	5%	1%	2%	-	-	2%	-	2%	3%	1%	-	-	2%	-	6%	*	
Yes - to someone else (please specify)	4	2	*	4	2	2	*	*	*	*	*	1	1	2	-	-	2	-	4	*	*	-	-	4	-	4	*	
*		*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	-	-	*	-	1%	*
Yes - to the shop/ location I dropped the parcel off at	29	20	7	21	9	20	2	5	7	1	2	6	16	3	4	-	22	4	11	16	1	1	-	27	1	29	*	
25%		3%	2%	3%	1%	3%	9%	4%	2%	3%	2%	2%	3%	2%	3%	-	2%	2%	2%	3%	1%	2%	-	3%	1%	6%	*	
No	1122	482	381	688	587	482	19	107	381	32	147	355	458	137	128	43	813	172	525	423	86	62	25	949	87	252	870	
86%		86%	86%	86%	86%	86%	82%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%
I don't know	35	12	8	24	20	12	*	4	8	*	13	13	13	3	6	-	26	6	23	7	2	*	2	31	2	17	16	
3%		2%	2%	3%	3%	2%	*	3%	2%	*	3%	3%	3%	2%	4%	-	3%	3%	4%	2%	2%	*	8%	3%	3%	6%	2%	
NET Made a complaint to anyone else	117	68	20	96	47	68	4	13	20	1	3	45	50	11	10	1	95	10	66	47	10	2	-	104	2	104	13	
9%		12%	5%	12%	7%	12%	17%	11%	5%	3%	2%	11%	10%	8%	7%	1%	10%	6%	9%	10%	10%	2%	-	10%	2%	29%	1%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with Evri

Base : Sent via - Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1278	66	1200	12	347	864	67	1249	20	3	1	1272	5
Weighted Base	1274	46*	1219	9**	308	901	64*	1243	22**	5**	***	1269	4**
Effective Base	765	30	729	6	204	525	38	747	13	3	1	763	2
Yes - over the counter at the Post Office	29	1	25	3	19	7	5	21	8	-	-	29	-
25%		3%	2%	30%	9%	1%	9%	2%	38%	-	-	2%	-
Yes - by phone/ letter/ email to the Post Office	46	2	42	1	22	22	2	43	3	-	-	46	-
4%		5%	3%	11%	7%	2%	3%	3%	13%	-	-	4%	-
Yes - to the regulator (Ofcom)	16	2	14	-	4	9	5	14	2	-	-	16	-
1%		4%	1%	-	1%	1%	9%	1%	9%	-	-	1%	-
Yes - to Citizens Advice Bureau	25	1	24	-	15	10	*	22	3	-	-	25	-
2%		1%	2%	-	9%	1%	*	2%	15%	-	-	2%	-
Yes - to someone else (please specify)	4	*	4	-	*	3	2	4	-	-	-	4	-
*		*	*	-	*	*	9%	*	-	-	-	*	-
Yes - to the shop/ location I dropped the parcel off at	29	3	25	-	9	18	1	24	3	2	-	29	-
2%		7%	2%	-	3%	2%	2%	2%	12%	36%	-	2%	-
No	1122	39	1077	5	251	831	41	1110	6	3	*	1120	2
86%		85%	86%	59%	84%	82%	64%	89%	29%	64%	100%	86%	52%
I don't know	35	*	35	-	15	10	13	31	2	-	-	33	2
3%		*	3%	-	2%	2%	21%	3%	7%	-	-	3%	48%
NET Made a complaint to anyone else	117	7	107	4	52	55	10	101	14	2	-	117	-
9%		15%	9%	47%	17%	6%	19%	8%	64%	35%	-	9%	-

Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	1278	325	312	323	318	102	100	123	109	109	94	112	121	90	94	113	111
Weighted Base	1274	309	304	326	335	99*	86*	124*	101*	103*	100*	107*	125*	94*	89*	124*	121*
Effective Base	765	186	188	189	204	56	61	70	66	62	60	61	73	55	55	74	74
Yes - over the counter at the Post Office	29	4	14	8	3	*	*	2	2	6	5	4	1	2	5	1	2
	2%	1%	4%	2%	1%	*	*	2%	2%	6%	5%	4%	1%	1%	6%	1%	1%
Yes - by phone/ letter/ email to the Post Office	46	12	13	12	9	-	4	8	3	4	6	4	5	3	-	3	6
	4%	4%	4%	4%	3%	-	5%	7%	3%	4%	6%	3%	4%	3%	-	2%	8%
Yes - to the regulator (Ofcom)	16	6	6	4	2	1	-	4	1	3	3	-	1	2	1	1	-
	1%	2%	2%	1%	*	1%	-	3%	1%	3%	3%	-	1%	3%	1%	*	-
Yes - to Citizens Advice Bureau	25	10	9	3	3	3	*	6	4	1	4	-	*	3	3	-	1
	2%	3%	3%	1%	1%	3%	*	5%	4%	1%	4%	-	*	3%	3%	-	*
Yes - to someone else (please specify)	4	*	-	4	1	-	*	-	-	-	-	-	1	2	-	*	*
	*	*	-	1%	*	-	*	-	-	-	-	-	1%	2%	-	*	*
Yes - to the shop/ location I dropped the parcel off at	29	5	9	6	8	1	3	1	2	5	2	4	1	1	-	6	2
	2%	2%	3%	2%	2%	1%	3%	1%	2%	5%	2%	4%	1%	1%	-	5%	2%
No	1122	273	257	287	304	90	76	107	85	84	88	97	116	74	85	113	106
	88%	85%	82%	88%	91%	91%	89%	87%	84%	82%	88%	90%	93%	79%	93%	91%	88%
I don't know	35	6	9	10	9	3	1	2	3	4	3	3	1	7	2	2	5
	3%	2%	3%	3%	3%	3%	1%	2%	3%	4%	3%	3%	*	7%	2%	2%	4%
NET Made a complaint to anyone else	117	29	38	29	21	6	9	15	13	15	9	7	8	13	3	9	9
	9%	9%	12%	9%	6%	6%	10%	12%	13%	14%	9%	7%	7%	14%	3%	7%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with - DPD

Table 442

Base : Sent via - DPD

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	511	90	421	153	358	238	273	103	137	109	67	61	22	12	240	176	95	34	425	81
Weighted Base	537	112*	425	165*	372	265	252	106*	157*	114*	75*	57*	18**	10**	263	189	85*	28**	403	127*
Effective Base	309	71	239	88	222	151	160	60	87	68	39	36	12	8	148	107	56	20	240	66
Yes - over the counter at the Post Office	31	-	31	24	7	21	10	6	12	11	2	*	-	-	18	13	*	-	19	12
6%	6%	-	7%	14%	2%	7%	4%	5%	8%	9%	3%	*	-	-	7%	7%	*	-	5%	10%
Yes - by phone/ letter/ email to the Post Office	96	2%	47	24	25	26	22	9	20	9	3	3	4	2	28	12	9	6	35	14
9%	9%	2%	11%	11%	7%	10%	9%	8%	13%	8%	5%	5%	24%	16%	11%	7%	10%	22%	9%	11%
Yes - to the regulator (Ofcom)	26	-	26	17	9	22	4	7	9	5	1	-	3	*	17	7	3	3	15	11
5%	5%	-	6%	10%	2%	8%	2%	7%	6%	5%	2%	-	15%	1%	6%	4%	3%	10%	4%	8%
Yes - to Citizens Advice Bureau	37	2%	35	25	12	24	12	9	11	10	2	2	-	2	21	12	4	2	25	12
7%	7%	2%	8%	15%	3%	9%	5%	9%	7%	9%	3%	4%	-	19%	8%	7%	5%	7%	6%	10%
Yes - to someone else (please specify)	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	*	-	-	*	-
*	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	*	-	-	*	-
Yes - to the shop/ location I dropped the parcel off at	43	-	43	29	14	33	10	7	21	7	4	2	3	*	28	11	4	3	27	17
8%	8%	-	10%	15%	4%	12%	4%	7%	14%	6%	5%	3%	15%	1%	11%	6%	5%	10%	7%	13%
No	387	106	281	84	303	182	195	71	103	82	59	50	14	9	174	141	72	22	302	78
72%	72%	106%	66%	51%	81%	67%	77%	67%	66%	72%	78%	65%	76%	81%	66%	75%	64%	78%	73%	62%
I don't know	26	4	22	2	23	12	14	10	6	3	6	1	-	-	15	9	1	-	17	8
5%	5%	3%	5%	1%	6%	4%	5%	9%	4%	3%	8%	1%	-	-	6%	5%	1%	-	4%	6%
NET Made a complaint to anyone else	125	2%	123	79	46	81	44	26	49	28	10	6	4	2	74	38	13	6	84	41
23%	23%	2%	69%	46%	72%	58%	77%	24%	31%	23%	13%	11%	24%	19%	26%	20%	15%	22%	21%	32%

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with - DPD

Table 442

Base : Sent via - DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	511	171	140	92	99	320	191	381	126	32	53	104	161	127	318	32	460	122	370	19
Weighted Base	537	154*	172*	113*	97*	327	210	453	83*	19**	42*	135*	179	130*	356	19**	499	102*	415	20**
Effective Base	309	85	99	64	63	184	126	244	75	15	32	71	104	71	204	15	284	63	237	10
Yes - over the counter at the Post Office	31	6	14	8	3	20	11	29	2	2	1	15	9	5	25	2	29	15	16	-
Yes - by phone/ letter/ email to the Post Office	90	18	13	12	8	30	19	48	2	2	2	19	20	7	40	2	48	18	24	8
Yes - to the regulator (Ofcom)	26	4	10	7	4	15	11	23	3	1	2	14	5	2	22	1	25	11	15	-
Yes - to Citizens Advice Bureau	37	15	11	5	6	26	11	34	3	2	1	13	13	7	28	2	35	19	18	-
Yes - to someone else (please specify)	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	43	10	18	8	7	28	15	38	6	1	2	14	16	10	32	1	42	23	19	2
No	387	102	130	81	74	232	155	318	68	14	30	84	132	100	246	14	358	56	323	8
I don't know	25	7	5	10	4	12	13	19	6	2	5	1	5	7	12	2	19	1	22	3
NET Made a complaint to anyone else	231	45	37	23	20	82	43	116	9	3	6	50	42	23	99	3	122	45	70	10
		29%	22%	20%	20%	25%	20%	30%	17%	14%	15%	37%	24%	18%	28%	14%	24%	44%	17%	48%

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	511	346	165	77	270	92	92	57	22	33	35	26	28	23	35	38	30	8	84
Weighted Base	537	470	67*	15**	458	43*	25*	12*	16**	61*	51*	33**	45**	37**	83*	86*	46**	1**	41*
Effective Base	309	273	36	12	239	43	49	35	21	31	32	25	26	22	34	36	28	4	41
Yes - over the counter at the Post Office	31	28	3	3	27	2	1	1	1	-	3	3	7	-	-	10	3	-	2
9%	6%	5%	17%	6%	6%	9%	9%	7%	6%	-	5%	8%	15%	-	-	13%	7%	-	9%
Yes - by phone/ letter/ email to the Post Office	50	49	1	*	43	3	4	*	1	2	2	1	3	4	17	10	3	*	2
9%	10%	1%	2%	9%	6%	15%	1%	1%	6%	3%	3%	4%	7%	12%	21%	12%	6%	9%	6%
Yes - to the regulator (Ofcom)	26	24	2	*	23	2	*	*	1	-	1	5	3	2	5	5	-	-	2
9%	5%	3%	2%	5%	5%	9%	1%	3%	6%	-	3%	16%	7%	5%	6%	6%	-	-	9%
Yes - to Citizens Advice Bureau	37	32	5	3	32	4	1	*	1	2	2	1	5	5	8	6	3	*	4
7%	7%	7%	16%	7%	9%	2%	2%	2%	6%	3%	3%	4%	11%	13%	9%	7%	7%	9%	9%
Yes - to someone else (please specify)	*	-	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
43	40	3	*	*	41	1	*	*	3	2	3	3	7	6	6	5	8	*	1
8%	9%	5%	3%	9%	3%	1%	4%	4%	17%	3%	5%	8%	16%	16%	7%	6%	17%	9%	2%
No	387	331	56	11	324	35	20	8	12	54	41	23	32	24	48	60	29	1	34
72%	70%	84%	71%	71%	83%	77%	71%	71%	72%	69%	81%	69%	72%	65%	58%	70%	64%	91%	83%
I don't know	25	24	1	1	21	1	1	2	1	1	2	1	-	1	4	9	3	-	1
9%	5%	2%	6%	5%	5%	1%	6%	1%	6%	2%	3%	3%	-	3%	5%	10%	6%	-	1%
NET Made a complaint to anyone else	125	115	10	4	113	7	4	1	4	5	8	9	13	12	30	17	14	*	7
23%	25%	15%	22%	25%	16%	17%	11%	11%	23%	9%	16%	28%	28%	32%	37%	20%	30%	9%	16%

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

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Table 442

Base : Sent via - DPD

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	511	255	127	359	231	255	14	54	127	10	33	179	197	63	54	17	376	71	251	192	35	23	8	443	31	221	290
Weighted Base	537	284	126*	386	227	284	8**	35**	126*	6**	23**	192	207	60*	61*	17**	399	78*	246	219	32**	32**	7**	465	39**	231	306
Effective Base	309	158	75	218	136	158	6	29	75	6	21	108	124	35	35	9	230	44	144	123	19	16	6	267	22	129	180
Yes - over the counter at the Post Office	31	24	4	27	6	24	*	*	4	1	1	21	7	2	2	-	27	2	18	13	-	1	-	30	1	25	5
65%		34%	3%	7%	3%	9%		1%	3%	19%	5%	11%	3%	4%	3%	-	7%	2%	7%	8%	1%	3%	-	6%	2%	11%	2%
Yes - by phone/ letter/ email to the Post Office	50	32	7	42	17	32	1	1	7	1	1	23	17	8	2	*	40	2	27	19	3	1	-	46	1	39	11
95%		11%	6%	11%	8%	11%	10%	3%	6%	19%	5%	12%	8%	13%	4%	1%	10%	3%	11%	9%	10%	2%	-	10%	2%	14%	4%
Yes - to the regulator (Ofcom)	26	17	2	24	9	17	*	2	2	1	1	18	5	3	-	-	23	-	11	13	-	-	1	25	1	22	4
9%		6%	2%	6%	4%	6%	3%	5%	2%	19%	5%	6%	2%	5%	-	-	6%	-	5%	6%	-	18%	5%	3%	10%	1%	
Yes - to Citizens Advice Bureau	37	25	6	31	12	25	1	1	6	1	1	22	8	5	2	-	30	2	20	12	3	2	-	32	2	34	3
75%		9%	5%	8%	5%	9%	10%	3%	5%	19%	5%	14%	4%	8%	3%	-	8%	2%	8%	5%	10%	6%	-	7%	5%	10%	1%
Yes - to someone else (please specify)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	43	25	5	38	18	25	*	3	5	1	1	25	11	4	3	-	36	3	21	18	4	*	-	38	*	38	5
85%		9%	4%	10%	8%	9%	1%	8%	4%	19%	5%	15%	5%	7%	5%	-	9%	4%	8%	8%	11%	*	-	8%	*	10%	2%
No	387	191	105	259	173	191	5	27	105	5	22	117	166	35	54	15	283	69	171	160	20	29	6	332	35	112	275
72%		67%	39%	67%	76%	67%	61%	77%	83%	81%	95%	61%	69%	58%	90%	71%	69%	69%	63%	70%	63%	91%	82%	71%	89%	49%	100%
I don't know	25	15	3	20	8	15	2	3	3	-	-	12	7	4	1	2	19	2	17	6	2	-	23	-	15	11	
9%		5%	2%	5%	4%	5%	25%	8%	2%	-	-	6%	3%	7%	1%	9%	5%	3%	7%	3%	7%	-	-	5%	-	6%	3%
NET Made a complaint to anyone else	128	79	18	107	46	79	1	5	18	1	1	63	35	20	7	*	98	7	57	52	10	3	1	110	4	104	21
22%		29%	14%	30%	20%	28%	15%	15%	14%	19%	5%	30%	17%	24%	11%	1%	29%	9%	23%	24%	30%	9%	18%	24%	11%	49%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with - DPD

Base : Sent via - DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	511	36	468	7	154	326	31	491	12	3	4	506	1
Weighted Base	537	28**	503	7**	134*	370	34**	515	16**	5**	1**	536	1**
Effective Base	309	17	289	3	81	209	19	298	8	2	2	307	1
Yes - over the counter at the Post Office	31	*	31	-	13	17	-	31	*	-	-	31	-
65%		1%	6%	-	10%	5%	-	6%	1%	-	-	6%	-
Yes - by phone/ letter/ email to the Post Office	50	8	39	3	21	23	6	43	4	3	*	50	-
9%		26%	9%	49%	14%	6%	16%	8%	26%	55%	9%	9%	-
Yes - to the regulator (Ofcom)	26	5	21	-	10	14	1	21	2	3	*	26	-
5%		19%	4%	-	8%	4%	4%	4%	12%	55%	9%	5%	-
Yes - to Citizens Advice Bureau	37	*	37	-	14	23	-	35	2	-	-	37	-
7%		*	7%	-	10%	6%	-	7%	13%	-	-	7%	-
Yes - to someone else (please specify)	*	-	*	-	-	*	-	*	-	-	-	*	-
4%		-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	43	4	39	-	20	22	2	34	7	3	*	43	-
8%		15%	8%	-	13%	6%	6%	7%	42%	55%	9%	8%	-
No	387	16	368	3	79	290	18	380	3	2	1	385	1
72%		57%	73%	51%	59%	64%	54%	74%	16%	45%	91%	72%	100%
I don't know	25	*	25	-	4	14	7	25	-	-	-	25	-
5%		*	5%	-	3%	4%	20%	6%	-	-	-	5%	-
NET Made a complaint to anyone else	125	12	110	3	51	65	9	110	13	3	*	125	-
23%		43%	22%	49%	34%	18%	25%	21%	82%	55%	9%	23%	-

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Table 442

Base : Sent via - DPD

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	811	135	139	117	120	42	46	47	45	46	48	37	49	31	39	42	39
Weighted Base	837	143*	141*	122*	132*	41**	50*	47**	35**	52**	54**	39**	55*	28**	40**	46**	46**
Effective Base	309	88	81	64	77	29	32	28	24	28	30	21	31	13	23	29	26
Yes - over the counter at the Post Office	31	10	6	10	5	2	5	3	4	1	2	2	6	3	1	4	-
Yes - by phone/ letter/ email to the Post Office	6%	7%	5%	8%	4%	4%	10%	8%	12%	1%	3%	4%	11%	10%	3%	8%	-
Yes - to the regulator (Ofcom)	90	12	15	14	8	2	7	3	1	8	6	2	10	2	1	4	3
Yes - to Citizens Advice Bureau	9%	9%	11%	12%	6%	5%	13%	7%	4%	16%	10%	8%	18%	9%	2%	9%	7%
Yes - to someone else (please specify)	26	7	12	4	3	3	2	2	5	3	5	*	4	-	1	2	*
Yes - to the shop/ location I dropped the parcel off at	5%	5%	9%	3%	2%	8%	3%	4%	15%	5%	8%	*	7%	-	2%	3%	*
No	37	12	15	4	6	-	6	6	8	2	5	2	*	*	3	5	1
I don't know	7%	8%	11%	4%	5%	-	10%	13%	24%	3%	9%	4%	*	9%	12%	3%	-
NET Made a complaint to anyone else	125	35	40	27	22	9	19	7	16	14	10	4	17	7	7	9	6
	23%	25%	29%	23%	17%	23%	34%	15%	46%	26%	19%	10%	31%	24%	16%	20%	14%

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

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Table 443

Base : Sent via - Parcelforce

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	789	126	663	175	614	419	368	64	99	138	130	173	113	72	163	268	358	185	712	73
Weighted Base	780	172*	608	163*	617	415	364	77*	110*	142*	126*	166*	90*	68*	187	269	325	158*	666	108*
Effective Base	482	96	356	94	358	235	216	40	60	82	76	96	58	41	100	159	194	98	391	59
Yes - over the counter at the Post Office	30	-	30	14	16	22	8	3	9	11	4	2	-	*	13	15	2	*	20	10
4%	-		9% d	8% d	3%	5%	2%	4%	9% d	7% d	3%	1%	-	1%	7% d	6% d	1%	*	3%	9% d
Yes - by phone/letter/email to the Post Office	42	6	36	28	14	30	12	8	10	9	4	2	2	2	24	13	5	3	28	13
5%	4%	6%	6%	11% d	7%	3%	11% d	14% d	6%	3%	1%	2%	3%	3%	11% d	6%	2%	2%	4%	12% d
Yes - to the regulator (Ofcom)	24	-	24	15	9	20	4	5	7	8	4	*	-	*	12	12	*	*	15	9
3%	-		7% d	3% d	1%	7% d	1%	7% d	9% d	8% d	3%	*	-	-	7% d	4% d	*	*	2%	3% d
Yes - to Citizens Advice Bureau	22	-	22	9	13	17	5	4	8	8	1	2	-	-	12	9	2	-	15	7
3%	-		4%	5%	2%	4%	1%	5%	7% d	5%	1%	1%	-	-	6% d	3% d	-	-	2%	6%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location/ I dropped the parcel off at	20	-	20	11	10	14	6	1	9	3	2	5	-	+	10	6	5	+	12	8
3%	-		3%	6% d	2%	3%	2%	2%	6% d	2%	2%	3%	-	*	6% d	2%	1%	*	2%	9% d
No	665	104	501	101	554	339	323	57	77	116	107	155	88	64	134	223	307	153	590	80
85%	65% d	85% d	82%	62%	91% d	82%	89% d	74%	70%	81%	85% d	93% d	98% d	94% d	72%	83% d	95% d	96% d	87% d	74%
I don't know	20	2	18	7	13	10	11	3	1	2	9	2	-	2	4	12	4	2	18	2
3%	1%	3%	4%	2%	2%	3%	4%	1%	1%	2%	9% d	1%	-	2%	2%	4%	1%	1%	3%	2%
NET Made a complaint to anyone else	96	6	80	55	40	66	30	17	31	24	10	9	2	2	49	24	13	4	68	25
72%	4%	19% d	34% d	7%	16% d	7%	19% d	22% d	26% d	17% d	8%	6%	2%	3%	26% d	13% d	4%	2%	10%	24% d

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with - Parcelforce

Table 443

Base : Sent via - Parcelforce

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	789	255	211	140	183	466	323	480	298	64	78	156	248	183	482	64	692	187	569	33
Weighted Base	780	202	250	169*	160	451	329	536	237	50*	76*	160*	254	175*	489	50*	690	154	591	35**
Effective Base	452	116	136	95	107	252	201	287	165	31	47	94	145	98	285	31	399	103	332	19
Yes - over the counter at the Post Office	30	11	12	6	1	22	8	29	2	2	2	8	11	7	21	2	28	17	13	-
4%	5%	5%	5%	4%	1%	5%	2%	10%	1%	4%	3%	4%	4%	4%	4%	4%	13%	2%	-	-
Yes - by phone/ letter/ email to the Post Office	42	19	7	12	5	26	17	39	3	2	1	13	21	5	36	2	41	19	21	3
5%	8%	3%	3%	7%	3%	6%	5%	12%	1%	4%	1%	8%	8%	3%	7%	4%	12%	4%	7%	-
Yes - to the regulator (Ofcom)	24	10	3	5	5	14	10	21	3	1	4	6	5	7	16	1	23	15	8	2
3%	5%	1%	1%	3%	3%	3%	3%	4%	1%	3%	6%	4%	2%	4%	3%	3%	10%	1%	4%	-
Yes - to Citizens Advice Bureau	22	9	6	4	3	14	8	17	5	3	4	7	6	3	16	3	19	14	8	-
3%	4%	2%	2%	3%	2%	3%	2%	3%	2%	6%	5%	4%	2%	3%	6%	3%	9%	1%	-	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	4	10	3	4	13	7	18	2	2	1	9	8	1	18	2	14	4	4	3
3%	2%	4%	2%	3%	3%	3%	3%	1%	4%	1%	6%	3%	*	4%	4%	3%	9%	1%	8%	-
No	665	153	218	150	143	372	293	435	222	43	64	129	207	157	400	43	582	108	531	26
85%	76%	87%*	89%*	89%*	82%	89%*	81%	84%	86%	86%	84%	81%	82%	89%	86%	84%	70%	89%*	73%	-
I don't know	20	6	7	3	4	13	7	14	6	1	4	4	7	2	15	1	19	3	15	3
3%	3%	3%	2%	2%	3%	2%	3%	3%	3%	6%	3%	3%	1%	3%	3%	3%	2%	3%	7%	-
NET Made a complaint to anyone else	95	42	25	16	13	66	29	87	9	5	7	27	39	16	74	5	90	44	45	7
12%	21%***	10%	8%	8%	15%	9%	18%*	4%	11%	10%	17%	15%	9%	15%	11%	13%	28%*	8%	19%	-

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Table 443

Base : Sent via - Parcelforce

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	789	483	306	131	397	158	127	107	37	35	43	40	39	56	40	53	54	34	124	
Weighted Base	780	641	139*	29**	655	73*	32*	21*	27*	67*	62*	53*	64*	87*	94*	124*	77*	14**	58*	
Effective Base	452	381	72	20	344	65	64	73	34	32	40	39	35	53	39	50	51	11	55	
Yes - over the counter at the Post Office	30	25	5	1	24	2	2	1	1	-	1	4	0	-	4	6	2	*	2	
Yes - by phone/ letter/ email to the Post Office	42	40	2	*	37	2	3	1	-	-	-	2	4	8	10	10	3	*	2	
Yes - to the regulator (Ofcom)	24	20	4	*	18	3	3	*	1	-	1	-	5	-	3	6	3	*	3	
Yes - to Citizens Advice Bureau	22	15	7	*	17	2	2	*	1	-	-	3	6	1	-	5	1	-	2	
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes - to the shop/ location I dropped the parcel off at	20	15	2	1	17	3	2	1	-	1	1	1	3	3	3	3	1	*	2	
No	685	540	120	27	550	63	24	18	25	27	27	44	46	76	74	108	63	14	46	
I don't know	20	1	1	*	16	2	2	1	1	-	1	2	1	3	4	3	5	-	2	
NET Made a complaint to anyone else	12%	13%	10%	5%	12%	11%	21%	10%	4%	-	6%	14%	23%	11%	16%	12%	13%	1%	13%	

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

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Table 443

Base : Sent via - Parcelforce

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	789	365	264	511	410	365	28	122	264	23	128	329	298	77	62	23	627	85	418	276	45	38	11	694	49	252	537	
Weighted Base	780	370	237	525	392	370	18**	94*	237	18**	101*	306	305	76*	67*	26**	611	93*	370	307	41**	47**	15**	676	62*	236	545	
Effective Base	482	213	144	299	230	213	13	74	144	13	69	174	178	46	40	14	352	54	219	169	29	26	9	388	35	140	312	
Yes - over the counter at the Post Office	39	22	4	26	8	22	1	1	4	1	2	17	10	1	1	1	28	2	16	12	1	1	-	28	1	23	7	
Yes - by phone/ letter/ email to the Post Office	45	35	3	39	7	35	*	2	4	1	1	15	19	6	1	1	34	2	26	14	2	-	1	39	1	32	10	
Yes - to the regulator (Ofcom)	5%	3%	2%	4%	2%	9%	3%	2%	2%	7%	1%	5%	6%	8%	2%	5%	5%	3%	7%	4%	4%	-	8%	6%	2%	14%	2%	
Yes - to Citizens Advice Bureau	24	17	4	20	7	17	*	1	4	1	1	12	4	2	-	-	21	*	11	11	*	2	-	22	2	20	4	
Yes - to someone else (please specify)	3%	5%	2%	4%	2%	5%	1%	1%	2%	6%	1%	6%	1%	3%	-	1%	4%	3%	1%	4%	3%	1%	3%	2%	8%	1%	1%	1%
Yes - to the shop/ location I dropped the parcel off at	22	17	4	18	5	17	2	4	4	1	1	12	4	2	1	3	16	4	10	8	1	*	3	18	3	18	6	
No	3%	4%	2%	3%	1%	4%	9%	4%	2%	6%	1%	4%	1%	2%	2%	1%	3%	5%	3%	3%	3%	1%	19%	3%	5%	5%	1%	1%
I don't know	3%	4%	2%	3%	1%	4%	9%	4%	2%	6%	1%	4%	1%	2%	2%	1%	3%	5%	3%	3%	3%	1%	19%	3%	5%	5%	1%	1%
NET Made a complaint to anyone else	95	67	11	84	28	67	4	7	11	1	2	43	34	10	4	4	77	8	48	36	5	3	3	84	6	75	20	
	12%	18%	5%	16%	7%	18%	22%	7%	5%	7%	2%	14%	11%	13%	6%	15%	13%	9%	13%	12%	13%	7%	19%	12%	10%	32%	4%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Table 443

Base : Sent via - Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	789	53	730	6	241	511	37	761	18	6	4	785	-
Weighted Base	780	34**	741	5**	218	531	31**	753	14**	7**	6**	774	.*
Effective Base	452	25	425	3	134	299	19	435	10	5	3	449	-
Yes - over the counter at the Post Office	39	1	29	-	12	17	-	29	1	-	-	30	-
45%		3%	4%	-	6%	3%	-	4%	4%	1%	-	4%	-
Yes - by phone/ letter/ email to the Post Office	42	4	39	-	22	17	4	40	2	-	-	42	-
55%		10%	5%	-	19%	3%	12%	5%	16%	-	-	5%	-
Yes - to the regulator (Ofcom)	24	2	22	-	13	8	3	19	4	2	-	24	-
3%		5%	3%	10%	15%	1%	17%	2%	28%	23%	-	3%	-
Yes - to Citizens Advice Bureau	22	1	21	-	18	6	-	17	5	-	-	22	-
3%		3%	3%	-	19%	1%	1%	2%	34%	-	-	3%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	1	17	3	14	6	-	20	-	-	-	20	-
3%		3%	2%	56%	19%	1%	-	3%	1%	-	-	3%	-
No	665	28	635	1	164	480	21	652	4	3	6	659	-
85%		82%	86%	30%	73%	91%	67%	88%	31%	43%	100%	85%	-
I don't know	20	-	20	-	4	13	3	18	-	2	-	20	-
3%		-	3%	3%	2%	3%	9%	2%	1%	33%	-	3%	-
NET Made a complaint to anyone else	95	6	86	3	50	38	8	84	10	2	-	95	-
12%		18%	12%	66%	22%	7%	24%	11%	68%	23%	-	12%	-

Proportions/Means. Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Table 443

Base : Sent via - Parcelforce

	Quarter					Month											
	Total	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	789	207	202	202	178	60	66	81	76	54	72	66	61	75	54	62	62
Weighted Base	780	196	224	187	173	47*	65*	84*	75*	72*	76*	57*	51*	80*	55**	56*	62*
Effective Base	452	116	123	111	102	33	34	50	46	36	43	34	31	46	30	35	37
Yes - over the counter at the Post Office	30	9	8	10	2	2	3	4	4	*	4	4	3	3	1	1	*
Yes - by phone/ letter/ email to the Post Office	4%	4%	4%	6%	1%	3%	5%	4%	5%	1%	5%	3%	8%	7%	3%	2%	2%
Yes - by phone/ letter/ email to the Post Office	42	11	9	15	8	*	4	7	2	3	4	1	10	3	2	4	2
Yes - to the regulator (Ofcom)	5%	5%	4%	8%	5%	*	5%	8%	3%	4%	5%	3%	23% 23% 23%	4%	3%	7%	4%
Yes - to Citizens Advice Bureau	24	8	11	4	1	2	4	3	4	1	6	*	1	3	-	1	-
Yes - to someone else (please specify)	3%	4%	5%	2%	*	4%	5%	4%	6%	2%	7%	*	3%	3%	-	1%	-
Yes - to the shop/ location I dropped the parcel off at	22	6	10	5	2	-	4	1	7	-	3	2	2	-	1	*	1
No	3%	3%	4%	3%	1%	-	6%	2%	23% 23% 23%	-	4%	5%	4%	-	1%	1%	1%
I don't know	20	7	7	4	2	5	1	2	4	2	2	-	2	1	1	*	*
NET Made a complaint to anyone else	95	24	28	30	13	5	6	14	12	7	9	6	16	8	5	6	2
	12%	12%	13%	16%	7%	10%	9%	16%	16%	10%	12%	11%	23% 23% 23%	10%	8%	11%	4%

Proportions/Means: Columns Tested (5% risk level) - a-b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	157	15	142	69	88	93	64	26	39	38	22	23	6	3	65	60	32	9	119	33
Weighted Base	169	15**	150*	65*	104*	98*	71*	28**	43**	40**	21**	29**	8**	1**	71*	60*	38**	9**	114*	46**
Effective Base	100	11	89	39	62	58	43	17	27	24	12	15	5	2	43	36	21	6	70	27
Yes - over the counter at the Post Office	26	1	24	14	11	21	5	1	27	4	5	4	-	*	13	9	4	*	22	3
Yes - by phone/ letter/ email to the Post Office	15%	7%	16%	22%	11%	22%	7%	5%	27%	11%	22%	13%	-	5%	18%	15%	10%	1%	19%	6%
Yes - to the regulator (Ofcom)	28	2	23	10	9	17	8	8	7	6	5	-	-	-	15	10	-	-	16	9
Yes - to Citizens Advice Bureau	15%	8%	16%	23%	9%	17%	12%	29%	16%	14%	22%	-	-	-	21%	17%	-	-	14%	20%
Yes - to someone else (please specify)	19	1	17	15	4	13	6	3	7	7	1	*	-	-	11	8	*	-	14	4
Yes - to the ship/ location I dropped the parcel off at	11%	6%	12%	23%	4%	13%	8%	11%	17%	18%	3%	*	-	-	15%	13%	*	-	13%	9%
No	16	-	16	14	2	10	6	4	8	1	*	*	2	*	12	1	2	2	11	5
I don't know	9%	-	11%	23%	2%	10%	9%	15%	19%	3%	1%	*	28%	5%	17%	2%	6%	25%	9%	12%
NET Made a complaint to anyone else	46%	22%	49%	62%	24%	53%	37%	40%	68%	42%	42%	28%	28%	6%	57%	46%	28%	25%	47%	50%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Table 444

Base : Sent via - TNT

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	157	70	39	23	25	109	48	124	30	16	10	40	46	39	96	16	135	60	91	6
Weighted Base	169	64*	47**	35**	23**	111*	58*	145*	22**	12**	9**	51*	47**	46**	107*	12**	153*	49*	112*	8**
Effective Base	100	36	28	21	16	64	36	82	18	9	6	32	28	24	65	9	89	32	65	4
Yes - over the counter at the Post Office	26	13	4	4	5	17	9	24	1	1	4	5	8	7	17	1	24	15	11	-
15%		20%	9%	13%	19%	19%	15%	17%	6%	10%	49%	9%	17%	16%	16%	10%	16%	39%	10%	-
Yes - by phone/ letter/ email to the Post Office	25	11	4	8	3	14	11	21	4	1	2	10	10	2	22	1	24	19	6	-
15%		17%	7%	23%	12%	13%	19%	14%	20%	9%	23%	20%	21%	4%	21%	9%	16%	39%	6%	-
Yes - to the regulator (Ofcom)	19	10	3	4	1	13	5	16	2	1	-	3	4	10	7	1	17	10	8	-
11%		16%	6%	12%	6%	12%	9%	11%	11%	10%	-	6%	8%	22%	7%	10%	11%	21%	7%	-
Yes - to Citizens Advice Bureau	16	4	7	4	1	11	5	11	5	2	*	5	8	1	13	2	14	8	5	3
9%		6%	14%	12%	5%	10%	9%	7%	23%	15%	1%	9%	17%	3%	12%	15%	16%	16%	5%	32%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	7	5	6	2	12	8	12	8	1	2	7	9	1	17	1	18	11	4	5
12%		11%	10%	18%	9%	11%	14%	9%	35%	10%	23%	13%	18%	1%	16%	10%	12%	23%	4%	58%
No	70	24	25	13	8	49	22	63	6	5	2	22	17	24	40	5	64	2	68	-
42%		37%	53%	38%	36%	44%	37%	43%	25%	40%	26%	43%	35%	52%	38%	40%	42%	4%	61%	-
I don't know	21	3	5	5	8	8	13	15	5	5	1	7	1	4	9	5	13	7	13	1
12%		5%	11%	10%	33%	7%	23%	11%	23%	43%	17%	13%	2%	10%	6%	43%	9%	14%	12%	10%
NET Made a complaint to anyone else	78	37	17	17	7	54	24	67	11	2	5	23	30	17	58	2	75	40	30	7
46%		58%	36%	48%	31%	49%	41%	46%	51%	17%	58%	44%	63%	38%	54%	17%	49%	62%	27%	80%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	157	103	54	20	82	17	32	16	10	5	7	9	18	13	12	9	9	1	16
Weighted Base	168	145*	24**	4**	149*	8**	8**	3**	8**	11**	11**	12**	28**	19**	29**	19**	13**	***	8**
Effective Base	100	85	15	4	82	9	17	11	10	5	7	9	17	12	12	9	9	1	8
Yes - over the counter at the Post Office	26	19	7	-	24	1	1	1	2	2	-	3	10	1	3	-	3	-	-
15%	15%	13%	27%	10%	16%	6%	7%	23%	23%	16%	-	20%	37%	7%	9%	-	22%	100%	5%
Yes - by phone/ letter/ email to the Post Office	25	23	2	-	20	3	3	-	1	-	-	3	5	5	5	-	-	-	3
15%	15%	16%	10%	9%	13%	32%	34%	7%	18%	-	-	29%	16%	28%	17%	-	-	100%	31%
Yes - to the regulator (Ofcom)	19	14	4	-	17	-	1	-	-	-	-	2	8	2	3	-	1	-	-
11%	11%	10%	18%	8%	11%	4%	15%	3%	-	-	-	21%	20%	13%	9%	-	9%	-	4%
Yes - to Citizens Advice Bureau	16	14	2	-	13	-	2	1	-	-	2	3	3	1	-	5	-	-	-
9%	9%	10%	9%	6%	9%	2%	24%	24%	-	-	15%	22%	11%	7%	-	24%	-	100%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	16	5	1	18	1	1	-	1	-	-	3	7	3	3	2	-	-	-
12%	12%	11%	19%	14%	12%	7%	14%	6%	13%	-	-	24%	26%	13%	9%	11%	-	100%	5%
No	70	58	12	3	61	5	2	2	3	9	9	3	7	6	12	8	5	-	5
42%	42%	40%	49%	70%	41%	62%	27%	55%	37%	82%	85%	24%	24%	29%	41%	43%	35%	-	64%
I don't know	21	20	-	-	20	-	1	-	1	-	-	-	1	3	4	6	4	-	-
12%	12%	14%	11%	2%	13%	-	9%	-	9%	-	-	-	4%	16%	14%	32%	34%	-	-
NET Made a complaint to anyone else	78	66	12	1	69	3	5	2	4	2	2	9	20	10	13	5	4	-	3
46%	46%	46%	51%	28%	46%	36%	64%	44%	54%	18%	15%	76%	72%	55%	44%	24%	31%	100%	36%

Proportions/Means: Columns Tested (5% risk level) - a:b:c - d:e:f:g - h:i:j:k:l:m:n:op:q:r
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Table 444

Base : Sent via - TNT

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	167	94	25	128	59	94	8	18	25	4	7	59	60	19	14	4	119	18	69	65	11	8	3	134	11	117	40	65
Weighted Base	169	104*	25**	138*	59*	104*	8	2**	10**	25**	5**	7**	52*	71*	24**	17**	3**	124*	20**	70*	73*	14**	7**	3**	143*	11**	123*	42**
Effective Base	100	59	17	80	38	59	3	8	17	3	6	32	42	13	11	2	74	13	42	43	7	6	3	85	8	74	26	
Yes - over the counter at the Post Office	26	18	2	24	10	18	*	-	2	1	1	7	15	2	2	-	22	2	14	11	-	1	-	25	1	24	2	
15%	15%	15%	6%	18%	17%	15%	6%	2%	6%	23%	15%	14%	21%	7%	10%	-	18%	8%	21%	15%	-	11%	-	18%	7%	30%	3%	
Yes - by phone/ letter/ email to the Post Office	25	17	3	23	8	17	-	2	3	1	2	8	11	3	1	19	3	10	13	1	*	1	23	1	21	4		
15%	15%	17%	10%	18%	13%	17%	-	19%	10%	25%	23%	16%	15%	13%	8%	45%	16%	13%	15%	17%	4%	2%	38%	16%	13%	17%	9%	
Yes - to the regulator (Ofcom)	19	12	4	13	5	12	*	1	4	1	1	6	8	3	-	1	14	1	9	6	3	-	1	15	1	19	-	
11%	11%	12%	15%	10%	9%	12%	14%	15%	15%	23%	15%	12%	11%	11%	-	45%	12%	7%	13%	8%	19%	-	38%	10%	12%	15%		
Yes - to Citizens Advice Bureau	16	14	1	15	2	14	1	4	1	1	1	5	3	4	2	1	8	3	2	11	1	-	1	14	1	16	-	
9%	9%	13%	4%	11%	4%	13%	25%	41%	4%	25%	15%	10%	4%	16%	13%	40%	7%	17%	3%	16%	8%	-	38%	9%	12%	13%		
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes - to the shop/ location I dropped the parcel off at	20	12	2	18	8	12	*	6	2	1	2	13	4	2	-	-	18	-	8	10	1	1	1	18	2	16	5	
12%	12%	8%	13%	13%	12%	2%	59%	8%	8%	25%	28%	25%	6%	7%	-	-	14%	-	11%	14%	4%	14%	31%	12%	15%	13%		
No	70	40	16	51	27	40	1	2	16	1	3	19	35	5	10	2	54	12	27	27	8	5	1	54	6	37	33	
42%	42%	38%	62%	37%	46%	38%	19%	19%	62%	30%	36%	37%	46%	19%	60%	51%	43%	59%	39%	37%	59%	74%	31%	38%	61%	30%	71%	
I don't know	21	12	3	17	7	12	-	-	3	2	2	7	12	3	2	-	13	2	9	10	1	-	-	19	-	16	5	
12%	12%	11%	12%	12%	12%	-	1%	11%	11%	46%	27%	13%	8%	27%	10%	-	10%	8%	14%	13%	9%	-	-	14%	-	13%	10%	
NET Made a complaint to anyone else	78	52	7	70	25	52	1	8	7	1	3	26	31	13	5	2	57	7	33	37	4	2	2	70	4	70	8	
46%	50%	27%	81%	42%	50%	42%	80%	27%	27%	25%	37%	50%	44%	54%	30%	49%	46%	33%	47%	50%	31%	26%	69%	49%	39%	57%	18%	

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	157	17	136	4	57	89	11	139	13	3	2	155	-
Weighted Base	169	10**	155*	4**	54*	106*	9**	153*	11**	3**	2**	167*	.*
Effective Base	100	7	92	2	32	62	6	90	8	2	1	99	-
Yes - over the counter at the Post Office	26	1	24	-	15	11	-	26	-	-	-	26	-
15%	15%	15%	16%	-	37% ^{ab}	10%	-	17%	-	-	6%	15%	-
Yes - by phone/ letter/ email to the Post Office	25	1	23	1	13	11	2	21	4	-	-	25	-
15%	15%	9%	15%	27%	24%	10%	19%	14%	36%	-	-	15%	-
Yes - to the regulator (Ofcom)	19	1	16	1	10	9	-	16	2	-	-	16	-
11%	11%	15%	10%	27%	18%	8%	-	10%	23%	-	6%	11%	-
Yes - to Citizens Advice Bureau	16	2	13	*	7	8	1	11	2	2	-	16	-
9%	9%	24%	8%	11%	14%	7%	6%	7%	21%	66%	-	10%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	3	14	3	14	6	-	14	3	3	*	20	-
12%	12%	34%	9%	60%	29% ^{ab}	6%	-	9%	24%	100%	6%	12%	-
No	70	3	67	*	10	54	6	65	4	-	1	69	-
42%	42%	33%	43%	2%	19%	65%	6%	42%	36%	-	94%	41%	-
I don't know	21	-	21	-	2	19	1	21	-	-	-	21	-
12%	12%	-	13%	-	4%	17%	9%	13%	-	-	-	12%	-
NET Made a complaint to anyone else	78	7	67	4	41	35	2	68	7	3	*	78	-
46%	46%	67%	43%	95%	77% ^{ab}	32%	25%	44%	64%	100%	6%	47%	-

Proportions/Means: Columns Tested (5% risk level) - abc - dlef - ghi/jkl
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Table 444

Base : Sent via - TNT

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	167	38	50	40	29	12	11	15	23	15	12	12	16	12	5	10	14
Weighted Base	169	37**	51*	49**	32**	15**	10**	13**	17**	20**	13**	13**	18**	18**	8**	10**	14**
Effective Base	100	24	31	28	18	9	7	8	12	11	9	9	11	9	4	6	8
Yes - over the counter at the Post Office	26	5	13	6	2	2	2	2	9	1	3	3	3	*	-	2	*
Yes - by phone/ letter/ email to the Post Office	15%	13%	26%	11%	7%	10%	17%	12%	50%	6%	26%	23%	14%	*	-	21%	1%
Yes - to the regulator (Ofcom)	19	5	6	3	3	*	3	2	4	-	1	3	2	1	-	3	-
Yes - to Citizens Advice Bureau	11%	12%	10%	12%	10%	1%	28%	14%	23%	-	8%	22%	8%	7%	-	33%	-
Yes - to someone else (please specify)	16	4	3	6	3	1	*	3	1	*	1	2	5	-	*	2	1
Yes - to the shop/ location I dropped the parcel off at	9%	10%	5%	13%	11%	4%	5%	21%	8%	1%	9%	12%	25%	-	2%	22%	9%
No	70	14	22	18	17	7	3	4	3	11	9	4	4	10	6	3	8
I don't know	42%	37%	44%	36%	52%	46%	29%	31%	14%	54%	67%	28%	24%	53%	73%	27%	57%
NET Made a complaint to anyone else	21	5	3	8	5	4	1	*	2	2	-	3	1	1	2	*	3
	12%	13%	6%	16%	16%	27%	7%	1%	9%	8%	-	26%	16%	8%	25%	1%	20%
	78	19	25	24	10	4	6	9	13	8	4	6	11	7	*	7	3
	46%	51%	50%	49%	32%	27%	64%	68%	77%	37%	33%	46%	60%	39%	2%	72%	22%

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

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Table 445

Base : Sent via - UPS

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	281	36	243	89	192	156	125	54	57	71	38	33	14	14	111	109	61	28	225	53
Weighted Base	310	47**	262	91*	218	180*	129*	58*	69*	80*	42**	33**	10**	18**	126*	122*	61*	28**	222	83*
Effective Base	175	28	147	53	122	96	79	33	39	44	23	21	7	9	71	67	37	16	133	41
Yes - over the counter at the Post Office	29	3	26	19	11	19	10	6	7	6	5	2	-	2	14	11	4	2	21	8
9%		6%	10%	28% d	5%	11%	8%	11%	11%	8%	11%	7%	-	11%	11%	9%	7%	7%	9%	10%
Yes - by phone/ letter/ email to the Post Office	39	4	35	23	16	24	15	6	16	9	4	4	-	-	22	14	4	-	24	15
73%		9%	13%	23% d	7%	13%	12%	10%	23%	12%	10%	11%	-	-	17%	11%	6%	-	11%	16%
Yes - to the regulator (Ofcom)	34	2	32	20	14	24	10	5	8	11	3	2	3	2	12	14	7	5	25	8
11%		4%	12%	22% d	6%	13%	8%	8%	11%	14%	8%	7%	26%	11%	10%	12%	12%	17%	11%	10%
Yes - to Citizens Advice Bureau	16	-	16	14	4	15	3	6	5	2	1	-	3	-	11	4	3	3	14	4
6%		-	7%	15% d	2%	8%	2%	11%	7%	3%	3%	-	26%	*	9%	3%	5%	10%	6%	4%
Yes - to someone else (please specify)	1	-	1	1	-	-	1	-	1	-	-	-	-	-	1	-	-	-	1	-
*		-	*	1%	-	-	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	-	20	14	6	15	5	6	2	4	3	2	3	+	9	6	5	3	18	1
6%		-	7%	15% d	3%	8%	4%	11%	3%	5%	6%	6%	26%	*	7%	5%	8%	10%	8%	2%
No	198	39	159	34	124	109	86	36	39	46	30	27	8	13	75	75	47	21	143	51
64%		62%	61%	38%	75% d	61%	69%	62%	57%	57%	70%	61%	74%	76%	59%	61%	76%	75%	64%	61%
I don't know	18	2	16	*	18	8	10	4	4	5	2	1	-	2	8	7	3	2	15	3
6%		5%	6%	*	6% d	5%	6%	7%	6%	6%	5%	3%	-	13%	6%	6%	5%	8%	7%	4%
NET Made a complaint to anyone else	93	6	87	57	37	63	31	16	25	30	11	5	3	2	43	40	10	5	64	29
30%		13%	33%	62% d	77%	35%	24%	31%	37%	37%	25%	17%	26%	11%	34%	33%	17%	17%	29%	35%

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Table 445

Base : Sent via - UPS

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	281	107	72	45	57	179	102	210	67	22	27	59	87	66	173	22	245	80	191	10
Weighted Base	310	96*	91*	65*	58*	187	123*	253	54*	15**	26**	80*	94*	73*	200	15**	278	72*	227	10**
Effective Base	175	60	46	35	36	104	71	137	38	12	18	40	54	40	111	12	154	43	125	7
Yes - over the counter at the Post Office	29	16	8	1	4	24	6	25	4	1	2	5	11	11	17	1	28	12	17	*
Yes - by phone/ letter/ email to the Post Office	39	17	7	8	8	23	16	35	4	1	4	14	12	7	30	1	36	14	23	1
Yes - to the regulator (Ofcom)	34	14	9	7	4	23	11	31	3	1	3	11	11	8	25	1	32	18	14	1
Yes - to Citizens Advice Bureau	18	8	4	4	1	12	5	17	1	1	1	10	1	3	13	1	16	12	6	-
Yes - to someone else (please specify)	1	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	1	1	-	-
Yes - to the shop/ location I dropped the parcel off at	20	5	5	6	3	11	9	16	3	1	*	6	10	2	16	1	18	12	7	-
No	198	48	69	40	41	117	81	158	38	12	17	47	65	43	129	12	178	30	164	4
I don't know	18	7	1	5	6	8	11	13	4	2	3	2	1	4	6	2	10	5	10	3
NET Made a complaint to anyone else	93	41	21	20	12	62	31	83	11	2	5	31	28	26	64	2	90	37	54	3
	30%	64%	23%	30%	20%	33%	26%	33%	20%	12%	21%	39%	30%	33%	32%	12%	32%	61%	24%	28%

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	281	192	89	36	155	47	49	30	13	13	15	12	24	24	24	18	12	6	41
Weighted Base	310	262	47**	8**	266	25**	13**	6**	9**	25**	23**	16**	37**	44**	55**	44**	18**	2**	24**
Effective Base	175	151	24	8	138	24	26	20	12	12	14	12	23	23	23	17	11	2	22
Yes - over the counter at the Post Office	29	21	9	3	25	2	1	1	1	-	-	5	7	6	4	-	2	*	2
9%		8%	10%	33%	10%	0%	0%	13%	11%	-	-	32%	19%	16%	7%	-	11%	9%	0%
Yes - by phone/ letter/ email to the Post Office	39	35	4	*	35	2	2	*	2	4	-	1	9	7	11	-	-	*	2
13%		13%	8%	2%	13%	10%	12%	2%	18%	17%	-	8%	26%	18%	20%	-	-	9%	10%
Yes - to the regulator (Ofcom)	34	25	9	2	30	2	2	*	2	3	-	1	6	2	8	6	2	-	2
11%		9%	19%	30%	11%	7%	10%	9%	21%	11%	-	0%	17%	5%	14%	13%	11%	-	7%
Yes - to Citizens Advice Bureau	18	14	4	1	14	2	1	1	1	-	2	1	3	2	3	3	-	-	2
6%		5%	7%	5%	5%	9%	5%	11%	11%	-	7%	8%	8%	5%	5%	6%	-	9%	9%
Yes - to someone else (please specify)	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*		*	-	-	*	-	-	-	-	-	-	-	-	3%	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	18	1	*	15	1	2	1	1	3	-	1	1	3	3	3	-	-	1
6%		7%	2%	4%	6%	5%	19%	9%	10%	13%	-	8%	3%	9%	5%	6%	-	-	5%
No	198	165	32	5	169	18	7	4	6	14	19	9	21	17	35	32	16	1	17
64%		63%	68%	59%	64%	72%	55%	65%	64%	57%	83%	60%	56%	44%	63%	72%	89%	91%	71%
I don't know	18	18	*	*	17	-	1	*	1	2	2	-	-	5	-	6	-	-	-
6%		7%	11%	2%	6%	-	9%	0%	6%	9%	10%	-	-	14%	-	10%	-	-	-
NET Made a complaint to anyone else	93	79	15	3	80	7	5	2	3	8	2	6	17	16	20	6	2	*	7
30%		30%	31%	39%	30%	28%	37%	30%	28%	34%	7%	40%	44%	43%	37%	13%	11%	9%	29%

Proportions/Means. Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Table 445

Base : Sent via - UPS

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	281	142	105	135	126	142	10	29	73	7	21	108	107	24	33	8	215	41	140	97	19	15	7	237	22	151	130
Weighted Base	310	161*	84*	212	136*	161*	10**	4**	84*	6**	21**	117*	117*	32**	36**	8**	233	44**	159*	100*	22**	18**	9**	259	27**	161*	148*
Effective Base	175	91	45	123	76	91	4	14	45	5	14	64	69	17	21	4	133	24	86	60	12	11	5	146	16	92	83
Yes - over the counter at the Post Office	29	23	3	26	6	23	*	2	3	1	1	15	12	2	*	*	27	*	10	18	1	*	*	28	*	29	-
95%		14% sd	4%	12%	5%	14%	2%	11%	4%	19%	5%	13%	10%	6%	*	2%	12%	1%	6%	18% sd	6%	1%	-	11%	1%	18% sd	-
Yes - by phone/ letter/ email to the Post Office	39	30	4	35	9	30	*	*	4	1	3	13	18	7	1	-	31	1	22	13	3	-	-	35	-	32	7
12%		13% sd	5%	10% sd	7%	19%	1%	1%	5%	19%	14%	11%	16%	20%	3%	-	13%	3%	14%	13%	14%	-	-	13%	-	26% sd	4%
Yes - to the regulator (Ofcom)	34	24	6	28	9	24	*	*	6	1	2	21	9	4	-	-	30	-	18	10	3	1	1	28	1	31	3
11%		15%	7%	13%	7%	15%	5%	1%	7%	19%	11%	18%	8%	12%	-	-	13%	-	11%	10%	12%	7%	15%	11%	9%	18% sd	2%
Yes - to Citizens Advice Bureau	18	11	1	17	6	11	-	-	1	1	1	10	4	2	2	-	14	2	8	7	1	1	-	16	1	18	-
6%		7%	1%	8%	5%	7%	-	-	1%	19%	5%	9%	3%	7%	4%	-	6%	4%	5%	7%	4%	7%	-	6%	5%	14% sd	-
Yes - to someone else (please specify)	1	1	-	1	-	1	-	1	-	-	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	1	-
1		1%	-	-	-	1%	-	5%	-	-	-	1%	-	-	-	-	*	-	1%	-	-	-	-	*	-	1%	-
Yes - to the shop/ location I dropped the parcel off at	20	11	3	17	9	11	*	2	3	1	1	10	6	2	1	-	17	1	10	7	1	2	-	17	2	19	1
6%		7%	3%	8%	7%	7%	1%	9%	3%	19%	6%	9%	6%	6%	2%	-	7%	2%	6%	7%	3%	13%	-	6%	9%	12% sd	*
No	188	87	68	118	99	87	2	12	68	5	17	68	74	18	30	8	142	38	106	60	12	14	5	166	19	67	131
64%		54%	18% sd	56%	72% sd	54%	46%	62%	81%	81%	80%	58%	63%	56%	2	-	84%	87%	67%	60%	53%	78%	60%	64%	72%	47%	131% sd
I don't know	18	7	4	13	10	7	2	2	4	-	-	8	7	1	2	-	15	2	9	5	3	-	2	14	2	11	7
6%		4%	4%	8%	8%	4%	45%	11%	4%	-	-	7%	6%	4%	6%	-	6%	5%	5%	5%	12%	-	23%	5%	8%	7%	5%
NET Made a complaint to anyone else	93	68	13	81	26	68	*	5	13	1	4	41	36	13	3	*	77	3	44	35	8	4	1	79	5	83	10
30%		44% sd	15%	36% sd	19%	42%	9%	26%	15%	19%	20%	35%	31%	40%	9%	2%	33%	8%	28%	35%	35%	22%	15%	31%	20%	92% sd	7%

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	281	22	256	3	83	183	15	262	12	4	3	278	-
Weighted Base	310	20**	287	2**	80*	214	16**	291	14**	3**	2**	308	-**
Effective Base	175	11	162	2	44	122	9	165	7	1	1	174	-
Yes - over the counter at the Post Office	29	2	27	-	14	16	-	27	2	-	-	29	-
9%		10%	9%	-	17%	7%	-	9%	14%	5%	-	9%	-
Yes - by phone/ letter/ email to the Post Office	39	6	31	2	11	24	4	35	4	-	-	39	-
13%		31%	11%	67%	14%	11%	25%	12%	30%	-	16%	13%	-
Yes - to the regulator (Ofcom)	34	5	28	-	13	16	-	27	4	3	-	34	-
11%		28%	10%	-	32%	8%	-	9%	29%	90%	5%	11%	-
Yes - to Citizens Advice Bureau	18	6	12	-	10	8	-	12	3	3	-	18	-
6%		29%	4%	-	12%	4%	1%	4%	21%	90%	-	6%	-
Yes - to someone else (please specify)	1	-	1	-	1	-	-	1	-	-	-	1	-
0%		-	-	-	1%	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	4	16	-	5	14	-	14	2	3	-	19	-
6%		19%	5%	-	7%	7%	-	5%	17%	91%	5%	6%	-
No	198	8	189	1	41	147	10	195	1	-	1	196	-
64%		38%	66%	33%	52%	64%	67%	67%	9%	4%	84%	64%	-
I don't know	18	-	18	-	-	16	2	18	-	-	-	18	-
6%		-	6%	-	-	8%	13%	6%	-	-	-	6%	-
NET Made a complaint to anyone else	93	12	79	2	38	51	4	78	13	3	-	93	-
30%		62%	28%	67%	40%	24%	26%	27%	81%	96%	16%	30%	-

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	281	74	80	71	56	25	21	28	32	21	27	29	18	24	17	19	20
Weighted Base	310	81**	83*	83*	63*	24**	24**	33**	26**	27**	29**	32**	20**	31**	14**	25**	24**
Effective Base	175	50	47	47	32	17	14	20	16	15	17	19	12	16	9	11	12
Yes - over the counter at the Post Office	29	13	12	4	*	2	-	11	10	1	2	4	-	*	-	-	*
	9%	18% ^{ad}	15% ^{ad}	5%	1%	8%	-	32%	36%	3%	6%	12%	-	1%	-	-	2%
Yes - by phone/ letter/ email to the Post Office	39	10	8	12	9	2	2	5	4	1	4	1	5	6	2	4	3
	13%	12%	10%	14%	15%	10%	9%	16%	14%	4%	12%	4%	24%	18%	17%	14%	14%
Yes - to the regulator (Ofcom)	34	14	16	2	1	*	*	7	10	-	7	*	2	-	1	-	-
	11%	17% ^{ad}	20% ^{ad}	3%	1%	*	28%	22%	37%	-	23%	*	11%	-	7%	-	-
Yes - to Citizens Advice Bureau	18	4	12	2	-	1	-	3	7	1	4	2	-	-	-	-	-
	6%	5%	15% ^{ad}	2%	-	5%	-	8%	28%	3%	13%	8%	-	-	-	-	-
Yes - to someone else (please specify)	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	4%	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	3	12	3	2	1	1	1	6	*	6	1	*	2	*	-	2
	6%	3%	14%	4%	3%	4%	4%	2%	21%	*	21%	4%	*	5%	2%	-	8%
No	198	39	52	62	44	15	11	13	10	24	19	25	15	22	9	19	16
	64%	49%	62%	83% ^{ad}	71%	62%	47%	40%	37%	90%	63%	78%	75%	69%	64%	77%	68%
I don't know	18	7	3	2	6	3	3	1	-	1	2	-	-	2	1	2	2
	6%	9%	4%	3%	10%	14%	11%	4%	-	3%	8%	-	-	7%	10%	9%	10%
NET Made a complaint to anyone else	93	34	27	19	12	6	10	19	17	2	9	7	5	7	4	4	5
	30%	41% ^{ad}	33%	23%	20%	24%	41%	57%	63%	8%	29%	22%	25%	23%	26%	14%	23%

Proportions/Means: Columns Tested (5% risk level) - abcd - e:efghijklmnop
* small base, ** very small base (under 30) - ineligible for sig testing

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Table 446

Base : Sent via - UK Mail

	Methodology			Online business/hobby		Gender		Age							Age NET				Ethnicity	
Total	CAPI (a)	Online (b)		Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	228	16	212	80	148	111	117	48	50	57	27	28	9	9	98	84	46	18	178	47
Weighted Base	247	20**	227	83*	163*	126*	120*	58*	49*	62*	23**	31**	11**	11**	108*	85*	54**	23**	171	72*
Effective Base	142	11	131	48	93	70	72	31	33	36	15	19	5	5	63	51	28	10	103	37
Yes - over the counter at the Post Office	33	3	30	17	16	26	7	7	11	7	3	2	-	2	18	10	4	2	20	12
13%	15%	13%	21%	10%	10%	20%	6%	13%	22%	11%	14%	7%	-	17%	17%	12%	8%	9%	12%	17%
Yes - by phone/ letter/ email to the Post Office	28	4	24	9	19	20	8	8	6	10	3	-	-	-	15	13	-	-	18	8
71%	20%	71%	11%	12%	11%	16%	7%	14%	13%	16%	15%	-	-	-	14%	16%	-	-	17%	17%
Yes - to the regulator (Ofcom)	21	4	17	10	10	12	8	6	4	4	5	2	-	*	10	8	2	*	11	8
8%	18%	7%	12%	6%	7%	10%	7%	10%	8%	6%	20%	7%	-	*	9%	10%	4%	*	6%	11%
Yes - to Citizens Advice Bureau	18	2	16	12	6	12	6	8	5	3	-	-	-	2	12	3	2	2	15	3
7%	9%	7%	14%	4%	4%	9%	5%	14%	9%	4%	2%	-	-	17%	12%	4%	4%	8%	9%	4%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	-	19	12	7	9	10	3	2	7	3	5	-	*	5	9	5	*	15	5
8%	-	9%	15%	4%	4%	7%	8%	5%	4%	11%	11%	16%	-	*	5%	11%	9%	*	9%	6%
No	155	13	142	41	114	67	87	34	29	35	14	22	11	9	63	49	43	21	111	42
63%	65%	63%	49%	70%	70%	53%	72%	59%	58%	57%	60%	71%	100%	83%	58%	58%	79%	91%	65%	58%
I don't know	16	-	15	2	13	5	10	3	2	5	2	4	-	-	4	7	4	-	10	5
6%	-	7%	3%	8%	8%	4%	8%	4%	3%	8%	7%	13%	-	-	4%	8%	8%	-	6%	7%
NET Made a complaint to anyone else	77	7	70	40	37	54	23	21	19	22	7	5	-	2	41	29	7	2	50	26
31%	35%	31%	48%	22%	22%	63%	19%	37%	39%	35%	33%	16%	-	17%	38%	35%	13%	9%	29%	35%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - ab - old - ef - ghijklm - n/op/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Table 446

Base : Sent via - UK Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	228	70	62	37	59	132	96	165	56	20	21	62	72	42	156	20	200	69	144	15
Weighted Base	247	61*	75*	50**	61*	136*	111*	189	55*	17**	25**	72*	76*	49**	174*	17**	225	58*	174*	14**
Effective Base	142	34	42	29	37	76	66	107	32	11	14	39	47	26	99	11	127	37	99	6
Yes - over the counter at the Post Office	33	12	7	8	6	19	14	31	2	4	2	6	13	7	22	4	29	17	16	-
13%		21%	9%	16%	9%	14%	12%	16%	4%	23%	10%	6%	17%	10%	12%		13%	29%	9%	-
Yes - by phone/ letter/ email to the Post Office	26	8	5	8	6	13	14	23	5	1	2	11	8	5	21	1	26	15	12	1
11%		13%	7%	17%	10%	10%	13%	12%	8%	7%	8%	16%	11%	10%	12%	7%	12%	26%	7%	10%
Yes - to the regulator (Ofcom)	21	9	7	-	4	16	4	19	2	1	1	7	8	3	16	1	19	8	13	-
8%		16%	9%	-	7%	12%	4%	10%	3%	7%	4%	10%	11%	6%	9%	7%	8%	13%	7%	-
Yes - to Citizens Advice Bureau	18	3	5	4	6	7	10	12	6	1	2	8	4	3	14	1	16	14	4	*
7%		4%	6%	9%	9%	5%	9%	6%	10%	7%	7%	12%	5%	6%	8%	7%	7%	23%	2%	1%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	6	8	4	1	14	5	16	4	1	1	4	8	4	14	1	18	9	6	4
8%		10%	11%	8%	2%	11%	4%	8%	7%	7%	6%	6%	11%	9%	8%	7%	8%	6%	3%	28%
No	155	37	42	33	42	79	75	112	41	11	18	44	39	37	101	11	140	19	129	7
63%		62%	56%	66%	69%	58%	68%	59%	75%	64%	71%	62%	51%	75%	58%	64%	62%	32%	74%	51%
I don't know	16	-	9	2	3	9	5	11	4	2	2	2	9	-	12	4	12	4	8	3
6%		1%	12%	4%	6%	7%	5%	6%	7%	12%	6%	2%	12%	-	7%	5%	6%	6%	5%	20%
NET Made a complaint to anyone else	77	23	24	15	15	47	30	67	10	4	6	26	29	12	61	4	73	36	37	4
31%		37%	32%	30%	25%	35%	27%	35%	16%	23%	23%	36%	38%	28%	35%	23%	32%	61%	21%	29%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	228	158	70	32	125	48	31	24	9	9	9	16	19	19	14	16	14	2	46
Weighted Base	247	214	32**	5**	210	24**	8**	5**	7**	16**	13**	20**	30**	32**	36**	36**	19**	1**	23**
Effective Base	142	127	16	7	109	27	16	15	9	8	9	16	18	16	13	15	14	1	25
Yes - over the counter at the Post Office	33	30	3	1	29	3	1	*	1	2	-	5	7	3	5	6	-	1	2
13%		14%	10%	11%	14%	11%	12%	5%	12%	11%	-	20%	22%	10%	15%	16%	-	60%	7%
Yes - by phone/ letter/ email to the Post Office	28	27	1	1	23	4	2	-	1	1	-	1	7	5	3	3	1	-	4
11%		12%	4%	11%	11%	15%	21%	-	14%	8%	-	6%	23%	17%	7%	8%	5%	-	16%
Yes - to the regulator (Ofcom)	21	18	3	-	18	2	1	*	-	-	1	-	3	4	8	-	1	-	2
8%		8%	9%	5%	9%	7%	11%	1%	-	-	10%	-	11%	12%	23%	-	7%	-	8%
Yes - to Citizens Advice Bureau	18	17	1	1	14	2	1	1	-	1	-	4	3	2	3	2	-	-	2
7%		8%	3%	13%	7%	6%	9%	26%	-	7%	-	19%	8%	6%	7%	5%	-	-	7%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19		16	3	*	16	1	2	*	-	3	-	4	3	-	3	3	1	-	1
8%		8%	10%	8%	8%	4%	21%	5%	-	15%	-	19%	11%	-	8%	7%	7%	-	5%
No	155	128	27	3	133	15	4	3	4	12	10	11	17	23	20	22	13	*	15
63%		59%	84%	65%	63%	62%	52%	55%	63%	73%	78%	55%	58%	74%	55%	61%	65%	15%	65%
I don't know	16	15	*	*	12	2	*	1	1	-	2	1	2	-	-	4	3	-	2
6%		7%	*	2%	6%	8%	11%	19%	11%	-	12%	6%	6%	-	-	10%	16%	-	9%
NET Made a complaint to anyone else	77	72	5	2	65	7	4	1	2	4	1	8	11	8	16	10	4	1	6
31%		34%	15%	32%	31%	29%	47%	30%	26%	27%	10%	38%	37%	26%	45%	29%	19%	65%	27%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Table 446

Base : Sent via - UK Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	228	132	45	180	93	132	11	24	45	6	20	83	89	20	16	10	182	26	110	87	22	4	5	197	9	132	96
Weighted Base	247	139*	52*	189	101*	139*	8**	20**	52*	6**	25**	113*	95*	20**	13**	6**	208	19**	133*	89*	19**	1**	5**	222	6**	146*	100*
Effective Base	142	78	30	108	61	78	5	11	30	5	13	57	58	13	11	5	115	15	73	51	15	2	3	124	5	85	56
Yes - over the counter at the Post Office	33	29	3	30	4	29	3	1	3	1	1	19	13	-	-	-	32	*	21	10	1	1	-	31	1	20	3
Yes - by phone/ letter/ email to the Post Office	175	78	21%	6%	38%	4%	21%	32%	6%	19%	5%	17%	13%	2%	-	2%	10%	1%	16%	17%	5%	73%	-	14%	13%	30%	3%
Yes - to the regulator (Ofcom)	21	16	1	19	4	16	*	*	1	1	1	15	5	-	-	-	21	-	9	10	1	-	*	19	*	21	-
Yes - to Citizens Advice Bureau	18	10	3	15	8	10	-	1	3	1	3	6	9	*	1	2	15	3	10	3	1	-	3	13	3	17	*
Yes - to someone else (please specify)	75	7%	6%	8%	8%	7%	-	7%	6%	19%	12%	6%	9%	1%	4%	30%	7%	13%	7%	3%	8%	-	69%	6%	56%	12%	*
Yes - to the shop/ location I dropped the parcel off at	19	14	1	18	5	14	-	3	1	1	1	13	5	-	1	-	18	1	8	10	1	-	1	17	1	17	3
No	165	73	42	108	77	73	6	13	42	4	21	71	62	8	11	2	133	13	86	54	14	*	*	140	*	71	83
I don't know	18	8	3	11	6	8	-	2	3	-	-	63%	65%	43%	84%	36%	64%	69%	65%	61%	76%	17%	2%	63%	5%	49%	63%
NET Made a complaint to anyone else	77	59	7	70	18	59	3	5	7	1	4	40	26	8	2	2	65	4	37	31	3	1	5	68	5	67	11
	37%	41% 1	13%	34% 1	18%	42%	33%	25%	13%	19%	17%	35%	27%	39%	16%	37%	31%	23%	28%	35%	17%	83%	98%	31%	95%	42% 1	11%

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	228	23	200	5	78	129	21	215	7	3	2	225	1
Weighted Base	247	14**	226	7**	84*	141*	22**	237	7**	2**	***	246	***
Effective Base	142	9	129	4	45	83	14	136	4	2	2	141	1
Yes - over the counter at the Post Office	33	5	28	-	18	15	-	33	-	-	-	33	-
13%		36%	72%	-	22%	10%	-	14%	-	-	-	13%	-
Yes - by phone/ letter/ email to the Post Office	28	*	27	-	11	13	4	27	1	-	*	28	-
11%		3%	72%	-	13%	10%	18%	11%	15%	-	64%	11%	-
Yes - to the regulator (Ofcom)	21	1	19	-	5	13	2	20	*	-	*	20	-
8%		10%	8%	-	6%	9%	11%	9%	2%	-	64%	8%	-
Yes - to Citizens Advice Bureau	18	5	13	-	10	8	*	16	1	-	-	18	-
7%		35%	6%	-	12%	5%	*	7%	16%	-	-	7%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	3	14	3	14	5	1	17	2	*	*	19	-
8%		21%	6%	39%	17%	3%	3%	7%	29%	3%	64%	8%	-
No	155	4	147	4	40	104	11	148	4	2	*	155	-
63%		27%	65%	55%	47%	74%	51%	63%	53%	97%	36%	63%	-
I don't know	15	-	14	-	8	2	5	15	-	-	-	15	-
6%		-	6%	6%	9%	1%	25%	6%	-	-	-	6%	100%
NET Made a complaint to anyone else	77	10	64	3	36	36	5	74	3	*	*	77	-
31%		73%	28%	39%	45%	25%	24%	31%	47%	3%	64%	31%	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

Total	Quarter				Month											
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	228	77	102	49	-	19	23	35	43	34	25	22	27	-	-	-
Weighted Base	247	90*	110*	47*	..*	19**	30**	30**	38**	46**	26**	17**	30**	..**	..**	..**
Effective Base	142	52	59	31	-	13	17	23	22	21	17	14	18	-	-	-
Yes - over the counter at the Post Office	33	9	19	5	-	*	4	5	12	2	5	4	1	-	-	-
13%		10%	17%	11%	-	*	10%	15%	32%	5%	18%	21%	5%	-	-	-
Yes - by phone/ letter/ email to the Post Office	28	11	11	6	-	1	7	4	2	3	6	3	3	-	-	-
11%		13%	10%	12%	-	5%	19%	10%	5%	6%	24%	17%	9%	-	-	-
Yes - to the regulator (Ofcom)	21	4	14	3	-	*	-	4	5	3	6	2	1	-	-	-
8%		4%	12%	7%	-	*	-	11%	14%	6%	22%	11%	4%	-	-	-
Yes - to Citizens Advice Bureau	18	4	9	5	-	1	-	3	6	1	2	3	2	-	-	-
7%		4%	8%	10%	-	5%	-	8%	16%	3%	8%	16%	6%	-	-	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	2	14	4	-	*	1	*	6	4	4	1	3	-	-	-
8%		2%	13%	8%	-	*	4%	*	17%	9%	14%	7%	9%	-	-	-
No	185	67	57	31	-	15	26	26	15	31	11	11	20	-	-	-
63%		87%	52%	64%	-	80%	73%	72%	40%	66%	44%	62%	66%	-	-	-
I don't know	15	3	12	-	-	2	1	*	4	4	4	-	-	-	-	-
6%		3%	11%	-	-	10%	2%	*	10%	9%	17%	-	-	-	-	-
NET Made a complaint to anyone else	77	20	40	17	-	2	8	10	19	12	10	7	10	-	-	-
31%		22%	37%	36%	-	11%	23%	28%	50%	23%	39%	38%	34%	-	-	-

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Table 447

Base : Sent via - Yodel

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	671	79	492	181	390	208	362	100	125	148	85	64	31	18	225	233	113	49	502	63
Weighted Base	628	107*	421	167*	360	229	299	99*	106*	134*	82*	54*	29**	24**	205	216	107*	53*	427	93*
Effective Base	315	62	254	97	218	124	194	56	69	80	44	35	18	15	124	123	68	33	264	49
Yes - over the counter at the Post Office	23	-	23	15	8	13	10	3	11	5	3	1	-	*	14	8	1	*	14	10
4%		-	6%	9% d	2%	6%	3%	3%	10%	3%	4%	3%	-	*	7%	4%	1%	*	3%	16% r
Yes - by phone/ letter/ email to the Post Office	38	4	34	19	19	24	14	4	13	9	8	-	2	2	17	17	3	3	24	12
7%		4%	8%	11%	5%	10%	5%	4%	12% d	7%	10%	-	6%	6%	8%	8%	3%	7%	6%	13%
Yes - to the regulator (Ofcom)	21	3	18	14	8	13	8	2	4	9	4	-	-	2	6	14	2	2	20	1
4%		3%	4%	8% d	2%	6%	3%	2%	3%	7%	5%	-	-	8%	3%	6%	2%	4%	5%	1%
Yes - to Citizens Advice Bureau	34	3	32	23	12	22	12	9	6	12	7	-	-	*	15	19	*	*	24	9
6%		2%	6%	13% d	3%	10% d	4%	9%	6%	9%	9%	*	-	*	7% d	9% d	*	*	6%	9%
Yes - to someone else (please specify)	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
*		*	*	*	*	*	*	-	-	-	*	-	-	-	-	*	-	-	*	-
Yes - to the shop/ location I dropped the parcel off at	20	-	20	11	9	9	11	5	5	4	1	4	-	*	10	5	4	*	16	4
4%		-	5%	7%	2%	4%	4%	5%	5%	3%	1%	8%	-	*	5%	2%	4%	*	4%	4%
No	407	99	308	105	302	157	249	74	73	101	64	46	27	22	148	165	86	45	344	57
77%		93% d	73%	63%	84% d	69%	84% d	74%	69%	76%	78%	86%	94%	92%	71%	77%	80% d	83% d	83% d	62%
I don't know	24	2	22	6	18	13	11	10	5	3	4	2	-	-	15	7	2	-	15	9
5%		2%	5%	4%	8%	6%	4%	10%	5%	2%	5%	3%	-	-	7%	3%	2%	-	4%	10%
NET Made a complaint to anyone else	97	5	92	45	41	59	38	16	26	29	14	6	2	2	44	44	9	4	68	27
16%		5%	92% d	33% d	11%	26% d	13%	16%	27%	22%	17%	11%	6%	8%	31% d	30% d	9%	7%	16%	26% r

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Table 447

Base : Sent via - Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	571	180	170	108	113	350	221	407	160	34	51	136	157	151	344	34	506	137	412	22
Weighted Base	528	142*	168*	108*	110*	310	218	400	127*	29**	43**	132*	147*	137*	322	29**	471	107*	402	19**
Effective Base	315	80	96	65	76	176	140	225	94	20	29	82	89	74	200	20	280	68	238	10
Yes - over the counter at the Post Office	23	9	10	-	4	19	4	20	3	1	1	5	8	7	14	1	21	11	12	-
	4%	5%	6%	-	4%	6%	2%	9%	2%	4%	2%	4%	5%	5%	4%	4%	4%	15%	3%	-
Yes - by phone/ letter/ email to the Post Office	38	11	4	14	9	15	23	27	11	4	1	15	14	4	30	4	34	18	16	4
	7%	8%	2%	13%	8%	5%	10%	7%	8%	14%	1%	12%	10%	3%	9%	14%	7%	17%	4%	19%
Yes - to the regulator (Ofcom)	21	12	3	1	5	15	7	19	3	1	2	2	7	9	11	1	20	8	12	1
	4%	13%	2%	1%	5%	5%	3%	5%	2%	4%	5%	2%	5%	7%	3%	4%	4%	8%	3%	8%
Yes - to Citizens Advice Bureau	34	22	5	1	6	27	7	28	6	1	*	10	12	11	22	1	33	17	16	1
	6%	16%	3%	1%	5%	9%	3%	7%	5%	4%	1%	8%	8%	8%	7%	4%	7%	16%	4%	5%
Yes - to someone else (please specify)	*	*	-	-	-	*	-	-	*	-	-	-	*	-	*	-	*	*	-	-
	*	*	-	-	-	*	-	-	*	-	-	-	*	-	*	-	*	*	-	-
Yes - to the shop/ location I dropped the parcel off at	20	7	7	1	5	14	6	13	6	1	*	9	5	5	13	1	19	12	5	3
	4%	5%	4%	1%	4%	4%	3%	3%	5%	4%	*	7%	3%	4%	4%	4%	4%	12%	1%	14%
No	407	93	141	84	90	233	174	301	105	25	38	94	112	103	244	25	360	64	335	8
	77%	65%	84%	77%	82%	75%	80%	75%	83%	85%	87%	72%	77%	76%	76%	85%	76%	60%	83%	41%
I don't know	24	7	4	8	5	11	13	20	3	*	3	6	2	9	11	*	20	2	18	3
	5%	5%	2%	7%	4%	4%	6%	5%	3%	-	7%	4%	2%	7%	3%	-	4%	2%	5%	18%
NET Made a complaint to anyone else	97	42	23	17	15	65	31	79	18	4	3	32	32	24	67	4	91	40	48	8
	18%	34%	14%	15%	13%	21%	14%	20%	14%	15%	6%	24%	22%	18%	21%	15%	19%	16%	12%	41%

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Table 447

Base : Sent via - Yodel

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ide (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	571	365	206	86	277	113	105	76	29	36	24	30	35	27	34	37	25	14	99	
Weighted Base	528	463	64*	13**	444	39*	29*	16*	20**	63*	34**	37**	52*	39**	77*	86*	36**	4**	36*	
Effective Base	315	279	36	28	239	39	55	51	28	34	20	29	33	26	33	34	24	6	34	
Yes - over the counter at the Post Office	23	19	4	2	19	2	2	*	1	-	-	3	1	1	2	-	5	*	2	
	4%	4%	6%	19%	4%	9%	6%	2%	4%	-	-	7%	15%	3%	3%	-	13%	7%	9%	
Yes - by phone/ letter/ email to the Post Office	38	36	1	*	32	3	3	*	-	2	-	1	5	5	2	15	2	*	2	
	7%	8%	2%	2%	7%	7%	12%	1%	-	2%	-	3%	10%	13%	3%	17%	4%	7%	7%	
Yes - to the regulator (Ofcom)	21	16	6	*	17	1	3	1	-	1	-	1	7	3	5	-	-	*	1	
	4%	3%	9%	2%	4%	3%	9%	6%	-	2%	-	3%	15%	6%	6%	-	-	4%	3%	
Yes - to Citizens Advice Bureau	34	27	8	2	31	1	2	1	-	3	-	3	9	6	7	-	3	*	1	
	6%	6%	12%	17%	7%	3%	5%	4%	-	4%	-	7%	17%	15%	9%	-	9%	4%	3%	
Yes - to someone else (please specify)	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	*	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes - to the shop/ location I dropped the parcel off at	20	17	3	*	18	1	1	*	-	1	1	1	4	3	5	2	-	*	1	
	4%	4%	5%	3%	4%	3%	3%	2%	-	2%	4%	4%	7%	7%	7%	2%	-	7%	2%	
No	407	359	48	9	339	34	21	13	19	59	30	31	28	26	58	64	25	3	30	
	77%	77%	75%	71%	76%	86%	72%	83%	93%	64%	89%	82%	55%	66%	75%	75%	68%	89%	86%	
I don't know	24	23	1	1	21	*	2	1	1	-	2	2	-	1	5	6	4	*	*	
	5%	5%	2%	4%	5%	1%	6%	5%	4%	-	7%	4%	-	3%	6%	7%	11%	4%	-	
NET Made a complaint to anyone else	97	82	15	3	83	5	6	2	1	4	1	5	23	12	15	15	8	*	5	
	18%	18%	23%	25%	19%	13%	22%	12%	4%	6%	4%	13%	46% <i>mean</i>	31%	19%	17%	21%	7%	14%	

Proportions/Means: Columns Tested (5% risk level) - ab/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) - ineligible for sig testing

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Table 447

Base : Sent via - Yodel

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	571	266	181	371	286	266	14	67	181	13	57	197	235	62	56	20	432	76	253	229	48	28	11	482	39	234	337	
Weighted Base	528	252	168*	343	258	252	10**	46*	168*	12**	52*	183	219	52*	52*	21**	401	74*	221	218	41**	32**	14**	439	46**	219	309	
Effective Base	315	151	95	210	153	151	6	40	95	9	34	105	137	35	32	9	241	40	132	128	26	20	9	260	28	131	184	
Yes - over the counter at the Post Office	23	18	2	21	5	18	*	1	2	1	1	13	10	1	-	*	23	*	11	10	1	1	-	21	1	23	1	
45%		7% 18%	1%	7%	2%	7%		3%	7%	9%	2%	7%	9%	1%	-	1%	6%	*	5%	7%	4%	3%	2%	-	5%	2%	19%	
Yes - by phone/ letter/ email to the Post Office	38	27	5	33	10	27	3	4	5	1	5	17	11	6	-	4	28	4	23	7	2	2	4	30	5	30	8	
75%		11% 18%	3%	15% 18%	4%	11%	31%	9%	3%	9%	9%	10%	5%	14% 18%	-	17%	7%	5%	10% 18%	3%	6%	5%	26%	7%	11%	14% 18%	2%	
Yes - to the regulator (Ofcom)	21	14	4	17	7	14	*	2	4	1	1	8	7	6	6	*	15	*	8	9	4	1	-	17	1	20	1	
45%		5%	3%	5%	3%	5%	2%	4%	3%	9%	2%	4%	3%	11% 18%	*	1%	4%	*	4%	4%	9%	2%	-	4%	1%	9%		
Yes - to Citizens Advice Bureau	34	25	6	28	9	25	-	4	6	1	1	13	14	6	1	1	27	2	16	13	3	1	1	29	2	31	3	
65%		10% 18%	4%	8%	3%	10%	-	8%	4%	9%	2%	7%	6%	11%	1%	6%	7%	2%	7%	6%	8%	3%	9%	7%	5%	14% 18%	1%	
Yes - to someone else (please specify)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Yes - to the shop/ location I dropped the parcel off at	20	10	5	15	10	10	*	3	5	1	4	10	5	*	1	3	16	4	10	6	1	*	3	16	3	17	3	
45%		4%	3%	4%	4%	4%		5%	3%	9%	8%	6%	2%	*	2%	16%	4%	6%	5%	3%	2%	*	23%	4%	7%	9%		
No	407	170	152	240	221	170	6	36	152	11	45	128	179	38	46	16	307	62	163	173	31	30	9	336	39	118	289	
77%		68%	80% 18%	70%	80% 18%	68%	65%	79%	70%	91%	87%	70%	82% 18%	72%	85% 18%	75%	76%	84%	74%	79%	75%	92%	65%	77%	84%	54%	13% 18%	
I don't know	24	15	2	21	8	15	*	*	2	-	1	9	10	5	-	-	19	5	10	11	3	-	21	-	13	5		
5%		6%	1%	6%	3%	6%	1%	1%	7%	-	2%	5%	4%	1%	9%	-	5%	6%	5%	5%	7%	-	-	5%	-	8%		
NET Made a complaint to anyone else	97	67	14	83	29	67	3	9	14	1	6	46	30	14	2	5	76	7	48	34	7	3	5	82	7	82	15	
18%		21% 18%	8%	24% 18%	11%	27%	34%	21%	8%	9%	11%	28% 18%	14%	21% 18%	3%	25%	19% 18%	9%	22%	16%	18%	8%	35%	19%	16%	37% 18%	5%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
 * small base, ** very small base (under 30) ineligible for sig testing

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	571	30	534	7	169	366	36	550	15	4	1	569	1
Weighted Base	528	24**	499	5**	152*	340	36**	509	16**	2**	***	527	***
Effective Base	315	14	299	3	91	204	20	303	11	1	1	315	1
Yes - over the counter at the Post Office	23	*	22	1	3	18	3	22	1	*	-	23	-
45%		2%	4%	28%	2%	5%	8%	4%	8%	3%	-	4%	-
Yes - by phone/ letter/ email to the Post Office	38	5	32	*	26	10	1	32	4	2	-	38	-
75%		23%	6%	10%	16%	3%	3%	6%	25%	87%	-	7%	-
Yes - to the regulator (Ofcom)	21	*	21	-	11	6	4	20	2	*	-	21	-
45%		1%	4%	-	14%	2%	12%	4%	10%	10%	-	4%	-
Yes - to Citizens Advice Bureau	34	1	33	-	14	16	4	28	6	-	*	34	-
65%		5%	7%	-	9%	5%	17%	6%	34%	-	100%	6%	-
Yes - to someone else (please specify)	*	*	-	-	*	-	-	*	-	-	-	*	-
20		3	14	3	11	7	2	17	3	-	-	20	-
45%		14%	3%	54%	16%	2%	7%	3%	21%	-	-	4%	-
Yes - to the shop/ location I dropped the parcel off at													
No	407	17	390	*	100	285	23	403	4	-	-	407	*
77%		70%	79%	9%	66%	62%	62%	79%	23%	-	-	77%	100%
I don't know	24	*	24	-	3	15	6	24	*	-	-	24	-
5%		*	5%	-	2%	4%	16%	5%	-	-	-	5%	-
NET Made a complaint to anyone else	97	7	85	5	48	40	8	82	12	2	*	96	-
18%		30%	17%	97%	32**	12%	27%	16%	77%	100%	100%	18%	-

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	671	142	150	131	148	46	51	45	59	57	34	37	52	42	46	52	50
Weighted Base	628	129*	144*	118*	136*	33**	48**	49**	52*	58*	34**	30**	46**	42**	41**	47**	48*
Effective Base	515	79	86	70	81	27	30	25	34	32	20	18	27	24	21	28	32
Yes - over the counter at the Post Office	23	6	8	7	2	1	-	5	6	*	2	1	4	2	-	2	*
	4%	5%	5%	6%	2%	4%	-	10%	12%	5%	4%	4%	8%	4%	-	5%	*
Yes - by phone/ letter/ email to the Post Office	38	11	5	16	6	*	7	3	2	1	2	3	7	6	1	2	3
	7%	8%	3%	12%	4%	1%	16%	7%	4%	1%	7%	10%	16%	14%	2%	4%	6%
Yes - to the regulator (Ofcom)	21	11	10	*	*	1	5	5	5	1	4	*	*	*	*	-	*
	4%	8%	7%	*	*	3%	10%	10%	10%	1%	12%	*	-	*	*	-	1%
Yes - to Citizens Advice Bureau	34	12	14	5	3	1	7	5	9	4	1	1	2	2	-	2	1
	6%	10%	9%	4%	2%	2%	14%	10%	17%	7%	3%	4%	5%	4%	-	4%	3%
Yes - to someone else (please specify)	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
Yes - to the shop/ location I dropped the parcel off at	20	1	12	5	1	1	-	*	4	7	2	-	2	3	*	1	*
	4%	1%	8%	5%	1%	4%	-	*	7%	11%	6%	-	4%	8%	*	2%	*
No	407	92	111	90	115	24	34	33	35	47	29	24	33	33	40	38	38
	77%	71%	77%	76%	78%	73%	72%	68%	66%	80%	68%	61%	71%	77%	69%	60%	79%
I don't know	24	7	5	3	8	4	1	2	1	4	*	1	1	*	1	3	6
	5%	6%	4%	3%	6%	13%	2%	4%	2%	7%	-	4%	3%	1%	-	5%	12%
NET Made a complaint to anyone else	97	31	28	26	12	5	13	14	17	7	4	4	12	9	1	7	5
	16%	24%	19%	20%	9%	14%	26%	28%	27%	12%	12%	14%	26%	22%	2%	14%	10%

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

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Table 448

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	889	267	602	176	693	394	473	180	157	194	112	121	77	48	317	306	246	125	722	135
Weighted Base	915	340	575	185*	731	437	478	171*	168	208	117*	116*	83*	52**	339	325	261	130*	707	187
Effective Base	547	204	343	100	449	252	295	100	102	126	70	75	47	29	202	195	150	76	434	105
Yes - over the counter at the Post Office	39	3	35	18	21	19	20	5	18	4	4	3	2	4	23	8	9	6	33	6
4%	1%		9% b	16% d	3%	4%	4%	3%	11% gh	2%	3%	3%	3%	7%	7% a	2%	3%	4%	5%	3%
Yes - by phone/ letter/ email to the Post Office	64	6	48	26	28	34	20	17	11	15	5	4	1	-	28	21	5	1	32	18
6%	2%		9% a	14% d	4%	8%	4%	10%	7%	7%	5%	4%	1%	-	8% op	6% a	2%	1%	5%	10% qr
Yes - to the regulator (Ofcom)	27	1	25	17	10	17	10	10	8	2	6	-	-	*	19	8	*	*	15	12
3%	*		4% b	8% d	1%	4%	2%	9% ik	9% ik	1%	5%	-	-	*	6% op	2%	*	*	2%	5% qr
Yes - to Citizens Advice Bureau	33	2	31	24	9	21	12	15	11	1	2	-	-	2	26	3	4	4	26	7
4%	1%		5% a	13% d	1%	5%	2%	9% ik	9% ik	*	2%	*	3%	4%	8% op	1%	2%	3%	4%	4%
Yes - to someone else (please specify)	1	-	1	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-
*	-	*	*	*	-	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-
Yes - to the shop/ location I dropped the parcel off at	39	-	39	29	10	25	13	11	14	7	*	5	2	*	25	7	7	2	31	8
4%	-		7% a	16% d	1%	6%	3%	6% i	9% i	3%	*	4%	3%	*	7% a	2%	3%	2%	4%	4%
No	743	327	416	101	662	332	411	121	115	175	104	103	73	48	286	279	229	120	691	136
81%		96% a	72%	55%	88% a	76%	86% a	70%	69%	84% gh	89% gh	89% gh	84% gh	83%	69%	85% un	91% un	93% un	84% a	72%
I don't know	33	3	30	5	27	17	16	11	10	7	*	3	2	-	20	8	5	2	25	7
4%	1%		9% b	3%	4%	4%	3%	9% i	6%	4%	*	2%	3%	-	6%	2%	2%	2%	4%	4%
NET Made a complaint to anyone else	199	10	129	78	61	88	51	40	43	26	13	10	3	4	63	39	17	7	91	45
25%	3%		22% a	42% d	8%	20% i	17%	23% ijm	26% ijm	13%	11%	9%	4%	7%	31% opqr	12%	7%	5%	13%	24% qr

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) - ineligible for sig testing

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Table 448

Base : Sent via - Amazon Delivery Service/ Logistics

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	287	228	164	189	515	353	584	274	58	78	195	236	200	509	59	741	190	623	56
Weighted Base	273	276	178	187	549	365	673	237	56*	69*	210	256	213	534	56*	779	165	698	52*
Effective Base	161	157	108	121	318	229	380	169	35	50	122	147	124	317	36	463	107	405	36
Yes - over the counter at the Post Office	14	11	4	10	25	14	29	10	3	5	10	11	10	28	3	36	17	22	1
4%	5%	4%	2%	6%	5%	4%	4%	4%	9%	6%	5%	4%	5%	5%	9%	9%	10%	3%	1%
Yes - by phone/ letter/ email to the Post Office	23	5	14	12	28	26	42	12	8	1	14	18	9	33	8	42	18	31	5
6%	8%	2%	8%	6%	5%	7%	6%	5%	15%	2%	6%	7%	4%	6%	15%	5%	11%	4%	10%
Yes - to the regulator (Ofcom)	14	7	2	4	21	6	24	2	1	-	8	11	5	19	1	24	11	15	-
3%	5%	2%	1%	2%	4%	2%	4%	1%	2%	-	4%	4%	2%	4%	2%	3%	5%	2%	-
Yes - to Citizens Advice Bureau	10	16	2	5	26	7	28	5	3	2	6	15	5	24	3	29	19	12	2
4%	4%	6%	1%	3%	5%	2%	4%	2%	6%	3%	3%	6%	2%	4%	6%	4%	12%	2%	3%
Yes - to someone else (please specify)	1	-	-	-	1	-	1	-	-	1	-	-	-	1	-	1	1	-	-
+	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	13	5	2	32	7	32	7	1	1	10	19	7	29	1	36	23	14	2
4%	7%	5%	3%	1%	6%	2%	5%	3%	2%	1%	5%	7%	3%	5%	2%	5%	14%	2%	4%
No	203	235	154	150	439	303	535	204	38	55	168	201	180	423	38	635	103	603	37
81%	74%	85%	86%	80%	80%	83%	80%	86%	69%	80%	80%	76%	84%	79%	69%	82%	62%	86%	70%
I don't know	13	3	5	13	16	17	25	6	5	8	3	9	9	16	5	24	8	18	6
3%	2%	1%	3%	7%	3%	5%	4%	3%	5%	5%	4%	1%	4%	3%	9%	3%	5%	3%	5%
NET Made a complaint to anyone else	57	38	20	25	95	45	112	27	13	9	34	52	24	95	13	120	54	76	9
15%	21%	14%	11%	13%	17%	12%	17%	11%	23%	12%	16%	20%	11%	18%	23%	15%	13%	11%	17%

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Table 448

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	869	633	236	99	483	144	129	113	44	50	51	68	51	63	58	49	49	17	127	
Weighted Base	915	814	101*	16**	776	74*	41*	24*	33*	93*	73*	83*	75*	96*	133*	117*	73*	8**	66*	
Effective Base	547	494	54	17	423	72	70	72	41	48	47	66	48	60	56	47	46	8	64	
Yes - over the counter at the Post Office	39	34	4	3	33	3	2	1	-	2	1	5	3	3	6	5	8	*	3	
Yes - by phone/ letter/ email to the Post Office	4%	4%	4%	15%	4%	4%	5%	4%	-	2%	2%	6%	4%	4%	4%	4%	11%	2%	4%	
Yes - to the regulator (Ofcom)	54	53	1	1	46	5	3	*	1	3	3	5	7	8	11	7	2	*	5	
Yes - to Citizens Advice Bureau	27	24	3	2	24	*	2	*	-	3%	3%	-	4%	6%	9%	6%	3%	2%	7%	
Yes - to someone else (please specify)	6%	6%	7%	3%	6%	6%	7%	1%	2%	3%	4%	6%	9%	8%	8%	6%	3%	2%	7%	
Yes - to the shop/ location I dropped the parcel off at	3%	3%	3%	14%	3%	1%	5%	1%	-	-	-	-	6%	1%	1%	-	5%	-	1%	
No	33	33	*	*	29	1	2	1	1	-	-	1	2	3	15	5	1	*	1	
I don't know	4%	4%	*	1%	4%	2%	5%	3%	3%	-	-	2%	3%	4%	12% ^{unp}	4%	2%	2%	2%	
NET Made a complaint to anyone else	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	
	*	*	-	-	-	13% ^{unp}	-	-	-	-	-	-	-	-	-	-	-	-	1%	
	39	35	4	*	34	1	3	*	2	-	-	3	7	4	8	7	3	-	1	
	4%	4%	4%	2%	4%	2%	7%	1%	6% ^{unp}	-	-	3%	9% ^{unp}	5%	6%	6%	4%	-	2%	
	743	654	89	13	630	61	30	22	30	87	67	70	57	79	91	98	52	8	53	
	81%	80%	88%	78%	81%	83%	72%	92% ^{unp}	90% ^{unp}	92% ^{unp}	92% ^{unp}	84% ^{unp}	75%	82%	68%	84%	72%	98%	81%	
	33	30	3	*	25	2	5	*	1	2	3	2	1	1	5	4	6	-	2	
	4%	4%	3%	2%	3%	3%	13% ^{unp}	2%	2%	2%	4%	2%	2%	1%	4%	4%	6%	-	4%	
	139	130	9	3	121	10	6	2	3	5	3	12	17	16	38	15	15	*	10	
	15%	16%	9%	20%	16%	74%	15%	7%	8%	5%	4%	14%	23% ^{unp}	16% ^{unp}	26% ^{unp}	13%	26% ^{unp}	2%	19% ^{unp}	

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

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Table 448

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	869	450	204	612	366	450	25	115	204	18	87	278	336	121	97	36	614	133	415	326	68	43	15	741	58	313	556
Weighted Base	915	514	196	669	352	514	21**	91*	196	19**	84*	308	368	119*	91*	29**	676	119*	446	347	62*	44**	14**	793	58*	318	597
Effective Base	547	291	122	390	223	291	12	71	122	13	52	171	223	74	60	20	393	80	259	209	40	27	11	468	38	192	355
Yes - over the counter at the Post Office	39	29	7	32	10	29	*	5	7	3	4	16	19	2	2	*	35	2	20	13	4	1	-	32	1	31	8
Yes - by phone/ letter/ email to the Post Office	45	6%	3%	5%	3%	6%	1%	6%	3%	14%	5%	5%	5%	2%	2%	1%	5%	2%	4%	4%	7%	1%	-	4%	1%	10%	1%
Yes - to the regulator (Ofcom)	54	39	3	49	13	39	4	7	3	1	2	19	24	6	5	*	43	5	32	17	2	4	-	49	4	44	10
Yes - to Citizens Advice Bureau	65	54%	2%	64%	4%	8%	22%	8%	2%	6%	2%	6%	7%	5%	5%	1%	5%	4%	7%	5%	3%	9%	-	6%	7%	14%	2%
Yes - to someone else (please specify)	27	20	1	25	7	20	*	1	1	1	1	8	12	6	*	*	20	*	11	9	5	1	-	20	1	25	2
Yes - to the shop/ location I dropped the parcel off at	33	26	3	30	7	26	2	2	3	1	2	14	14	5	1	-	28	1	16	14	1	1	-	31	1	33	-
No	45	5%	2%	4%	2%	5%	11%	2%	2%	6%	3%	5%	4%	4%	1%	-	4%	*	4%	4%	2%	3%	-	4%	2%	16%	-
I don't know	1	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	-	1	-
NET Made a complaint to anyone else	39	25	5	33	14	25	*	5	5	1	2	22	9	2	5	*	31	5	21	15	1	1	1	36	2	36	3
	45	5%	3%	5%	4%	5%		5%	3%	6%	3%	1%	2%	1%	5%	1%	5%	4%	5%	4%	1%	2%	7%	5%	4%	11%	*
No	743	396	173	523	300	396	10	72	173	16	75	255	288	94	79	27	543	106	364	281	48	37	12	645	49	178	565
I don't know	815	77%	86%	78%	83%	77%	49%	79%	88%	86%	89%	83%	78%	79%	88%	97%	80%	89%	82%	81%	78%	85%	83%	81%	85%	56%	83%
NET Made a complaint to anyone else	33	16	9	23	15	16	3	4	8	-	2	4	21	6	2	*	25	2	14	14	4	-	1	28	1	22	11
	45	3%	4%	3%	4%	3%	16%	4%	4%	-	2%	1%	6%	6%	2%	*	4%	2%	3%	4%	6%	-	8%	4%	2%	7%	2%
NET Made a complaint to anyone else	139	101	15	123	36	101	7	16	15	3	7	49	59	18	10	1	109	11	68	52	10	6	1	120	8	118	21
	155	69%	8%	76%	10%	20%	33%	17%	8%	14%	9%	16%	16%	16%	12%	3%	16%	9%	15%	15%	16%	15%	9%	15%	13%	97%	4%

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Table 448

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	869	52	809	8	233	592	44	836	21	4	2	861	6
Weighted Base	915	42**	866	7**	208	665	43**	888	16**	6**	1**	910	4**
Effective Base	547	28	514	6	132	389	27	528	12	4	1	543	3
Yes - over the counter at the Post Office	39	4	34	1	14	25	-	35	2	2	-	39	-
45%		9%	4%	20%	7%	4%	-	4%	10%	35%	-	4%	-
Yes - by phone/ letter/ email to the Post Office	54	7	46	2	22	26	6	51	3	-	-	54	-
6%		16%	5%	23%	100%	4%	15%	6%	19%	-	-	6%	-
Yes - to the regulator (Ofcom)	27	1	26	-	3	20	3	23	4	-	-	27	-
3%		1%	3%	-	1%	3%	8%	3%	22%	-	-	3%	-
Yes - to Citizens Advice Bureau	33	2	31	-	20	11	2	28	3	2	-	33	-
4%		5%	4%	-	100%	2%	5%	3%	19%	35%	-	4%	-
Yes - to someone else (please specify)	1	-	1	-	1	-	-	1	-	-	-	1	-
1		-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	39	2	37	-	25	14	-	33	2	3	-	39	-
4%		5%	4%	-	100%	2%	-	4%	15%	52%	-	4%	-
No	743	28	712	4	139	575	29	736	4	2	1	741	1
81%		66%	82%	53%	67%	100%	68%	83%	24%	28%	100%	81%	6%
I don't know	33	3	29	-	8	21	4	28	-	1	-	29	4
4%		8%	3%	4%	4%	3%	10%	3%	-	19%	-	3%	94%
NET Made a complaint to anyone else	139	11	125	3	61	69	10	124	13	3	-	139	-
15%		26%	14%	43%	100%	10%	23%	14%	78%	52%	-	15%	-

Proportions/Means. Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Table 448

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	869	219	210	211	229	79	68	72	76	72	62	66	72	73	65	89	75
Weighted Base	916	225	229	221	240	83*	69*	72*	79*	77*	73*	61*	70*	90*	68*	95*	77*
Effective Base	647	139	132	131	140	46	46	45	46	43	42	42	42	48	41	61	45
Yes - over the counter at the Post Office	39	13	8	7	10	3	5	4	6	1	2	3	2	3	3	5	3
4%		6%	4%	3%	4%	4%	8%	6%	7%	1%	2%	4%	3%	3%	4%	5%	3%
Yes - by phone/ letter/ email to the Post Office	64	16	15	14	9	4	3	8	6	5	4	3	6	5	-	6	3
6%		7%	7%	6%	4%	5%	5%	15.5%	8%	6%	6%	9%	9%	6%	-	6%	4%
Yes - to the regulator (Ofcom)	27	6	12	*	8	2	2	2	5	3	3	*	-	-	*	2	6
3%		3%	6%	*	3%	2%	3%	3%	7%	4%	5%	1%	-	-	*	2%	7%
Yes - to Citizens Advice Bureau	33	7	13	5	9	1	4	2	4	3	5	2	*	3	1	5	3
4%		3%	6%	2%	4%	1%	6%	3%	5%	4%	7%	4%	*	3%	1%	5%	4%
Yes - to someone else (please specify)	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
*		-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
Yes - to the shop/ location I dropped the parcel off at	39	3	14	10	12	-	3	*	6	4	3	-	5	4	3	4	5
4%		1%	6%	4%	5%	-	5%	*	8.1%	6%	4%	-	8%	5%	4%	5%	7%
No	743	182	185	185	192	72	52	58	60	64	60	49	57	79	58	74	60
81%		81%	80%	84%	80%	87%	73%	80%	78%	84%	81%	81%	81%	87%	83%	78%	78%
I don't know	33	7	6	5	15	3	4	*	1	2	3	3	-	2	5	6	4
4%		3%	3%	2%	6%	4%	5%	*	2%	2%	4%	6%	-	2%	8%	6%	5%
NET Made a complaint to anyone else	139	36	39	31	34	8	14	14	17	11	11	8	13	9	5	16	13
16%		16%	17%	14%	14%	9%	20%	20%	22%	14%	16%	14%	19%	11%	7%	17%	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Table 449

Base : Sent via - Other

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	208	6	202	87	121	102	106	45	54	51	23	26	6	3	89	74	35	9	171	36
Weighted Base	226	6**	220	107*	119*	129*	67*	40**	64*	63*	23**	28**	5**	4**	104*	86*	37**	9**	174*	52**
Effective Base	127	5	123	56	72	67	62	26	32	35	14	17	2	2	58	49	21	4	99	28
Yes - over the counter at the Post Office	35	-	35	29	6	30	5	4	19	9	3	-	-	-	23	12	-	-	22	14
16%		-	16%	23% d	5%	34% f	5%	11%	30%	14%	14%	-	-	-	23%	14%	-	-	12%	26%
Yes - by phone/ letter/ email to the Post Office	36	+	34	27	7	23	12	10	11	9	3	-	3	-	21	11	3	3	18	17
75%		8%	75%	23% d	6%	18%	12%	25%	77%	14%	11%	-	59%	-	20%	13%	7%	31%	10%	32%
Yes - to the regulator (Ofcom)	23	-	23	16	7	18	5	6	8	5	2	+	3	-	13	7	3	3	17	5
16%		-	16%	15%	6%	14%	5%	14%	12%	8%	8%	+	59%	-	13%	8%	8%	31%	10%	10%
Yes - to Citizens Advice Bureau	13	-	13	9	4	7	6	6	2	2	4	-	-	-	7	6	-	-	11	2
6%		-	6%	9%	3%	5%	6%	14%	3%	3%	17%	+	-	-	7%	7%	+	-	6%	4%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	28	-	28	20	8	16	12	5	7	6	3	4	3	-	12	9	7	3	25	2
12%		-	13%	15% d	7%	12%	12%	11%	11%	9%	14%	16%	59%	-	11%	10%	20%	31%	14%	5%
No	120	6	114	35	85	58	62	17	30	36	9	22	2	4	47	44	28	6	105	15
53%		82%	52%	33%	71% d	45%	64% f	43%	47%	57%	38%	75%	41%	100%	46%	51%	77%	69%	60%	29%
I don't know	10	-	10	2	8	5	5	1	3	2	2	1	-	-	4	4	1	-	7	3
4%		-	4%	2%	7%	4%	5%	3%	4%	3%	9%	4%	-	-	4%	5%	3%	-	4%	5%
NET Made a complaint to anyone else	97	+	97	71	26	66	31	21	31	25	12	5	3	-	52	38	7	3	63	34
43%		8%	44%	66% d	22%	61% f	31%	54%	48%	40%	53%	16%	59%	-	50%	44%	20%	31%	35%	66%

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Table 449

Base : Sent via - Other

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	208	64	50	41	53	114	94	151	54	18	23	54	56	45	133	18	179	73	125	10
Weighted Base	226	67*	56*	51**	53*	122*	104*	186*	39**	18**	19**	68*	70*	41**	157*	18**	199	80*	135*	11**
Effective Base	127	34	32	27	35	66	62	99	29	10	14	36	37	24	86	10	110	45	77	6
Yes - over the counter at the Post Office	35	15	11	3	6	26	9	33	2	2	3	6	18	5	28	2	31	20	11	4
16%		22%	21%	6%	11%	23%	6%	16%	6%	13%	14%	9%	20%	13%	17%			30%	8%	37%
Yes - by phone/ letter/ email to the Post Office	35	7	6	16	5	13	21	29	6	1	2	21	9	2	32	1	33	20	14	1
15%		11%	11%	31%	10%	11%	20%	16%	15%	6%	10%	31%	12%	4%	20%	6%	17%	26%	10%	10%
Yes - to the regulator (Ofcom)	23	8	3	5	9	9	13	18	4	1	2	6	9	4	18	1	21	15	7	-
10%		6%	6%	9%	16%	7%	12%	10%	11%	7%	13%	8%	14%	9%	11%	7%	11%	19%	6%	-
Yes - to Citizens Advice Bureau	13	7	1	-	5	8	5	10	3	1	1	4	2	4	7	1	11	13	*	-
6%		10%	2%	-	10%	6%	5%	8%	5%	8%	4%	6%	3%	10%	5%	8%	16%	*	-	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	28	10	8	4	5	18	9	26	2	1	4	10	6	7	20	1	26	19	6	3
12%		15%	15%	8%	9%	15%	9%	14%	5%	7%	20%	15%	9%	16%	13%	7%	13%	24%	4%	25%
No	120	31	31	26	31	62	58	93	25	15	8	31	31	26	71	15	98	22	96	2
53%		46%	56%	52%	59%	51%	56%	50%	65%	85%	43%	46%	45%	63%	45%	85%	49%	28%	71%	17%
I don't know	10	3	2	3	2	5	5	8	2	-	3	2	4	1	8	-	9	3	5	1
4%		4%	3%	6%	4%	4%	5%	4%	4%	-	12%	2%	6%	3%	5%	-	5%	4%	4%	11%
NET Made a complaint to anyone else	97	33	23	22	20	56	41	85	12	3	8	35	35	14	78	3	92	55	35	8
43%		50%	41%	42%	37%	46%	40%	46%	37%	15%	42%	52%	50%	30%	50%	15%	46%	66%	26%	72%

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	208	142	66	20	115	39	35	19	8	13	9	11	17	12	16	13	16	2	37
Weighted Base	226	194	32**	6**	198	15**	9**	4**	7**	26**	14**	14**	25**	20**	38**	30**	24**	1**	14**
Effective Base	127	111	16	4	102	20	13	13	8	12	9	11	16	11	15	13	15	1	18
Yes - over the counter at the Post Office	35 16%	30 15%	5 17%	2 39%	34 17%	1 4%	* 5%	* 8%	2 26%	- -	1 6%	5 30%	8 33%	- -	6 15%	10 32%	2 8%	- -	1 4%
Yes - by phone/ letter/ email to the Post Office	35 15%	34 18%	1 2%	* 3%	31 16%	1 6%	1 16%	1 19%	1 14%	2 7%	2 12%	3 24%	5 20%	3 14%	8 21%	8 26%	- -	- -	1 7%
Yes - to the regulator (Ofcom)	23 10%	20 10%	3 9%	* 3%	19 10%	1 4%	2 21%	1 18%	- -	1 5%	1 10%	- -	5 19%	- -	3 8%	7 23%	2 7%	- -	1 4%
Yes - to Citizens Advice Bureau	13 6%	10 5%	3 9%	2 43%	10 5%	* 2%	2 25%	* 4%	- -	2 6%	- -	1 10%	3 11%	- -	3 7%	- -	2 8%	- -	* 2%
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	28 12%	25 13%	3 9%	* 3%	25 12%	1 7%	1 15%	1 13%	- -	2 7%	- -	1 10%	5 19%	3 16%	5 14%	5 18%	3 11%	- -	1 8%
No	120 53%	99 51%	21 65%	3 52%	102 52%	11 76%	4 40%	2 51%	4 60%	19 74%	8 62%	6 44%	7 30%	9 47%	19 50%	11 36%	18 73%	1 100%	11 74%
I don't know	10 4%	9 5%	* 11%	* 1%	7 4%	1 4%	1 12%	* 11%	- -	- -	1 8%	2 12%	- -	5 23%	- -	- -	- -	- -	1 4%
NET Made a complaint to anyone else	97 43%	86 44%	11 33%	3 46%	88 44%	3 20%	5 48%	2 38%	3 40%	7 26%	4 30%	6 44%	17 70%	6 30%	19 80%	19 64%	7 27%	- -	3 21%

Proportions/Means. Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Table 449

Base : Sent via - Other

	Total	Stamp usage				1st class usage		2nd class usage		Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	208	106	42	158	94	106	7	23	42	7	18	88	69	31	18	2	157	20	98	80	17	9	4	178	13	134	74
Weighted Base	226	120*	45**	173*	97*	120*	3**	12**	45**	9**	19**	97**	73*	34**	21**	1**	170*	22**	102*	91*	18**	13**	3**	193	15**	157*	69*
Effective Base	127	64	28	95	60	64	3	12	28	5	11	52	43	20	12	1	94	13	57	51	11	6	2	108	8	86	42
Yes - over the counter at the Post Office	35	26	3	32	9	26	1	1	3	1	1	18	16	3	-	-	32	-	18	15	-	1	1	33	2	25	-
16%		22%	7%	18%	9%	22%	44%	10%	7%	13%	6%	16%	22%	9%	1%	-	19%	1%	17%	17%	2%	6%	42%	77%	12%	39%	-
Yes - by phone/ letter/ email to the Post Office	35	27	-	33	8	27	-	3	1	1	1	15	9	9	2	-	24	2	18	11	4	-	-	30	1	30	5
19%		22%	3%	19%	8%	22%	-	23%	3%	13%	6%	15%	12%	28%	8%	-	14%	8%	16%	12%	21%	8%	-	15%	7%	19%	7%
Yes - to the regulator (Ofcom)	23	15	3	20	7	15	-	1	3	1	3	14	6	2	-	-	20	-	12	8	1	-	-	20	1	23	-
10%		13%	6%	11%	7%	13%	3%	13%	6%	13%	15%	14%	9%	6%	1%	-	12%	1%	12%	9%	5%	11%	-	11%	9%	18%	-
Yes - to Citizens Advice Bureau	13	10	1	12	3	10	-	-	1	1	1	9	4	-	-	-	13	-	7	6	-	-	-	13	-	13	-
6%		8%	3%	7%	3%	8%	8%	3%	3%	13%	6%	9%	6%	-	-	-	8%	-	7%	7%	-	-	-	7%	-	8%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	28	17	3	25	11	17	-	1	3	1	1	20	5	2	1	-	25	1	17	8	3	-	-	25	-	24	4
12%		14%	6%	14%	11%	14%	2%	6%	6%	13%	6%	20%	7%	6%	4%	-	15%	4%	17%	8%	15%	-	-	13%	-	15%	6%
No	120	50	38	73	62	50	1	5	38	8	16	45	38	18	18	1	82	19	52	47	9	9	2	99	11	63	57
33%		41%	86%	42%	63%	41%	43%	47%	86%	87%	85%	46%	52%	53%	88%	100%	48%	88%	51%	51%	53%	75%	58%	51%	72%	40%	65%
I don't know	10	-	9	4	-	5	-	1	-	-	-	-	-	-	-	-	10	-	4	4	1	-	-	8	-	6	4
4%		4%	-	5%	4%	4%	-	5%	-	-	-	3%	9%	-	-	-	6%	-	4%	5%	7%	-	-	4%	-	4%	5%
NET Made a complaint to anyone else	97	65	6	90	31	65	2	6	6	1	3	50	29	16	3	-	79	3	46	40	7	3	1	86	4	88	9
42%		64%	14%	62%	32%	54%	57%	48%	14%	13%	15%	51%	40%	47%	12%	-	46%	12%	45%	44%	40%	25%	42%	44%	28%	99%	13%

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Table 449

Base : Sent via - Other

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	208	18	184	6	85	109	14	187	13	4	3	204	1
Weighted Base	226	23**	196	8**	104*	106*	16**	205	13**	6**	2**	224	1**
Effective Base	127	11	112	4	54	64	10	116	7	3	1	125	1
Yes - over the counter at the Post Office	35	2	33	-	20	14	2	34	-	1	-	35	-
16%		17%	77%	-	19%	13%	10%	17%	-	21%	-	96%	-
Yes - by phone/ letter/ email to the Post Office	35	4	31	-	18	17	1	28	6	3	*	34	-
15%		18%	16%	-	15%	16%	8%	13%	42%	48%	16%	15%	-
Yes - to the regulator (Ofcom)	23	4	18	*	15	4	3	16	2	4	*	22	-
10%		20%	9%	7%	10%	4%	27%	6%	16%	78%	5%	10%	-
Yes - to Citizens Advice Bureau	13	*	13	-	7	5	2	12	1	-	-	13	-
6%		1%	7%	-	6%	5%	10%	6%	7%	-	-	6%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	28	4	21	3	18	8	2	24	1	3	*	27	-
12%		17%	11%	36%	17%	7%	10%	12%	4%	49%	5%	12%	-
No	120	14	102	4	47	65	8	113	5	-	1	118	-
53%		60%	52%	58%	46%	61%	48%	55%	35%	-	84%	53%	-
I don't know	10	-	10	-	2	6	2	9	-	-	-	9	1
4%		-	5%	-	2%	5%	13%	4%	-	-	-	4%	100%
NET Made a complaint to anyone else	97	9	85	3	55	36	6	82	9	6	*	97	-
42%		40%	43%	42%	52**	34%	39%	40%	65%	100%	16%	43%	-

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	208	45	52	53	58	13	16	16	17	20	15	15	18	20	16	20	22				
Weighted Base	226	51**	55*	61**	59*	11**	22**	19**	16**	23**	16**	14**	21**	26**	12**	24**	23**				
Effective Base	127	29	31	34	33	7	12	11	11	12	9	9	12	13	8	14	12				
Yes - over the counter at the Post Office	35	4	10	16	5	*	2	2	7	1	1	1	9	6	1	*	3				
16%		8%	18%	27%	8%	*	11%	10%	46%	7%	5%	7%	8%	44%	22%	10%	1%				
Yes - by phone/ letter/ email to the Post Office	36	7	11	10	6	*	5	3	*	5	7	3	3	4	-	2	4				
15%		15%	21%	16%	10%	1%	21%	15%	1%	20%	42%	20%	13%	16%	-	9%	17%				
Yes - to the regulator (Ofcom)	23	3	9	7	3	*	*	2	2	1	6	1	2	4	-	*	3				
10%		5%	16%	12%	6%	1%	2%	11%	14%	3%	38%	11%	8%	17%	-	1%	13%				
Yes - to Citizens Advice Bureau	13	2	8	2	1	-	2	1	4	3	2	-	*	2	1	*	-				
6%		4%	14%	3%	2%	-	7%	3%	23%	11%	10%	-	*	7%	8%	1%	-				
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Yes - to the shop/ location I dropped the parcel off at	28	2	15	7	3	1	-	*	4	7	4	-	1	6	*	1	2				
12%		3%	29%	12%	6%	14%	-	*	23%	31%	27%	-	6%	23%	3%	3%	10%				
No	120	30	21	26	43	6	13	12	4	10	6	10	4	12	9	20	13				
53%		65%	37%	43%	74%	55%	58%	63%	25%	44%	40%	66%	20%	47%	75%	88%	54%				
I don't know	10	3	2	2	2	3	-	*	*	1	1	-	2	1	-	*	2				
4%		7%	4%	4%	3%	31%	-	*	3%	5%	4%	-	8%	3%	-	1%	7%				
NET Made a complaint to anyone else	97	17	33	33	15	2	9	7	12	12	9	4	15	13	2	3	9				
43%		34%	63%	63%	25%	14%	41%	37%	72%	51%	57%	31%	72%	51%	21%	13%	38%				

Proportions/Means: Columns Tested (5% risk level) - a-b/c/d - e-f/g/h/i/j/k/l/m/n/o/p
* small base, ** very small base (under 30) - ineligible for sig. testing

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 450

Base : Sent via provider

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMO (s)	
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	944
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Royal Mail	267	22	245	120	146	149	114	71	74	56	29	24	9	5	145	85	37	14	186	78
	8%	3%	8%	22% <i>d</i>	5%	9%	7%	17% <i>ij</i> <i>km</i>	19% <i>ij</i> <i>km</i>	9% <i>k</i> <i>km</i>	9% <i>km</i>	4%	2%	2%	16% <i>logq</i>	7% <i>p</i>	3%	2%	7%	14% <i>lr</i>
Collect +	95	1	83	61	24	63	22	22	24	18	10	4	6	-	46	28	10	6	66	16
	2%	3%	28%	43% <i>d</i>	10%	33% <i>f</i>	17%	43% <i>ijk</i>	33% <i>k</i>	21%	17%	7%	24%	-	33% <i>log</i>	19%	11%	16%	22%	26%
DHL	132	4	128	77	55	80	53	29	46	39	11	7	-	*	75	50	7	*	78	52
	2%	6%	33% <i>lr</i>	3% <i>d</i>	17%	32%	25%	20% <i>k</i>	27% <i>ijk</i>	23% <i>k</i>	16%	14%	-	1%	24% <i>p</i>	23% <i>p</i>	9%	*	27%	32%
FedEx	113	5	108	70	43	75	38	26	29	37	11	8	-	2	56	48	9	2	74	35
	3%	11%	34%	53% <i>d</i>	18%	37% <i>f</i>	24%	34%	31%	38%	24%	23%	-	29%	33%	34%	19%	11%	33%	26%
Evri	117	8	109	65	52	59	58	34	35	22	14	10	1	2	68	35	13	3	86	29
	9%	2%	11% <i>lr</i>	24% <i>d</i>	5%	12%	8%	16% <i>ij</i> <i>km</i>	15% <i>ij</i> <i>km</i>	8%	6%	5%	1%	3%	15% <i>logq</i>	7%	4%	2%	8%	13%
DPD	125	2	123	75	48	51	44	26	49	29	10	6	4	2	71	38	13	6	84	41
	2%	2%	28% <i>lr</i>	45% <i>d</i>	12%	28% <i>f</i>	17%	24%	31% <i>ij</i>	25%	13%	11%	24%	19%	25% <i>p</i>	20%	15%	22%	21%	32%
Parcelforce	95	6	89	55	40	66	30	17	31	24	10	9	2	2	48	34	13	4	68	26
	12%	4%	15% <i>lr</i>	24% <i>d</i>	7%	16% <i>f</i>	8%	22% <i>ij</i> <i>km</i>	25% <i>ij</i> <i>km</i>	13% <i>km</i>	8%	5%	2%	3%	24% <i>logq</i>	12% <i>p</i>	4%	2%	10%	25% <i>lr</i>
TNT	78	4	74	53	25	52	26	11	29	19	9	8	2	*	40	28	10	2	53	23
	46%	22%	44%	52% <i>d</i>	24%	53%	37%	40%	68%	48%	42%	28%	28%	5%	57%	46%	28%	25%	47%	50%
UPS	93	6	87	57	37	63	31	18	25	30	11	5	3	2	43	40	10	5	64	29
	30%	13%	33%	35% <i>d</i>	17%	35%	24%	31%	37%	37%	25%	17%	26%	11%	34%	33%	17%	17%	29%	35%
UK Mail	77	7	70	40	37	54	23	21	19	22	7	5	-	2	41	29	7	2	50	26
	31%	35%	31%	46% <i>d</i>	22%	43% <i>f</i>	19%	37%	39%	35%	33%	16%	-	17%	38%	35%	13%	9%	29%	35%
Yodel	97	5	92	56	41	69	38	16	28	29	14	6	2	2	44	44	9	4	68	27
	18%	5%	92% <i>lr</i>	33% <i>d</i>	11%	59% <i>f</i>	13%	16%	27%	22%	17%	11%	6%	8%	21% <i>p</i>	23% <i>p</i>	9%	7%	16%	25% <i>lr</i>
Amazon Delivery Service/Logistics	139	10	129	78	61	88	51	40	43	26	13	10	3	4	83	30	17	7	91	45
	19%	3%	22% <i>lr</i>	42% <i>d</i>	8%	29% <i>f</i>	11%	27% <i>ij</i> <i>km</i>	26% <i>ij</i> <i>km</i>	13%	11%	9%	4%	7%	25% <i>logq</i>	12%	7%	5%	13%	24% <i>lr</i>
Other	97	*	97	71	26	66	31	21	31	25	12	5	3	-	52	38	7	3	63	34
	43%	8%	44%	53% <i>d</i>	22%	53% <i>f</i>	31%	54%	46%	40%	53%	16%	59%	-	50%	44%	20%	31%	36%	66%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghij/klm - n/op/q - rs
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 450

Base : Sent via provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1385	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1622	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Royal Mail	267	95	72	52	48	166	100	225	41	20	19	73	80	59	172	20	238	60	163	24
	8%	14% <i>base</i>	7%	7%	6%	5% <i>base</i>	6%	7%	4%	6%	5%	6%	9%	9%	8%	6%	8%	13% <i>base</i>	6%	11% <i>base</i>
Collect +	85	39	18	13	15	56	28	73	12	2	6	21	28	26	55	2	81	38	44	4
	23%	49% <i>base</i>	15%	16%	20%	26%	18%	25%	14%	8%	18%	28%	25%	22%	25%	8%	24%	49% <i>base</i>	15%	35%
DHL	132	58	34	22	19	91	41	120	13	3	4	36	46	38	86	3	124	49	74	10
	29%	43% <i>base</i>	23%	21%	27%	32%	23%	35% <i>base</i>	16%	12%	9%	33%	34%	33%	30%	11%	31%	43% <i>base</i>	21%	43%
FedEx	113	50	25	22	17	75	38	104	9	8	8	32	40	24	81	8	105	47	62	4
	31%	43% <i>base</i>	23%	29%	26%	33%	28%	38% <i>base</i>	15%	25%	28%	38%	36%	27%	36%	25%	33%	47% <i>base</i>	23%	35%
Evri	117	51	30	16	20	81	36	89	21	5	12	29	43	26	83	5	109	40	68	9
	9%	14% <i>base</i>	7%	6%	7%	4% <i>base</i>	7%	6% <i>base</i>	6%	7%	10%	10%	12%	9%	11%	7%	10%	13% <i>base</i>	7%	15%
DPD	125	45	37	23	20	82	43	116	9	3	6	50	42	23	99	3	122	45	70	10
	23%	29%	22%	20%	20%	25%	20%	28% <i>base</i>	11%	14%	15%	37% <i>base</i>	24%	18%	28%	14%	24%	44% <i>base</i>	17%	46%
Parcelforce	98	42	25	16	13	66	29	87	9	5	7	27	39	16	74	5	90	44	45	7
	12%	14% <i>base</i>	10%	9%	8%	15%	9%	15% <i>base</i>	4%	11%	10%	17%	15%	9%	15%	13%	13%	13% <i>base</i>	8%	19%
TNT	78	37	17	17	7	54	24	67	11	2	5	23	30	17	58	2	75	40	30	7
	46%	58%	36%	48%	31%	49%	41%	46%	51%	17%	58%	44%	63%	38%	54%	17%	49%	62% <i>base</i>	27%	90%
UPS	93	44	21	20	12	62	31	83	11	2	5	31	28	26	64	2	80	37	54	3
	30%	43% <i>base</i>	23%	30%	20%	33%	26%	33%	20%	12%	21%	39%	30%	30%	32%	12%	32%	47% <i>base</i>	24%	28%
UK Mail	77	23	24	15	15	47	30	67	10	4	6	26	29	12	61	4	73	36	37	4
	31%	37%	32%	30%	25%	35%	27%	35%	18%	23%	23%	36%	38%	25%	35%	23%	32%	41% <i>base</i>	21%	29%
Yodel	97	42	23	17	15	65	31	79	16	4	3	32	32	24	67	4	81	40	48	8
	16%	50% <i>base</i>	14%	15%	13%	21%	14%	20%	14%	15%	6%	24%	22%	18%	21%	15%	19%	43% <i>base</i>	12%	41%
Amazon Delivery Service/ Logistics	139	57	38	20	25	95	45	112	27	13	9	34	52	24	95	13	120	54	76	9
	15%	13% <i>base</i>	14%	11%	13%	17%	12%	17%	17%	23%	13%	16%	20% <i>base</i>	17%	18%	23%	15%	13% <i>base</i>	11%	17%
Other	97	33	23	22	20	55	41	85	12	3	8	35	35	14	79	3	92	55	35	6
	43%	50%	41%	42%	37%	46%	40%	46%	31%	15%	42%	52%	50%	35%	50%	15%	46%	68% <i>base</i>	26%	72%

UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s
 * small base, ** very small base (under 30) ineligible for sig testing

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 450

Base : Sent via provider

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ide (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	267	242	25	8	233	18	9	7	5	30	12	22	35	28	50	36	10	1	18	
	8%	5%	5%	7%	6%	7%	6%	9%	5%	9%	4%	6%	13%	12%	14%	10%	3%	2%	2%	
Collect +	85	73	12	3	72	6	5	2	3	6	1	2	15	9	25	2	9	*	5	
	23%	23%	20%	23%	24%	16%	23%	16%	24%	16%	6%	7%	37%	25%	46%	7%	26%	5%	17%	
DHL	132	114	19	3	114	10	7	1	3	7	4	6	21	15	31	16	11	*	10	
	29%	29%	30%	29%	29%	25%	34%	16%	24%	17%	14%	29%	46%	27%	33%	26%	38%	7%	27%	
FedEx	113	98	15	3	99	7	5	2	3	3	6	6	22	17	19	17	6	*	7	
	31%	30%	36%	54%	31%	23%	51%	38%	29%	9%	20%	37%	58%	36%	27%	35%	24%	4%	25%	
Evri	117	105	11	1	98	8	9	3	2	12	6	10	9	19	24	10	6	*	8	
	9%	10%	6%	7%	9%	9%	12%	10%	6%	7%	5%	10%	9%	15%	15%	6%	6%	4%	10%	
DPD	125	115	10	4	113	7	4	1	4	5	8	9	13	12	30	17	14	*	7	
	23%	25%	15%	23%	25%	16%	17%	11%	23%	9%	16%	28%	28%	32%	37%	20%	30%	9%	16%	
Parcelforce	95	82	13	2	79	8	7	2	1	-	4	7	16	10	17	15	10	*	8	
	12%	13%	10%	5%	12%	11%	21%	10%	4%	-	6%	14%	25%	13%	16%	12%	15%	1%	13%	
TNT	78	66	12	1	69	3	5	2	4	2	2	9	20	10	13	5	4	*	3	
	46%	46%	51%	28%	46%	38%	64%	44%	54%	18%	15%	76%	72%	55%	44%	24%	31%	100%	36%	
UPS	90	79	15	3	80	7	5	2	3	8	2	6	17	16	20	6	2	*	7	
	30%	30%	31%	39%	30%	26%	37%	30%	28%	34%	7%	40%	44%	43%	37%	13%	11%	9%	29%	
UK Mail	77	72	5	2	65	7	4	1	2	4	1	8	11	8	16	10	4	1	6	
	31%	34%	15%	32%	31%	29%	47%	30%	26%	27%	10%	38%	37%	26%	45%	29%	19%	85%	27%	
Yodel	97	82	15	3	83	5	6	2	1	4	1	5	23	12	15	15	8	*	5	
	16%	18%	23%	29%	19%	13%	22%	12%	4%	6%	4%	13%	45%	31%	19%	17%	21%	7%	14%	
Amazon Delivery Service/ Logistics	139	130	9	3	121	10	6	2	3	5	3	12	17	16	38	15	15	*	10	
	15%	16%	9%	20%	16%	14%	15%	7%	6%	5%	4%	14%	22%	16%	24%	13%	20%	2%	13%	
Other	97	86	11	3	88	3	5	2	3	7	4	6	17	6	19	7	7	-	3	
	43%	44%	33%	46%	44%	20%	46%	38%	40%	26%	30%	44%	70%	30%	50%	64%	27%	-	21%	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base, ** very small base (under 30) ineligible for sig. testing

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 450

Base : Sent via provider

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges			
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706		
2163	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640		
3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2891	503	1582	1381	408	211	112	2963	323	901	2816		
287	105	51	209	104	105	11	16	51	8	17	101	113	33	15	4	214	20	116	109	23	15	3	225	18	105	72		
85	53	12	72	31	53	*	8	12	1	3	38	33	10	4	-	71	4	38	38	4	4	-	75	4	75	9		
23%	59% _{abd}	30% _{abd}	16%	16%	30%	5%	26%	10%	16%	8%	25%	22%	30%	10%	-	23% _z	7%	22%	26%	18%	16%	-	24%	11%	47% _z	4%	4%	
132	93	18	113	38	93	3	2	8	18	1	4	56	54	13	7	1	110	9	57	49	21	2	2	107	5	115	17	
26%	57% _{abd}	18%	32% _{abd}	19%	37%	19%	22%	18%	12%	16%	19%	29%	27%	14%	14%	29%	14%	26%	28%	56%	7%	32%	28%	12%	100	8	92	6%
113	79	8	105	34	79	5	5	8	10	1	3	48	50	9	4	1	88	5	50	52	7	3	-	102	3	100	13	
37%	59% _{abd}	11%	39% _{abd}	23%	39%	50%	19%	11%	11%	15%	13%	36%	31%	24%	14%	58%	34%	17%	26%	37%	23%	29%	-	32%	23%	49% _z	8%	8%
117	98	20	96	47	98	4	13	20	1	3	45	50	11	10	1	95	10	56	47	10	2	-	104	2	104	13		
6%	12% _{abd}	5%	12% _{abd}	7%	12%	17%	11%	5%	3%	2%	11%	10%	8%	7%	1%	10%	6%	9%	10%	10%	2%	-	10%	2%	28% _z	1%	1%	
125	79	18	107	46	79	1	5	18	1	1	63	35	20	7	*	88	7	57	52	10	3	1	110	4	104	21		
23%	29% _{abd}	14%	29% _z	20%	28%	15%	15%	14%	19%	5%	23% _z	17%	24% _z	11%	1%	23% _z	9%	23%	24%	30%	9%	16%	24%	11%	49% _z	7%	7%	
95	67	11	84	28	67	4	7	11	1	2	43	34	10	4	4	77	8	48	36	5	3	3	84	6	75	20		
12%	18% _{abd}	5%	16% _{abd}	7%	18% _z	23%	7%	5%	7%	2%	14%	11%	13%	6%	15%	13%	9%	13%	12%	13%	7%	19%	72%	10%	32% _z	4%	4%	
78	52	7	70	25	52	1	8	7	1	3	26	31	13	5	2	57	7	33	37	4	2	2	70	4	70	8		
46%	50%	27%	51%	42%	50%	42%	80%	27%	25%	37%	50%	44%	54%	30%	49%	47%	33%	47%	50%	31%	26%	69%	39%	57%	18%	18%		
93	68	13	81	28	68	*	5	13	1	4	41	38	13	3	*	77	3	44	35	8	4	1	79	5	83	10		
30%	42% _{abd}	15%	39% _{abd}	19%	42%	9%	20%	15%	19%	20%	35%	31%	40%	9%	2%	33%	8%	28%	35%	35%	22%	15%	31%	20%	52% _z	7%	7%	
77	59	7	70	18	59	3	5	7	1	4	40	26	8	2	2	65	4	37	31	3	1	5	68	5	67	11		
37%	42% _{abd}	13%	29% _{abd}	18%	42%	33%	25%	13%	19%	17%	30%	27%	39%	16%	37%	23%	28%	28%	30%	17%	83%	90%	31%	90%	42% _z	11%	11%	
97	67	14	83	29	67	3	9	14	1	6	46	30	14	2	5	76	7	48	34	7	3	5	82	7	82	15		
18%	37% _{abd}	8%	24% _{abd}	11%	27%	34%	21%	8%	9%	11%	25% _z	14%	27% _z	3%	25%	18% _z	9%	22%	16%	18%	16%	8%	35%	19%	16%	37% _z	5%	5%
139	101	15	123	36	101	7	16	15	3	7	49	59	18	10	1	109	11	68	52	10	6	1	120	8	119	21		
15%	59% _{abd}	8%	43% _{abd}	10%	20%	35%	17%	8%	14%	9%	16%	16%	16%	12%	9%	16%	13%	15%	15%	16%	15%	9%	15%	13%	38% _z	4%	4%	
97	65	6	90	31	65	2	6	6	1	3	50	29	16	3	-	79	3	46	40	7	3	1	86	4	86	9		
43%	64% _{abd}	14%	62% _z	32%	54%	57%	48%	14%	13%	15%	51%	40%	47%	12%	-	46%	12%	45%	44%	40%	25%	42%	44%	28%	68% _z	13%	13%	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 450

Base : Sent via provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	267	23	235	4	99	152	15	247	12	8	*	268	-
6%	6%	18%	7%	25%	12%	6%	10%	8%	21%	46%	1%	8%	-
Collect +	85	10	74	-	39	44	2	76	6	2	*	85	-
23%	23%	48%	21%	-	36%	18%	11%	21%	100%	65%	6%	23%	-
DHL	132	12	118	3	59	58	16	122	8	3	-	132	-
29%	29%	46%	28%	46%	50%	19%	46%	28%	57%	77%	-	29%	-
FedEx	113	8	102	3	52	51	9	99	10	3	*	113	-
37%	37%	29%	31%	59%	27%	23%	39%	30%	48%	97%	6%	31%	-
Evri	117	7	107	4	52	55	10	101	14	2	-	117	-
9%	9%	15%	9%	41%	17%	6%	12%	8%	64%	36%	-	9%	-
DPD	125	12	110	3	51	65	9	110	13	3	*	125	-
23%	23%	43%	22%	49%	25%	18%	26%	21%	82%	55%	9%	23%	-
Parcelforce	95	6	86	3	50	38	8	84	10	2	-	95	-
12%	12%	18%	12%	66%	23%	7%	24%	71%	68%	23%	-	12%	-
TNT	78	7	67	4	41	35	2	68	7	3	*	78	-
46%	46%	67%	43%	95%	17%	32%	26%	44%	64%	100%	6%	47%	-
UPS	93	12	79	2	38	51	4	78	13	3	*	93	-
30%	30%	62%	28%	67%	48%	24%	26%	27%	91%	96%	16%	30%	-
UK Mail	77	10	64	3	36	36	5	74	3	*	*	77	-
37%	37%	73%	28%	39%	43%	25%	24%	31%	47%	3%	64%	31%	-
Yodel	97	7	85	5	46	40	8	82	12	2	*	96	-
18%	18%	30%	17%	91%	52%	12%	21%	16%	77%	100%	100%	18%	-
Amazon Delivery Service/ Logistics	139	11	125	3	61	69	10	124	13	3	-	139	-
15%	15%	28%	14%	43%	43%	10%	23%	74%	76%	52%	-	15%	-
Other	97	9	85	3	55	38	6	82	9	6	*	97	-
43%	43%	40%	43%	42%	53%	34%	39%	40%	65%	100%	16%	43%	-

UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - a-b/c/d - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 450

Base : Sent via provider

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	512	503	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Royal Mail	267	66	79	72	50	17	23	25	29	21	28	21	31	20	10	29	12				
	8%	8%	9%	9%	6%	6%	8%	8%	9%	7%	11%	8%	11%	7%	4%	10%	5%				
Collect +	85	24	34	11	16	4	11	9	18	8	8	2	4	5	4	9	3				
	23%	21%	33%	17%	18%	10%	32%	21%	47%	23%	26%	12%	18%	18%	16%	28%	10%				
DHL	132	34	32	41	26	4	18	11	15	11	5	9	14	18	9	13	4				
	29%	28%	30%	36%	22%	11%	43%	27%	38%	30%	16%	26%	38%	40%	24%	30%	11%				
FedEx	113	23	35	35	18	2	9	12	24	5	8	14	13	4	4	5	8				
	31%	29%	43%	35%	19%	11%	29%	44%	56%	20%	29%	31%	48%	29%	22%	21%	17%				
Evri	117	29	38	29	21	6	9	15	13	15	9	7	8	13	3	9	9				
	9%	9%	12%	9%	6%	6%	10%	12%	13%	16%	9%	7%	7%	14%	3%	7%	8%				
DPD	125	35	40	27	22	9	19	7	16	14	10	4	17	7	7	9	6				
	23%	25%	29%	23%	17%	23%	34%	15%	46%	26%	19%	10%	31%	24%	16%	20%	14%				
Parcelforce	95	24	28	30	13	5	6	14	12	7	9	6	16	8	5	6	2				
	12%	12%	13%	16%	7%	10%	8%	16%	16%	10%	12%	11%	33%	10%	8%	11%	4%				
TNT	78	19	25	24	10	4	6	9	13	8	4	6	11	7	*	7	3				
	46%	51%	50%	46%	32%	27%	64%	68%	77%	37%	33%	46%	60%	39%	2%	12%	22%				
UPS	93	34	27	19	12	6	10	19	17	2	9	7	5	7	4	4	5				
	30%	43%	33%	23%	20%	24%	41%	57%	63%	8%	29%	22%	25%	23%	26%	14%	22%				
UK Mail	77	20	40	17	-	2	8	10	19	12	10	7	10	-	-	-	-				
	31%	22%	37%	36%	-	11%	23%	28%	50%	25%	39%	34%	34%	-	-	-	-				
Yodel	97	31	28	26	12	5	13	14	17	7	4	4	12	9	1	7	5				
	16%	34%	19%	22%	9%	14%	26%	28%	32%	12%	12%	14%	26%	22%	2%	14%	10%				
Amazon Delivery Service/Logistics	139	36	39	31	34	8	14	14	17	11	11	8	13	9	5	16	13				
	19%	16%	17%	14%	14%	9%	20%	20%	22%	14%	15%	14%	19%	11%	7%	17%	17%				
Other	97	17	33	33	15	2	9	7	12	12	9	4	15	13	2	3	9				
	43%	34%	69%	63%	25%	14%	41%	37%	72%	51%	57%	31%	72%	51%	21%	13%	38%				

UK Mail was removed from the survey from March 2024 onwards
Proportions/Means: Columns Tested (5% risk level) - abcd - eighijkilmnoip
* small base, ** very small base (under 30) ineligible for sig testing

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 451

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	3353	2962	3195	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	827	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
Royal Mail	267	22	245	120	146	149	118	71	74	56	29	24	9	5	145	85	37	14	186	78	
47%		2%	9%	16%	3%	5%	4%	9%	9%	9%	3%	2%	1%	1%	9%	4%	1%	1%	4%	6%	
Collect +	85	1	83	61	24	63	22	22	24	18	10	4	6	-	46	26	10	6	66	18	
1%		0%	2%	6%	7%	2%	1%	3%	3%	3%	1%	-	1%	-	3%	1%	-	-	1%	2%	
DHL	132	4	128	77	55	80	53	29	46	39	11	7	-	-	75	50	7	-	78	52	
21%		0%	3%	10%	1%	3%	2%	4%	5%	4%	1%	1%	-	-	4%	3%	-	-	2%	6%	
FedEx	113	5	108	70	43	75	38	26	29	37	11	8	-	2	56	48	9	2	74	35	
2%		0%	2%	9%	1%	2%	1%	3%	3%	3%	1%	1%	-	-	3%	3%	-	-	1%	4%	
Evri	117	8	109	65	52	59	58	34	35	22	14	10	1	2	68	35	13	3	86	29	
21%		1%	2%	6%	1%	2%	2%	4%	4%	3%	2%	1%	-	-	4%	2%	1%	-	2%	3%	
DPD	125	2	123	79	46	81	44	26	49	29	10	6	4	2	71	38	13	6	84	41	
2%		0%	2%	10%	1%	3%	1%	3%	3%	3%	1%	1%	1%	-	4%	3%	-	-	2%	4%	
Parcelforce	98	6	89	55	40	66	30	17	31	24	10	9	2	2	48	34	13	4	68	26	
2%		1%	2%	6%	1%	2%	1%	2%	4%	3%	1%	1%	-	-	2%	2%	-	-	1%	3%	
TNT	78	4	74	53	25	52	26	11	29	19	9	8	2	-	40	29	10	2	53	23	
1%		0%	2%	7%	-	2%	1%	1%	3%	2%	1%	1%	-	-	2%	1%	-	-	1%	2%	
UPS	93	6	87	57	37	63	31	18	25	30	11	5	3	2	43	40	10	5	64	29	
2%		0%	2%	6%	1%	2%	1%	2%	2%	2%	1%	-	-	-	2%	2%	-	-	1%	3%	
UK Mail	77	7	70	40	37	54	23	21	19	22	7	5	-	2	41	29	7	2	50	26	
1%		1%	1%	6%	1%	2%	1%	3%	3%	3%	1%	-	-	-	2%	2%	-	-	1%	3%	
Yodel	97	5	92	56	41	59	38	16	28	29	14	6	2	2	44	44	9	4	68	27	
21%		0%	2%	6%	1%	2%	1%	2%	2%	2%	1%	1%	-	-	2%	2%	-	-	1%	3%	
Amazon Delivery Service/ Logistics	139	10	129	78	61	88	51	40	43	26	13	10	3	4	83	39	17	7	91	45	
2%		1%	3%	10%	1%	3%	2%	6%	6%	2%	2%	1%	-	1%	6%	2%	1%	-	2%	6%	
Other	97	0	97	71	26	66	31	21	31	25	12	5	3	-	52	38	7	3	63	34	
2%		0%	2%	6%	-	2%	1%	3%	4%	3%	1%	-	-	-	3%	3%	-	-	1%	4%	

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 451

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1586	1130	3812	554	5168	1385	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Royal Mail	267	95	72	52	48	166	100	225	41	20	19	73	80	69	172	20	238	60	163	24
4%		9% <i>below</i>	4%	4%	3%	9% <i>below</i>	3%	9% <i>below</i>	2%	4%	3%	9% <i>below</i>	9% <i>below</i>	9% <i>below</i>	5%	4%	9%	9% <i>below</i>	4%	9% <i>below</i>
Collect +	85	39	18	13	15	56	28	73	12	2	6	21	28	28	55	2	81	38	44	4
17%		9% <i>below</i>	1%	1%	1%	2% <i>below</i>	1%	2% <i>below</i>	1%	*	1%	1%	2% <i>below</i>	2% <i>below</i>	1%	*	2%	3% <i>below</i>	1%	1%
DHL	132	58	34	22	19	91	41	120	13	3	4	36	46	38	86	3	124	49	74	10
2%		9% <i>below</i>	2%	2%	1%	9% <i>below</i>	1%	9% <i>below</i>	1%	1%	*	9% <i>below</i>	9% <i>below</i>	9% <i>below</i>	9% <i>below</i>	1%	9% <i>below</i>	9% <i>below</i>	2%	3%
FedEx	113	50	25	22	17	75	38	104	9	8	8	32	40	24	81	8	105	47	62	4
27%		9% <i>below</i>	1%	2%	1%	2% <i>below</i>	1%	3% <i>below</i>	*	2%	1%	2%	3%	2%	2%	1%	2%	4% <i>below</i>	1%	2%
Evri	117	51	30	16	20	81	36	98	21	5	12	29	43	26	83	5	109	40	68	9
2%		9% <i>below</i>	2%	1%	1%	9% <i>below</i>	1%	9% <i>below</i>	1%	1%	2%	2%	3%	2%	2%	1%	2%	9% <i>below</i>	1%	3%
DPD	125	45	37	23	20	82	43	118	9	3	6	50	42	23	99	3	122	45	70	10
27%		9% <i>below</i>	2%	2%	1%	3% <i>below</i>	1%	3% <i>below</i>	9	1%	1%	9% <i>below</i>	9% <i>below</i>	2%	9% <i>below</i>	1%	2% <i>below</i>	4% <i>below</i>	2%	3%
Parcelforce	98	42	25	16	13	66	29	87	9	5	7	27	39	16	74	5	90	44	45	7
2%		9% <i>below</i>	1%	1%	1%	9% <i>below</i>	1%	9% <i>below</i>	*	1%	1%	2%	2%	1%	2%	1%	2%	9% <i>below</i>	1%	2%
TNT	78	37	17	17	7	54	24	67	11	2	5	23	30	17	58	2	75	40	30	7
17%		9% <i>below</i>	1%	1%	*	2% <i>below</i>	1%	2% <i>below</i>	*	*	1%	1%	2%	2%	2%	2	1%	3% <i>below</i>	1%	3% <i>below</i>
UPS	93	41	21	20	12	62	31	83	11	2	5	31	28	20	64	2	90	37	54	3
2%		9% <i>below</i>	1%	1%	1%	9% <i>below</i>	1%	9% <i>below</i>	*	*	1%	9% <i>below</i>	9% <i>below</i>	9% <i>below</i>	2%	*	2%	9% <i>below</i>	1%	1%
UK Mail	77	23	24	15	15	47	30	67	10	4	6	26	29	12	61	4	73	36	37	4
17%		9% <i>below</i>	1%	1%	1%	2%	1%	2% <i>below</i>	*	1%	1%	2%	2%	1%	2%	1%	1%	3% <i>below</i>	1%	1%
Yodel	97	42	23	17	15	65	31	79	18	4	3	32	32	24	67	4	91	40	48	8
2%		9% <i>below</i>	1%	1%	1%	9% <i>below</i>	1%	9% <i>below</i>	1%	1%	1%	9% <i>below</i>	9% <i>below</i>	9% <i>below</i>	9% <i>below</i>	1%	2%	9% <i>below</i>	1%	3% <i>below</i>
Amazon Delivery Service/ Logistics	139	57	38	20	25	95	45	112	27	13	9	34	52	24	95	13	120	54	76	9
27%		9% <i>below</i>	2%	1%	1%	9% <i>below</i>	1%	9% <i>below</i>	1%	2%	1%	9% <i>below</i>	9% <i>below</i>	2%	2%	2%	2%	4% <i>below</i>	2%	3%
Other	97	33	23	22	20	96	41	85	12	3	8	35	35	14	78	3	92	55	35	8
2%		9% <i>below</i>	1%	2%	1%	2%	1%	2% <i>below</i>	*	1%	1%	9% <i>below</i>	9% <i>below</i>	1%	2%	1%	2%	4% <i>below</i>	1%	3% <i>below</i>

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 451

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Royal Mail	267	242	25	8	233	18	18	7	5	35	12	22	35	26	50	36	10	1	18	
		4%	3%	4%	4%	4%	3%	4%	2%	15%	2%	12%	15%	12%	15%	4%	2%	1%	4%	
Collect +	85	73	12	3	72	6	5	2	3	6	1	2	15	9	25	2	9	*	5	
		1%	1%	1%	1%	1%	2%	1%	1%	1%	*	1%	1%	2%	1%	2%	*	1%	1%	
DHL	132	114	19	3	114	10	7	1	3	7	4	6	21	15	31	16	11	*	10	
	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	*	2%	
FedEx	113	98	15	3	99	7	5	2	3	3	6	6	22	17	19	17	6	*	7	
	2%	2%	2%	2%	2%	1%	2%	1%	1%	*	1%	1%	1%	1%	2%	2%	1%	*	1%	
Evri	117	106	11	1	98	8	9	3	2	12	6	10	9	19	24	10	6	*	8	
	2%	2%	1%	1%	2%	2%	3%	2%	1%	2%	1%	2%	2%	1%	3%	1%	1%	*	2%	
DPD	125	115	10	4	113	7	4	1	4	5	8	9	13	12	30	17	14	*	7	
	2%	2%	1%	2%	2%	1%	1%	1%	2%	1%	2%	2%	2%	2%	10	17	2%	3%	*	
Parcelforce	96	82	13	2	79	8	7	2	1	-	4	7	16	10	17	15	10	*	8	
	2%	2%	2%	1%	2%	2%	2%	1%	2%	*	1%	1%	1%	1%	1%	1%	1%	*	1%	
TNT	78	66	12	1	69	3	5	2	4	2	2	9	20	10	13	5	4	*	3	
	1%	1%	1%	1%	1%	1%	2%	1%	2%	*	*	2%	1%	2%	2%	1%	1%	*	1%	
UPS	93	79	15	3	80	7	5	2	3	8	2	6	17	16	20	6	2	*	7	
	2%	1%	2%	2%	2%	1%	2%	1%	1%	1%	*	1%	1%	1%	1%	1%	*	2%	*	
UK Mail	77	72	5	2	65	7	4	1	2	4	1	8	11	8	16	10	4	1	6	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	2%	2%	1%	2%	1%	1%	1%	1%	
Yodel	97	82	15	3	83	5	6	2	1	4	1	5	23	12	15	15	8	*	5	
	2%	2%	2%	2%	2%	1%	2%	1%	*	1%	*	1%	1%	1%	2%	2%	1%	*	1%	
Amazon Delivery Service/ Logistics	139	130	9	3	121	10	6	2	3	5	3	12	17	16	38	15	15	*	10	
	2%	2%	1%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	*	2%	
Other	97	86	11	3	88	3	5	2	3	7	4	6	17	6	19	19	7	-	3	
	2%	2%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	-	1%	

UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 451

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time and HH income <£11.5 (e)	Use 1st class all/most of the time and Not Working (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2163	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2891	503	1582	1381	408	211	112	2963	323	901	2816
Royal Mail	287	145	51	208	104	155	11	16	51	8	17	101	113	33	15	4	214	20	116	109	23	15	3	225	18	105	72
Collect +	85	53	12	72	31	53	*	8	12	1	3	38	33	10	4	-	71	4	38	38	4	4	-	75	4	75	9
DHL	132	93	18	113	38	93	2	6	18	1	4	95	54	13	7	1	110	9	57	49	21	2	2	107	5	115	17
FedEx	113	79	8	105	34	79	5	5	8	1	3	48	50	9	4	1	88	5	50	52	7	3	-	102	3	100	13
Evri	256	98	20	95	47	68	4	13	20	1	3	45	50	11	10	1	95	10	56	47	10	2	-	104	2	104	13
DPD	125	79	18	107	46	79	1	5	18	1	1	63	35	20	7	*	88	7	57	52	10	3	1	110	4	104	21
Parcelforce	85	67	11	84	28	67	4	7	11	1	2	43	34	10	4	4	77	8	48	36	5	3	3	84	6	75	20
TNT	78	52	7	70	25	52	1	8	7	1	3	26	31	13	5	2	57	7	33	37	4	2	2	70	4	70	8
UPS	91	69	13	81	26	69	*	5	13	1	4	41	36	13	3	-	77	3	44	35	8	4	1	79	5	83	10
UK Mail	77	59	7	70	18	59	3	5	7	1	4	40	26	8	2	2	65	4	37	31	3	1	5	68	5	67	11
Yodel	97	67	14	83	29	67	3	9	14	1	6	45	30	14	2	5	76	7	48	34	7	3	5	82	7	82	15
Amazon Delivery Service/Logistics	139	101	15	123	36	101	7	16	15	3	7	49	59	18	10	1	109	11	68	52	10	6	1	120	8	118	21
Other	27	85	6	90	31	85	2	6	6	1	3	50	29	16	3	*	79	3	46	40	7	3	1	86	4	88	9
Weighted Base	256	98	20	95	47	68	4	13	20	1	3	45	50	11	10	1	95	10	56	47	10	2	-	104	2	104	13

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 451

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	5716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Royal Mail	267	236	235	4	69	152	15	247	17	3	*	268	-
	4%	63%	4%	10%	6%	4%	5%	4%	10%	14%	*	4%	-
Collect +	85	10	74	-	39	44	2	76	6	2	*	85	-
	1%	3%	1%	-	2%	1%	1%	1%	6%	4%	*	1%	-
DHL	132	12	118	3	59	59	10	122	8	3	-	132	-
	2%	3%	2%	7%	3%	1%	6%	2%	7%	5%	-	2%	-
FedEx	113	8	102	3	52	51	9	99	10	3	*	113	-
	2%	2%	2%	6%	2%	1%	6%	2%	6%	5%	*	2%	-
Evri	117	7	107	3	52	55	10	101	14	2	-	117	-
	2%	2%	2%	6%	3%	1%	6%	2%	12%	3%	-	2%	-
DPD	125	12	110	3	51	65	9	110	13	3	*	125	-
	2%	4%	2%	6%	2%	2%	3%	2%	11%	5%	*	2%	-
Parcelforce	95	6	86	3	50	38	8	84	10	2	-	95	-
	2%	2%	1%	6%	3%	1%	6%	1%	9%	3%	-	2%	-
TNT	78	7	67	4	41	35	2	68	7	3	*	78	-
	1%	2%	1%	1%	1%	1%	1%	1%	4%	3%	*	1%	-
UPS	93	12	79	2	38	51	4	79	13	3	*	93	-
	2%	4%	1%	4%	2%	1%	1%	1%	11%	6%	*	2%	-
UK Mail	77	10	64	3	36	36	5	74	3	*	*	77	-
	1%	3%	1%	6%	2%	1%	2%	1%	3%	*	*	1%	-
Yodel	97	7	85	5	46	40	8	82	12	2	*	96	-
	2%	2%	1%	1%	1%	1%	6%	1%	11%	3%	*	2%	-
Amazon Delivery Service/ Logistics	139	11	125	3	61	69	10	124	13	3	-	139	-
	2%	3%	2%	6%	2%	2%	3%	2%	13%	5%	-	2%	-
Other	97	9	85	3	55	36	6	82	9	6	*	97	-
	2%	3%	1%	6%	3%	1%	2%	1%	7%	10%	*	2%	-

UK Mail was removed from the survey from March 2024 onwards
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Table 451

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Royal Mail	267	66	79	72	50	17	23	25	29	21	28	21	31	20	10	29	12
	4%		4%	5%	3%	4%	4%	5%	4%	4%	4%	4%	4%	4%	2%	4%	2%
Collect +	85	24	34	11	16	4	11	9	18	8	8	2	4	5	4	9	3
	1%	2%	2%	1%	1%	1%	2%	2%	2%	2%	2%	*	1%	1%	1%	2%	1%
DHL	132	34	32	41	26	4	18	11	15	11	5	9	14	18	9	13	4
	2%	2%	2%	3%	2%	1%	3%	2%	3%	2%	1%	2%	3%	4%	2%	2%	1%
FedEx	113	23	39	35	19	2	9	12	24	5	8	8	14	13	4	5	8
	2%	1%	3%	2%	1%	*	2%	2%	3%	1%	2%	1%	3%	3%	1%	1%	2%
Evri	117	29	38	29	21	6	9	15	13	15	9	7	8	13	3	9	9
	2%	2%	2%	2%	1%	1%	2%	3%	2%	3%	2%	1%	2%	3%	1%	2%	2%
DPD	125	35	40	27	22	9	19	7	16	14	10	4	17	7	7	9	6
	2%	2%	3%	2%	1%	2%	4%	1%	3%	3%	2%	1%	4%	1%	1%	2%	1%
Parcelforce	95	24	28	30	13	5	6	14	12	7	9	6	16	8	5	6	2
	2%	2%	2%	2%	1%	1%	1%	3%	2%	1%	2%	1%	3%	2%	1%	1%	*
TNT	78	19	25	24	10	4	6	9	13	8	4	6	11	7	*	7	3
	1%	1%	2%	2%	1%	1%	1%	2%	2%	2%	1%	1%	2%	2%	*	1%	1%
UPS	93	34	27	19	12	6	10	19	17	2	9	7	5	7	4	4	5
	2%	2%	2%	1%	1%	1%	2%	4%	3%	*	2%	1%	1%	1%	1%	1%	1%
UK Mail	77	20	40	17	-	2	8	10	19	12	10	7	10	-	-	-	-
	1%	1%	3%	1%	-	*	1%	2%	4%	2%	2%	1%	2%	-	-	-	-
Yodel	97	31	28	26	12	5	13	14	17	7	4	4	12	9	1	7	5
	2%	2%	2%	2%	1%	1%	2%	3%	3%	1%	1%	1%	2%	2%	*	1%	1%
Amazon Delivery Service/Logistics	139	36	39	31	34	8	14	14	17	11	11	8	13	9	5	16	13
	2%	2%	3%	2%	2%	2%	3%	3%	3%	2%	2%	2%	3%	2%	1%	3%	3%
Other	97	17	33	33	15	2	9	7	12	12	9	4	15	13	2	3	9
	2%	1%	2%	2%	1%	*	2%	1%	2%	2%	2%	1%	3%	3%	*	1%	2%

UK Mail was removed from the survey from March 2024 onwards
Proportions/Mean: Columns Tested (5% risk level) - abcd - e|fghijklmnop

QZ1. What is your working status?

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2662	3185	791	817	1134	805	1152	852	809	1008	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Working full time (30hrs+ per week)	2662	601	2061	409	2253	1609	1052	337	545	725	506	455	87	8	881	1231	550	95	2104	526
Working part time (8-29hrs per week)	43%	69% _{ab}	42%	62% _{cd}	42%	63% _{ef}	33%	61% _{gh}	63% _{gh}	69% _{gh}	61% _{gh}	49% _{lm}	11% _{lm}	1%	62% _{opq}	63% _{opq}	25% _q	7%	41%	96% _{rs}
Not working (less than 8hrs per week) - retired	1008	130	878	173	834	320	686	168	166	143	160	214	68	18	344	263	301	87	813	187
Not working (less than 8hrs per week) - unemployed/looking for work	16%	71%	19% _a	23% _{cd}	16%	1%	1%	23% _{lm}	13% _{lm}	19% _{lm}	22% _{lm}	19% _{lm}	8% _{lm}	3%	23% _{opq}	19% _{opq}	11% _q	6%	16%	20% _{rs}
Not working (less than 8hrs per week) - student	1239	279	960	63	1176	565	674	3	1	3	11	180	516	526	4	14	1221	1042	1214	21
Not working (less than 8hrs per week) - housewife/househusband	20%	23%	19%	8%	22% _{cd}	19%	21% _{ef}	*	*	*	15% _{gh}	19% _{gh}	69% _{gh}	84% _{gh}	*	1%	49% _{lmn}	79% _{lmn}	24% _{rs}	2%
Refused/prefer not to say	215	39	175	23	192	133	80	43	49	50	34	34	2	3	82	63	39	5	170	42
NET Working	3%	3%	4%	3%	4%	4% _f	3%	9% _{lm}	9% _{lm}	4% _{lm}	4% _{lm}	3% _{lm}	*	*	9% _{opq}	4% _{opq}	2% _q	*	3%	4%
NET Not working	225	28	197	46	179	117	104	200	12	8	1	3	-	-	212	10	3	-	145	80
	4%	2%	4% _a	6% _d	3%	4%	3%	24% _{ghlm}	1% _{lm}	1%	*	*	-	-	13% _{opq}	* _q	*	-	3%	8% _{rs}
	329	69	259	38	291	37	292	14	54	73	38	91	36	22	68	112	149	58	283	45
	5%	6%	5%	5%	5%	1%	6% _a	2%	6% _g	7% _{gh}	6% _g	8% _{gh}	6% _g	4%	4%	6%	6% _{lm}	4%	5%	5%
	390	70	320	28	362	179	211	19	37	62	54	142	37	39	56	117	218	76	362	27
	6%	6%	6%	4%	6% _a	6%	7%	2%	4%	6% _g	7% _{gh}	13% _{ghlm}	6% _g	6% _g	3%	6% _{lm}	6% _{lmn}	6% _{lm}	7% _{rs}	3%
	93	16	77	8	84	51	41	18	14	18	7	11	13	11	32	25	35	24	67	15
	2%	1%	2%	1%	2%	2%	1%	2%	2%	2%	1%	1%	2%	2%	2%	1%	1%	2%	1%	2%
NET Working	3670	730	2939	582	3087	1920	1737	525	701	907	686	699	156	26	1225	1993	851	182	2917	714
	60%	59%	60%	54% _d	57%	59%	55%	54% _{lm}	61% _{gh}	63% _{gh}	59% _{gh}	60% _{gh}	61% _{lm}	4%	61% _{opq}	61% _{opq}	24% _q	13%	57%	71% _{rs}
NET Not working	2397	486	1911	199	2199	1030	1361	280	153	196	139	449	591	590	432	335	1630	1181	2173	215
	39%	39%	39%	25%	41% _e	34%	43% _{ef}	14% _{gh}	18%	17%	17%	44% _{gh}	79% _{gh}	84% _{ghlm}	26% _n	17%	69% _{lmn}	69% _{lmn}	42% _{rs}	23%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Q21. What is your working status?

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Total	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	2367	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	170
Working full time (30hrs+ per week)	2662	651	992	678	943	1643	1020	2662	-	35	109	590	678	810	1575	35	2492	287	2304	71
43%		18%ab	5%cd	4%de	20%	8%ef	33%	67%g	-	7%	15%	8%gh	6%hlm	5%lm	19%	7%	4%op	22%	5%qr	25%
Working part time (8-29hrs per week)	1008	132	285	264	328	417	591	1008	-	100	179	267	255	102	701	103	833	217	727	64
16%		12%	19%a	19%ab	19%ab	14%	19%a	27%g	-	19%lm	24%lmn	16%lm	16%lm	9%	18%lm	19%	16%	17%	16%	22%r
Not working (less than 8hrs per week) - retired	1239	220	379	221	418	599	639	-	1239	131	235	364	250	89	849	140	994	201	989	48
20%		19%	19%b	16%	12%ab	20%	21%	-	5%g	6%lm	13%lmn	9%lm	10%lm	8%	22%lm	26%g	19%	16%	22%r	17%
Not working (less than 8hrs per week) - unemployed/looking for work	215	12	45	31	127	57	158	-	215	67	32	45	26	13	104	68	131	112	89	13
3%		1%	2%	2%	7%ab	2%	6%a	-	9%g	12%klmn	4%lm	3%lm	2%	1%	3%lm	13%op	3%	9%r	2%	6%r
Not working (less than 8hrs per week) - student	225	73	82	38	32	155	70	-	225	28	22	34	39	48	94	28	159	25	183	17
4%		6%bcd	4%cd	3%	2%	5%f	2%	-	7%g	3%lm	3%	2%	2%	2%	5%lm	2%	3%op	2%	4%qr	3%rs
Not working (less than 8hrs per week) - housewife/househusband	329	18	62	97	153	79	249	-	329	29	48	106	83	17	237	29	288	131	176	21
5%		2%	3%a	7%ab	9%ab	3%	6%a	-	14%g	6%lm	7%lm	7%lm	9%lm	2%	6%lm	6%	5%	19%r	4%	7%r
Not working (less than 8hrs per week) - unable to work due to disability/other	390	12	44	43	291	57	334	-	390	115	86	87	43	11	226	117	262	291	78	21
6%		1%	2%	3%a	11%ab	5%	11%a	-	10%g	22%klmn	13%klmn	6%lm	3%lm	1%	6%lm	22%op	5%	23%r	2%	7%r
Refused/prefer not to say	93	19	25	13	36	44	49	-	9	12	10	10	10	10	32	12	46	18	43	32
2%		2%	1%	1%	2%a	1%	2%	-	2%	2%	2%	1%	1%	1%	1%	2%op	1%	1%	1%	11%r
NET Working	3670	702	1277	642	669	2059	1611	3670	-	136	267	557	1133	912	2226	139	3325	505	3011	135
60%		47%cd	12%cd	4%de	39%	8%ef	52%	100%g	-	26%	30%	8%gh	11%hlm	8%klmn	6%lm	29%	14%op	39%	34%qr	47%r
NET Not working	2397	335	611	429	1020	847	1449	2397	371	434	635	442	178	1511	383	1805	761	1515	121	47%
39%		30%	32%	31%	19%ab	31%	47%a	-	100%g	72%klmn	69%klmn	42%lm	28%lm	16%	46%lm	72%op	35%	69%r	33%	44%r

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s

QZ1. What is your working status?

Base : All participants

	Total	Rurality			Nation					Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975			
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450			
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432			
Working full time (30hrs+ per week)	2662	2315	347	52	2244	216	123	78	83	338	200	173	211	263	436	329	205	17	199			
	42%	44%	56%	70%	43%	42%	42%	46%	33%	59%	58%	39%	39%	78%	85%	63%	39%	26%	44%			
Working part time (8-29hrs per week)	1008	894	113	29	837	94	54	24	49	85	84	88	96	80	144	134	77	12	82			
	16%	15%	17%	17%	16%	18%	18%	14%	16%	13%	17%	20%	17%	14%	18%	16%	15%	18%	18%			
Not working (less than 8hrs per week) - retired	1239	1008	231	45	1021	115	69	34	68	118	110	83	86	133	88	201	126	19	95			
	20%	19%	27%	23%	20%	22%	23%	20%	27%	17%	22%	21%	16%	23%	17%	24%	24%	23%	21%			
Not working (less than 8hrs per week) - unemployed/looking for work	215	197	18	2	187	17	8	3	8	11	24	26	33	18	23	36	8	*	16			
	3%	4%	2%	1%	4%	3%	3%	2%	3%	2%	9%	6%	6%	3%	3%	4%	1%	*	4%			
Not working (less than 8hrs per week) - student	225	194	31	5	187	18	12	7	7	23	11	11	24	10	39	41	21	-	18			
	4%	4%	4%	3%	4%	4%	4%	4%	3%	3%	2%	2%	6%	2%	26%	15%	4%	-	20%			
Not working (less than 8hrs per week) - housewife/househusband	329	276	53	9	273	33	13	10	15	31	22	20	40	34	32	47	33	12	21			
	5%	5%	6%	6%	5%	6%	4%	6%	6%	5%	4%	4%	7%	6%	4%	6%	6%	12%	5%			
Not working (less than 8hrs per week) - unable to work due to disability/other	390	336	55	20	346	18	14	12	18	52	43	31	68	28	41	35	50	4	14			
	6%	6%	6%	22%	7%	3%	5%	7%	1%	5%	9%	7%	1%	5%	5%	4%	9%	6%	3%			
Refused/prefer not to say	93	78	15	5	82	6	2	2	4	17	7	7	5	7	6	20	9	2	5			
	2%	1%	2%	3%	2%	1%	1%	1%	1%	3%	1%	2%	1%	1%	1%	2%	2%	3%	1%			
NET Working	3670	3210	460	81	3081	310	177	102	131	423	291	200	306	343	500	464	282	29	281			
	60%	59%	63%	70%	53%	60%	60%	60%	53%	61%	57%	48%	56%	69%	72%	63%	55%	44%	63%			
NET Not working	2397	2010	387	81	2015	201	116	67	115	236	210	181	232	222	224	359	237	36	165			
	39%	38%	40%	48%	39%	39%	39%	39%	46%	28%	41%	49%	43%	39%	28%	43%	48%	52%	37%			

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

Q21. What is your working status?

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Working full time (30hrs per week)	2662	1272	704	1782	1713	1272	22	-	704	9	-	764	1139	341	252	118	1903	411	1110	1036	297	154	54	2148	287	714	1948
42%	63% ab	33%	61% ab	57% b	53% g	13% g	-	-	33% h	4%	-	38%	46% h	43%	66% h	42% k	48% h	43% v	49% vs	44% v	43% v	30%	44% v	39%	67% v	39%	42%
Working part time (8-29hrs per week)	1008	352	381	539	568	352	29	-	381	41	-	334	397	138	97	36	731	132	483	372	81	43	27	854	70	331	677
16%	15%	19% a	15%	17% a	13% g	12% g	-	-	12% h	12% h	-	17%	16%	17%	17%	16%	16%	16%	13% h	18% h	12%	12%	15%	17% h	13%	22% h	15%
Not working (less than 8hrs per week) - retired	1239	344	669	532	557	344	25	344	669	73	669	531	407	110	78	31	1017	108	513	409	152	96	42	921	158	138	1101
20%	14%	31% ab	15%	26% ac	14%	15%	45% af	31%	34%	64% h	25% h	25% h	14%	13%	12%	23% h	13%	20%	18%	22% s	27% uv	39% uv	39% uv	39% uv	24% y	39%	24% y
Not working (less than 8hrs per week) - unemployed/looking for work	215	85	69	107	91	85	25	85	69	26	69	55	66	39	38	16	121	53	80	79	34	13	5	159	19	55	160
3%	4%	3%	3%	3%	3%	4%	16% a	11% b	3%	12% h	7% h	3%	3%	6% h	6% h	3%	6% h	3%	3%	3%	5%	4%	3%	3%	4%	4%	3%
Not working (less than 8hrs per week) - student	225	59	53	110	104	59	8	59	53	8	53	33	103	44	28	15	136	43	83	100	23	10	6	183	17	65	180
4%	2%	3%	3%	3%	2%	5%	5% a	2%	2%	4%	5% h	2%	4% k	5% a	5% a	4% k	4% k	3%	3%	4%	3%	4%	4%	4%	4%	3%	3%
Not working (less than 8hrs per week) - housewife/househusband	329	117	127	171	182	117	7	117	127	14	127	130	117	39	24	16	247	40	152	114	33	18	9	266	27	75	254
5%	5%	6%	5%	6%	5%	4%	16% af	6%	7%	12% h	6% h	5%	5%	5%	4%	7%	5%	6%	6%	5%	5%	5%	5%	5%	5%	5%	5%
Not working (less than 8hrs per week) - unable to work due to disability/other	390	159	131	220	192	159	42	159	131	41	131	153	138	62	21	15	290	37	163	154	41	18	14	317	32	122	268
6%	7%	6%	6%	6%	7%	7%	26% a	21% b	6%	19% h	12% h	6% h	6%	6% h	4%	6%	6% h	6%	6%	7%	6%	5%	8%	6%	6%	6% h	6%
Refused/prefer not to say	93	24	29	42	47	24	2	-	29	-	-	17	41	27	6	-	58	6	24	39	20	5	1	63	6	20	72
2%	1%	1%	1%	1%	1%	1% g	2% g	-	1% h	-	-	1%	2%	1%	1%	-	1%	1%	1%	2%	1% uv	1%	1%	1%	1%	1%	1%
NET Working	3670	1625	1085	2321	1781	1625	50	-	1085	50	-	1098	1535	479	380	154	2633	543	1593	1408	378	196	80	3000	277	1045	2825
60%	67% ab	50%	66% ab	65% b	67% g	32% g	-	-	65% h	24% h	-	54%	67% h	69% k	67% h	63%	66% h	67% h	61% vs	61% vs	55%	55%	45%	61% uv	52%	69% v	57%
NET Not working	2397	764	1049	1139	1425	764	107	764	1049	162	1049	902	910	295	189	92	1811	281	990	857	283	156	96	1846	253	455	1842
39%	32%	47% ab	33%	44% ab	32%	67% a	100% af	49%	70% h	169% h	46% h	37%	37%	32%	37%	40% h	34%	38%	37%	42%	44%	47% uv	38%	47% uv	30%	42% y	

QZ1. What is your working status?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Working full time (30hrs+ per week)	2662	107	2540	16	436	2102	174	2600	31	21	3	2605	4
	47%	32%	44% a	36%	26%	50% af	46% d	49% h	39%	37% i	5%	64% kh	17%
Working part time (8- 29hrs per week)	1008	31	968	8	250	696	61	974	26	2	2	1001	4
	16%	9%	12% a	19%	15%	17%	20%	14% h	22% h	3%	3%	100% k	20%
Not working (less than 8hrs per week) - retired	1239	25	1152	2	411	729	36	1150	28	14	47	1192	-
	20%	39% c	30% c	4%	22% d	19% d	12%	19%	23%	25%	11% gh	20%	-
Not working (less than 8hrs per week) - unemployed/looking for work	215	5	210	*	80	128	7	195	14	4	1	213	-
	3%	1%	4%	*	6% c	3%	2%	3%	12% gh	7%	2%	4%	-
Not working (less than 8hrs per week) - student	225	15	209	1	62	143	20	215	4	3	*	223	2
	4%	4%	4%	3%	4%	3%	5% c	4%	3%	6%	*	4%	10%
Not working (less than 8hrs per week) - housewife/househusband	329	14	314	1	89	224	15	312	7	7	3	326	-
	5%	4%	5%	2%	5%	5%	5%	5%	6%	12%	4%	5%	-
Not working (less than 8hrs per week) - unable to work due to disability/other	390	74	307	10	326	53	11	375	2	5	8	382	*
	6%	22% b	5%	24% b	19% ef	1%	2% e	6%	2%	9%	12% b	6%	1%
Refused/prefer not to say	93	6	83	3	19	37	37	76	4	1	1	80	11
	2%	2%	1%	3% de	1%	1%	12% de	1%	3%	1%	2%	1%	52%
NET Working	3670	138	3508	24	686	2768	195	3574	59	23	5	3656	8
	60%	41%	61% a	58%	41%	67% af	60% d	61% h	50%	40%	8%	60% k	37%
NET Not working	2397	192	2192	14	970	1338	89	2248	55	34	69	2336	2
	39%	17% gh	38%	34%	19% ef	32%	25%	38%	47%	59% gh	47% gh	38%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) ineligible for sig testing

QZ1. What is your working status?

Base : All participants

	Total	Quarter				Month															
		Q3 2023	Q4 2023	Q1 2024	Q2 2024	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Working full time (30hrs+ per week)	3662	687	636	697	642	195	265	227	220	208	207	218	247	232	210	212	220				
44%	44%	41%	45%	42%	40%	50%	49%	43%	41%	41%	42%	42%	48%	46%	42%	41%	42%				
Working part time (8-29hrs per week)	1008	238	279	223	269	77	78	82	87	99	92	77	74	73	96	80	92				
16%	15%	17%	14%	17%	16%	15%	16%	16%	20%	19%	15%	14%	14%	19%	16%	18%	18%				
Not working (less than 8hrs per week) - retired	1239	321	319	287	312	109	99	113	110	107	101	104	93	90	99	111	102				
20%	21%	21%	19%	20%	22%	19%	21%	21%	21%	20%	20%	20%	18%	18%	20%	22%	20%				
Not working (less than 8hrs per week) - unemployed/looking for work	215	40	57	58	60	13	16	11	21	13	22	19	22	17	21	22	17				
3%	3%	4%	4%	4%	3%	3%	2%	4%	3%	4%	4%	4%	4%	3%	4%	4%	3%				
Not working (less than 8hrs per week) - student	225	57	50	71	47	20	14	23	16	18	16	31	18	22	9	23	15				
4%	4%	3%	5%	3%	4%	3%	3%	4%	3%	4%	3%	6%	3%	4%	2%	4%	3%				
Not working (less than 8hrs per week) - housewife/househusband	329	76	82	89	82	25	28	24	35	25	21	38	19	31	30	28	25				
5%	5%	5%	6%	5%	5%	5%	5%	4%	7%	5%	4%	6%	4%	6%	6%	5%	5%				
Not working (less than 8hrs per week) - unable to work due to disability/other	390	109	90	97	95	42	25	41	30	31	29	27	38	32	30	30	35				
6%	7%	6%	6%	6%	9%	5%	8%	6%	6%	6%	6%	5%	7%	6%	6%	6%	7%				
Refused/prefer not to say	93	23	23	17	30	8	8	7	12	5	6	4	8	5	8	6	15				
2%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	3%				
NET Working	3670	925	914	920	911	273	343	309	307	307	300	295	321	305	306	292	313				
60%	60%	60%	60%	59%	56%	64%	59%	58%	61%	61%	57%	62%	61%	61%	57%	60%	60%				
NET Not working	2397	603	598	602	595	210	182	211	213	195	190	219	190	193	188	214	193				
39%	39%	39%	39%	39%	43%	34%	40%	40%	38%	38%	38%	42%	37%	38%	37%	43%	37%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Q22. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Yes	789	51	738	789	-	388	399	180	105	191	82	95	54	23	345	273	172	77	607	176
	13%	4%	18%	100%	-	13%	13%	22% ^{ukm}	19% ^{ukm}	17% ^{ukm}	16% ^{ukm}	8% ^{ukm}	7% ^{ukm}	4%	20% ^{ukp}	14% ^{ukp}	7%	6%	12%	19% ^{ukr}
No	5271	1181	4189	-	5371	2621	2741	643	702	930	751	1035	706	604	1345	1681	2345	1310	4951	767
	87%	58% ^{ukb}	85%	-	100% ^{ukd}	87%	87%	7%	81%	83% ^{ukg}	83% ^{ukg}	83% ^{ukg}	83% ^{ukg}	83% ^{ukg}	80%	83% ^{ukn}	83% ^{ukn}	84% ^{ukn}	81%	81%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Q22. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Total	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Yes	789	220	223	193	153	443	349	522	69	84	190	244	163	517	69	696	231	528	27
No	1375	1618	984	1447	2159	2404	3029	2178	468	653	1289	1352	967	3295	495	4472	1037	4081	259
I don't know	87%	81%	88%	86%	81%	85%	88%	84%	92%	87%	85%	87%	85%	86%	87%	87%	82%	88%	91%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Q22. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/beds (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Yes	789	674	115	24	672	59	39	20	22	66	54	72	76	52	144	117	67	9	50	
No	5371	4624	747	143	4506	458	256	151	228	609	454	376	467	520	696	726	461	58	400	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Table 454

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2806	2303	681	358	178	4903	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Yes	789	336	280	476	420	336	26	62	280	30	111	278	314	98	76	22	591	98	429	209	57	29	11	689	39	303	422
No	13%	14%	13%	14%	13%	14%	13%	8%	13%	14%	11%	14%	13%	12%	13%	9%	13%	12%	10%st/low	11%st	6%	8%	6%	10%st/low	7%	34%st	9%
	8371	2077	1883	3027	2833	2077	132	702	1883	183	939	1739	2172	702	507	224	3911	731	2177	2043	624	329	167	4220	496	1153	4218
	87%	86%	87%	86%	87%	86%	83%	82%st	87%	86%	89%	86%	87%	86%	87%	91%	87%	88%	84%	89%st	82%st	82%st	84%st	86%st	83%st	76%	91%st
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Q22. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Table 454

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Yes	789	48	733	7	317	426	50	744	33	11	-	739	2
	73%	14%	13%	16%	16% ^a	10%	16% ^a	13% _j	29% _{g/h}	29% _i	-	13% _k	7%
No	5371	288	5049	34	1363	3745	262	5154	84	46	66	5285	20
	87%	86%	87%	82%	81%	90% _{d/f}	84%	87% _{g,h}	72%	80%	100% _{g/j/k}	87% _k	93%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Q22. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	318	307	292	317	312				
Yes	789	192	225	207	165	47	76	69	85	85	55	60	75	72	44	66	56				
No	13%	12%	15%	13%	11%	10%	14%	13%	16%	17%	11%	12%	15%	14%	9%	13%	11%				
	5371	1358	1310	1332	1371	444	456	458	447	423	440	458	443	431	459	446	465				
	87%	88%	85%	87%	89%	86%	86%	87%	84%	83%	88%	88%	85%	86%	91%	87%	89%				
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Table 455

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	3353	2962	3185	791	817	1134	805	1152	852	839	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1367	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
I have internet access at home, and I personally use it	8888	1121	4776	744	5154	2877	3010	784	826	1092	813	1097	714	572	1610	1905	2383	1286	4947	895
96%	96%	91%	97% _{ab}	94%	96%	96%	96%	95% _{ab}	95% _{ab}	97% _{ab}	95% _{ghlm}	97% _{lm}	94%	91%	95% _{cd}	97% _{lmnpq}	95%	93%	96%	95%
I have internet access at home, but I don't personally use it	117	37	80	33	84	58	60	23	33	17	8	11	6	20	56	24	37	26	83	35
2%	2%	3% _{ab}	2%	4% _{cd}	2%	2%	2%	3% _{ghl}	4% _{ghlm}	1%	1%	1%	1%	3% _{ghl}	2% _{cd}	1%	1%	2%	2%	4% _{cd}
I don't have internet access at home, but I use it elsewhere	57	17	40	11	46	32	26	11	6	5	3	11	17	4	18	7	32	21	50	6
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% _{ablm}	1%	1%	1%	1% _{cd}	2% _{cd}	1%	1%
I don't have access to the internet	66	55	10	-	66	31	35	*	*	1	5	9	20	32	*	5	60	51	63	3
1%	1%	4% _{ab}	*	-	1%	1%	1%	*	*	*	1%	1%	3% _{ghghkl}	5% _{ghghlm}	*	2% _{lm}	4% _{lm}	1%	*	1%
I don't know	22	2	20	2	20	12	10	4	1	8	4	2	3	-	6	12	5	3	15	5
*	*	*	*	*	*	*	*	1%	*	1%	*	*	*	*	*	1%	*	*	*	1%
NET Have internet at home	6015	1158	4857	776	5239	2935	3070	806	860	1108	821	1108	720	592	1666	1929	2420	1312	5030	930
96%	96%	94%	99% _{ab}	96%	98%	98%	98%	99% _{ablm}	99% _{ablm}	99% _{ablm}	99% _{ablm}	99% _{ablm}	95%	94%	99% _{cd}	99% _{cd}	96%	95%	98%	99%
NET Have internet access	6072	1176	4897	788	5285	2967	3096	818	866	1113	824	1119	737	595	1683	1937	2452	1333	5080	935
96%	96%	95%	99% _{ab}	100% _{cd}	98%	99%	99%	99% _{ablm}	100% _{ablm}	99% _{ablm}	99% _{ablm}	99% _{ablm}	97%	95%	100% _{cd}	99% _{cd}	97%	96%	98%	99%

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Table 455

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
I have internet access at home, and I personally use it	1096	1861	1317	1623	2867	2939	3574	2248	469	674	1443	1553	1090	3670	484	4992	1200	4442	255
96%	96% ^d	93% ^d	95%	94%	93% ^d	95%	93% ^d	94%	97%	92%	92% ^d	93% ^d	93% ^d	93% ^d	91%	93% ^d	93% ^d	93% ^d	89%
I have internet access at home, but I don't personally use it	25	24	30	39	49	69	59	55	12	22	33	21	12	75	12	96	37	68	12
2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	9% ^{mn}	2%	1%	1%	2%	2%	2%	3% ^d	1%	1% ^d
I don't have internet access at home, but I use it elsewhere	5	18	22	13	22	35	23	34	7	10	18	7	7	35	8	43	18	33	6
7%	*	1%	2% ^d	1%	1%	1%	1%	1% ^d	1%	1%	1%	*	1%	1%	2%	1%	1%	1%	2%
I don't have access to the internet	6	9	11	40	15	51	5	59	25	24	2	*	*	26	31	28	28	32	7
7%	*	*	1%	2% ^d	*	2% ^d	*	2% ^d	2% ^d	3% ^d	*	*	*	1% ^d	1%	1%	2% ^d	1%	2% ^d
I don't know	2	2	5	10	7	15	8	2	1	3	6	4	1	13	1	14	*	13	8
22	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	3% ^d
NET Have internet at home	1121	1884	1346	1662	3006	3008	3634	2302	481	696	1476	1573	1092	3745	496	5067	1237	4510	267
96%	96% ^d	93% ^d	97%	96%	93% ^d	97%	93% ^d	96%	93%	95%	93% ^d	93% ^d	93% ^d	93% ^d	93%	93% ^d	93% ^d	93% ^d	93%
NET Have internet access	1126	1902	1369	1675	3026	3043	3520	2336	486	705	1484	1581	1099	3780	504	5133	1259	4543	273
97%	96% ^d	95% ^d	96% ^d	97%	93% ^d	98%	95% ^d	97%	95%	96%	93% ^d	95% ^d	95% ^d	95% ^d	95%	95% ^d	93% ^d	95% ^d	95%

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Table 455

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humburside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	965	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
I have internet access at home, and I personally use it	6096	5058	840	165	4961	494	278	165	238	639	482	430	517	558	792	808	498	67	427		
	96%	95%	83%	98%	96%	95%	94%	93%	95%	95%	95%	95%	95%	95%	95%	96%	94%	100%	95%		
I have internet access at home, but I don't personally use it	117	107	10	1	97	10	8	3	1	18	7	5	15	11	12	14	14	-	10		
	2%	2%	1%	1%	2%	2%	3%	2%	1%	2%	1%	1%	2%	2%	1%	2%	3%	-	2%		
I don't have internet access at home, but I use it elsewhere	57	52	6	1	47	7	3	1	7	7	5	5	1	-	2	12	6	-	7		
	1%	1%	1%	*	1%	1%	1%	1%	2%	1%	1%	1%	*	*	*	1%	1%	-	1%		
I don't have access to the internet	66	62	3	1	54	5	6	1	3	3	12	6	8	4	4	4	9	-	5		
	1%	1%	*	*	1%	1%	2%	*	1%	*	2%	1%	1%	1%	*	*	2%	-	1%		
I don't know	22	19	2	*	19	2	*	*	1	7	2	2	3	-	-	4	1	-	2		
	*	*	*	*	*	*	*	*	*	1%	*	*	1%	*	*	*	*	-	*		
NET Have internet at home	6015	5165	850	166	5057	503	286	168	239	657	489	435	531	568	804	823	511	67	436		
	96%	97%	99%	99%	96%	97%	97%	93%	96%	97%	96%	97%	96%	96%	96%	96%	97%	100%	97%		
NET Have internet access	6072	5216	856	166	5104	510	285	169	246	664	494	440	532	569	820	835	519	67	443		
	99%	98%	99%	99%	99%	99%	98%	99%	99%	98%	97%	98%	98%	98%	98%	99%	98%	100%	98%		

Q23. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Table 455

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1682	1381	408	211	112	2963	323	901	2816
I have internet access at home, and I personally use it	5890	2317	2071	3349	3103	2317	146	704	2071	196	990	1911	2313	750	561	240	4324	501	2552	2219	630	326	145	4721	471	1410	4486
I have internet access at home, but I don't personally use it	96%	96%	96%	96%	96%	96%	97%	92%	96%	92%	94%	95%	95%	94%	96%	97%	96%	95%	95%	95%	93%	91%	81%	97%	88%	93%	91%
I don't have internet access at home, but I use it elsewhere	117	55	38	76	60	55	7	27	38	3	23	44	37	21	12	3	81	15	28	45	27	9	6	72	15	63	54
I don't have access to the internet	2%	2%	2%	2%	2%	2%	4%	4%	2%	1%	2%	2%	2%	3%	2%	1%	2%	2%	1%	2%	2%	3%	3%	1%	2%	2%	1%
I don't know	57	19	25	30	37	19	4	12	25	2	16	23	14	12	5	2	37	7	10	19	9	9	10	29	18	24	33
NET Have internet at home	96%	96%	96%	96%	96%	96%	97%	92%	96%	92%	94%	95%	95%	94%	96%	97%	96%	95%	95%	95%	93%	91%	81%	97%	88%	93%	91%
NET Have internet access	6072	2390	2135	3454	3199	2390	157	743	2135	200	1030	1977	2465	783	578	245	4442	822	2590	2282	666	344	160	4873	504	1497	4575
	99%	99%	99%	99%	99%	99%	98%	97%	99%	94%	96%	98%	98%	98%	99%	99%	99%	99%	99%	99%	98%	96%	90%	99%	94%	98%	99%

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5698	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
I have internet access at home, and I personally use it	5898	298	5595	34	1551	4070	277	5898	-	-	-	5898	-
	96%	89%	95% ^{ab}	83%	93%	95% ^{abf}	89%	100% ^{ghj}	-	-	-	97% ^{hkl}	-
I have internet access at home, but I don't personally use it	117	12	102	3	50	52	15	-	117	-	-	117	-
	2%	4%	2%	6% ^{ab}	3%	1%	5% ^a	-	100% ^{ghj}	-	-	2% ^h	-
I don't have internet access at home, but I use it elsewhere	57	10	46	1	28	26	3	-	-	57	-	57	-
	1%	3% ^{ab}	1%	2%	3% ^{ab}	1%	1%	-	-	100% ^{ghj}	-	1% ^h	-
I don't have access to the internet	66	13	52	1	44	16	6	-	-	-	66	-	-
	1%	4% ^{ab}	1%	3%	3% ^{ab}	1%	2% ^a	-	-	-	100% ^{ghj}	-	-
I don't know	22	3	18	2	2	9	12	-	-	-	-	-	22
	*	1%	*	4% ^{ab}	*	*	4% ^{ab}	-	-	-	-	-	100%
NET Have internet at home	6015	310	5668	37	1601	4122	291	5898	117	-	-	6015	-
	96%	92%	95% ^{ab}	91%	96%	95% ^{abf}	94%	100% ^{gh}	100% ^{gh}	-	-	97% ^h	-
NET Have internet access	6072	320	5714	38	1630	4148	294	5998	117	57	-	6072	-
	99%	95%	99% ^{ab}	93%	97% ^{ab}	99% ^{abf}	94%	100% ^{gh}	100% ^{gh}	100% ^{gh}	-	100% ^h	-

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Quarter					Month											
Total	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)		Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	944	942	940	305	314	310	310	307	300	322	316	307	292	317	312
I have internet access at home, and I personally use it	96%	95%	95%	97%ab	96%	95%	95%	96%	96%	96%	93%	97%a	96%ab	97%a	97%ab	95%	94%
I have internet access at home, but I don't personally use it	117	43	33	15	26	9	17	17	11	9	13	3	5	7	6	4	16
I don't have internet access at home, but I use it elsewhere	27%	9%a	2%a	1%	2%	2%	3%ab	3%ab	2%	2%	3%ab	1%	1%	1%	1%	1%	3%ab
I don't know	57	15	17	11	15	0	4	1	3	2	11	5	1	5	3	10	2
NET Have internet at home	6015	1523	1486	1512	1494	477	525	521	519	493	473	507	513	492	497	491	507
NET Have internet access	6072	1538	1502	1523	1509	486	529	523	523	495	484	512	514	498	500	500	509
	99%	99%a	98%	99%	98%	99%	99%	99%	98%	98%	98%	99%	99%	99%	99%	98%	98%

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
1	1667	305	1262	168	1399	698	866	99	175	225	227	346	252	242	274	453	841	495	1367	158	
20%	20%	23%	26%	21%	28%	23%	29%	12%	20%	26%	27%	31%	35%	36%	16%	22%	32%	36%	27%	17%	
2	3386	701	2657	435	2922	1658	1697	276	518	750	416	596	442	360	794	1166	1397	802	2833	497	
80%	80%	57%	54%	54%	54%	55%	54%	34%	40%	43%	43%	53%	42%	33%	47%	62%	62%	62%	59%	53%	
3	767	152	615	114	653	413	354	235	98	109	124	136	45	20	333	233	201	65	612	145	
12%	12%	12%	12%	14%	12%	14%	11%	29%	11%	10%	10%	10%	12%	3%	2%	12%	12%	8%	12%	16%	
4	342	57	285	52	290	174	165	152	43	34	54	37	16	4	105	88	99	21	242	81	
6%	6%	5%	6%	7%	5%	6%	5%	18%	9%	3%	6%	3%	2%	1%	12%	9%	2%	2%	5%	10%	
5	84	12	72	17	67	43	40	34	23	3	9	11	3	1	57	11	15	4	55	29	
1%	1%	1%	1%	2%	1%	1%	1%	4%	3%	1%	1%	1%	*	*	2%	1%	1%	*	1%	3%	
6+	43	6	37	4	39	23	19	26	11	*	2	3	-	-	37	2	3	-	20	23	
1%	1%	*	1%	*	1%	1%	1%	3%	1%	1%	1%	1%	-	-	2%	1%	1%	-	1%	2%	
Mean	2.06	2.03	2.06	2.10	2.04	2.10	2.01	2.81	2.16	1.97	2.44	1.83	1.79	1.66	2.47	2.40	1.62	1.73	1.99	2.39	
Std Dev.	0.98	1.05	0.95	0.95	0.98	0.94	1.00	1.27	1.00	0.91	0.90	0.86	0.69	0.59	1.19	0.90	0.76	0.65	0.92	1.16	
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.02	0.03	0.02	0.01	0.02	0.01	0.05	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
1	168	616	515	652	197	685	685	752	787	325	358	483	203	63	1029	339	1126	615	976	76
2	358	696	1026	881	753	1722	1634	2111	1198	125	272	801	1029	711	2151	129	2089	557	2069	132
3	558	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
4	1226	1816	1226	12%	13%	12%	12%	14%	10%	6%	9%	11%	12%	10%	13%	6%	13%	10%	13%	17%
5	342	77	100	98	67	177	165	223	109	19	25	60	69	106	155	19	295	60	263	20
6	84	6%	5%	5%	4%	6%	5%	6%	5%	4%	3%	4%	4%	10%	4%	4%	6%	5%	6%	7%
7	4%	2%	2%	2%	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
8	203	1	16	8	17	17	26	17	26	10	6	5	4	5	14	10	19	14	25	4
9	1%	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mean	4.06	2.26	2.84	2.26	1.86	2.10	2.02	2.10	1.95	1.63	1.73	1.92	2.10	1.89	1.89	1.62	2.06	1.87	2.10	2.10
Std Dev.	0.98	0.85	1.06	0.90	0.98	0.99	0.96	0.96	1.00	1.15	0.97	0.84	0.79	0.83	0.86	1.14	0.88	1.03	0.90	1.01
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.05	0.04	0.02	0.02	0.02	0.01	0.05	0.01	0.03	0.01	0.10

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
1	1607	1387	200	47	1319	144	67	37	74	157	155	113	107	158	186	230	138	14	130	
20%		26%	23%	28%	29%	21%	23%	22%	25%	22%	21%	20%	20%	20%	22%	22%	22%	21%	21%	
2	3358	2865	492	88	2824	281	154	93	149	375	275	259	293	313	269	412	456	291	41	
55%		54%	57%	53%	55%	55%	52%	55%	60%	56%	54%	58%	54%	55%	51%	54%	55%	61%	58%	
3	767	672	95	23	626	65	52	24	18	88	54	51	74	62	129	91	60	11	54	
12%		13%	11%	14%	12%	13%	12%	14%	7%	15%	11%	11%	11%	11%	11%	11%	11%	11%	11%	
4	342	285	56	8	298	15	17	12	5	41	15	19	47	34	59	48	30	1	14	
6%		5%	7%	5%	6%	3%	6%	7%	2%	6%	3%	4%	6%	6%	7%	6%	6%	1%	3%	
5	84	68	15	1	72	5	4	3	3	9	5	3	13	6	10	15	8	-	5	
1%		1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	2%	1%	-	1%	
6+	43	40	3	-	38	2	2	1	-	5	4	2	9	-	14	2	2	*	2	
1%		1%	*	-	1%	*	1%	*	-	1%	1%	1%	2%	-	2%	*	*	-	1%	
Mean	2.06	2.05	2.08	1.98	2.06	1.95	2.14	2.10	1.85	2.10	1.92	1.98	2.20	1.98	2.10	2.02	2.02	2.00	1.94	
Std Dev.	0.98	0.99	0.91	0.82	0.95	0.82	0.95	1.83	0.73	0.98	0.88	0.82	1.11	0.85	1.06	0.92	0.89	0.72	0.84	
Std Error	0.91	0.02	0.02	0.03	0.02	0.02	0.03	0.07	0.04	0.05	0.05	0.04	0.06	0.04	0.06	0.05	0.05	0.06	0.03	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Table 456

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
1	1567	577	581	846	850	577	98	252	581	152	302	550	626	203	113	74	1176	198	666	527	187	122	37	1193	179	372	1186
		24%	24%	27%	24%	24%	87%ag	52%a	27%	77%aj	34%b	52%ak	51%al	25%am	29%an	29%ao	59%ap	26%aq	26%	23%	27%	34%raw	32%a	24%	53%rwx	24%	26%
2	3358	1336	1210	1932	1806	1336	40	370	1210	49	567	1104	1377	402	335	122	2481	457	1425	1287	359	178	91	2713	269	791	2567
	55%	55%	56%	55%	56%	55%aj	25%	49%b	55%aj	22%	54%b	55%	55%al	50%	50%	49%	59%am	55%	55%	56%	53%	50%	51%	55%	50%	52%	55%
3	767	329	236	459	365	329	10	94	236	5	75	226	307	117	41	23	533	114	316	296	91	41	17	612	58	203	565
	12%	14%ab	77%	13%	17%	14%aj	6%	12%	11%aj	2%	7%b	17%	12%	19%ak	18%al	9%	12%	14%	12%	13%	17%	10%	12%	17%	13%	12%	13%
4	342	129	113	190	174	129	9	35	113	3	34	108	123	52	34	20	231	54	154	137	27	15	4	291	19	103	239
	6%	5%	5%	5%	5%	6%	8%	5%	3%	1%	3%	5%	5%	6%	6%	8%	5%	7%	6%	6%	4%	2%	6%	4%	7%	5%	
5	84	37	14	57	34	37	3	10	14	1	6	24	29	18	6	53	11	31	35	10	*	7	66	7	33	50	
	1%	2%a	1%	2%b	1%	2%	2%	1%	1%	*	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	*	4%raw	1%	1%	2%	1%
6+	43	3	9	17	23	3	1	2	9	3	5	5	23	8	5	2	28	7	13	20	7	2	1	33	3	18	24
	7%	*	*	*	1%a	*	1%	*	2%	1%	2%	7%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	
Mean	2.06	2.06a	1.98	2.07a	2.02	2.06a	1.64	1.94a	1.99a	1.42	1.83a	1.99	2.06	2.10a	2.14a	2.08	2.03	2.13a	2.14a	2.11a	2.03	1.88	1.99	2.03a	1.92	2.03	
Std Dev	0.98	0.96	0.86	0.99	0.93	0.96	1.00	0.89	0.86	0.93	0.82	0.87	1.04	1.01	0.89	1.15	0.97	0.97	0.92	1.05	0.93	0.84	1.14	0.98	0.95	1.06	0.94
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.04	0.04	0.07	0.01	0.03	0.02	0.02	0.04	0.05	0.09	0.01	0.04	0.03	0.01

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but use don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
1	1567	115	1442	11	521	945	81	1450	21	24	24	1505	8
	25%	54%	25%	26%	32%	23%	26%	25%	18%	66%	62%	29%	37%
2	3358	164	3171	22	786	2409	163	3251	69	17	12	3338	8
	55%	49%	55%	54%	47%	58%	52%	53%	60%	30%	16%	59%	36%
3	767	31	734	3	204	522	41	742	19	3	-	753	4
	12%	8%	13%	6%	12%	13%	13%	12%	16%	5%	-	13%	19%
4	342	17	320	4	103	215	24	332	6	2	*	340	2
	6%	5%	6%	10%	6%	5%	6%	6%	5%	3%	*	6%	6%
5	84	7	75	2	27	54	3	82	*	1	-	84	-
	1%	2%	1%	4%	2%	1%	1%	1%	*	2%	-	1%	-
6+	43	2	41	-	14	29	-	41	2	-	-	43	-
	1%	1%	1%	-	1%	1%	-	1%	2%	-	-	1%	-
Mean	2.06	1.94	2.06	2.13	2.01	2.07	2.06	1.97	2.16	1.97	1.19	2.05	1.99
Std Dev.	0.98	0.99	0.97	1.05	1.04	0.95	0.89	0.98	0.91	0.87	0.41	0.98	0.96
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.05	0.01	0.09	0.12	0.05	0.01	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	507	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
1	1567	383	388	393	392	120	136	127	130	129	139	155	115	124	123	126	144
	25%	25%	26%	26%	26%	24%	26%	24%	25%	25%	28%	30% u	22%	25%	24%	25%	28%
2	3358	897	826	813	821	297	307	292	282	284	260	257	282	275	270	286	266
	56%	57% u	54%	53%	53%	51% u	57% u	53%	53%	56%	52%	50%	54%	53%	54%	56%	51%
3	767	173	186	208	201	46	59	67	75	48	62	56	84	67	66	56	79
	12%	11%	12%	13%	13%	8%	11%	13%	14%	8%	13%	11%	16% u	13%	13%	11%	16% u
4	342	76	92	84	90	22	23	31	33	30	29	31	30	23	30	37	24
	6%	5%	6%	5%	6%	4%	4%	6%	6%	6%	6%	6%	6%	5%	6%	7%	5%
5	84	14	21	24	25	2	6	6	6	13	2	10	6	8	11	6	8
	1%	1%	1%	2%	2%	*	1%	1%	1%	15% u	*	2%	1%	2%	2%	1%	1%
6+	43	8	12	16	6	4	1	3	5	3	4	9	2	6	4	2	*
	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	2% u	*	1%	1%	*	*
Mean	2.06	2.01	2.06	2.09	2.06	1.98	1.98	2.07	2.11	2.07	2.01	2.08	2.11	2.09	2.10	2.06	2.02
Std Dev.	0.88	0.86	0.88	1.13	0.92	0.85	0.81	0.91	1.03	0.99	0.91	1.14	0.89	1.31	0.98	0.90	0.87
Std Error	0.01	0.02	0.02	0.03	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.06	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3195	791	817	1134	805	1152	852	809	1608	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	827	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
None	4278	828	3451	426	3852	2144	2127	498	455	413	531	1030	733	619	953	943	2382	1352	3805	442
	69%	67%	70%	54%	72%	71%	68%	81%	82%	37%	84%	91%	97%	95%	85%	48%	85%	87%	72%	47%
1	960	174	786	208	752	457	503	191	201	314	164	66	18	6	392	478	90	24	679	272
	16%	14%	16%	23%	54%	15%	16%	23%	23%	23%	23%	23%	2%	1%	23%	23%	4%	2%	13%	23%
2	674	171	502	125	549	298	373	91	153	289	110	23	5	3	244	400	30	7	503	155
	11%	14%	10%	16%	10%	10%	12%	11%	11%	18%	13%	24%	1%	1%	14%	23%	1%	1%	10%	16%
3	181	41	140	25	156	76	105	33	41	70	24	11	3	-	74	93	14	3	120	59
	3%	3%	3%	3%	3%	3%	3%	4%	4%	6%	3%	7%	*	-	4%	9%	1%	*	2%	6%
4	40	14	27	4	36	18	22	5	12	19	4	*	-	-	17	23	*	-	24	15
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	*	*	-	-	1%	1%	*	-	*	2%
5	20	4	16	*	20	15	5	4	4	12	-	*	-	-	8	12	*	-	19	*
	*	*	*	*	*	*	*	1%	*	1%	-	*	-	-	1%	1%	*	-	*	*
6+	7	1	5	1	6	2	5	-	1	5	*	*	-	1	-	5	1	1	7	-
	*	*	*	*	*	*	*	-	*	*	*	*	-	-	*	*	*	*	*	*
Mean	0.51	0.50%	0.49	0.74%	0.48	0.48	0.55%	0.52%	0.51%	1.12%	0.52%	0.52%	0.11%	0.06	0.72%	0.58%	0.58%	0.04	0.44	0.52%
Std Dev	0.91	0.97	0.90	0.92	0.91	0.89	0.93	0.94	1.04	1.15	0.86	0.46	0.39	0.16	1.00	1.07	0.39	0.31	0.88	1.01
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.04	0.03	0.03	0.01	0.01	0.01	0.02	0.02	0.01	0.01	0.01	0.04

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Table 457

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286	
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288	
Effective Base	4716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179	
None	3278	687	1399	893	1283	2006	2098	2181	2196	2033	444	564	1105	990	641	2659	457	3484	769	3325	184
	48%	61%	52% ^{ab}	65%	69%	70%	60%	63% ^g	63% ^{ab}	61% ^{ab}	64% ^{ab}	62%	58%	60% ^{ab}	62% ^g	67%	60%	60%	61% ^{ab}	64%	
1	96%	22%	26%	25%	25%	48%	47%	76%	18%	29	99	194	296	245	585	29	865	257	643	61	
	16%	23% ^{ab}	14%	18% ^{ab}	13%	16%	15%	21% ^g	8%	6%	12% ^h	13% ^h	19% ^h	22% ^h	16% ^h	5%	11% ^{ab}	20% ^h	14%	21% ^h	
2	67%	16%	20%	20%	17%	12%	36%	54%	12%	29	45	146	219	165	410	32	608	174	468	32	
3	17%	15% ^{ab}	10% ^{ab}	13% ^{ab}	10%	5%	7%	6%	4%	6%	6%	10% ^h	14% ^h	11% ^h	15% ^h	6%	12% ^{ab}	19% ^h	10%	11%	
4	18%	3%	4%	3%	3%	2%	7%	4%	3%	9	20	39	61	36	120	10	161	62	112	7	
	3%	3%	2%	3%	2%	3%	2%	2%	2%	2%	3%	3%	4%	3%	3%	2%	3%	3%	2%	2%	
5	4%	3%	8%	16%	13%	12%	29	27	12	3	3	16	6	8	25	3	35	15	25	1	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
6	20%	13%	2%	3%	1%	15%	4%	16%	1%	2	1	4	9	6	10	2	15	1	14	4	
	7%	1% ^{ab}	1%	1%	1%	1%	1%	1%	1%	1	1	1	1	1	1	1	1	1	1	1	
6+	7%	-	-	5%	1%	5%	1	5	2	4	-	1	5	5	7	-	7	6	1	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Mean	0.51	0.46 ^{ab}	0.44	0.49 ^{ab}	0.44	0.52	0.51	0.67%	0.27	0.26	0.31%	0.46	0.56 ^{ab}	0.58 ^{ab}	0.51	0.27	0.36%	0.57 ^{ab}	0.46	0.58 ^{ab}	
Std Dev.	0.91	0.99	0.82	0.98	0.88	0.89	0.93	0.97	0.74	0.75	0.83	0.86	1.00	0.95	0.92	0.75	0.93	1.06	0.86	0.95	
Std Error	0.01	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03	0.02	0.03	0.02	0.03	0.01	0.03	0.03	0.01	0.03	0.06	

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Table 457

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
None	4278	3648	630	127	3576	374	219	110	181	476	370	316	350	402	479	605	306	51	322		
69%	69%	69%	73%	62%	67%	62%	67%	64%	62%	67%	67%	64%	64%	69%	69%	69%	69%	62%	62%		
1	96%	83%	122	15	827	68	39	26	30	81	64	71	94	112	196	123	66	8	60		
16%	16%	14%	9%	16%	13%	13%	15%	12%	12%	13%	16%	17%	17%	20%	23%	15%	12%	12%	13%		
2	674	594	80	19	561	61	29	23	29	83	47	44	63	44	128	81	43	6	54		
11%	11%	11%	9%	11%	11%	12%	10%	13%	11%	13%	9%	10%	12%	8%	13%	10%	8%	10%	15%		
3	181	158	23	4	154	11	6	10	7	17	20	13	27	12	16	24	18	1	10		
3%	3%	3%	3%	2%	3%	2%	2%	6%	3%	3%	4%	3%	6%	2%	2%	3%	3%	2%	2%		
4	40	37	3	2	35	2	2	1	2	4	6	2	9	3	-	7	1	-	2		
7%	7%	7%	-	7%	7%	-	7%	-	6%	7%	6%	7%	6%	7%	-	7%	-	-	-		
5	20	18	2	*	18	1	1	*	1	13	-	-	-	-	-	3	2	-	1		
6+	7	4	3	*	6	1	*	-	1	-	-	2	-	-	-	-	2	-	1		
	*	*	*	*	*	*	*	*	*	2%	-	-	-	-	-	*	*	-	*		
Mean	0.51	0.52	0.45	0.45	0.52	0.46	0.43	0.54	0.52	0.56	0.48	0.49	0.52	0.43	0.51	0.47	0.45	0.37	0.48		
Std Dev.	0.91	0.92	0.89	0.91	0.92	0.86	0.84	0.99	1.03	1.05	0.91	0.93	0.99	0.77	0.82	0.88	0.94	0.74	0.87		
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.05	0.05	0.04	0.04	0.05	0.05	0.06	0.03		

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Table 457

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
None	4278	1541	1692	2267	2415	1541	130	630	1692	192	949	1469	1691	545	393	183	3180	556	1787	1548	496	272	151	3335	423	867	3411
60%		64%	53% add	65%	52% add	64%	87% add	83% add	78%	80% add	50% add	33% add	68%	68%	67%	66%	70%	67%	69%	67%	73% new	39% new	58% new	69%	79% new	57%	74% new
1	960	460	248	633	421	460	12	66	248	12	53	281	389	138	110	41	670	151	426	376	98	44	12	802	56	376	584
16%		19% add	17%	13% add	13%	19% add	7%	9%	11% add	6%	8%	14%	16%	17%	16%	15%	15%	13% add	10% new	16% new	14% new	12%	7%	10% new	10%	29% add	13%
2	674	307	181	435	309	307	16	45	181	5	31	192	302	82	63	30	494	93	282	254	62	29	14	596	43	254	470
17%		13% add	8%	12% add	9%	13% add	10%	6%	11% add	2%	3%	10%	12%	10%	11%	12%	11%	11%	11%	13% add	9%	8%	8%	12%	8%	12% add	10%
3	181	79	31	121	73	79	2	17	31	2	9	52	73	27	17	11	125	27	78	73	19	9	*	151	9	56	125
40	3%	3% add	1%	2% add	2%	3%	1%	2%	1%	1%	1%	3%	3%	3%	3%	4%	3%	3%	3%	3%	3%	2%	*	3%	2%	4%	3%
4	40	19	9	24	14	19	*	5	9	2	4	17	17	2	1	3	34	3	21	14	2	1	35	2	15	26	
7%		1%	*	1%	*	1%	*	1%	1%	1%	*	1%	1%	*	1%	1%	1%	*	1%	1%	*	*	*	1%	*	1%	1%
5	20	5	*	17	13	5	*	1	*	*	*	3	12	4	*	*	16	*	10	8	2	*	17	*	3	17	
*	*	*	*	b	b	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
6+	7	2	3	4	4	2	*	3	2	2	3	2	2	2	*	*	4	*	2	1	1	2	*	3	2	*	7
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1% new	*	*	*	w	*	*
Mean	0.51	0.58 add	0.35	0.58 add	0.43 add	0.58 add	0.32	0.30	0.35 add	0.17	0.17	0.46	0.54 add	0.53	0.50	0.58	0.51	0.52	0.53 new	0.58 new	0.49 new	0.42	0.24	0.54 new	0.36	0.67 add	0.46
Std Dev.	0.91	0.93	0.77	0.96	0.87	0.93	0.73	0.75	0.77	0.59	0.64	0.88	0.94	0.95	0.81	0.94	0.92	0.85	0.92	0.92	0.89	0.94	0.62	0.92	0.85	0.93	0.90
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.05	0.03	0.02	0.04	0.02	0.02	0.02	0.03	0.03	0.06	0.01	0.03	0.02	0.02	0.04	0.05	0.05	0.01	0.04	0.02	0.01

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3557	15
None	4278	254	4033	22	1779	2310	188	4076	74	46	60	4185	17
	69%	78%	69%	53%	79% <i>d</i>	57% <i>f</i>	60%	66%	63%	80%	100% <i>g,h,i</i>	69%	79%
1	960	40	912	9	216	681	63	923	27	6	*	896	4
	16%	12%	16%	21%	13%	16% <i>d</i>	20% <i>d</i>	10%	23% <i>j</i>	10% <i>j</i>	*	16% <i>d</i>	20%
2	674	35	634	5	127	504	42	602	9	4	*	624	-
	11%	11%	11%	11%	8%	12% <i>d</i>	14% <i>d</i>	11% <i>j</i>	7%	6%	*	11% <i>j</i>	-
3	181	7	171	3	43	123	15	174	6	1	-	181	*
	3%	2%	3%	8%	3%	3%	5%	3%	5%	1%	-	3%	*
4	40	*	39	1	10	30	*	37	2	1	-	40	*
	1%	*	1%	2% <i>d</i>	1%	1%	1%	1%	2%	2%	-	1%	1%
5	20	-	18	2	2	15	2	20	-	-	-	20	-
	*	-	*	4% <i>g,h</i>	*	*	1%	*	-	-	-	*	-
6+	7	-	7	*	1	4	1	7	-	-	-	7	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
Mean	0.51	0.39	0.52	0.58 ^{ab}	0.39	0.55 ^d	0.68 ^{de}	0.62 ^j	0.64 ^j	0.36 ^j	*	0.62 ^j	0.24
Std Dev.	0.91	0.76	0.92	1.38	0.82	0.93	1.06	0.92	0.97	0.86	0.08	0.92	0.56
Std Error	0.01	0.04	0.01	0.19	0.02	0.01	0.06	0.01	0.09	0.12	0.01	0.01	0.12

Proportions/Means: Columns Tested (5% risk level) - a,b,c - d,e,f - g,h,i,j,k,l
 * small base, ** very small base (under 30) ineligible for sig testing

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6160	1550	1535	1539	1536	491	537	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
None	4278	1078	1044	1083	1073	342	352	384	368	339	337	365	367	351	344	343	336				
	69%	70%	68%	70%	70%	70%	66%	73%	69%	67%	68%	71%	71%	70%	68%	67%	74%				
1	960	238	242	235	244	80	86	72	78	78	87	77	76	83	81	89	74				
	16%	15%	16%	15%	16%	16%	16%	14%	15%	15%	18%	15%	15%	16%	16%	17%	14%				
2	674	169	187	164	154	45	70	53	64	68	55	58	53	53	47	56	50				
	11%	11%	12%	11%	10%	9%	13%	10%	12%	13%	11%	11%	10%	11%	9%	11%	10%				
3	181	45	49	41	45	20	12	13	20	16	14	8	21	13	23	15	7				
	3%	3%	3%	3%	3%	3%	2%	2%	4%	3%	3%	1%	4%	3%	4%	3%	1%				
4	40	10	10	9	11	1	6	3	3	4	3	3	2	3	3	5	3				
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
5	20	9	1	5	5	2	5	2	-	1	-	5	*	*	3	2	*				
	0.3%	0.3%	0.1%	0.5%	0.5%	0.2%	0.5%	0.2%	-	0.1%	-	0.5%	*	*	0.5%	0.2%	*				
6+	7	-	2	2	3	-	-	-	-	2	-	2	*	-	1	1	-				
	*	-	*	*	*	-	-	-	-	*	-	*	-	*	*	*	-				
Mean	0.51	0.52	0.53	0.49	0.51	0.50	0.59%	0.45	0.52	0.58%	0.51	0.51	0.49	0.48	0.59%	0.59%	0.40				
Std Dev	0.91	0.92	0.91	0.90	0.93	0.89	1.00	0.85	0.89	0.98	0.85	0.99	0.87	0.83	1.02	0.87	0.77				
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.03				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QZ4_T. How many adults and children live in your household? - All people in household

Table 458

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	6160	1017	5143	807	5353	2962	3195	791	817	1134	805	1152	852	809	1608	1939	2613	1461	5468	844	
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943	
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
1	1308	249	1059	116	1192	628	678	76	105	110	196	332	249	241	181	306	822	490	1201	99	
	21%	20%	21%	15%	22%	21%	22%	9%	12%	10%	24% ^{gh}	29% ^{ghj}	35% ^{ghj}	36% ^{ghlm}	11%	16% ^{lm}	33% ^{lmq}	35% ^{lmq}	23% ^{lm}	10%	
2	2272	44%	18%	23%	20%	11%	11%	16%	24%	23%	24%	24%	24%	24%	24%	27%	27%	27%	24%	23%	
	37%	36%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	
3	1155	219	936	202	954	568	587	211	246	312	164	155	50	19	456	475	224	69	882	250	
	19%	18%	19%	19%	19%	19%	19%	19%	19%	19%	19%	19%	19%	19%	19%	19%	19%	19%	19%	19%	
4	917	230	687	161	756	456	462	106	173	289	167	71	23	9	359	455	103	32	699	197	
	15%	14%	14%	14%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	
5	337	63	274	46	291	163	172	120	80	93	46	13	5	1	179	139	19	6	225	110	
	5%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	
6+	170	26	144	29	141	83	85	66	35	37	16	12	4	*	*	6%	3%	16	4	100	
	3%	2%	3%	3%	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	
NET Any children	1882	395	1487	383	1519	865	1014	324	412	709	302	100	27	9	737	1010	135	35	1353	501	
	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	
Mean	2.57	2.61	2.56	2.53	2.56	2.56	2.56	2.42 ^{ghlmq}	2.50 ^{ghlm}	2.11 ^{ghlm}	2.11 ^{ghlm}	2.00 ^{ghlm}	1.84 ^{gh}	1.68	2.02 ^{ghlm}	2.02 ^{ghlm}	1.90 ^{gh}	1.90 ^{gh}	1.77	2.44	
Std Dev	1.37	1.45	1.35	1.33	1.37	1.35	1.39	1.54	1.36	1.45	1.32	1.03	0.82	0.82	1.47	1.42	0.89	0.74	1.31	1.49	
Std Error	0.02	0.05	0.02	0.05	0.02	0.02	0.02	0.05	0.05	0.04	0.05	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.06	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QZ4_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
1	1308	151	441	161	555	592	716	563	727	265	296	371	176	50	843	307	920	370	884	54
21%		13%	23% ^{ab}	12%	33% ^{abde}	19%	25% ^{ab}	15%	26% ^{ab}	8% ^{ab}	4% ^{abmn}	3% ^{abmn}	1% ^{ab}	5%	22% ^{ab}	18%	23% ^{ab}	20%	19%	19%
2	2272	392	718	544	616	1110	1160	1182	1052	112	238	634	630	372	1503	114	1964	386	1785	101
37%		35%	38%	39%	36%	36%	37%	32%	44% ^{ab}	22%	32% ^{ab}	42% ^{abmn}	40% ^{abmn}	34% ^{ab}	39% ^{abmn}	21%	38% ^{ab}	30%	39% ^{ab}	35%
3	1155	236	365	289	255	601	554	889	259	46	102	234	305	290	693	47	1031	201	897	57
19%		21% ^{ab}	19% ^{ab}	22% ^{ab}	15%	20%	16%	24% ^{ab}	11%	9%	1% ^{ab}	1% ^{ab}	2% ^{abmn}	2% ^{abmn}	1% ^{ab}	9%	15% ^{ab}	16%	19% ^{ab}	20%
4	917	248	289	246	155	516	401	694	204	29	54	157	272	286	484	32	829	181	692	45
15%		22% ^{abde}	14% ^{ab}	16% ^{abde}	9%	17% ^{ab}	13%	18% ^{ab}	9%	6%	7%	10% ^{ab}	17% ^{abmn}	26% ^{abmn}	12% ^{ab}	6%	18% ^{ab}	14%	15%	16%
5	337	75	74	87	101	149	189	239	92	17	27	68	105	74	199	17	299	90	229	18
5%		6% ^{ab}	4%	7% ^{ab}	6% ^{ab}	9%	6%	10% ^{ab}	4%	3%	4%	4%	1% ^{abmn}	2% ^{ab}	8%	3%	10% ^{ab}	5%	6%	6%
6+	170	35	46	47	42	81	89	103	63	17	16	38	44	28	98	17	132	58	101	13
3%		3%	2%	3%	2%	3%	3%	3%	3%	3%	2%	3%	3%	3%	3%	3%	3%	4% ^{ab}	2%	3% ^{ab}
NET Any children	1882	439	514	491	437	953	928	1484	365	71	169	398	585	499	1180	78	1691	514	1264	104
31%		27% ^{abde}	27%	31% ^{abde}	25%	31%	30%	40% ^{ab}	15%	14%	3% ^{ab}	4% ^{abmn}	6% ^{abmn}	4% ^{abmn}	3% ^{abmn}	14%	27% ^{abde}	4% ^{ab}	33%	27% ^{abde}
Mean	2.57	2.89 ^{abde}	2.47 ^{ab}	2.89 ^{abde}	2.30	2.91 ^{ab}	2.52	2.79 ^{ab}	2.22	1.89	2.10 ^{ab}	2.35 ^{ab}	2.79 ^{abmn}	3.05 ^{abmn}	2.48 ^{ab}	1.89	2.65 ^{ab}	2.57	2.55	2.79 ^{ab}
Std Dev.	1.37	1.32	1.38	1.33	1.37	1.37	1.38	1.35	1.32	1.45	1.34	1.26	1.28	1.17	1.31	1.45	1.30	1.55	1.27	1.98
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.03	0.02	0.03	0.06	0.05	0.03	0.03	0.03	0.02	0.06	0.02	0.04	0.02	0.12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QZ4_T. How many adults and children live in your household? - All people in household

Table 458

Base : All participants

	Total	Rurality			Nation				Region												
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)		
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975		
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450		
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432		
1	1306	1130	178	43	1090	131	57	31	65	130	135	96	86	134	136	180	120	13	118		
	27%	27%	27%	26%	27%	27%	19%	18%	20%	19%	20%	21%	16%	20%	17%	21%	20%	19%	15%		
2	2272	1912	360	66	1917	188	113	54	105	258	203	164	196	205	232	349	205	30	158		
	37%	36%	42%	40%	37%	36%	35%	32%	42%	36%	40%	37%	36%	36%	29%	41%	39%	44%	35%		
3	1155	1028	127	18	965	98	58	33	34	118	64	109	82	133	211	138	76	14	84		
	19%	19%	15%	11%	19%	19%	20%	19%	14%	17%	13%	15%	15%	15%	16%	14%	14%	21%	15%		
4	917	788	129	28	767	71	48	32	29	101	63	58	102	71	159	104	79	7	64		
	15%	15%	15%	17%	15%	14%	16%	16%	12%	15%	12%	13%	13%	12%	12%	12%	15%	10%	14%		
5	337	299	38	9	291	19	12	16	10	44	32	9	45	26	51	46	28	3	16		
	5%	6%	4%	5%	6%	4%	4%	4%	4%	7%	5%	2%	5%	4%	6%	5%	5%	2%	3%		
6+	170	141	29	3	147	11	8	4	7	24	11	12	32	4	20	25	11	*	11		
	3%	3%	3%	2%	3%	2%	3%	2%	3%	4%	2%	3%	6%	1%	3%	3%	2%	1%	2%		
NET Any children	1882	1650	232	40	1502	144	76	61	70	198	137	132	193	171	331	238	132	16	128		
	31%	31%	27%	24%	31%	28%	26%	24%	28%	29%	27%	29%	29%	30%	28%	28%	24%	24%	28%		
Mean	2.57	2.57	2.53	2.43	2.55	2.41	2.56	2.53	2.37	2.67	2.40	2.48	2.58	2.41	2.58	2.49	2.47	2.37	2.42		
Std Dev.	1.37	1.37	1.35	1.31	1.36	1.25	1.26	2.12	1.35	1.47	1.36	1.26	1.51	1.16	1.32	1.30	1.37	1.08	1.27		
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.08	0.07	0.08	0.07	0.07	0.08	0.06	0.07	0.07	0.07	0.08	0.04		

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QZ4_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2608	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
1	1308	447	535	665	733	447	80	222	535	138	348	427	510	163	93	28	993	150	543	430	164	114	50	973	164	273	1035
	21%	31%	23%	19%	37%	19%	55%	39%	25%	59%	33%	34%	31%	20%	16%	23%	59%	18%	21%	19%	24%	32%	20%	20%	21%	18%	21%
2	2272	818	916	1211	1309	818	31	316	916	49	525	777	905	275	212	89	1682	302	971	833	254	123	82	1804	204	443	1829
	37%	34%	41%	35%	40%	37%	19%	41%	42%	23%	37%	39%	36%	34%	36%	36%	37%	36%	37%	36%	37%	34%	26%	37%	36%	29%	33%
3	1185	546	338	740	532	546	16	109	338	15	77	344	469	168	144	29	813	173	489	467	122	58	23	946	80	254	801
	19%	23%	16%	21%	16%	23%	10%	14%	16%	7%	7%	17%	19%	21%	10%	12%	19%	18%	18%	16%	16%	13%	19%	19%	23%	17%	23%
4	917	411	266	569	424	411	15	75	266	4	59	281	391	109	97	36	672	133	390	380	86	43	14	770	57	265	652
	15%	17%	12%	19%	13%	17%	9%	10%	12%	2%	6%	14%	16%	14%	17%	15%	15%	15%	15%	14%	13%	12%	8%	16%	11%	16%	14%
5	337	137	70	219	152	137	4	22	70	4	21	97	128	55	30	26	225	55	158	123	33	15	5	281	20	133	204
	5%	6%	3%	6%	6%	5%	3%	3%	3%	2%	2%	5%	5%	7%	5%	10%	5%	5%	6%	5%	6%	4%	3%	6%	4%	6%	4%
6+	170	54	38	98	83	54	6	19	38	3	18	41	77	30	8	9	118	18	64	71	21	5	4	135	10	52	118
	3%	2%	2%	3%	2%	3%	4%	2%	2%	2%	2%	4%	3%	1%	1%	4%	3%	2%	2%	3%	3%	2%	3%	3%	2%	3%	2%
NET Any children	1882	372	471	1235	834	372	30	133	471	21	100	548	795	255	190	84	1343	274	819	755	185	86	26	1574	112	653	1228
	31%	36%	22%	39%	25%	36%	19%	17%	22%	10%	10%	27%	32%	35%	33%	34%	30%	32%	31%	33%	27%	24%	15%	32%	27%	43%	26%
Mean	2.57	2.48	2.33	2.67	2.46	2.48	1.95	2.34	2.33	1.59	2.08	2.45	2.68	2.68	2.68	2.66	2.53	2.48	2.57	2.48	2.48	2.30	2.22	2.61	2.28	2.82	2.49
Std Dev.	1.37	1.34	1.21	1.39	1.33	1.34	1.36	1.21	1.21	1.08	1.12	1.28	1.43	1.44	1.21	1.53	1.37	1.31	1.32	1.42	1.34	1.37	1.32	1.37	1.35	1.41	1.35
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.10	0.04	0.03	0.07	0.03	0.03	0.03	0.05	0.05	0.09	0.02	0.05	0.03	0.03	0.05	0.08	0.10	0.02	0.06	0.04	0.02

QZ4_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but use don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5888	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
1	1508	104	1198	6	253	794	52	1200	16	20	24	1246	8
	21%	51% a	21%	15%	23% d	19%	77%	20%	13%	82% g,h,i	82% j,k,l	21%	37%
2	2272	128	2128	15	629	1530	113	2196	41	18	12	2255	5
	37%	38%	37%	37%	38%	37%	36%	37% j	35% j	31%	18%	33% j	25%
3	1165	33	1115	6	255	642	59	1113	34	4	-	1151	4
	19%	10%	19% a	15%	15%	20% d	19%	18% j	29% g,h,i	7%	-	19% j	26%
4	917	40	873	5	184	673	61	898	14	1	*	914	4
	15%	12%	15%	12%	17%	14% d	23% d	14% j	12% j	3%	*	14% j	18%
5	337	27	305	5	97	222	18	330	6	*	*	337	*
	5%	8%	5%	12%	6%	5%	6%	5%	5%	*	*	6%	*
6+	170	5	162	4	48	112	10	160	6	4	-	170	*
	3%	1%	3%	2% a	3%	3%	3%	3%	5%	7%	-	3%	1%
NET Any children	1882	82	1780	19	400	1358	124	1822	44	11	*	1877	5
	31%	24%	31%	47% a	24%	33% d	40% d,e	31% j	37% j	10% j	*	31% j	21%
Mean	2.57	2.33	2.58 a	3.11 ab	2.41	2.62 d	2.74 d	2.69 j	2.77 j	1.83 j	1.19	2.68 j	2.23
Std Dev.	1.37	1.37	1.37	1.90	1.38	1.36	1.41	1.37	1.31	1.51	0.44	1.37	1.20
Std Error	0.02	0.07	0.02	0.27	0.03	0.02	0.08	0.02	0.12	0.20	0.05	0.02	0.26

Proportions/Means: Columns Tested (5% risk level) - a,b,c - d,e,f - g,h,i,j,k,l
 * small base, ** very small base (under 30) ineligible for sig testing

QZ4_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
1	1308	325	321	327	336	103	118	104	112	102	107	135	99	93	103	111	122
	27%	21%	21%	21%	22%	21%	22%	20%	21%	20%	22%	25% km	19%	19%	20%	22%	23%
2	2272	605	569	566	532	209	186	210	192	190	187	170	187	209	175	172	184
	37%	25% km	37%	37%	30%	42% km	35%	40%	36%	37%	38%	33%	36%	42% km	36%	34%	35%
3	1155	278	269	281	330	77	97	102	89	90	86	102	86	93	111	99	120
	19%	18%	18%	18%	21% km	16%	18%	19%	17%	18%	18%	17%	20%	18%	22% km	19%	22% km
4	917	231	230	230	227	69	88	74	86	68	76	79	92	59	62	92	73
	15%	15%	15%	15%	15%	14%	17%	14%	16%	13%	15%	15%	42% km	12%	12%	42% km	14%
5	337	79	103	90	65	19	31	29	38	39	27	22	31	37	28	22	15
	5%	5%	7% km	6%	4%	4%	6%	5%	7% km	8% km	5%	4%	6%	7% km	5%	4%	3%
6+	170	35	42	45	47	14	13	9	16	18	8	27	6	12	25	18	6
	3%	2%	3%	3%	3%	3%	2%	2%	3%	4% km	2%	4% km	1%	2%	4% km	3%	1%
NET Any children	1882	472	491	456	463	149	180	143	164	168	159	153	151	152	159	169	135
	31%	30%	32%	30%	30%	30%	34% km	27%	31%	33%	32%	29%	29%	30%	32%	33%	26%
Mean	2.57	2.53	2.60	2.59	2.57	2.49	2.57	2.52	2.53% km	2.54% km	2.52	2.59	2.59	2.57	2.60% km	2.62	2.42
Std Dev.	1.37	1.31	1.37	1.46	1.35	1.36	1.33	1.24	1.39	1.42	1.28	1.54	1.24	1.58	1.46	1.38	1.17
Std Error	0.02	0.03	0.03	0.04	0.03	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.05	0.07	0.06	0.06	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Methodology				Gender		Age								Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2662	3185	791	817	1134	805	1152	852	609	1008	1939	2613	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Hearing, Poor hearing, partial hearing, or are deaf	320	41	278	59	260	183	135	25	23	27	21	73	71	80	48	48	224	151	303	15
5%	5%	3%	6%a	6%a	5%	6%a	4%	3%	3%	2%	2%	6%ghj	6%ghj	13%ghj	3%	2%	9%no	11%no	6%a	2%
Eyesight, Poor vision, colour blindness, partial sight, or are blind	205	26	179	49	156	105	101	47	27	24	13	31	24	39	74	37	95	63	168	38
3%	3%	2%	4%a	6%a	3%	3%	3%	6%hij	3%	2%	2%	3%	3%	6%ghj	4%a	2%	4%a	6%a	3%	4%
Mobility, Cannot walk at all, use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	479	95	384	70	409	209	269	18	29	49	51	113	98	121	47	100	332	219	444	32
8%	8%	8%	8%	9%	8%	7%	9%	2%	3%	4%g	6%gh	16%ghj	12%ghj	19%ghj	3%	3%	13%no	16%no	7%a	3%
Dexterity, Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	167	10	157	26	141	90	77	11	18	23	21	54	21	19	29	44	94	40	151	16
3%	3%	1%	3%a	3%	3%	3%	2%	1%	2%	2%	3%	9%ghj	3%	3%	2%	2%	4%no	3%	3%	2%
Breathing, Breathlessness or chest pains	300	32	268	50	250	156	143	26	20	32	22	83	61	55	46	54	200	117	278	22
5%	5%	3%	6%a	6%	5%	5%	5%	3%	2%	3%	3%	13%ghj	9%ghj	9%ghj	3%	3%	9%no	9%no	5%a	2%
Mental abilities, Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	183	26	158	48	135	91	92	46	38	49	20	24	2	3	84	69	30	5	153	27
3%	3%	2%	3%	6%a	3%	3%	3%	6%ghj	4%ghj	4%ghj	2%ghj	2%ghj	2	3	6%ghj	4%ghj	1%ghj	+	3%	3%
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	193	15	177	51	141	118	72	73	37	41	22	16	4	-	110	82	20	4	159	33
3%	3%	1%	4%a	7%a	3%	4%a	2%	6%ghj	4%ghj	4%ghj	3%ghj	1%ghj	1%	-	7%ghj	3%ghj	1%	+	3%	4%
Your mental health, Anxiety, depression, or trauma-related conditions, for example	605	51	554	125	480	262	318	136	97	139	77	112	29	16	233	216	167	45	540	56
10%	10%	4%	6%a	10%a	9%	9%	10%	11%ghj	11%ghj	12%ghj	9%ghj	10%ghj	4%	3%	8%ghj	8%ghj	6%a	3%	6%a	6%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	350	40	309	50	300	139	209	23	28	51	36	88	48	77	51	86	212	124	329	18
6%	6%	3%	6%a	6%	6%	5%	7%a	3%	3%	5%	4%	8%ghj	6%ghj	12%ghj	3%	4%	9%no	9%no	6%a	2%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4173	657	3216	428	3745	2055	2117	532	606	806	628	742	508	351	1139	1434	1000	859	3418	715
68%	68%	13%a	65%	54%	70%a	68%	67%	10%ghj	10%ghj	12%ghj	11%ghj	13%ghj	10%ghj	7%ghj	8%ghj	13%ghj	64%	65%	66%	71%a
Don't know	120	8	112	25	95	56	64	31	27	32	9	10	5	7	58	41	22	11	84	35
2%	2%	1%	2%a	3%a	2%	2%	2%	4%ghj	3%ghj	4%ghj	1%	1%	1%	1%	2%ghj	2%ghj	1%	1%	2%	3%
Prefer not to say	192	44	147	24	167	86	103	27	33	33	42	27	21	8	60	74	57	30	141	40
3%	3%	4%	3%	3%	3%	3%	3%	3%	4%ghj	3%	6%ghj	2%	3%	1%	4%	4%ghj	2%	2%	3%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1804	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
Hearing. Poor hearing, partial hearing, or are deaf	320	51	85	66	118	135	184	125	190	34	64	85	76	30	225	36	263	108	202	10
	5%	4%	4%	5%	7%ab	4%	6%	3%	7%	7%ab	8%ab	6%ab	5%ab	3%	6%ab	7%	8%	6%ab	4%	3%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	205	43	43	46	71	86	118	95	108	30	40	43	51	21	134	32	159	78	113	14
	3%	4%	2%	3%	4%b	3%	4%	3%	5%	6%ab	6%ab	3%	3%	2%	6%ab	6%ab	3%	6%ab	2%	5%b
Mobility. Cannot walk at all, use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	479	53	106	107	212	159	319	118	358	82	95	132	83	45	310	84	365	258	198	23
	8%	5%	6%	6%a	12%ab	5%	10%a	3%	15%a	10%ab	10%ab	10%ab	5%	4%	9%ab	10%ab	7%	20%ab	4%	8%a
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	167	28	40	42	58	67	99	62	105	13	32	54	46	13	131	15	145	88	67	12
	3%	2%	2%	3%	3%	2%	3%	2%	4%a	3%	4%ab	4%ab	5%ab	1%	9%ab	3%	10%ab	7%a	1%	4%a
Breathing. Breathlessness or chest pains	306	38	69	64	130	107	193	106	192	43	54	87	64	28	208	44	240	141	145	14
	5%	3%	4%	5%	15%ab	4%	16%ab	3%	12%a	6%ab	6%ab	7%ab	4%	3%	12%ab	6%ab	9%	11%ab	10%ab	5%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	183	26	30	36	91	56	127	88	91	33	40	55	31	9	128	34	141	115	59	8
	3%	2%	2%	3%	15%ab	2%	16%ab	2%	4%a	6%ab	6%ab	6%ab	2%	1%	15%ab	6%ab	3%	15%ab	1%	5%a
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	193	33	39	44	77	72	121	108	83	34	29	58	28	23	114	34	144	101	79	13
	3%	3%	2%	3%	14%b	2%	16%ab	3%	5%a	7%ab	4%a	10%ab	2%	2%	10%ab	6%ab	3%	9%a	2%	5%a
Your mental health. Anxiety, depression, or trauma-related conditions, for example	605	65	135	126	279	200	405	301	299	99	127	174	106	50	407	102	489	312	259	35
	10%	6%	7%	9%a	18%ab	7%	13%a	8%	12%a	10%ab	10%ab	12%ab	7%	6%	11%ab	10%ab	9%	24%ab	6%	12%a
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	350	40	79	60	170	119	230	107	239	58	56	100	74	32	230	60	279	177	152	20
	6%	4%	4%	4%	18%ab	4%	17%ab	3%	10%a	11%ab	8%ab	7%ab	5%	3%	9%ab	11%ab	5%	14%ab	3%	7%a
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4173	852	1416	965	940	2268	1905	2798	1338	249	389	951	1188	906	2528	257	3630	512	3514	147
	68%	70%cd	74%cd	70%ab	54%	74%f	61%	76%h	56%	46%	53%	62%ij	74%jkm	82%lmn	68%l	46%	70%o	40%	77%op	91%q
Don't know	120	20	24	32	44	44	76	85	29	8	21	36	23	14	80	8	96	19	95	6
	2%	2%	1%	2%	3%b	1%	2%a	2%	1%	1%	3%	2%	1%	1%	2%	1%	2%	2%	2%	2%
Prefer not to say	192	21	64	36	71	85	107	100	60	24	18	44	23	15	85	26	112	32	109	51
	3%	2%	3%	3%	4%a	3%	3%	3%	3%	3%ab	3%	5%ab	1%	1%	2%	3%ab	2%	2%	2%	18%qr

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - op - q/r/s

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Hearing. Poor hearing, partial hearing, or are deaf	320 5%	263 5%	57 7%	11 7%	253 5%	31 6%	22 3%	13 3%	17 5%	32 5%	21 4%	21 5%	35 5%	32 6%	22 3%	60 5%	25 5%	8 12% Hamp	23 5%	
Eyesight. Poor vision, colour blindness, partial sight, or are blind	205 3%	178 3%	28 3%	6 4%	164 3%	27 5%	8 3%	7 4%	10 4%	23 3%	9 2%	11 2%	16 3%	13 2%	27 3%	33 4%	22 4%	5 12% Hamp	22 5%	
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	479 8%	412 8%	66 9%	20 12% Hamp	410 8%	31 6%	27 9%	11 7%	28 10% Hamp	45 7% Hamp	49 15% Hamp	39 9% Hamp	59 10% Hamp	59 10% Hamp	26 3%	64 9% Hamp	55 10% Hamp	8 13% Hamp	22 5%	
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	167 3%	141 3%	26 3%	6 3%	125 2%	25 5% Hamp	8 3%	8 5% Hamp	5 2% Hamp	18 3% Hamp	20 4% Hamp	11 2% Hamp	20 4% Hamp	15 2% Hamp	11 1%	5 1% Hamp	20 4% Hamp	8 11% Hamp	17 4% Hamp	
Breathing. Breathlessness or chest pains	306 5%	267 5%	33 4%	7 4%	244 5%	31 6%	18 6%	7 4%	11 4%	42 6% Hamp	20 4%	29 7% Hamp	38 7% Hamp	24 4%	17 2%	40 5%	24 5%	7 10% Hamp	24 5%	
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	183 3%	142 3%	41 5% Hamp	5 3%	153 3%	17 3%	9 3%	5 3%	5 2%	17 3%	19 5% Hamp	11 3%	25 5% Hamp	8 1%	12 2%	40 5% Hamp	14 3%	2 2%	15 3%	
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	193 3%	161 3%	32 4%	6 4%	164 3%	18 3%	6 2%	4 2%	5 2%	14 2%	11 2%	18 4%	28 5% Hamp	10 2%	29 4%	33 4%	20 4%	* 1%	17 4%	
Your mental health. Anxiety, depression, or trauma-related conditions, for example	606 10%	521 10%	84 10%	21 13%	496 10%	55 11%	36 12%	19 11%	21 12% Hamp	80 12% Hamp	46 9%	39 9%	54 10%	49 8%	56 7%	91 11%	52 10%	5 7%	50 11% Hamp	
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	350 6%	294 6%	55 6%	13 8%	284 5%	33 6%	22 7%	11 6%	11 4%	28 4%	39 9% Hamp	29 7% Hamp	31 6%	34 6%	26 3%	44 5%	41 9% Hamp	9 14% Hamp	23 5%	
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4173 68%	3609 68% Hamp	563 65%	102 61%	3540 68% Hamp	325 63%	189 64%	119 70% Hamp	165 66% Hamp	454 69% Hamp	357 70% Hamp	300 67% Hamp	348 64%	385 67% Hamp	608 72% Hamp	578 69% Hamp	334 63%	35 52%	290 64%	
Don't know	120 2%	113 2%	7 1%	2 1%	101 2%	10 2%	6 2%	2 1%	1 2%	17 5% Hamp	7 1%	5 1%	14 5% Hamp	16 5% Hamp	17 2%	13 2%	11 2%	1 1%	8 2% Hamp	
Prefer not to say	192 3%	166 3%	25 3%	3 2%	164 3%	16 3%	7 2%	5 3%	6 2%	18 3%	11 2%	11 2%	14 3%	23 4%	28 3%	32 4%	21 4%	* 4%	15 3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	299	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Hearing. Poor hearing, partial hearing, or are deaf	320	122	126	181	186	122	13	67	126	19	84	126	136	31	17	8	261	25	142	114	36	15	7	256	22	110	210
	9%	3%	6%	9%	6%	3%	8%	9%	6%	9%	8%	6%	6%	4%	3%	3%	6%	3%	5%	5%	6%	4%	4%	5%	4%	3%	5%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	205	75	66	115	105	75	10	34	66	11	43	70	78	22	20	13	148	33	88	62	24	8	20	149	26	92	113
	3%	3%	3%	3%	3%	3%	6%	4%	3%	5%	4%	3%	3%	3%	3%	5%	3%	4%	3%	3%	4%	2%	1%	3%	3%	3%	2%
Mobility. Cannot walk at all, use a wheelchair or mobility scooter etc, or cannot walk very far or manage stairs or can only do so with difficulty	479	162	191	280	289	162	23	120	191	33	157	220	162	51	24	20	382	43	204	156	57	37	23	359	60	141	338
	8%	7%	9%	7%	8%	7%	14%	16%	9%	16%	16%	11%	7%	6%	4%	6%	8%	5%	6%	7%	8%	10%	13%	7%	11%	9%	7%
Dexterity. Limited ability to reach / difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	167	60	62	92	94	60	1	35	62	8	38	73	47	22	16	7	120	23	80	42	26	10	6	122	16	75	92
	3%	2%	3%	3%	3%	2%	1%	3%	3%	4%	4%	4%	2%	3%	3%	3%	3%	3%	3%	2%	4%	3%	3%	2%	3%	3%	2%
Breathing. Breathlessness or chest pains	300	113	120	162	169	113	9	69	120	25	79	128	98	42	21	9	226	30	136	98	43	17	5	234	22	102	198
	5%	5%	6%	5%	5%	5%	6%	9%	6%	12%	8%	6%	4%	5%	4%	4%	5%	4%	5%	4%	6%	5%	3%	5%	4%	4%	4%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	183	81	56	106	81	81	14	38	56	12	27	70	58	31	18	6	128	23	72	77	20	7	7	149	14	77	106
	3%	3%	3%	3%	2%	3%	9%	5%	3%	3%	3%	3%	2%	4%	3%	2%	3%	3%	3%	3%	3%	2%	4%	3%	3%	3%	2%
Social behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	193	62	56	107	101	62	8	26	56	18	25	68	62	35	19	6	130	26	82	81	21	6	1	163	7	68	125
	3%	3%	3%	3%	3%	3%	5%	3%	3%	8%	2%	3%	2%	4%	3%	3%	3%	3%	3%	4%	3%	2%	1	3%	1%	4%	3%
Your mental health. Anxiety, depression, or trauma-related conditions, for example	605	226	180	334	288	226	40	110	180	33	93	200	239	84	47	28	440	76	292	201	73	19	13	492	32	212	393
	10%	9%	8%	10%	9%	9%	25%	14%	8%	16%	9%	10%	10%	11%	8%	11%	10%	9%	11%	9%	11%	5%	7%	10%	6%	14%	8%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	350	128	132	188	192	128	15	82	132	29	96	149	126	49	13	11	275	25	187	118	25	14	4	305	18	105	245
	6%	5%	6%	5%	6%	5%	9%	11%	6%	14%	9%	7%	6%	6%	2%	5%	6%	3%	7%	5%	4%	4%	2%	5%	3%	7%	5%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4173	1696	1464	2410	2177	1696	68	398	1464	111	625	1295	1736	522	429	172	3031	601	1758	1602	428	248	117	3300	365	862	3311
	68%	70%	68%	69%	67%	68%	43%	52%	68%	52%	60%	64%	70%	65%	64%	70%	67%	62%	67%	70%	63%	69%	66%	68%	68%	57%	71%
Don't know	120	50	28	73	50	50	5	13	28	2	7	43	42	24	7	3	85	10	46	42	20	8	4	88	11	58	62
	2%	2%	1%	2%	2%	2%	3%	2%	1%	1%	1%	2%	2%	3%	1%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	1%
Prefer not to say	192	61	54	118	110	61	9	20	54	3	21	58	65	42	19	7	123	26	67	73	34	12	5	140	18	59	132
	3%	3%	2%	3%	3%	3%	6%	3%	2%	2%	2%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5886	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Hearing. Poor hearing, partial hearing, or are deaf	320	43	272	2	120	-	-	295	5	11	8	311	-
	8%	13% b	2%	6%	19% c	-	-	5%	4%	33% ghk	13% gh	5%	-
Eyesight. Poor vision, colour blindness, partial sight, or are blind	205	32	169	4	205	-	-	186	10	1	3	197	*
	3%	10% b	3%	10% b	12% c	-	-	3%	7% gh	2%	13% gh	3%	-
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc, or cannot walk very far or manage stairs or can only do so with difficulty	479	137	332	11	479	-	-	411	22	13	31	446	2
	8%	41% b	6%	26% b	29% c	-	-	7%	19% gh	22% gh	47% ghkl	7%	7%
Dexterity. Limited ability to reach / difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	167	29	133	5	167	-	-	148	13	2	3	163	-
	3%	9% b	2%	11% b	15% c	-	-	3%	11% gh	4%	6%	3%	-
Breathing. Breathlessness or chest pains	300	44	251	5	300	-	-	285	5	6	4	296	-
	5%	13% b	4%	17%	18% c	-	-	5%	4%	17%	6%	5%	-
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	183	26	151	6	183	-	-	171	4	5	3	180	-
	3%	8% b	3%	14% b	11% c	-	-	3%	3%	10% gh	5%	3%	-
Social behavioural Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	193	14	175	4	193	-	-	182	6	4	1	192	-
	3%	4%	3%	9%	12% c	-	-	3%	5%	6%	2%	3%	-
Your mental health. Anxiety, depression, or trauma-related conditions, for example	605	72	524	9	605	-	-	583	14	5	3	603	*
	10%	22% b	9%	22% b	39% c	-	-	10%	12%	9%	4%	10%	-
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	350	51	294	5	350	-	-	335	2	7	5	345	-
	6%	15% b	5%	13% b	21% c	-	-	6%	2%	12% gh	7%	6%	-
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4173	96	4072	5	-	4173	-	4070	52	26	16	4148	9
	68%	29%	70% bc	13%	-	100% d	-	69% gh	49% i	46% i	24%	68% ghk	39%
Don't know	120	2	114	4	-	-	120	105	8	1	*	115	5
	2%	1%	2%	9% bc	-	-	39% de	2%	7% gh	3%	*	2%	24%
Prefer not to say	192	13	171	7	-	-	192	172	6	1	5	180	6
	3%	4%	3%	17% cd	-	-	91% de	3%	5%	2%	7% gh	3%	30%

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghijkl
* small base, ** very small base (under 30) - ineligible for sig testing

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

Total	Quarter				Month															
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
329	69	83	84	84	25	15	30	38	20	26	29	32	23	18	34	31				
5%	4%	5%	5%	5%	5%	3%	6%	7%	4%	5%	6%	6%	5%	4%	7%	6%				
205	42	68	42	52	18	12	12	28	18	23	20	14	8	15	23	15				
3%	3%	4%	3%	3%	4%	2%	2%	6%	3%	6%	4%	3%	2%	3%	6%	3%				
479	112	132	111	123	45	40	27	42	36	55	27	42	42	39	41	43				
8%	7%	9%	7%	8%	9%	8%	5%	8%	7%	11%	5%	8%	8%	8%	8%	8%				
167	38	50	37	42	13	17	8	19	12	20	14	10	13	10	19	13				
3%	2%	3%	2%	3%	3%	3%	2%	3%	2%	4%	3%	2%	3%	2%	4%	2%				
300	92	77	62	69	34	27	31	23	26	29	21	23	18	16	31	22				
5%	6%	5%	4%	4%	7%	5%	6%	4%	5%	6%	4%	4%	4%	3%	6%	4%				
183	39	30	52	62	6	19	14	16	8	6	12	18	22	22	21	20				
3%	3%	2%	3%	4%	1%	4%	3%	3%	2%	1%	2%	4%	4%	4%	4%	4%				
193	47	54	40	52	12	20	16	18	19	17	14	11	15	13	23	16				
3%	3%	4%	3%	3%	2%	4%	3%	3%	4%	4%	3%	2%	3%	3%	4%	3%				
605	148	167	128	161	47	51	50	60	58	49	60	37	31	53	54	54				
10%	10%	11%	8%	11%	10%	10%	10%	11%	12%	10%	12%	7%	6%	11%	11%	10%				
350	90	86	75	99	33	28	28	32	25	29	29	23	23	34	33	32				
6%	6%	6%	5%	6%	7%	5%	5%	6%	5%	6%	6%	4%	5%	7%	7%	6%				
4173	1072	1006	1064	1032	318	373	381	339	336	330	360	349	355	351	333	347				
68%	69%	66%	69%	67%	65%	70%	72%	64%	66%	67%	69%	67%	71%	70%	65%	67%				
120	33	26	40	21	15	9	10	9	9	8	7	16	17	10	1	10				
2%	2%	2%	3%	1%	3%	2%	2%	2%	2%	2%	1%	3%	3%	2%	*	2%				
192	51	50	38	52	25	21	5	20	17	13	12	15	11	8	27	17				
3%	3%	3%	3%	3%	3%	4%	1%	4%	3%	3%	2%	3%	2%	2%	6%	3%				

QZ6. Which of the following best describes you?

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
9160	1017	5143	907	5353	2862	9185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644	
9160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943	
3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511	
3441	790	2650	395	3045	1591	1845	367	425	578	494	731	473	373	792	1072	1577	846	3441	-	
56%	54%	50%	67%	53%	69%	52%	45%	49%	62%	69%	68%	62%	69%	47%	69%	63%	61%	67%	-	
16%	7%	15%	16%	16%	16%	13%	11%	9%	10%	14%	14%	14%	16%	10%	12%	22%	23%	19%	-	
331	80	241	33	298	165	165	36	45	48	48	62	51	41	81	97	164	82	331	-	
5%	7%	5%	4%	6%	5%	4%	4%	5%	4%	6%	5%	7%	7%	5%	5%	6%	7%	5%	-	
122	13	110	10	112	54	68	17	12	22	12	32	13	15	29	34	60	28	122	-	
2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	1%	3%	2%	2%	2%	2%	2%	2%	2%	-	
52	11	10	10	82	42	51	8	13	14	19	30	6	2	22	33	39	8	93	-	
2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	3%	2%	1%	1%	2%	2%	1%	2%	-	
207	52	155	30	177	73	134	36	35	67	30	8	2	8	71	117	10	10	207	-	
3%	4%	3%	4%	3%	4%	3%	4%	3%	4%	3%	4%	3%	2%	4%	4%	3%	4%	4%	-	
59	17	42	10	48	31	27	15	16	12	13	2	-	1	31	24	4	1	-	59	
1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%	-	-	-	2%	1%	-	-	8%	-	
89	17	42	17	41	36	23	9	21	20	6	2	-	-	30	26	2	-	-	89	
1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%	-	-	-	2%	1%	-	-	5%	-	
62	10	52	12	50	37	25	15	17	22	4	3	1	-	32	26	4	1	-	62	
1%	1%	1%	2%	1%	1%	1%	2%	2%	2%	-	-	-	-	2%	1%	-	-	1%	-	
13	-	13	3	11	6	7	4	2	2	1	-	4	-	6	4	4	4	-	13	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	
29	11	63	23	151	106	68	51	45	39	18	15	4	1	96	58	20	5	-	174	
3%	2%	3%	3%	3%	3%	2%	4%	4%	4%	3%	1%	1%	-	4%	3%	1%	-	4%	-	
74	21	145	22	52	31	43	14	26	22	9	3	-	-	40	31	3	-	-	74	
1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	1%	-	-	-	2%	2%	-	-	8%	-	
38	3	35	8	31	17	20	11	16	6	-	2	3	-	27	6	5	3	-	38	
1%	-	1%	1%	1%	1%	1%	1%	2%	1%	-	-	-	-	2%	-	-	-	4%	-	
31	4	27	7	24	10	20	11	5	6	5	4	-	-	16	11	4	-	-	31	
1%	-	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	-	-	3%	-	
85	17	68	18	67	42	42	10	25	22	6	14	7	1	35	28	22	8	-	85	
1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1	2%	1%	1%	1%	9%	-	
266	40	216	54	202	143	112	89	61	64	33	6	-	1	151	97	8	1	-	266	
4%	3%	4%	4%	4%	4%	4%	6%	6%	6%	4%	1%	-	-	6%	6%	-	-	2%	-	
8	2	6	-	8	4	4	4	-	4	-	-	-	-	4	4	-	-	-	8	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
27	9	18	2	25	11	16	16	3	1	2	5	-	-	19	3	5	-	-	27	
1%	1%	1%	1%	1%	1%	1%	2%	1%	-	-	-	-	-	1%	-	-	-	9%	-	
40	4	36	1	40	28	12	10	9	13	3	5	-	-	19	17	5	-	-	40	
1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	-	-	-	4%	
18	3	15	-	18	13	4	2	7	4	2	2	1	-	9	5	4	1	-	18	
-	-	-	-	-	-	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-	
89	15	44	7	52	26	33	8	4	24	8	11	4	1	12	32	15	5	-	89	
1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	-	1%	
9168	1053	4105	607	4551	2467	2983	553	609	829	723	1057	735	622	1163	1522	2413	1357	5158	-	
84%	85%	83%	77%	89%	82%	89%	67%	70%	77%	67%	64%	67%	69%	69%	71%	68%	69%	80%	-	
193	45	148	43	150	110	83	43	56	56	24	7	5	1	99	80	14	6	-	193	
3%	4%	3%	3%	3%	4%	3%	4%	4%	4%	3%	1%	1%	-	4%	4%	1%	-	-	3%	
357	50	307	60	298	192	163	97	102	87	35	28	7	1	139	122	36	8	-	357	
6%	4%	6%	8%	6%	6%	5%	12%	12%	12%	9%	4%	2%	-	12%	10%	1%	1%	-	6%	
348	59	290	71	277	189	159	103	88	90	39	20	7	3	189	130	29	9	-	348	
6%	5%	5%	7%	5%	5%	5%	12%	12%	12%	9%	4%	2%	-	12%	10%	1%	1%	-	6%	
45	12	33	2	43	25	20	18	10	5	3	7	1	-	28	8	9	1	-	45	
1%	1%	1%	-	1%	1%	1%	2%	2%	1%	-	1%	-	-	2%	1%	-	-	-	1%	
943	165	778	176	787	516	425	261	264	238	102	63	20	5	515	340	88	25	-	943	
18%	13%	18%	22%	14%	17%	14%	24%	24%	21%	12%	6%	3%	1%	24%	17%	7%	2%	-	18%	

Proportions/Mean: Columns Tested (5% risk level) - a-b - c-d - e-f - g-h-i-j-k-l-m - n-o-p-q - r-s

QZ6. Which of the following best describes you?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3086	828	2713	179
3441	572	1066	708	1004	1639	1802	1990	1407	298	432	859	843	581	2134	307	2883	771	2527	143
	50%	54%	50%	53%	54%	50%	59%	54%	50%	54%	53%	53%	53%	50%	50%	53%	50%	50%	50%
964	132	281	237	312	413	549	451	500	92	140	255	258	145	653	93	823	220	719	25
16%	12%	15%	17%	19%	14%	18%	14%	12%	18%	19%	18%	18%	13%	17%	17%	16%	17%	18%	9%
331	88	101	63	78	189	142	186	141	26	32	79	77	66	188	27	204	52	265	15
5%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
122	25	47	24	27	71	51	72	50	9	10	31	32	30	73	9	106	24	91	7
2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
93	18	28	21	26	46	47	61	31	8	16	10	30	20	57	8	79	18	69	5
2%	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	1%	2%	2%	1%	2%	2%	1%	2%	2%
207	43	66	52	46	109	98	157	45	11	10	50	61	54	121	11	185	35	168	3
3%	4%	3%	4%	3%	4%	3%	4%	2%	2%	1%	3%	4%	3%	2%	4%	3%	4%	3%	1%
99	10	15	16	18	25	34	44	14	4	8	8	14	13	30	4	45	18	33	9
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
99	19	14	14	11	34	25	48	11	8	5	2	24	20	31	8	51	11	48	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
62	16	25	11	10	41	21	46	13	4	4	13	19	16	36	4	57	4	58	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
13	7	5	-	2	11	2	8	5	1	3	1	-	7	4	1	11	2	9	2
	1%	-	-	-	1	-	1	-	-	-	-	-	1%	-	-	-	-	-	1%
174	57	53	31	34	110	64	133	38	19	10	30	41	47	82	19	141	29	128	18
3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
74	11	23	9	31	34	40	50	23	6	4	13	32	7	48	6	60	18	50	5
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
38	4	8	11	14	13	26	24	12	4	5	8	8	6	21	8	27	16	18	6
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
31	4	12	3	13	15	15	21	10	6	8	7	4	7	18	6	25	7	23	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
85	20	18	18	29	38	47	63	22	5	12	26	17	13	54	7	75	20	61	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
256	76	91	50	39	167	89	205	47	10	15	65	96	47	177	11	233	22	203	31
4%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
8	-	1	2	5	1	7	8	-	2	-	4	-	2	4	2	6	-	7	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
27	5	13	6	3	18	9	18	9	-	11	-	2	6	14	-	27	9	18	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
40	9	22	6	4	31	10	30	8	-	7	15	10	6	32	-	39	1	39	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
18	1	4	2	10	5	13	16	2	-	2	12	1	3	15	-	18	3	14	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
59	18	20	11	9	38	20	39	10	2	-	12	15	7	27	2	38	3	42	13
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
5158	879	1589	1195	1494	2468	2689	2917	2173	444	640	1285	1301	894	3226	456	4321	1121	3839	198
84%	77%	83%	86%	87%	81%	79%	81%	81%	86%	87%	86%	82%	81%	84%	85%	83%	87%	84%	84%
193	53	59	40	41	112	81	146	42	17	19	24	24	18	102	17	165	34	147	12
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
357	84	118	60	95	202	155	258	92	35	34	73	94	72	200	39	292	71	257	29
6%	7%	6%	4%	6%	7%	5%	7%	4%	7%	5%	5%	6%	7%	5%	7%	6%	6%	6%	10%
348	66	110	70	72	206	142	270	70	17	27	95	114	61	235	19	315	42	271	30
8%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
45	7	16	8	14	23	22	34	11	-	13	12	4	9	29	-	44	12	32	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
843	230	304	178	222	543	400	714	215	69	93	204	269	192	566	78	817	160	707	70
15%	21%	16%	13%	13%	11%	12%	16%	9%	13%	13%	14%	17%	16%	15%	14%	12%	16%	17%	27%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QZ6. Which of the following best describes you?

Base : All participants

	Rurality				Nation				Region													
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)			
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975			
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450			
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432			
White - British	3441	2910	531	93	3043	143	155	100	175	453	347	272	329	319	313	400	346	23	120			
50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%			
White - English	964	782	182	25	912	25	21	6	45	114	79	100	70	131	75	178	121	7	17			
16%	16%	15%	21%	15%	16%	15%	7%	4%	16%	17%	16%	22%	19%	23%	19%	21%	23%	11%	4%			
White - Scottish	331	278	54	24	42	287	1	1	5	3	4	5	3	5	4	35	11	253	2			
3%	3%	2%	6%	1%	3%	3%	1%	1%	3%	3%	1%	1%	1%	3%	1%	3%	3%	3%	3%			
White - Welsh	122	92	30	11	29	1	92	1	7	7	7	7	7	4	2	2	7	*	1			
2%	2%	2%	3%	1%	1%	1%	31%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%			
White - Irish	93	77	16	8	40	2	1	49	1	3	3	7	7	4	14	8	1	*	2			
2%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	*	*	1			
Any other white background (please specify)	207	187	20	4	180	15	6	6	3	12	5	9	15	26	53	35	22	*	15			
3%	3%	4%	2%	2%	3%	3%	2%	3%	1%	2%	1%	2%	3%	2%	7%	4%	4%	*	3%			
Mixed - White and Black Caribbean	99	59	*	*	58	*	*	*	1	4	*	3	5	2	33	10	1	*	*			
1%	1%	1%	*	*	1%	*	*	*	1%	1%	1%	1%	1%	1%	4%	1%	1%	*	*			
Mixed - White and Black African	69	53	*	*	54	2	3	*	1	14	4	*	1	6	19	8	2	*	2			
1%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	*	1			
Mixed - White and Asian	62	55	7	*	59	3	1	*	2	1	5	6	8	3	14	20	*	*	3			
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	*	1%			
Any other mixed background (please specify)	13	13	*	*	10	3	*	*	*	*	*	*	*	3	6	*	*	*	1%			
Asian and British Asian - Indian	174	169	5	*	166	6	2	1	2	8	15	16	22	20	48	29	7	*	6			
3%	3%	3%	1%	*	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%			
Asian and British Asian - Pakistani	74	74	*	*	70	1	2	1	1	10	15	2	20	*	17	2	4	*	1			
1%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	*	1			
Asian and British Asian - Bangladeshi	38	34	4	*	37	1	*	*	1	7	3	*	3	*	16	7	*	*	1			
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	*	1			
Any other Asian background (please specify)	31	26	5	*	27	1	2	1	1	4	1	4	3	1	2	13	*	1	1			
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1			
Black and Black British - Caribbean	85	85	*	*	82	2	1	*	*	1	2	4	12	3	55	3	1	*	2			
1%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	7%	1%	1%	*	*			
Black and Black British - African	256	253	2	1	232	16	4	3	10	19	14	15	30	21	85	32	6	*	15			
4%	4%	4%	1	1	4%	3%	2%	2%	2%	3%	3%	3%	3%	3%	6%	4%	1%	1%	3%			
Any other Black background (please specify)	8	8	*	*	8	*	*	*	1	2	*	*	3	*	3	*	*	*	*			
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%			
Middle Eastern, including Arabic origin	27	27	*	*	26	1	*	*	*	3	1	*	*	1	16	2	2	*	1			
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	*	1			
Chinese	40	40	1	*	36	3	1	1	2	8	1	5	2	4	7	4	3	*	3			
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%			
Any other background (please specify)	18	17	*	*	13	3	1	*	*	*	*	*	3	1	7	*	2	*	3			
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%			
I prefer not to answer	69	55	4	1	53	4	2	*	1	7	3	1	8	11	15	5	1	*	4			
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%			
NET White	5158	4325	833	165	4246	473	276	163	228	592	438	392	424	495	460	718	500	66	407			
84%	84%	82%	87%	86%	82%	81%	84%	86%	81%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%			
NET Mixed	193	185	8	*	181	7	4	1	3	19	10	9	14	14	72	38	2	*	7			
3%	3%	3%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%			
NET Asian	357	342	15	1	336	12	6	3	6	34	39	26	48	26	101	42	14	1	11			
6%	6%	6%	2%	2%	6%	2%	2%	2%	3%	6%	6%	6%	6%	6%	12%	5%	3%	1%	2%			
NET Black	348	348	2	1	322	17	6	3	11	20	16	20	48	26	130	57	8	*	17			
8%	8%	8%	1%	1%	8%	3%	2%	2%	6%	3%	3%	3%	3%	3%	13%	4%	1%	1%	4%			
NET Other	46	44	*	*	39	4	1	*	3	1	*	*	*	3	23	2	3	*	4			
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%			
NET EMG	843	819	25	2	879	41	17	7	21	76	67	55	111	67	335	110	28	1	39			
15%	15%	15%	3%	1%	15%	15%	6%	4%	9%	15%	15%	12%	12%	12%	13%	14%	5%	2%	8%			

Proportions/Mean: Columns Tested (5% risk level) - a-b-c - d-e-f-g - h-i-j-k-l-m-n-o-p-q-r
* small base

QZ6. Which of the following best describes you?

Base : All participants

	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges			
	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time and HH income <£11.5 (h)	Use 2nd class all/most of the time and Not Working (i)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)			
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4708	
Weighted Base	6160	2413	2163	3502	3253	2413	180	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
White - British	3441	1333	1298	1914	1879	1333	84	463	1298	134	634	1203	1355	416	312	137	2558	449	1437	1287	386	201	111	2723	312	783	2650	
56%	55%	60% ab	55%	59% ab	55%	53%	51%	61% ab	60%	63%	60%	60% ab	60%	55%	52%	53%	56%	61% ab	54%	55%	56%	57%	56%	62%	55%	58%	52%	57% ab
White - English	964	290	437	460	607	290	31	137	437	38	260	355	373	143	84	36	728	120	405	343	102	70	38	747	109	216	748	
76%	72%	79% ab	73%	79% ab	72%	70% ab	76% ab	76% ab	76%	78%	76% ab	76%	78%	14%	14%	15%	76%	75%	76%	75%	75%	75%	76%	75%	76%	74%	76%	
White - Scottish	351	134	109	189	165	134	8	50	109	12	55	104	145	34	32	16	249	48	139	121	43	20	6	261	26	58	224	
5%	6%	5%	5%	5%	5%	6%	5%	7%	5%	6%	5%	5%	6%	4%	6%	7%	6%	5%	5%	5%	6%	4%	5%	5%	5%	4%	5% ab	
White - Welsh	122	45	47	67	68	45	2	13	47	4	25	27	53	19	18	5	80	23	56	39	9	11	7	95	17	26	96	
2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	3%	4%	2%	1%	2%	73	
White - Irish	93	34	31	50	47	34	3	10	31	10	31	7	14	5	10	2	21	12	11	19	7	1%	2	79	20	73	73	
2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	2%	
Any other white background (please specify)	207	96	43	127	74	96	2	19	43	3	8	36	84	47	29	11	119	39	78	80	30	16	2	158	18	57	151	
3%	6% ab	2%	6% ab	2%	4%	4%	1%	2%	2%	1%	1%	2%	9%	6% ab	3%	3%	9%	3%	3%	3%	4%	4%	1%	3%	3%	4%	3%	
Mixed - White and Black Caribbean	89	26	12	41	28	26	1	3	12	-	4	23	19	4	8	4	43	12	31	20	5	4	-	50	4	15	44	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	50	4	1%	1%		
Mixed - White and Black African	69	41	12	47	18	41	3	6	12	2	-	20	25	9	4	4	45	4	26	21	2	2	-	47	2	26	32	
1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	47	2	26	32	
Mixed - White and Asian	62	29	18	41	30	29	2	5	18	1	4	16	30	13	-	3	45	3	27	22	9	1	3	49	5	21	41	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%		
Any other mixed background (please specify)	13	3	2	7	11	3	-	2	3	1	3	4	7	2	-	-	10	-	8	5	1	-	-	12	-	3	10	
Asian and British Asian - Indian	174	77	34	121	78	77	5	9	34	7	9	57	68	23	25	1	125	26	80	79	12	-	3	158	3	70	104	
3%	3%	2%	3%	2%	2%	3%	1%	1%	2%	1%	1%	3%	3%	3%	4%	-	3%	3%	3%	3%	2%	-	2%	3%	3%	3%	2%	
Asian and British Asian - Pakistani	74	36	15	49	27	36	4	8	15	1	6	13	42	8	9	1	54	10	26	33	11	3	1	59	4	41	33	
1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Asian and British Asian - Bangladeshi	38	15	4	28	16	15	4	8	7	14	5	7	14	5	10	2	21	12	11	19	7	1%	-	1%	1%	1%	1%	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Any other Asian background (please specify)	31	18	6	23	11	18	2	-	6	3	5	7	16	4	3	-	24	3	11	15	3	2	-	26	2	9	22	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Black and Black British - Caribbean	85	28	19	52	43	28	2	6	19	1	4	15	37	15	9	9	52	18	41	25	9	10	-	66	10	19	66	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	2%	1%	1%		
Black and Black British - African	256	141	43	186	89	141	6	17	43	1	11	72	123	36	14	7	195	20	129	88	22	5	2	227	6	89	165	
4%	6% ab	2%	6% ab	3%	3%	2%	2%	2%	2%	1%	1%	4%	9% ab	9% ab	2%	2%	4%	2%	9% ab	4% ab	3%	1%	1%	9% ab	1%	9% ab	4%	
Any other Black background (please specify)	8	5	3	5	3	5	2	-	3	-	-	4	2	1	-	-	6	-	5	1	1	-	-	7	-	4	4	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Middle Eastern, including Arabic origin	27	13	-	19	6	13	-	4	-	-	-	1	14	6	2	2	15	4	5	16	1	2	-	21	2	10	17	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Chinese	40	8	13	20	15	8	-	5	13	-	5	7	15	8	8	2	22	10	10	20	4	6	1	30	7	14	26	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
Any other background (please specify)	18	8	-	15	8	8	-	-	-	-	-	2	3	2	4	6	5	10	9	5	2	2	-	14	2	-	18	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
I prefer not to answer	59	33	12	41	20	33	-	4	12	2	5	9	35	12	-	4	44	4	20	30	7	2	-	50	2	19	40	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
NET White	5158	1933	1955	2807	2841	1933	131	692	1966	192	992	1761	2035	647	483	210	3798	693	2167	1896	580	320	168	4063	486	1160	3998	
84%	80%	81% ab	80%	81% ab	80%	80%	82%	81% ab	81%	80%	81% ab	81% ab	82%	81%	80%	81%	81% ab	81%	83%	82%	80%	81% ab	81% ab	83%	81% ab	81%	76%	81%
NET Mixed	193	98	48	138	86	98	9	16	48	3	11	63	81	29	13	7	143	19	91	67	24	7	3	159	10	65	128	
3%	4% ab	2%	4% ab	3%	4% ab	3%	4%	2%	3%	2%	1%	3%	3%	2%	2%	3%	2%	3%	4%	3%	4%	2%	2%	3%	2%	3%	3%	
NET Asian	357	154	71	241	158	154	15	25	71	13	27	90	156	49	55	6	246	61	138	164	38	11	7	303	17	154	203	
4%	4% ab	3%	4% ab	3%	4% ab	4%	3%	3%	4%	3%	3%	4%	6% ab	6%	6%	3%	5%	5%	5%	6% ab	5%	3%	4%	6% ab	3%	6% ab	4%	
NET Black	348	174	65	243	134	174	9	23	65	2	14	91	162	55	23	16	253	39	175	134	32	15	2	259	16	112	236	
6%	7% ab	4%	7% ab	4%	6%	6%	2%	3%	6%	1%	1%	5%	7% ab	7% ab	4%	6%	6%	5%	7% ab	6%	5%	4%	1%	6% ab	3%	7% ab	5%	
NET Other	45	21	-	34	13	21	-	4	-	-	-	3	17	8	6	8	20	14	14	22	3	3	-	36	3	10	35	
1%	1% ab	1%	1% ab	1%	1%	1%	1%	1%	1%	1%	1%	1%	1% ab	1% ab	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
NET EMG	943	447	185	655	392	447	29	68	185	19	53	247	416	141	95	37	663	133	419	377	95	36	12	796	47	342	601	
15%	19% ab	9%	19% ab	12% ab	16% ab	19% ab	9%	9%	9%	9%	9%	12%	17% ab	16% ab	17% ab	15%	19% ab	16%1										

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QZ6. Which of the following best describes you?

Base : All participants

	Total	Housebound			Disability			Internet access						Don't know (l)
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)		
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22	
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**	
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15	
White - British	3441	228	3181	22	1193	2295	163	3289	62	29	51	3379	10	
56%	58%	55%	54%	54%	59%	55%	52%	56%	53%	51%	57%	56%	47%	
White - English	964	52	907	5	336	600	27	932	10	12	6	954	3	
16%	16%	16%	12%	2%	24%	14%	9%	16%	8%	20%	10%	16%	16%	
White - Scottish	331	17	313	1	104	213	15	310	9	7	5	325	1	
5%	5%	5%	2%	6%	5%	5%	5%	5%	7%	12%	8%	5%	5%	
White - Welsh	122	7	115	*	32	84	6	120	1	1	1	121	*	
2%	2%	2%	*	2%	2%	2%	2%	2%	1%	2%	1%	2%	1%	
White - Irish	93	2	90	1	27	63	3	89	2	2	3	90	*	
2%	1%	2%	2%	2%	2%	2%	1%	2%	1%	3%	-	2%	*	
Any other white background (please specify)	207	3	204	-	32	163	11	207	-	-	-	207	-	
3%	1%	1%	-	2%	2%	2%	4%	4%	-	-	-	3%	-	
Mixed - White and Black Caribbean	69	-	59	-	11	38	9	56	3	-	-	59	-	
1%	-	1%	-	1%	1%	1%	1%	1%	2%	-	-	1%	-	
Mixed - White and Black African	69	-	59	-	14	40	4	58	*	-	-	59	-	
1%	-	1%	-	1%	1%	1%	1%	1%	-	-	-	1%	-	
Mixed - White and Asian	62	1	59	2	13	39	10	60	2	1	-	62	-	
1%	-	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	-	
Any other mixed background (please specify)	13	-	12	1	4	9	-	13	-	-	-	13	-	
* -	-	-	2%	1%	4	9	-	13	-	-	-	13	-	
Asian and British Asian - Indian	174	4	170	*	20	144	10	165	6	2	-	173	2	
3%	1%	3%	1%	7%	1%	1%	3%	3%	5%	3%	-	2%	7%	
Asian and British Asian - Pakistani	74	7	65	3	12	57	4	66	5	-	-	72	2	
1%	2%	1%	3%	1%	1%	1%	1%	1%	1%	-	-	1%	10%	
Asian and British Asian - Bangladeshi	38	4	34	*	11	23	4	37	-	-	2	37	-	
1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	2%	1%	-	
Any other Asian background (please specify)	31	1	29	1	3	26	2	28	3	-	-	31	-	
1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	-	
Black and Black British - Caribbean	85	3	82	-	20	55	10	83	1	-	-	85	-	
1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	1%	-	
Black and Black British - African	266	5	247	4	33	205	17	241	10	3	1	254	-	
4%	2%	4%	2%	2%	2%	2%	4%	4%	9%	5%	2%	4%	-	
Any other Black background (please specify)	8	-	8	-	-	8	-	6	-	-	-	6	1	
* -	-	-	-	-	-	-	-	6	-	-	-	6	6%	
Middle Eastern, including Arabic origin	27	-	27	-	6	18	2	25	2	-	-	27	-	
* -	-	-	-	-	6	18	2	25	2	-	-	27	-	
Chinese	40	2	38	-	2	36	2	38	2	-	-	40	-	
1%	1%	1%	-	2%	1%	1%	1%	1%	2%	-	-	1%	-	
Any other background (please specify)	18	-	18	-	3	15	-	18	-	-	-	18	-	
* -	-	-	-	-	3	15	-	18	-	-	-	18	-	
I prefer not to answer	69	-	57	2	7	40	12	56	-	1	-	57	2	
1%	-	1%	2%	1%	1%	1%	1%	1%	-	2%	-	1%	8%	
NET White	5168	309	4821	28	1515	3418	225	4947	83	50	63	5080	15	
84%	52%	52%	69%	54%	55%	55%	72%	54%	70%	50%	54%	54%	69%	
NET Mixed	193	1	189	3	43	127	23	187	5	1	-	193	-	
3%	-	1%	3%	3%	3%	3%	3%	3%	4%	2%	-	3%	-	
NET Asian	357	18	336	4	49	286	22	334	17	2	2	352	4	
6%	5%	5%	10%	3%	5%	5%	6%	5%	6%	3%	2%	5%	17%	
NET Black	348	8	336	4	53	268	27	331	12	3	1	345	1	
6%	2%	2%	3%	3%	2%	2%	6%	6%	10%	5%	2%	6%	6%	
NET Other	45	-	45	-	9	33	2	43	2	-	-	45	-	
1%	-	1%	-	1%	1%	1%	1%	1%	1%	-	-	1%	-	
NET EMG	943	27	805	11	154	715	74	895	35	6	3	935	5	
15%	8%	15%	20%	9%	17%	17%	24%	15%	19%	10%	4%	15%	23%	

Proportions/Means: Columns Tested (5% risk level) - abc - def - ghi/jkl
 * small base, ** very small base (under 30) ineligible for sig testing

QZ6. Which of the following best describes you?

Base : All participants

Total	Quarter				Month															
	Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
3441	876	876	846	842	262	314	300	331	278	268	278	293	275	273	261	309				
56%	57%	57%	57%	55%	53%	59%	57%	62%	58%	54%	54%	57%	55%	54%	51%	59%				
964	235	250	253	228	81	71	83	79	82	90	99	78	76	76	85	65				
16%	15%	16%	16%	15%	17%	13%	16%	15%	16%	18%	19%	15%	15%	15%	17%	12%				
331	88	83	84	86	34	28	25	27	27	21	29	24	24	25	29	33				
8%	6%	5%	5%	6%	7%	5%	5%	5%	5%	4%	6%	6%	5%	5%	6%	6%				
122	39	29	23	31	16	15	9	6	16	8	9	8	7	13	10	8				
2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	1%	1%	1%	2%	2%				
93	20	23	21	29	7	7	7	6	8	9	10	6	5	9	8	12				
2%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	2%				
207	48	40	55	64	21	18	9	9	15	17	14	22	19	22	20	23				
3%	3%	3%	4%	4%	4%	3%	2%	2%	3%	3%	3%	4%	4%	4%	4%	4%				
99	14	8	19	17	4	5	5	3	1	4	4	8	8	7	6	4				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%				
99	14	14	20	10	5	5	4	4	5	7	6	10	10	2	4	5				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%				
62	8	13	14	27	1	3	4	4	4	4	3	9	2	6	20	1				
1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%				
13	5	2	4	3	2	2	1	2	1	1	1	4	1	4	2	1				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
174	48	44	36	47	8	21	19	9	17	17	9	12	15	16	15	16				
3%	3%	3%	2%	3%	2%	4%	4%	2%	3%	4%	2%	2%	3%	3%	3%	3%				
74	20	16	21	17	4	7	8	5	6	5	3	8	10	6	5	6				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%				
38	9	17	3	10	4	3	3	7	8	2	3	3	5	4	2	2				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
31	4	6	14	8	1	3	1	4	2	1	5	3	6	3	2	2				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
85	21	26	23	15	6	6	9	8	11	8	13	8	3	8	2	5				
1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	1%	2%	2	1%				
256	60	50	81	65	19	18	23	14	20	16	26	26	29	20	24	20				
4%	4%	3%	6%	4%	4%	3%	4%	3%	4%	3%	5%	5%	6%	4%	5%	4%				
8	1	4	1	2	1	1	1	1	1	1	1	1	1	1	2	1				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
27	7	9	3	7	4	1	2	1	4	5	1	1	2	1	2	5				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
40	18	6	12	6	6	1	11	1	4	1	6	3	2	2	2	2				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
18	3	7	5	3	1	1	1	2	1	5	2	1	3	1	3	1				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
99	15	19	3	22	4	4	7	8	2	9	2	1	1	10	5	7				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
5188	1306	1294	1281	1277	421	452	432	458	424	412	438	436	406	417	413	448				
84%	84%	84%	83%	83%	80%	80%	82%	80%	84%	83%	85%	84%	81%	82%	81%	86%				
193	41	37	58	57	12	15	14	13	10	15	12	23	23	15	32	9				
3%	3%	2%	4%	4%	3%	3%	3%	3%	2%	3%	3%	2%	4%	3%	3%	2%				
367	96	86	85	87	23	34	40	26	36	26	24	26	36	32	28	27				
6%	6%	6%	6%	6%	5%	6%	6%	6%	5%	7%	5%	5%	6%	7%	6%	5%				
348	80	81	105	82	25	24	31	26	31	23	39	33	33	28	28	26				
6%	5%	5%	7%	5%	5%	5%	6%	5%	6%	5%	6%	6%	6%	6%	6%	5%				
46	10	16	8	10	5	5	3	2	2	4	10	3	5	1	6	5				
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
943	229	222	256	237	66	76	87	66	81	74	78	82	96	76	94	66				
15%	15%	14%	17%	15%	13%	14%	17%	17%	12%	16%	15%	15%	16%	19%	15%	13%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p

Q27. What is your annual household income (from all sources, before tax)?

Table 461

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	805	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	760	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Under £11,500 per year	515	104	412	69	446	222	292	77	55	65	61	120	68	68	132	126	257	136	444	69
8%	8%	8%	8%	9%	8%	7%	9%	6%	6%	7%	11%	9%	11%	11%	8%	6%	10%	10%	9%	7%
£11,500 - £17,499 per year	733	137	596	84	649	323	405	79	76	97	86	164	119	125	155	162	306	242	640	93
12%	11%	12%	11%	12%	11%	11%	12%	10%	9%	9%	10%	14%	13%	13%	9%	9%	10%	11%	12%	10%
£17,500 - £29,999 per year	1501	175	1327	190	1312	726	770	164	218	283	171	252	226	188	382	453	686	414	1285	204
24%	14%	22%	24%	24%	24%	25%	25%	20%	25%	28%	21%	22%	24%	20%	23%	23%	26%	26%	25%	22%
£30,000 - £49,999 per year	1885	254	1330	244	1341	800	785	183	253	349	225	272	170	128	441	573	570	298	1301	269
26%	21%	27%	31%	25%	27%	22%	22%	30%	30%	37%	27%	24%	22%	20%	25%	25%	23%	22%	25%	29%
£50,000+ per year	1100	185	915	163	937	627	473	178	168	252	200	193	80	30	344	453	303	110	894	189
18%	15%	16%	21%	17%	21%	24%	15%	24%	19%	29%	26%	17%	11%	5%	20%	22%	22%	7%	17%	14%
I don't know / I prefer not to answer	728	376	349	40	695	312	412	143	93	76	80	133	89	63	239	169	325	187	594	108
12%	31%	7%	5%	13%	10%	12%	15%	17%	11%	11%	7%	11%	12%	14%	14%	8%	33%	13%	12%	11%

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Under £11,500 per year	515	10	68	48	390	78	437	136	371	515	-	-	-	-	515	-	-	203	233	20
8%	1%	9%	5%	10%	3%	4%	10%	4%	10%	100%	-	-	-	-	100%	-	8%	8%	7%	7%
£11,500 - £17,499 per year	733	37	182	105	409	219	514	287	434	-	733	-	-	733	-	733	309	404	23	8%
12%	3%	9%	8%	24%	7%	17%	8%	10%	100%	-	100%	-	-	100%	-	100%	24%	8%	8%	23
£17,500 - £29,999 per year	1501	152	518	370	461	670	831	857	635	-	1501	-	-	1501	-	1501	302	1098	51	51
24%	13%	10%	10%	10%	22%	17%	22%	22%	22%	-	100%	-	-	100%	-	100%	24%	18%	18%	18%
£30,000 - £49,999 per year	1585	347	586	433	219	932	652	1133	442	-	-	1585	-	1585	-	1585	198	1362	24	24
26%	31%	31%	31%	13%	31%	31%	21%	31%	18%	-	-	100%	-	41%	-	31%	18%	39%	8%	8%
£50,000+ per year	1100	440	343	262	65	783	317	912	178	-	-	-	1100	-	-	1100	67	1017	16	16
18%	16%	10%	10%	10%	3%	10%	10%	7%	7%	-	-	-	100%	-	-	100%	9%	100%	6%	6%
I don't know/ I prefer not to answer	726	150	217	166	391	368	357	345	338	-	-	-	-	-	18	257	98	474	154	154
12%	13%	17%	12%	17%	12%	11%	9%	14%	14%	-	-	-	-	-	3%	8%	8%	10%	51%	51%

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3269	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67*	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Under £11,500 per year	515	452	63	26	428	42	32	13	22	45	50	28	53	53	64	60	53	8	35	
9%	8%	9%	7%	13%ab	8%	8%	11%	8%	9%	7%	10%	8%	10%	9%	8%	7%	10%	11%	8%	
£11,500 - £17,499 per year	733	623	110	18	631	45	31	26	34	82	73	68	59	67	76	109	63	4	40	
12%	12%	12%	13%	11%	12%a	9%	11%	18%ad	14%a	12%	14%ap	18%ap	11%	12%	9%	13%	12%	6%	9%	
£17,500 - £29,999 per year	1801	1305	196	35	1272	122	72	35	77	165	155	107	150	113	184	194	129	21	101	
24%	23%	23%	21%	12%a	24%	24%	20%	20%	21%abwxyz	24%	21%abwxyz	24%	24%	20%	23%	24%	24%	13%ab	23%	
£30,000 - £49,999 per year	1685	1364	220	52	1348	127	69	40	62	166	120	130	135	148	231	217	139	16	111	
26%	26%	26%	26%	31%	26%	25%	23%	24%	25%	23%	24%	29%	25%	26%	29%	26%	26%	24%	25%	
£50,000+ per year	1100	910	180	27	901	112	53	34	26	108	76	78	61	113	176	169	95	12	100	
18%	17%	17%	12%ab	16%	17%a	16%	16%	20%	11%	15%ab	15%	13%ab	11%	20%ab	17%ab	18%ab	13%ab	16%	22%ab	
I don't know/ I prefer not to answer	726	643	82	34	597	69	38	23	29	109	34	37	85	79	79	94	50	6	63	
12%	12%a	10%	10%	11%	12%	13%	13%	13%	12%j	16%kxyz	7%	8%	16%klxyz	14%jk	10%	11%j	10%	9%	14%jk	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QZ7. What is your annual household income (from all sources, before tax)?

Table 461

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706	
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640	
Effective Base	3716	1429	1318	1964	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816	
Under £11,500 per year	815	157	204	252	259	157	102	106	204	204	154	167	208	31	32	24	375	55	216	184	52	33	27	400	60	171	344	
8%		7%	9%	7%	9%	7%	9%	10%	9%	9%	10%	8%	8%	5%	5%	10%	8%	7%	8%	8%	8%	9%	10%	8%	11%	8%	11%	7%
£11,500 - £17,499 per year	733	260	247	414	401	260	-	154	247	-	162	285	248	103	62	28	534	90	321	241	91	45	26	561	70	195	538	
12%		11%	11%	12%	12%	11%	-	10%	11%	-	10%	10%	10%	13%	11%	11%	12%	11%	12%	10%	12%	13%	14%	11%	13%	13%	12%	
£17,500 - £29,999 per year	1801	613	538	843	768	613	-	207	538	-	308	525	620	169	120	59	1146	180	653	567	156	86	30	1220	116	398	1104	
24%		25%	25%	24%	24%	24%	-	27%	25%	-	29%	25%	25%	21%	21%	24%	25%	22%	25%	25%	23%	24%	17%	25%	22%	26%	24%	
£30,000 - £49,999 per year	1688	681	540	959	818	681	-	140	540	-	211	502	683	188	165	46	1185	211	675	613	170	88	35	1288	122	398	1186	
26%		25%	25%	27%	25%	25%	-	10%	25%	-	20%	25%	24%	24%	20%	18%	25%	25%	26%	27%	25%	25%	19%	26%	23%	26%	26%	
£50,000+ per year	1100	465	387	644	586	465	-	43	387	-	89	310	455	156	117	61	765	178	481	418	115	57	24	900	81	234	866	
16%		19%	18%	18%	17%	19%	-	6%	18%	-	8%	15%	16%	16%	16%	17%	20%	17%	16%	18%	17%	16%	14%	18%	15%	15%	15%	
I don't know/ I prefer not to answer	728	236	247	390	400	236	3	113	247	9	125	227	271	103	88	29	498	116	260	281	98	49	36	541	86	123	602	
12%		10%	11%	11%	12%	10%	2%	19%	11%	4%	12%	11%	11%	13%	10%	12%	11%	14%	10%	12%	14%	14%	20%	11%	16%	8%	15%	

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3470	31	1078	2454	191	3551	69	38	46	3657	15
Under £11,500 per year	515	57	451	7	235	248	12	489	12	7	25	489	1
	8%	17% b	8%	17%	14% a	6%	19% a	8%	10%	13%	35% g,h,i	8%	7%
£11,500 - £17,499 per year	733	52	678	3	305	389	39	674	22	10	24	705	3
	12%	15%	12%	8%	15% a	9%	12%	11%	18%	17%	37% g,h,i	12%	16%
£17,500 - £29,999 per year	1561	98	1391	13	470	951	80	1443	33	18	2	1454	6
	24%	29%	24%	31%	35% a	23%	26%	24% i	38% i	31% i	3%	35% j	27%
£30,000 - £49,999 per year	1885	55	1523	6	350	1188	46	1553	21	7	*	1581	4
	26%	16%	25% a	16%	27%	22% d	15%	23% i	15% i	13% i	*	23% j	17%
£50,000+ per year	1100	45	1052	3	165	920	29	1093	12	7	*	1099	1
	18%	13%	16%	8%	10%	22% d	9%	18% i	16% i	12% i	*	16% j	3%
I don't know/ I prefer not to answer	726	29	688	9	151	489	85	678	18	8	14	705	7
	12%	9%	12%	21% a	9%	12% d	27% a,e	12%	16%	14%	24% g,i	12%	31%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
 * small base, ** very small base (under 30) - ineligible for sig. testing

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6100	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	9100	1550	1535	1539	1536	491	532	527	532	496	518	518	503	503	521	521	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Under £11,500 per year	518	117	158	132	108	34	39	45	65	59	35	52	38	41	37	33	38				
8%	8%	8%	10%ad	9%	7%	7%	7%	9%	12%adlnop	12%ad	7%	10%	7%	8%	7%	6%	7%				
£11,500 - £17,499 per year	733	179	173	175	206	57	57	64	65	52	55	63	58	55	83	53	70				
12%	12%	12%	17%	17%	12%	12%	12%	11%	12%	12%	10%	11%	12%	11%	12%adlnop	10%	13%				
£17,500 - £29,999 per year	1501	357	400	368	376	105	129	123	126	138	135	130	115	123	126	128	123				
24%	24%	23%	26%	24%	24%	21%	24%	23%	24%	27%	27%	25%	22%	24%	25%	25%	24%				
£30,000 - £49,999 per year	1685	415	376	421	373	123	142	150	116	115	145	136	156	129	100	144	129				
28%	28%	27%	25%	27%	24%	25%	23%ad	23%ad	22%	23%	23%ad	26%	26%	26%	20%	20%	25%				
£50,000+ per year	1100	252	254	269	284	90	114	89	88	92	74	82	97	91	97	89	99				
18%	18%	19%	17%	18%	19%	18%	21%ad	17%	16%	18%	15%	16%	19%	18%	19%	17%	19%				
I don't know/ I prefer not to answer	726	190	174	174	188	82	52	56	72	50	52	55	55	64	60	65	63				
12%	12%	12%	11%	17%	12%	17%adlnop	10%	17%	14%	10%	10%	17%	17%	13%	12%	13%	12%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Table 462

Base : Did not declare an annual household income

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	681	313	368	41	640	290	388	159	78	73	77	120	98	76	237	150	294	174	583	76
Weighted Base	726	378	348	40**	696	312	412	143*	93*	76*	90*	138*	99*	88*	236	166	325	167	594	108*
Effective Base	438	227	212	25	414	194	244	96	50	51	52	80	63	50	145	102	192	112	364	61
Under £11,500	18	10	8	-	18	8	10	2	3	1	1	4	1	5	5	2	10	7	12	6
3%		3%	2%		3%	3%	2%	2%	3%	2%	1%	3%	1%	6%	2%	1%	3%	4%	2%	6%
Over £11,500	297	192	74	18	281	123	133	64	44	28	23	37	29	31	108	51	97	60	201	61
35%		48% h	21%	40%	35%	40%	32%	69% h	69% h	37%	26%	27%	29%	35%	48% o q	31%	30%	32%	34%	43% r
I don't know	67	22	46	5	62	30	37	36	16	5	2	4	1	3	52	8	7	4	53	14
9%		6%	21% h	13%	9%	10%	9%	28% h q am	17% h am	7%	2%	3%	1%	3%	22% o q	5%	2%	2%	9%	13%
I prefer not to answer	384	164	220	19	365	150	232	40	30	41	64	68	68	48	70	104	210	116	326	37
53%		43%	53% h	46%	53%	48%	56%	28%	32%	54% gh	71% gh	66% gh	66% gh	65% gh	30%	63% un	65% un	62% un	60% h	34%

Proportions/Means. Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base, ** very small base (under 30) ineligible for sig testing

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	681	168	204	139	179	362	318	277	369	-	-	-	-	-	-	17	226	102	434	145
Weighted Base	726	150*	217	166*	191	368	357	346	338	-**	-**	-**	-**	-**	-**	18**	257	98*	474	154*
Effective Base	439	89	127	99	123	216	222	185	238	-	-	-	-	-	-	11	151	67	280	93
Under £11,500	18	2	*	4	11	3	15	3	12	-	-	-	-	-	-	18	-	3	8	2
3%	2%	-	-	3%	6.2%	1%	6.2%	1%	4%	-	-	-	-	-	-	100%	-	93%	2%	1%
Over £11,500	267	63	77	49	67	139	116	136	116	-	-	-	-	-	-	-	257	49	186	22
35%	42%	35%	30%	35%	38%	33%	39%	34%	-	-	-	-	-	-	-	-	100%	69%	39%	14%
I don't know	67	16	20	9	23	35	32	32	31	-	-	-	-	-	-	-	-	11	43	13
9%	10%	9%	5%	12%	10%	9%	9%	9%	9%	-	-	-	-	-	-	-	-	12%	9%	9%
I prefer not to answer	384	69	121	103	91	190	194	174	179	-	-	-	-	-	-	-	-	30	238	117
53%	46%	56%	62% ^{ab}	47%	52%	54%	50%	53%	-	-	-	-	-	-	-	-	-	30%	64% ^{ab}	76% ^{ab}

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base, ** very small base (under 30) ineligible for sig. testing

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Rurality				Nation				Region											
	Total	Urban (a)	Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	681	521	160	62	378	108	110	85	38	58	27	29	57	52	38	43	36	10	88	
Weighted Base	726	643	82	11**	597	69*	38*	23*	29*	109*	34**	37**	85*	79*	79*	94*	50*	6**	63*	
Effective Base	439	399	42	11	333	48	64	54	33	55	25	27	53	49	36	41	33	3	46	
Under £11,500	18	18	*	-	16	1	1	*	1	2	1	-	1	-	3	2	5	-	1	
3%	3%	3%	1%	-	3%	2%	1%	2%	2%	2%	4%	-	2%	-	4%	2%	100%	-	2%	
Over £11,500	267	225	31	2	220	14	19	4	8	23	15	13	31	23	39	44	25	*	14	
35%	35%	35%	38%	16%	37% ^{ab}	20%	60% ^{ab}	17%	28%	21%	44%	34%	37%	29%	48% ^{ab}	47% ^{ab}	48% ^{ab}	5%	22%	
I don't know	67	54	13	1	49	7	5	6	6	14	3	4	4	2	5	7	3	-	7	
9%	9%	8%	16%	8%	8%	11%	13%	50% ^{ab}	53% ^{ab}	13%	10%	12%	5%	3%	6%	7%	7%	-	11%	
I prefer not to answer	384	347	37	8	312	46	13	12	14	70	14	20	48	54	32	41	17	6	41	
53%	53%	54%	45%	75%	62% ^{ab}	67% ^{ab}	36%	64% ^{ab}	49%	64% ^{ab}	43%	54%	67% ^{ab}	69% ^{ab}	41%	44%	34%	95%	69% ^{ab}	

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

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards					Reliance on postal service for sending/receiving parcels						Affordability challenges					
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)	
Unweighted Base	681	214	227	348	361	214	3	113	227	8	134	204	257	95	79	40	461	119	256	262	80	49	28	518	77	121	560	
Weighted Base	726	236	247	390	400	236	3**	113*	247	9**	125*	227	271	103*	88*	29**	498	116*	260	281	98*	49*	36**	541	86*	123*	602	
Effective Base	439	140	145	228	233	140	2	76	145	5	86	131	165	62	54	25	296	78	156	172	57	31	21	328	52	77	362	
Under £11,500	18	3	9	9	15	3	3	1	9	0	9	7	6	2	3	-	13	3	4	5	6	1	1	10	3	8	10	
	3%	1%	4%	2%	4%	1%	100%	1%	4%	100%	7%	3%	2%	2%	4%	-	3%	3%	2%	2%	6%	3%	3%	2%	3%	3%	5%	2%
Over £11,500	257	96	82	148	135	96	-	45	82	-	41	80	85	47	32	13	165	45	94	87	38	27	10	181	37	23	234	
	35%	41%	33%	38%	34%	41%	-	40%	33%	-	33%	35%	31%	43%	37%	44%	33%	39%	36%	31%	39%	34%	29%	33%	43%	19%	43%	
I don't know	67	13	18	31	36	13	-	5	18	-	8	17	28	10	7	3	45	10	23	32	7	2	2	55	4	18	49	
	9%	6%	8%	8%	9%	6%	-	5%	8%	-	6%	8%	10%	10%	8%	9%	9%	8%	9%	11%	7%	5%	5%	10%	5%	14%	8%	
I prefer not to answer	384	124	137	202	215	124	-	62	137	-	68	123	153	44	45	13	276	59	138	156	47	19	23	295	42	75	309	
	53%	52%	55%	52%	54%	52%	-	54%	55%	-	54%	54%	55%	43%	52%	47%	55%	50%	53%	55%	45%	39%	63%	55%	49%	60%	51%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i - j/k - l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base, ** very small base (under 30) - ineligible for sig. testing

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	681	42	625	14	150	447	84	632	17	7	16	656	9
Weighted Base	726	29**	688	9**	151*	489	86*	678	18**	8**	14**	705	7**
Effective Base	439	24	409	9	97	293	49	408	10	5	11	423	5
Under £11,500	18	1	16	1	8	8	2	15	-	1	3	16	-
	3%	5%	2%	8%	5%	2%	2%	2%	-	9%	18%	2%	-
Over £11,500	267	11	245	1	48	196	14	241	9	1	5	252	-
	35%	38%	36%	9%	31%	40%	16%	36%	49%	14%	35%	36%	-
I don't know	67	6	59	2	23	35	10	62	2	1	1	66	*
	9%	20%	9%	27%	13%	7%	17%	9%	13%	12%	10%	9%	2%
I prefer not to answer	384	11	368	5	73	250	60	359	7	5	5	372	7
	53%	37%	54%	55%	48%	51%	79%	53%	36%	65%	37%	53%	98%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) - ineligible for sig testing

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	681	182	161	167	171	77	49	56	68	49	44	52	52	63	61	56	54
Weighted Base	726	190	174	174	188	82*	52**	56*	72*	50*	52*	55*	55*	64*	60*	65*	63*
Effective Base	439	108	107	110	116	45	28	36	44	32	31	34	36	40	37	40	39
Under £11,500	18	4	10	2	3	1	2	1	7	-	3	2	-	*	-	2	*
	3%	2%	6%	1%	1%	2%	3%	2%	10%	-	5%	3%	-	*	-	4%	*
Over £11,500	287	85	52	48	72	32	26	28	21	13	17	22	10	16	31	15	26
	35%	13.1%	30%	26%	38%	39%	49%	43.1% ^{ns}	29%	26%	34%	40%	18%	29%	51.1% ^{ns}	23%	41.1%
I don't know	67	27	11	18	11	17	3	7	2	6	3	6	9	4	3	4	5
	9%	14.1%	6%	10%	6%	20.1%	6%	13%	3%	11%	6%	10%	16%	6%	5%	6%	7%
I prefer not to answer	384	74	102	106	102	32	22	20	42	32	28	26	36	45	26	44	33
	53%	39%	57.1%	51.1%	51.1%	39%	42%	36%	58%	67.1% ^{ns}	55%	47%	64.1% ^{ns}	69.1% ^{ns}	43%	61.1% ^{ns}	52%

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

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2862	3185	791	817	1134	835	1152	852	609	1608	1939	2613	1461	5468	644
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	790	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	836	3182	511
Under £11,500 per year	533	113	420	69	464	230	301	80	58	67	62	124	69	74	138	129	267	143	456	76
9%	9%	9%	9%	9%	9%	8%	10%a	10%a	7%	6%	7%	11%a	9%a	2%a	8%	7%	11%a	16%a	9%	8%
Over £11,500 per year	917b	933	4242	696	4480	2600	2570	666	761	1009	705	908	621	503	1430	1713	2032	1124	4321	817
84%	75%	75%	75%a	75%a	83%	87%a	82%	81%	85%a	85%a	85%	80%	82%	80%	83%a	83%a	81%	81%	84%	87%
I don't know	67	22	46	5	62	30	37	38	16	5	2	4	1	3	52	8	7	4	53	14
1%	2%	1%	1%	1%	1%	1%	1%	4%a	2%a	-	-	-	-	-	3%a	-	-	-	1%	1%
I prefer not to answer	384	154	220	19	305	150	232	49	30	41	64	94	68	49	70	104	210	110	320	37
6%	12%a	4%	2%	7%a	3%	7%a	3%	2%	3%	4%	6%a	6%a	6%a	6%a	4%	5%	6%a	6%a	6%a	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QZ7/QZ8. Household Income - Combined

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6160	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	554	5168	1365	4509	286
Weighted Base	6160	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	3716	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	746	2328	346	3096	828	2713	179
Under £11,500 per year	533	13	69	62	401	80	453	139	383	515	-	-	-	-	533	-	-	271	241	22
	9%	1%	4%	4%	23%	3%	16%	4%	16%	100%	-	-	-	-	100%	-	-	21%	5%	7%
Over £11,500 per year	5176	1039	1705	1220	1211	2743	2431	3325	1805	-	733	1501	1585	1100	3819	-	5175	972	4267	137
	84%	81%	89%	88%	70%	78%	81%	78%	-	-	100%	100%	100%	100%	100%	-	100%	78%	89%	47%
I don't know	67	16	20	9	23	35	32	32	31	-	-	-	-	-	-	-	-	11	43	13
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-	-	-	1%	1%	8%
I prefer not to answer	384	69	121	91	104	190	174	174	179	-	-	-	-	-	-	-	30	238	117	
	6%	6%	6%	7%	6%	6%	6%	6%	7%	-	-	-	-	-	-	-	2%	6%	41%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/m/n - o/p - q/r/s

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1999	901	3289	1144	966	781	344	375	364	355	369	367	362	368	365	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	348	347	339	59	432	
Under £11,500 per year	533	470	63	25	444	44	32	13	22	47	51	28	55	53	67	62	58	8	36	
9%	9%	9%	7%	13%	9%	8%	11%	8%	9%	7%	10%	8%	10%	9%	8%	7%	13%	11%	8%	
Over £11,500 per year	5178	4427	748	133	4373	420	244	138	207	573	439	398	435	463	706	732	450	54	396	
84%	84%	84%	87%	80%	84%	81%	83%	81%	83%	81%	88%	88%	80%	81%	87%	87%	85%	80%	81%	
I don't know	67	54	13	1	49	7	5	6	6	14	3	4	4	2	5	7	3	-	7	
1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	2%	
I prefer not to answer	384	347	37	8	312	46	13	12	14	70	14	20	48	54	32	41	17	6	41	
6%	6%	7%	4%	5%	6%	9%	5%	7%	6%	10%	3%	5%	6%	6%	4%	5%	3%	8%	9%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Under £11,500 per year	633	160	213	261	314	160	100	107	213	213	102	174	214	83	35	24	388	59	220	189	88	35	28	410	67	179	354
	9%	7%	10%	7%	10%	7%	100%	10%	10%	100%	10%	9%	9%	7%	6%	10%	9%	7%	8%	8%	9%	10%	10%	16%	8%	12%	8%
Over £11,500 per year	5175	2115	1795	3009	2688	2115	-	589	1795	-	811	1703	2091	662	496	207	3794	703	2224	1926	569	302	125	4150	427	1248	3927
	84%	84%	83%	83%	83%	84%	-	77%	83%	-	77%	84%	84%	83%	85%	84%	84%	85%	83%	84%	84%	84%	70%	82%	80%	82%	85%
I don't know	67	13	18	31	36	13	-	5	18	-	8	17	28	10	7	3	45	10	23	32	7	2	2	55	4	18	49
	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I prefer not to answer	384	124	137	202	215	124	-	62	137	-	68	123	153	44	45	13	276	59	138	156	47	19	23	295	42	75	309
	6%	5%	6%	6%	7%	6%	-	9%	6%	-	6%	6%	6%	5%	6%	5%	6%	7%	5%	7%	7%	5%	11%	6%	6%	5%	7%

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2464	191	3551	69	38	46	3657	15
Under £11,500 per year	533	59	467	8	242	287	14	484	12	8	28	508	1
	9%	17% b	8%	19% b	14% a	6%	11% a	8%	10%	14%	43% ghlm	8%	7%
Over £11,500 per year	5175	261	4888	26	1337	3630	208	4992	86	43	31	5130	14
	84%	78%	84% ac	64%	80% f	87% df	67%	83% c	82% c	79% c	48%	84% c	62%
I don't know	67	6	59	2	23	35	10	62	2	1	1	66	+
	1%	2%	1%	6% b	1%	1%	3% a	1%	2%	2%	2%	1%	1%
I prefer not to answer	384	11	368	5	73	250	60	359	7	5	5	372	7
	6%	3%	6%	11% a	4%	6% d	19% ac	6%	6%	9%	8%	6%	30%

Proportions/Means. Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base, ** very small base (under 30) ineligible for sig testing

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Quarter				Month															
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)				
Unweighted Base	6100	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501				
Weighted Base	6100	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521				
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312				
Under £11,500 per year	533	121	168	133	111	35	40	46	72	59	37	54	38	41	37	36	38				
	9%	8%	11%	9%	7%	7%	8%	9%	13%	12%	8%	10%	7%	8%	7%	7%	7%				
Over £11,500 per year	5176	1328	1254	1281	1312	407	467	453	416	412	427	432	436	413	437	429	445				
	84%	72%	82%	83%	72%	83%	88%	82%	78%	81%	82%	83%	84%	82%	82%	84%	84%				
I don't know	67	27	11	18	11	17	3	7	2	6	3	6	9	4	3	4	5				
	1%	2%	1%	1%	1%	3%	1%	1%	*	1%	1%	1%	2%	1%	1%	1%	1%				
I prefer not to answer	384	74	102	106	102	32	22	20	42	32	28	26	36	45	26	44	33				
	6%	5%	7%	7%	7%	7%	4%	4%	7%	6%	6%	5%	7%	7%	5%	7%	6%				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Table 464

Base : All respondents

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6160	1017	5143	807	5353	2962	3185	791	817	1134	805	1152	852	809	1808	1939	2513	1461	5468	844
Weighted Base	6160	1233	4927	789	5371	3010	3140	822	867	1122	832	1130	780	627	1690	1954	2517	1387	5158	943
Effective Base	3716	738	2978	461	3256	1799	1910	506	508	681	486	701	474	363	1014	1167	1536	636	3182	511
Yes	1284	251	1033	234	1049	573	705	144	207	274	174	225	122	137	351	449	484	259	1121	160
	21%	20%	21%	36% ^a	20%	19%	22% ^b	18%	24% ^c	24% ^d	21%	20%	16%	22% ^e	21%	23% ^f	19%	19%	22% ^g	17%
No	4886	884	3894	528	4060	2313	2271	622	618	796	625	853	610	495	1240	1421	1928	1075	3839	707
	79%	73%	75%	67%	76% ^h	72% ⁱ	72%	76%	71%	71%	73%	76%	69% ^j	74%	73%	72% ^k	74% ^l	74%	74%	79%
I don't know	61	5	56	8	53	34	26	31	10	12	1	*	6	1	41	12	7	7	33	25
	1%	*	1%	1%	1%	1%	1%	4% ^m	1% ⁿ	1% ^o	*	*	1% ^p	*	2% ^q	1%	*	1%	7%	3% ^r
I prefer not to answer	227	83	145	19	208	89	138	25	32	40	32	52	21	25	57	72	98	47	165	62
	4%	7% ^s	3%	2%	4%	3%	4% ^t	3%	4%	4%	4%	5%	3%	4%	3%	4%	4%	3%	3%	9% ^u

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Table 464

Base : All respondents

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1474	1838	1207	1640	3312	2847	3378	2700	537	737	1479	1596	1130	3812	564	5168	1365	4509	286
Weighted Base	1136	1913	1384	1725	3050	3109	3670	2397	515	733	1501	1585	1100	3819	533	5175	1284	4588	288
Effective Base	697	1126	814	1081	1822	1894	2048	1649	334	458	929	941	620	2328	346	3096	828	2713	179
Yes	118	226	205	734	343	939	505	761	263	306	352	169	67	856	271	972	1284	-	-
27%	10%	12%	16%ab	43%cd	17%	50%ef	14%	28%gh	8%ijklmn	4%klmnop	2%lmnopq	1%lmnopq	6%	22%lmnop	19%	31%op	100%qr	-	-
No	961	1618	1120	890	2579	2010	3031	1515	233	404	1098	1362	1017	2964	241	4067	-	4588	-
74%	85%cd	88%cd	81%cd	52%	89%ef	65%	83%hi	63%	45%	55%kl	72%kl	68%lmnop	92%lmnop	78%lm	45%	79%op	-	100%qr	-
I don't know	9	16	20	16	25	35	25	29	9	8	6	12	8	27	9	37	-	-	61
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%cd	1%	1%	1%	1%	2%	1%	1%	-	-	21%def
I prefer not to answer	227	48	54	39	86	102	110	92	11	15	45	12	8	72	13	99	-	-	227
4%	4%	3%	3%	2%def	3%	4%	3%	4%	2%ef	2%ef	3%lmnop	1%	1%	2%lmnop	2%	2%	-	-	79%def

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Table 464

Base : All respondents

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	6160	4161	1959	901	3269	1144	966	781	344	375	364	355	369	367	362	368	366	169	975	
Weighted Base	6160	5298	862	167	5178	517	295	170	250	675	508	448	543	573	810	843	529	67	450	
Effective Base	3716	3250	472	187	2842	491	498	508	321	354	340	334	345	339	346	347	339	59	432	
Yes	1284	1114	170	38	1100	81	66	37	47	111	128	91	138	115	180	198	112	11	70	
	27%	27%	20%	23%	27%	16%	13%	8%	19%	16%	21%	20%	21%	20%	20%	26%	15%	16%	16%	
No	4688	3026	663	125	3840	413	213	123	191	509	364	345	386	419	609	623	393	51	362	
	77%	74%	75%	75%	74%	80%	72%	72%	78%	75%	72%	77%	71%	73%	75%	74%	74%	78%	80%	
I don't know	61	56	5	1	49	4	4	4	2	13	6	4	4	2	8	2	8	-	4	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	-	1%	
I prefer not to answer	227	203	24	4	189	19	12	7	10	42	9	8	14	36	34	21	15	5	14	
	4%	4%	3%	2%	4%	4%	4%	4%	4%	6%	2%	2%	3%	6%	4%	2%	3%	7%	3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Table 464

Base : All respondents

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6160	2363	2214	3424	3275	2363	183	885	2214	209	1144	2100	2393	819	565	259	4493	824	2745	2269	628	326	159	5014	485	1454	4706
Weighted Base	6160	2413	2163	3502	3253	2413	160	764	2163	213	1049	2017	2486	800	583	247	4503	830	2606	2303	681	358	178	4909	535	1520	4640
Effective Base	3716	1429	1318	2075	1964	1429	110	536	1318	141	701	1219	1471	508	351	152	2691	503	1582	1381	408	211	112	2963	323	901	2816
Yes	1284	496	402	731	636	496	84	268	402	103	273	453	473	171	108	74	105	181	537	494	144	67	35	1030	103	418	866
		21%	21%	20%	21%	21%	52%ag	33%ag	19%	48%ag	39%ag	22%	21%	19%	19%	30%klmnopq	21%	22%	21%	21%	19%	20%	27%	19%	33%yz	19%	
No	4888	1815	1682	2609	2475	1815	72	448	1682	105	741	1488	1904	570	448	164	3391	612	1962	1705	495	273	130	3667	403	1027	3562
	74%	75%	76%bc	75%	76%	75%gh	45%	59%ef	74%ij	49%	71%kl	74%	77%lmno	71%	76%op	66%	73%q	74%	75%	74%	73%	76%	73%	75%	75%	68%	77%xyz
I don't know	61	16	20	23	27	16	3	9	20	+	7	8	21	22	5	+	28	9	10	23	13	7	+	38	8	20	41
		1%	1%	1%	1%	1%	2%	1%	1%	+	1%	1%	3%klm	3%kl	+	+	1%	1%	1%	1%	2%uvw	2%	+	1%	1%	1%	
I prefer not to answer	227	85	60	139	114	85	1	42	60	5	28	69	89	37	18	9	157	27	97	78	30	10	11	174	22	56	172
	4%	4%	3%	4%	4%	4%	1%	6%ef	3%	2%	3%	3%	4%	5%	3%	4%	3%	3%	4%	3%	4%	3%	6%	4%	4%	4%	

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Table 464

Base : All respondents

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6160	379	5731	50	1810	4048	302	5903	112	56	67	6071	22
Weighted Base	6160	336	5783	41*	1676	4173	312	5898	117*	57*	66*	6072	22**
Effective Base	3716	211	3476	31	1078	2454	191	3551	69	38	46	3657	15
Yes	1284	151	1121	12	720	512	51	1230	17	18	28	1296	*
	21%	43%	19%	28%	43% ^{ab}	12%	16%	20%	32% ^{gh}	32%	43% ^{gh}	21%	*
No	4688	174	4399	15	871	3514	204	4442	68	33	32	4543	13
	74%	52%	76% ^{abc}	37%	52%	84% ^{def}	66% ^{def}	73% ^{hij}	58%	58%	48%	73% ^{hij}	61%
I don't know	61	1	55	4	20	34	6	49	6	3	*	59	2
	1%	*	1%	16% ^{abc}	1%	1%	2%	1%	6% ^{gh}	6% ^{gh}	*	1%	7%
I prefer not to answer	227	9	208	10	63	113	51	206	6	2	7	214	7
	4%	3%	4%	28% ^{abc}	4%	3%	19% ^{def}	3%	5%	4%	10% ^{gh}	4%	31%

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Total	Quarter				Month											
		Q3 2023 (a)	Q4 2023 (b)	Q1 2024 (c)	Q2 2024 (d)	Jul 2023 (e)	Aug 2023 (f)	Sep 2023 (g)	Oct 2023 (h)	Nov 2023 (i)	Dec 2023 (j)	Jan 2024 (k)	Feb 2024 (l)	Mar 2024 (m)	Apr 2024 (n)	May 2024 (o)	Jun 2024 (p)
Unweighted Base	6160	1550	1535	1539	1536	521	524	505	521	512	502	520	520	499	519	516	501
Weighted Base	6160	1550	1535	1539	1536	491	532	527	532	507	496	518	518	503	503	512	521
Effective Base	3716	929	923	944	921	305	314	310	320	303	300	322	316	307	292	317	312
Yes	1284	290	321	325	298	105	89	96	148	116	106	108	114	103	103	104	91
	21%	19%	24%	21%	19%	21%	17%	18%	23%	23%	21%	21%	22%	20%	20%	20%	17%
No	4888	1162	1071	1158	1168	399	422	410	349	369	393	391	391	375	380	380	409
	74%	75%	70%	75%	76%	65%	79%	79%	66%	71%	72%	73%	73%	73%	73%	73%	73%
I don't know	61	36	14	8	10	11	7	10	2	5	7	3	2	3	4	5	1
	1%	2%	1%	1%	1%	2%	1%	2%	*	1%	1%	1%	*	1%	1%	1%	*
I prefer not to answer	227	40	80	49	59	16	13	10	33	27	20	16	11	22	16	23	20
	4%	3%	5%	3%	4%	3%	3%	2%	6%	5%	4%	3%	2%	4%	3%	5%	4%